**CHAPTER ONE**

**INTRODUCTION**

* 1. **Preamble**

A memo is a note, document or other communication material that helps the memory by recording events or observations on a topic such as may be used in a business office (Webopedia, 2013). In the 21st century business world, document producing has increased rapidly, still there is a large number of traditional paper documents. Also the electronic form of the documentation has increased. Memos these days do come in form of web pages, worksheets, drawings etc, which can be communicated via web pages or email (Webopedia, 2013). These days, information spreading is easy, therefore the amount of irrelevant information has increased. It poses a big problem in the office which seems to be the finding relevant information such as an important memo or any other important office document from the array of gargantuan irrelevant (at that moment in time of desperate search) information stack in form of paper files, folders, junk emails etc. (Anttila, 2001). Memo Management System is a unique online system that allows the sending, receiving and replying of memo within an organization. Since the beginning of the last decade there have been many forecasts that traditional paper method of information sharing will be replaced with electronic method and therefore consumption of paper will decrease and finally disappear (Heikki, 2010). Even though the electronic mode of corporate information sharing and documentation has increased rapidly, these forecasts have not been fulfilled. The consumption of paper in the offices has not decreased, it has even increased approximately by one quarter from the beginning of the past decade. For the forecast to be fulfilled, deliberate efforts must be taken to ensure that information sharing and documentation from office to office in organizations are completely automated, hence the drive behind this project work.

**1.2 Statement of Problem**

At present, most organizations manage and carry out their information management via the conventional manual memo system. This involves the printing of the general memo format acceptable by the organization, and writing of specific memo details on the memo sheet, to be delivered to the appropriate addressed staff members/departments/quarters. With this approach, it is very difficult to manage the memos, the more memos given out the more cumbersome the manual system becomes. With the help of the proposed memo management system, it will become easy and faster to manage the memo system of Ajayi Crowther Univeristy, ACU. The following office document management (such as memos) problems are obviously in need of urgent solution:

1. Reducing the manual workload of the administrative activities, such as sending of memos and other documents from one department, unit or faculty to the other.
2. Communicating effectively within different departments, faculties and units: ACU have to electronically automate many of these processes by introducing specialized document and information management systems.

Most executives rely on internal or external IT professionals to develop and maintain an integrated information systems; this project focuses on building application software that is very effective and simply to use by every organization that is tired of spending huge money on outsourcing the information management activities.

**1.3 Aim and Objectives**

The aim of this project is to design and implement a Memo Management System suitable for Ajayi Crowther University. The objectives of this project are;

1. To design an electronic memo management system.
2. To develop the designed system
3. To test and evaluate the developed web based application for optimum performance.
   1. **Significance of Study**

It is anticipated that this work will provide vivid solution to the problem encountered and the difficulties associated with the existing manual system of managing memos and other related official documents between administrative staffs and lecturers in Ajayi Crowher University. Sending of documents, passing of information and every other necessary administrative activity concerning the work force of the institution would be made very easy and effective, in short, effective communication within the entire workforce will be enhanced. This will be made possible by ensuring that every staff member of the School is duly registered on the system with individual account, with a unique Staff number (ID) which would serve as a primary key for all activities to be done on the system.

**1.5 Project Methodology**

The methodology employed in this work is by the use of web design and development programming tools for the coding of the features from scratch. The whole project is divided into six phases in order with each of the project phase is to be executed:

* Phase 1 (Requirement Engineering): This phase involved the gathering of required information from both the public, sampling the opinions stake holders in the secretarial and office administration field. This phase helped in getting various information that gave insight into what area of the project to give rapt attention to; when compared to the memo management methods currently being used by organizations in developing nations such as Nigeria. Various methods were applied in gathering of the information ranging from questionnaires, personal interview etc.
* Phase 2 (System Design): The result of the analysis and the specification from phase one alongside the modern conceptual tools were used to design the Memo Management System. This specifies the data flow diagram, the entity relational diagrams, the database schema, the modules and the processes for each model. It also shows the layout of the tables and documents the data dictionary of the system.
* Phase 3 (System Coding): This phase deals with programming of the web based application. HTML and Photoshop used at the design phase (of the web pages), PHP used for the development with MySQL for database management.
* Phase 4 (System Implementation): This phase involves installing the software on a localhost and test running it among the students of Computer Science.
* Phase 5 (System Testing): This phase involves testing each module that has been developed, to see if the desired functionalities have been properly programmed. Every bug noticed to be reported and corrected.
* Phase 6 (System Maintenance): This phase involved correction of bugs and improvement upon the already developed system to increase its usability and functionalities.

**1.6 Scope of Study**

This project aims at developing a system that tries to automate the memo management manual method of organizations/institutions, Ajayi Crowther University, Oyo as case study. These functions include but not limited to; registering and updating staff details, passing of information/notifications between administrators and staff members, communication and recording of disciplinary actions and queries given to staff, reminders and updates concerning projects and tasks given to staff as well as generating necessary reports through new or in-built queries, sending of instant messages between different departmental offices and faculties in the school just to mention a few.

**1.7 Organization of Thesis**

The remainder of this project work is divided into five chapters as follows:

• Chapter Two: In chapter two, relevant literatures on past works on memo and other official document management, to be intensively reviewed. This done in order to perfectly understand the full details of memo and office management in general as well as the technologies behind web application development. The chapter also contained a brief overview of the tools used in the implementation of the system.

• Chapter Three: This chapter carefully explains the procedure followed in the implementation (the design and development) of the web application software. Entity relational diagrams, flowchart and analysis of the web design and development methodologies and tools used presented in this chapter. The relationships between the programming languages and tools used were properly given. The source code written in this chapter are to be attached as an appendix at the back of the project report when done.

• Chapter four: Here, the result of the implementation in chapter three is to be presented. The tools used in the design and presentation of the finished web based application to be showcased and explain the way the system works. Snapshots of the working web app were captured and shown in this chapter as well.

• Chapter Five: This is the chapter where a brief summary of the whole project work was given. Some conclusions drawn and further study recommendations were given as well.