SHORT PROPOSAL

Research Title: A portal for HAJJ office service to improve connectivity with pilgrims in Makkah (Saudi Arabia)

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Proposed Supervisor: *Supervisor's name (if any)*

1.0   Introduction

Hajj Service Office is a place to provide all the services to pilgrims under the supervision of the Ministry of Hajj in Saudi Arabia,. The office consists of a president, deputy and staff.

Annual pilgrimage to Makkah (Hajj) attract heavy crowd from all parts of the world and in order to manage the crowd and to provide them with logistic support to meet the need of the intending pilgrims, there is need to develop a system that will replace the existing manual process.

1.1   Background of the Problem

Services mismanagement is one of the most common causes of hajj office (Mohammad Yamin, 2008).

Pilgrims requires information in order to perform Hajj effectively and it is the responsibility of the office to offer details of bus, flight, movement to Arafat, Mina, Jamrat, movement from Makkah to Medina and vice versa etc, which usually lead to reduce less efficient service office.

The current manual process with some limited automation is no longer reliable and very often causing trouble to the Pilgrims daily operation.

It needs to be replaced with a better new technology such as portal application in order to improve current management and operation.

1.2   **Problem Statement**

- Lack of pilgrims management control: by relying on visual inspection, memory or experience to manage the hajj service office causes mismanagement. However, there is a need to computerize the office processes to minimize the hajj problems in how to manage the information, and how to improve contact between pilgrims and Hajj office.

- Time and Effort: one of the difficulties without non-automatic system is spending a lot of time and effort finding and waiting information especially the huge pilgrims which contains variety specialists.

1.3   **Research Questions**

1. What are the needs and requirements for hajj service office?
2. How to build a portal managements system for hajj service office?
3. How to implement online portal services for the pilgrims and management?
4. How to evaluate the portal management system for hajj service office?

1.4   **Research Objectives**

- To study and analyze the current issues and environments in the hajj service office.
- To design and develop a portal application using related programming language.
- To develop the proposed system for web applications.
- Add one more Research Objective here to match #4.

1.5   **Research Scope**

- The project is specialized for hajj service office.
- The project will focus on some services e.g. schedule of movement from one place to another, date and time of event, request for location visits by the pilgrims, lodging complains towards the Hajj service office
- This project is planned to use PHP programming language with MySQL database.

1.6 Significance of the Study

The hajj service office will realize significant measurable benefits from automate their management and business processes by portal application, such as:

- Optimize pilgrims services levels.
- Managing the schedule quickly and efficiently.
- Quick response time in process handling daily.
- Can view and apply to visit requests and updated.
- Can write complaints to office management

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1.7 Methodology
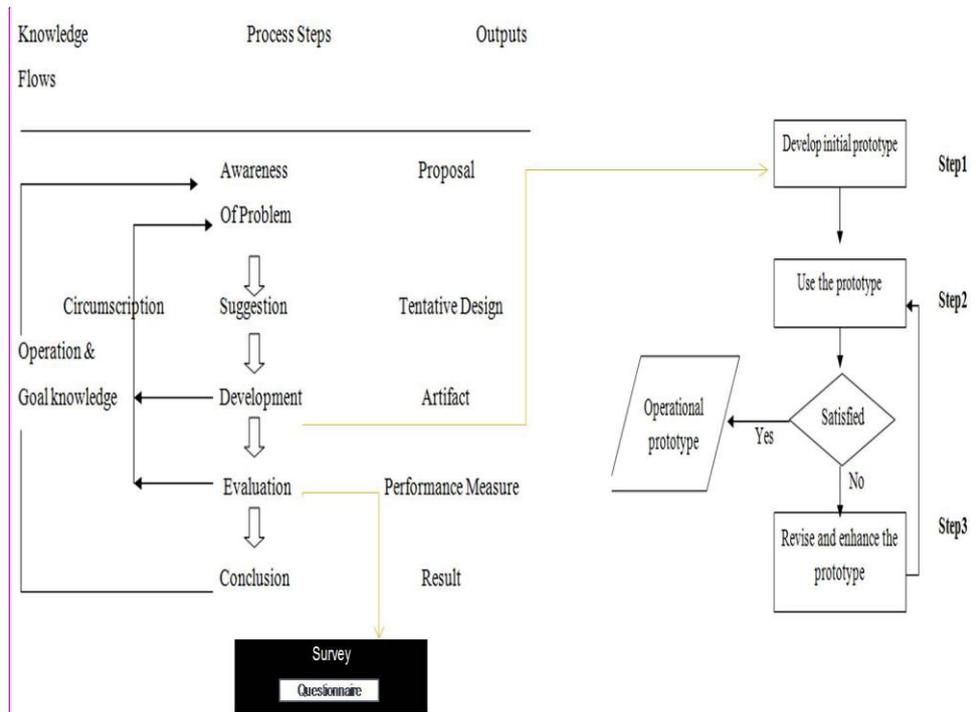
> **Comment [A15]:** I do not understand this diagram. It needs some explanation. Draw it better.

1.7.1   Awareness of Problem

This model is to understand the objectives and the scope of this study.

1.7.2   Suggestion

The output of this phase is the design that presented in UML diagrams. The UML diagrams involved are general use case diagrams, sequence diagrams and class diagrams. The output of this phase will be a tentative design

1.7.3   Development

PHP and MySQL used to build the propose system. The development prototyping process contains three main steps :

Step 1: Develop Initial Prototype

Based on the requirements that had been in the awareness of problem phase, a portal system for hajj service office is built.

Step 2: Use the Prototype

In this step, the developer tested the proposed system in order to identify errors and measure the efficiency of the functionalities provided.

Step 3: Evaluate as Operational Prototype

Comments and feedback obtained from the sample of users in step 2 were used to revise the prototype.

1.7.4   Evaluation

To evaluate the proposed portal in terms of interface design and content, some potential end-users will use the proposed system for a certain period. Then, they will be asked to answer a questionnaire (survey) the proposed system.

1.7.5   Conclusion

The interactive portal system for hajj service office will develop in order to enhance the pilgrim's satisfaction.

1.8 Gantt Chart & Milestones

Gantt Charts are analyzing and planning useful tools for more complex projects. They give you ability to help plan out the tasks that need to be completed

	Task	Start	End	Dur	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
					2013				2014			
	portal for hajj office	25/3/13	30/9/14	397								
1	proposal	25/3/13	25/4/13	24								
2	writing literature review	25/4/13	19/6/13	40								
3	tentative design	20/6/13	21/8/13	45								
4	coding	22/8/13	25/9/13	25								
5	develop initial prototype	26/9/13	27/11/13	45								
6	user acceptance test	28/11/13	19/2/14	60								
7	implementation	20/2/14	14/5/14	60								
8	testing	15/5/14	4/7/14	37								
9	finalize documentation	5/7/14	30/9/14	62								

Figure 1.1: Gantt chart Schedule

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References

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- Koshak, Nabeel A. "Developing a Web-Based GIS for Hajj Traffic Plan (HajjGIS. Net)." *Journal of Urban Planning Research* 6.6 (2006).

- Mohammed T. Simsim, Internet usage and user preferences in Saudi Arabia, Journal of King Saud University - Engineering Sciences, Volume 23, Issue 2, June 2011

Comment [A17]: I need more references. This is not enough. Did you search for articles?