OFFICE COLLABORATION SYSTEM

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DEDICATION

Dedicated to my beloved sister and family

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ABSTRACT

In today's competitive market, having fast access to accurate information can be crucial for the business. Office Collaboration System enables of sharing and disseminating up-to-date information which it is a web-based application that facilitates collaboration. Office Collaboration System could store information and be securely accessed from anywhere, anytime, anyplace to improve communication between employees in various remote sites. The study aims to bring about the changes, development and better improvement to the organizational through the effective use of computer technology in terms of information management to provide value and service to the client. Office Collaboration System is built upon the JavaServer Pages (JSP) and Java Servlets technologies. JavaServer Pages allows Web and application designers and developers to create information-rich and dynamic Web pages. Key components of Office Collaboration System are Interactive & Collaborative Communication, Knowledge Assets & Document, Content Management and Workflow Automation. Testing is a crucial part of any system development and implementation. It is to ensure that all components of the system are reliable and robust, and the system delivered matches the user's requirements. The Change Management is to be implemented continuously at the organizational to support the new system environment which likely to have radical change from the current system environment. With the new system environment, new procedures and work culture requires an extensive training to be incorporated.

ABSTRAK

Di dalam pesaingan pasaran semasa ini, mempunyai maklumat yang dapat dicapai dengan segera dan tepat adalah amat bermakna untuk sesuatu bisnes. Sistem Kolaborasi Pejabat membenarkan perkongsian dan penyebaran maklumat yang dikemaskini, dimana ianyanya adalah aplikasi yang berdasarkan web yang memudahkan kolaborasi. Sistem Kolaborasi Pejabat dapat menyimpan maklumat dan mampu dicapai dengan selamat dari mana-mana tempat dan lokasi dan setiap masa, untuk memperbaiki komunikasi di antara kakitangan di pelbagai lokasi. Ianya bertujuan menuju kearah suatu pembaharuan, pembangunan dan membawa kepada suatu perubahan kepada organisasi melalui penggunaan teknologi komputer yang efektif di dalam pengurusan informasi supaya dapat memberi nilai tambah dan perkhidmatan kepada klien. Sistem Kolaborasi Pejabat ini dibina dengan menggunakan *JavaServer Pages* (JSP) dan teknologi *Java Servlets. JavaServer Pages* membenarkan Web dan pereka aplikasi serta pembangun aplikasi mencipta informasi yang bermakna dan penggunaan Web yang dinamik. Komponen utama di dalam Sistem Kolaborasi Pejabat ini adalah terdiri dari Interaksi dan Komunikasi yang Kolaboratif, Aset Pengetahuan dan Dokumen, Pengurusan Kandungan dan Automasi Aliran Kerja. Pengujian sistem adalah merupakan perkara yang amat mustahak bagi setiap pembangunan sistem dan implementasi. Ini memastikan supaya setiap komponen sistem memenuhi kehendak pengguna. Organisasi perlu melaksanakan Perubahan Pengurusan yang berterusan supaya ianya dapat memberi sokongan terhadap persekitaran sistem yang baru, di mana ianya memerlukan perubahan yang radikal dari keadaan sistem manual sekarang ini. Dengan persekitaran sistem yang baru, ianya memerlukan prosedur baru dan budaya kerja yang memerlukan latihan yang intensif.

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LIST OF ABBREVIATIONS

ASP	-	Active Server Pages
ACOA	-	Adaptive Course of Action
ACLs	-	Access Control Lists
ACOA	-	Adaptive Course of Action
API	-	Application Program Interface
ASP	-	Active Server Pages
BCP	-	Business Continuity Plan
CSCW	-	Computer-Supported Cooperative Work
DBMS	-	Database Management System
ERD		Entity-Relationship Diagram
HTML	-	Hypertext Markup Language
IT	-	Information Technology
IIS	-	Internet Information Services
JSP	-	JavaServer Pages
JSTL	-	JavaServer Pages Standard Tag Library
OCS	-	Office Collaboration System
OOSE	-	Object-Oriented Software Engineering
SQL	-	Structured Query Language
SRS	-	Software Requirement Specification
UK	-	United Kingdom
UAT	-	User Acceptance Testing
UIT	-	User Interface Testing
UML	-	Unified Modeling Language
WYSIWIS	-	What You See Is What I See
95QVS	-	95 Queen Victoria Street

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CHAPTER I

INTRODUCTION

1.1 Introduction

Poor collaboration can often hamper efforts to follow-up on leads and close new business deals impeding revenue growth. With the interactive and collaborative communication tools information can be rapidly and effectively deployed to a dispersed group of employees, partners, clients and customers, eliminating the traditional communication barriers, while bringing about extensive cost savings along with increased sales.

