

**AUTOMATION OF SECRETARIAL DOCUMENTATION  
(A CASE STUDY OF CONFIDENCE INSURANCE  
COMPANY LTD, AKURE)**

**BY**

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**A PROJECT SUBMITTED TO THE DEPARTMENT OF  
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## CERTIFICATION

This is to certify that the project titled “Automation Of Secretarial Documentation (A Case Study of Confidence Insurance Company, Akure)” was carried out by Miss Olukini O. J. with registration number PGD/MCS/534, and that it meets the requirement for the award of post-graduate diploma in computer science in the department of mathematics and computer science of the Federal University of Technology, Minna.

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## DEDICATION

This project work is dedicated to the **Almighty God**, the Creator of Heaven and Earth, and to my Beloved husband, **Engr. U. G. Akpan**.

## ACKNOWLEDGEMENT

My sincere appreciations go to my able project supervisor, Dr Yomi Aiyesimi for his patience, understanding, and guidance. His useful criticisms and suggestions have made this project a great success. May God bless him richly in Jesus name.

I wish to acknowledge the efforts of all my lecturers at the Department of Mathematics Computer Sciences of the Federal University of Technology, Minna, most especially my Head of Department, Mr. L. N. Ezeako, Dr. S. A. Reju, Prince R. O. Badmus, Mr. Audu Isah, Mrs. N. U. Agbachi, Mr. Kola Abdulkareem, and others who have contributed immensely for the acquisition of the required knowledge in computer science.

I will never forget the contributions of Brother Timothy Ubokudom; may God bless you abundantly in Jesus name. Amen.

My husband, Engr. U. G. Akpan has played a prominent role in the course of this work. He has being a great encouragement to me even when I appeared to be discouraged. I am grateful. May the good God of heaven reward you abundantly.

Finally, I wish to thank my friends and course mates for their support and encouragements.

## TABLE OF CONTENTS

Title page .....	i
Certification .....	ii
Dedication .....	iii
Acknowledgement .....	iv
Table of content .....	v
Abstract .....	vii

### Chapter One

1.0 Introduction .....	1
1.1 Statement of the problem .....	2
1.2 Objective of the study .....	3
1.3 Scope and limitation of the study .....	3
1.4 Definition of concepts .....	3

### Chapter Two

2.1 Literature review .....	5
2.2 Automation .....	6
2.3 Problem associated with manual secretarial documentation .....	7
2.4 The need for an automated secretarial documentation .....	9
2.5 Computer usage in monitoring employee performance .....	11
2.6 Issues raised by computerized performance monitoring .....	12

### Chapter Three: System analysis and design

3.0 Introduction .....	15
3.1 System theory .....	15
3.2 The Insurance Information system .....	15
3.3 Introduction to system analysis & design .....	16
3.4. System investigation .....	17
3.4.1 Problem definition and identification of information .....	17
3.5 System requirement report .....	19
3.5.1 Scope and objectives .....	19
3.6 Objectives .....	19
3.7 Problems and inadequacies of current system .....	20
3.8 System Specification .....	20
3.9 Feasibility .....	21
3.10 System design .....	22
3.11 Software design .....	23
3.12 Database design .....	24

## Chapter Four: System development and Implementation

4.0	Software development.....	27
4.1	Choice of software packages.....	27
4.2	Program and programming details .....	27
4.3	Creating database and tables .....	30
4.3.1	Data types .....	31
4.3.2	The table designer .....	32
4.4	Index key fields .....	35
4.5	Data Entry Forms .....	37
4.5.1	Creating forms .....	38
4.6	Reports .....	42
4.6.1	Creating a report layout in Visual FoxPro.....	43
4.7	Menus .....	45
4.7.1	Menu designer .....	46
4.7.2	Creating a menu .....	47
4.7.3	Creating a menu system with Quick menu.....	48
4.8	Definition of the menu data.....	49
4.8.1	Defining pull down menus.....	49
4.9	System test .....	52
4.10	Software documentation.....	52
4.11	Training .....	53
4.12	Conversion .....	53
4.13	Maintenance.....	55
4.14	Program Output .....	56

## Chapter Five: Summary, Conclusion & Recommendation

5.1	Summary .....	58
5.2	Conclusion & recommendation.....	58
	References .....	59
	Appendices .....	60

## **ABSTRACT**

The need for an automated secretarial documentation cannot be overemphasized, especially in this age of computer. Automation has really helped the secretarial documentation easy and efficient.

The use of an automated secretarial documentation will help insurance company to achieve a good and efficient secretarial documentation

This project present the need for the conversion of the manually operated secretarial documentation to a computerized system, with reference to Confidence Insurance Limited, Akure.

## **CHAPTER ONE**

### **1.0. INTRODUCTION**

Information is the life wire of every organization regardless of the type and the size of that organization. The importance of information cannot be over-emphasized. Information is mainly concerned with the processing of data in order to provide accurate, current and urgent information to the management and who so ever might need it for other use. The historical background of information management or processing information is something that has started in the time Greek in the Bible days when men were appointed to process information's, record files for the use of their masters.

However, like raw material are of limited importance these data become useful when they are examined, documented and printed then, they become useful information for the management use. Because of the large volume of printed documents over ten thousand papers are sometimes found in files nearly one hundred file drawers are generated annually by some organization as a result of manual method of processing information. The offices are then filled to the brim and the storeroom some times cannot contain them.

The secretary has a lot of work to do in arranging the file, recording, filing and documenting and she often feel bored because of the load of she has to carry out usually.



Going by these facts, there was the need for an automated data processing. The onset of industrial revolution and ever increasing data to be processed in a shorter way and shortest time organization or business therefore felt the need for faster, cheaper, more efficient and accurate method of processing information and keeping records.

