

## PREFACE

Praise be to God Almighty because the top overflow of grace and guidance of his writer can complete the final project with the title "Business Blueprint Design of Open-Source Customer Relationship Management at Telkom University Tracer Study" This final project aims to fulfill one graduation level of education S-1 information systems, Faculty of Industrial Engineering, Telkom University Bandung.

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The author realizes that the writing of the final project proposal is still far from perfect. With all humility, the author may wish all the shortcomings of this final project proposal can be used as learning materials for better research in the future.

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