Organizational collaboration is the internal sharing of information and knowledge among employees within an organization. It encourages an environment of learning and innovation, turning internal knowledge into operational excellence.

As Internet technology extends to the wireless world, staying competitive in the business market now means that employees must have access to data wherever and whenever they need it. The capability to stay current on company issues will not only boost employee productivity, but also enhance customer satisfaction.

1.2 Background of the problem

This study is to be developed as there is no system in the HAPM IT Sdn Bhd (HAPM IT) in managing the daily operations. HAPM IT wanted a web-based solution to address HAPM IT's office and remote site communication needs and equip its employees who are constantly on the move with the minimal tool to be able to communicate and access key corporate information. Its facilitates information dissemination, provides up-to-date information and saves costs in areas such as printing and the distribution of paper-based information.

For HAPM IT, generally, the current system is still being carried out manually and consumes a great deal of time and effort to get things done. Due to many problems and lack of efficiency in providing information, especially by traditional and manual methods, there is a need to develop a computerized system to increase the efficiency of information management of the organization.

With its headquarters and KL Office in Kuala Lumpur HAPM IT operates out of four remote on-site locations around Putrajaya, Batang Berjuntai, Kuching and Bintulu.

1.3 Statement of Problem

Scattered resources can often lead to redundant work, reducing productivity of employees and creating multiple versions of work. All documentation is done manually. The document are kept physically, even sometimes when we want the document, the document is missing.

Verbally communications sometimes might lead to miscommunications and not everybody will get the exact message. Document is everywhere, whereby the document is not kept at one place. For instance, some of the document or files are stored in the individual's personal computer or laptop.

OCS will be able to get immediate access to important or content at a click of our mouse from a single location. User at the different location can be easily access to any document or files from their location such as at project site-office or out-station.

1.4 Project Objectives

a) To study how to improve communication business processes and collaboration among users in an organization. It is also replace manual paperwork with electronic filing and documentation

b) To design and develop a system which can promote or facilitate information exchange and document control in collaborative environment.

c) To develop a web-based application for HAPM IT that facilitates communication among users in the organization both in LAN and Internet environment that allows information and knowledge sharing.

d) To formulate organizational strategies for the implementation of the system.

1.5 Project Scope

a) This system shall be used by the Management, employees, consultants, freelance consultants and clients of HAPM IT.

b) The study evolves research on literature background regarding the web-based application.

c) The system is based on web-based application and built in the Windows environment. The proposed model will be implemented using JSP and Servlet

technologies, SQL DBMS on Windows platform. This application shall be accessed either with Microsoft Internet Explorer 5.0 (and above) or Netscape Communicator 4.5 (and above) from anywhere and at anytime.

1.6 Importance of Project

a) Available Access Anytime Anywhere

OCS will be able to get immediate access to important or content at a click of our mouse from a single location. User at the different location can be easily access to any document or files from their location such as at project site-office or out-station.

b) Information and Knowledge sharing

This study will allows information and knowledge sharing through an internet browser, regardless of location and time zones, enabling real-time dissemination and sharing of information for critical decision-making. It enriches communication and collaboration among employees via its threaded discussion and forums. It facilitates information dissemination, provides up-to-date information and saves costs in areas such as printing and the distribution of paper-based information.

c) Enhanced Collaboration and Communication

Acting as the gateway to information and communication throughout the organization this study has facilitated and simplified the process of integrating and accessing disparate business information and documents, and improved how employees manage and shared.

d) Increased Productivity

This study will boosts employees' productivity by saving their time in locating information and resources.

1.7 Chapter Summary

This report is mainly divided into seven chapters. Chapter One is the introduction to give an overall view of what this study is all about. This includes the background of the problem, the statement of the problem, the objective and scope of the study, and the importance of project.

Literature review is one of the important methods that could contribute a lot of ideas to develop and designing a computerized system. Journal, articles, books and Internet are the sources of this literature study. The information collected from literature review range from the basic of system development, concept, method techniques and current trends of development, in which all of these can be used as references and sources for new innovative ideas for developing the proposed system.

Chapter Three, discusses the methodology of the research that will be used to develop the proposed system while Chapter Four presents and discuss about the analysis and design of the current and to-be-system. Based on the analysis the architecture of the proposed system is constructed. Chapter Five provides detail of the design implementation and testing, while Chapter Six discuss about the organizational strategy. Finally, Chapter Seven presents the discussion and conclusion on the overall system development.

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