**KADUNA STATE UNIVERSITY**

**DESIGN AND IMPLEMENTATION OF USTOMER FILE IDENTIFICATION SYSTEM**

**BY**

**CHRISTIANA OCHEFIJE JOHN**

**KASU/SCE/21/CSC/4001**

**THIS PROJECT IS SUBMITTED TO THE DEPARTMENT OF COMPUTER SCIENCE KADUNA STATE UNIVERSITY IN PARTIAL FULLFILMENT OF THE REQUIREMENTS FOR THE AWARD OF BSC IN COMPUTER SCIENCE**

**DEPARTMENT OF COMPUTER SCIENCE**

**SCHOOL OF SCIENCE AND TECHNICAL EDUCATION**

**COLLEGE OF SCIENCE AND TECHNOLOGY**

**KADUNA STATE UNIVERSITY**

**KADUNA, NIGERIA**

**December 2024**

**DECLARATION**

I hereby declare that this project has been concluded by **CHRISTIANA OCHEFIJE JOHN** under the supervision of MR**. SUPERVISOR NAME,** department of **COMPUTER SCIENCE,** Kaduna State University, and I have neither copied someone’s work nor have someone else done it for me. Author’s whose works have been referred to in this project have been acknowledged.

**Christiana Ochefige John (Phone No.) (Date)**

**CERTIFICATION**

This is to certify that this is the original work undertaken by **CHRISTIANA OCHEFIJE JOHN** with registration number **KASU/SCE/21/CSC/4001** has been prepared in accordance with the regulations governing the preparation and presentation projects in Kaduna State University.

**MR. PROJECT SUPERVISOR**

(Project supervisor)

*(External Examiner)*

**MR. HEAD OF DEPARTMENT**

*(Head of Department)*

**DEDICATION**

This project is dedicated to Almighty God for giving me the strength, ability, and knowledge to start this project and complete it in good health and comfort, and also to my respective families, friends and loved ones.

**ACKNOWLEDGEMENT**

My sincere thanks and gratitude goes to the Almighty God for making it possible for me to be able to start and completed this project in good health, and making me to witness this day. Secondly, my special thanks go to my project supervisor **MR. PROJECT SUPERVISOR** for his moral and academic support which led to the success and completion of this project and to my beloved husband **MR HUSBAND and aslo NUHU IBRAHIM, SUNDAY JOSHUA, HENRY IKOH** and also to my friends **PAUL SUNDAY, VICTOR MATTHEW AYEGBA**, and to my big brother, **ANENGE** **IYORTER, VERSHIMA IYORTER** and also to my big aunt **HEMBAFAN IYORTER** and her entire family and to my only sister **NGUAVESE UGBON** and also to **MRS RACHEAL SUNDAY** and her entire family for their support financially, spiritually and otherwise.

***ABSTRACT***

*The management of customer file is a critical task within the banking sector, where the assessment of customer data are paramount. At United Bank for Africa (UBA), customer file containing essential documents such as identification, proof of address, and signed agreements are traditionally handled through a manual filing system. While this method has been in place for many years, it is increasingly challenged by the growing volume of account opened, leading to inefficiencies, delays, and risks of data misplacement or loss.*

*This project, titled* ***"Design and Implementation of Customer File Management System,"*** *aims to enhance the existing manual system for filing and retrieving customer file. The primary objective is to develop a more organized, efficient, and secure Design and implementation of customer file identification system that addresses the shortcomings of the current process.*

*The proposed system will focus on standardizing filing procedures, introducing an effective indexing system, and implementing enhanced security measures to protect sensitive customer information. By streamlining the manual filing process, the system will reduce retrieval times, minimize the risk of document misplacement, and improve overall operational efficiency. Additionally, regular audits and staff training will be incorporated to maintain the integrity and effectiveness of the system over time.*

*This project will provide UBA with a more reliable and scalable customer file management solution, ensuring that the bank can continue to manage customer file effectively as it grows. The outcome of this project is expected to improve customer service, enhance data security, and ensure compliance with regulatory standards, ultimately contributing to the bank's operational excellence.*

