

TABLE OF CONTENTS

ABSTRACT.....	ii
ORIGINALITY OF WRITING STATEMENT	iv
VALIDITY SHEET	v
DEDICATION SHEET.....	vi
FOREWORD	vii
TABLE OF CONTENTS.....	viii
LIST OF FIGURES	xii
LIST OF TABLES	xiii
LIST OF TERMS.....	xiv
CHAPTER I - INTRODUCTION	1
I.1 Background	1
I.2 Problem Statement	2
I.3 Research Objectives	2
I.4 Research Scopes	3
I.5 Research Benefits	3
CHAPTER II - LITERATURE REVIEW	4
II.1 Shared Service	4
II.2 MSMEs	6
II.3 Finance Management.....	8
II.4 Human Resource	9
II.5 Order Management	10
II.6 Inventory	11
II.7 Shared Service Center.....	12
II.8 Website	12
II.9 HTML	12

II.10	CSS	13
II.11	PHP	13
II.12	Laravel Framework.....	14
II.13	Database	14
II.14	UML	15
II.14.1	Use Case Diagram.....	15
II.14.2	Activity Diagram	16
II.14.3	Class Diagram.....	17
II.14.4	Deployment Diagram	18
II.14.5	Component Diagram	19
II.14.6	Sequence Diagram	19
II.15	Software Development Life Cycle	20
II.16	User Acceptance Testing (UAT)	20
II.17	Prototype Methodology	21
II.18	Blackbox Testing	23
CHAPTER III - METHODS.....		24
III.1	Thinking Framework	24
III.2	Data Collection	26
III.3	Conceptual Method.....	27
III.4	Systematic Research	28
III.4.1	Identification Stage.....	29
III.4.2	Requirement Stage.....	29
III.4.3	Prototyping.....	29
III.4.4	Implementation.....	29
III.5	Evaluation Method	30
III.6	Reason of Method Choice.....	30

CHAPTER IV – ANALYSIS AND DESIGN	31
IV.1 Requirement	31
IV.2 Data Collection.....	31
IV.2.1 Survey and Interview Result	31
IV.2.2 Third App Feature Benchmark.....	32
IV.3 Problem Analysis.....	33
IV.3.1 Analysis Solution.....	33
IV.3.2 Business Process Targeting	34
IV.4 System Requirement Analysis	35
IV.4.1 Actor Identification.....	35
IV.5 Iteration Prototype – 1	35
IV.5.1 Functional Requirement Analysis	35
IV.5.2 Use Case Diagram	36
IV.5.3 Use Case Scenario	38
IV.5.4 Activity Diagram.....	42
IV.5.4.1 Balance Sheet Activity Diagram	42
IV.5.4.1.1 Input Current Assets	42
IV.5.4.1.2 Input Fixed Assets	43
IV.5.4.1.3 Generate Balance Sheet Report	44
IV.5.4.2 Profit & Loss Activity Diagram	45
IV.5.4.2.1 Input Cost of Goods Sold (COGS)	45
IV.5.4.2.2 Input Selling & Service Expenses	46
IV.5.4.2.3 Input General & Admin Cost	47
IV.5.4.2.4 Generate Profit & Loss Report	48
IV.5.4.3 Cash Flow Activity Diagram	49
IV.5.4.3.1 Input Cash In	49

IV.5.4.3.2 Generate Cash Flow Report	50
IV.5.5 Class Diagram	51
IV.5.6 Sequence Diagram.....	52
IV.5.6.1 Balance Sheet Sequence Diagram	52
IV.5.6.1.1 Input Current Assets	52
IV.5.6.1.2 Input Fixed Assets	53
IV.5.6.1.3 Generate Balance Sheet Report	53
IV.5.6.2 Profit & Loss Sequence Diagram.....	54
IV.5.6.2.1 Input Cost of Goods Sold (COGS)	54
IV.5.6.2.2 Input Selling & Service Expenses	55
IV.5.6.2.3 Input General & Admin Cost	55
IV.5.6.2.4 Generate Profit & Loss Report.....	56
IV.5.6.3 Cash Flow Sequence Diagram	57
IV.5.6.3.1 Input Cash In	57
IV.5.6.3.2 Generate Cash Flow Report	58
IV.5.7 Deployment Diagram.....	59
IV.5.8 Component Diagram.....	60
CHAPTER V – IMPLEMENTATION AND TESTING	61
V.I Iteration Design 1	61
V.2 User Acceptance Testing 1	65
V.3 Blackbox Testing.....	70
CHAPTER VI - CONCLUSIONS AND RECOMMENDATIONS	71
VI.1 Conclusions	71
VI.2 Recommendations	72
BIBLIOGRAPHY	73
ATTACHMENT	75