**TABLE OF CONTENT**

Title page: - - - - - - - - - i

Declaration: - - - - - - - - - ii

Approval Page: - - - - - - - - iii

Dedication: - - - - - - - - - iv

Acknowledgment - - - - - - - - - v

**CHAPTER ONE: INTRODUCTION**

1.0 Preamble: - - - - - - - - 1

1.1 Background of the Problem- - - - - - - 1

1.2 Aim & Objective of Study; - - - - - - 2

1.3 Statement of problem: - - - - - - - 3

1.4 Motivation: - - - - - - - - 3

1.5 Methodology: - - - - - - - - 3

1.6 Scope of the study- - - - - - - - 4

1.4 Expected contribution to knowledge - - - - - 4

**CHAPTER TWO: LITERATURE REVIEW**

2.0 Review of related literature - - - - - - 5

2.1 Operation of the existing patient scheduling system - - - 7

2.2 problems of the existing system - - - - - 7

**CHAPTER THREE: METHODOLOGY AND DESIGN**

3.0 Preamble - - - - - - - - 8

3.1 Method of data collection - - - - - - 8

3.1.1 Interview - - - - - - - - 8

3.1.2 Record Inspection -- - - - - - - 9

3.2 System Modeling: -- - - - - - - 10

3.2.1 System Class Diagram- - - - - - - 10

3.2.2 System use case diagram- - - - - - - 11

3.3 System Design and specification - - - - - 12

3.3.1 Input specification and design - - - - - 12

3.3.2 Output specification and design - - - - - 17

3.4 System Requirement - - - - - - - 20

3.4.1 Minimum Hardware requirement - - - - - 20

3.4.2 Minimum Software requirement - - - - - 20

3.5 Choice of programming language - - - - - 20

**CHAPTER FOUR: SYSTEM IMPLEMENTATIN AND EVALUALTION**

4.0 Preamble - - - - - - - - 21

4.1 System Testing and evaluation- - - - - - 21

4.1.1 Unit testing: - - - - - - - - 22

4.1.2 Integrated Testing: - - - - - - - 22

4.2 System Conversion - - - - - - - 22

4.2.1 Changeover procedure- - - - - - - 22

4.3 User manual - - - - - - - - 23

4.4 Sample Output - - - - - - - 25

**CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMEDATION**

5.0 Summary - - - - - - - - 30

5.1 Conclusion - - - - - - - - 30

5.2 Recommendation - - - - - - 30

**LIST OF FIGURES**

**FIGURE** PAGE

3.1 System class diagram - - - - - - - - 10

3.2 System use case diagram - - - - - - - 11

3.3 Patient creation design - - - - - - - - 13

3.4 User login design - - - - - - - - 14

3.5 Patient schedule design - - - - - - - - 15

3.6 Doctor prescription design - - - - - - - 16

3.7 User creation design - - - - - - - - 17

3.8 Patient visitation output design - - - - - - - 18

3.9 Patient output design - - - - - - - - 20

4.1 Splash Screen - - - - - - - - - 25

4.2 Home Page - - - - - - - - - 26

4.3 User login module - - - - - - - - 26

4.4 New outpatient creation - - - - - - - - 27

4.5 Patient schedule module - - - - - - - - 27

4.6 Patient hospital visitation card - - - - - - - 28

4.7 Doctor prescription module - - - - - - - 28

4.8 Drug administration module - - - - - - - 29

**LIST OF TABLES**

TABLE PAGE

3.1 Patient record specification - - - - - - - 12

3.2 User login specification- - - - - - - - 13

3.3 Patient schedule specification- - - - - - - - 14

3.4 Doctor prescription specification - - - - - - 15

3.5 User creation specification - - - - - - - 16

3.6 Patient visitation output specification - - - - - - 17

3.7 Patient visitation output specification- - - - - - - 19