In addition, it is in line with this that one realizes that so many problems associated with this method. It is seen clearly that right from the time pieces of paper are still being filed, they resulted into too bulky papers, this bulky papers tend, to create the other problems are:-

- a) Papers occupied too much space which can be used for another thing
- b) Cost of the papers that are used in typing is much
- c) Storage method of such documents is faulty
- d) There is much typing error
- e) Retrieval of file or information sometimes becomes increasingly difficult
- f) Security of such files is doubtful
- g) The accuracy of such information is not certain.

There are more to these problems, this is just to mention a few.

### **1.1. STATEMENT OF THE PROBLEM**

The use of manual method of processing data or information is too cumbersome and time consuming and as such it makes the work of secretary to be burdensome. The secretarial staff of Confidence

Insurance Company is often very sad and full of complain as a result of much work to be done using manual typewriters.

## **1.2. OBJECTIVE OF THE STUDY**

The objective of this work include:

- 1) To make the secretarial documentation very easy as a result of the use of computers.
- 2) To give room for efficiency and effectiveness as a result of automation
- 3) For easy accessibility to the process data

## **1.3. SCOPE AND LIMITATION OF THE STUDY**

The study is limited to the use of computer to replace manual typewriters in Confidence Insurance Company with reference to Claims Department.

## **1.4. DEFINITION OF CONCEPTS**

**Automation:** The replacement of human or manual labour by machines.

The operation of a machine or device automatically

**Program:** A detailed and explicit set of directions for accomplishing some purpose, the set being expressed in some language suitable for input to a computer or in a machine language.

**Documentation:** The collection, Organization and storing of records that describe the purpose, use, structure details, and operational requirement.

**Computer:** -A programmable electronic machine that can store, retrieve and process data for purposes limited only by the creativity of humans who use it.

**Data Processing:** - is the mechanical process of converting raw data into meaningful information.

**Information:** - is the processed data.

**File:** - A collection of records that have the same field which the user can attach a name e.g. store, personnel, account e.t.c.

**Record:** - A collection of information fields that contain only one subject.

**Secretary:** - A person who performs clerical work or secretarial practices.

## CHAPTER TWO

### 2.1. LITERATURE REVIEW

Three decades ago, Del Harder of the Ford Motor Company used the term 'automation' to describe the mechanical handling of automobile parts between some of the assembly processes at the Ford Manufacturing Plant. Mercifully, the term now has been shortened to automation. Since then, unfortunately, the word has been used to describe a second industrial revolution to predict economic disaster for the ordinary working person who uses hands more than head, to describe any process which appears to be mysteriously routine, and to explain any unemployment which has occurred due to the vagaries in economic relations between countries.

What was going on at the Ford plant three decades ago, to create all this excitement? well an engine block is a rather massive piece of metal – very difficult to move around accurately and easily. The block requires any number of special holes to be bored at selected points by various drill presses before it can be turned into a useful right places, the block to be moved, turned and very accurately positioned for the next set of drill operations. In early days, this meant a lot of people had to do a lot of careful and dangerous hauling and tugging and checking to be certain the block was in the right position at the right time. The 'transfer table as the automated mechanism was called, took care of most of these problems without danger to Ford personnel. It also eliminated, after a fashion, all those tugging and hauling tasks and the people who performed them.

But had not this kind of replacement of people by machines been going on to hundreds of years? Yes it had. The original Industrial Revolution has been nothing less than a long series of decades, each one of which saw some machinery take over some of the previous muscle jobs performed either by animals or human beings. We are looking back over a span of years but actually, to those millions of people over those hundreds of years, it was an industrial revolution.

## **2.2. AUTOMATION**

Automation is the achievement of a self-directing inductive activity as a result of the combination of mechanization and computation. That is a machine is automatic it is also designed as to be able to follow a specific set of defined operations, without human intervention, which result in an expected product or service. Built into the process is ability to recognize and correct errors in the process itself. Automation requires some interesting rigidities if it is to function in an economically acceptable manner. It is generally understood that an automated plant has to run at 60 percent or more of its maximum capacity in order to repay the investment in physical equipment.

Automating replaces human effort with technology. In principle one automates routine, mindless work and augments complex sophisticated activity. It does not seem likely we could ever achieve true automation without the computer.

The computer is the natural brain of any automated system. The computers can move us further and further down the road to complete automation, as the computers themselves grow more sophisticated we should be able to design systems, which can conduct themselves

without human interference for months or years at a time. Ultimately, they may not even require human supervision.

### **2.3. PROBLEM ASSOCIATED WITH MANUAL SECRETARIAL DOCUMENTATION**

Manual method of secretarial documentation has a lot of problems, which affect the secretarial staff and make them to be inefficient and effective. These problems are,

1. **Job boredom** –The task of handling repetitive work has a sad side effect on the secretarial staff. So in many departments many people are often careless as a result of doing one job while the mind is on some other thing. Boredom can also come as a result of the fact that one is not certain whether one work is important to the organization or not.
2. **Personal turnover:** The fraction of jobs and boredom result in rapid job turn over.

This result in a high office cost because of the necessity of at least minimal training on a repetitive basis.

3. **Loss of records:** Very large offices have enormous quantities of paper to handle. The result is that files can grow large and complex. The size and complexity alone will cause records to become lost. It is not even necessary that the records be misfiled, only that the secretary

staff searching for the record is not aware of all the possible classifications under which the record could have been filed.

4. **Duplicating and Mailing:** when an original documents arise at the office or when an original document is created at the office due to verbal contact, the process of duplication begins. There are many staff members who must have a record of the transaction in order that the organization may perform the service required.

Even when there are central files in the organization, duplication may take place because many of the staff want document on hand so that retrieval time for the record will be very short. All this duplication and distribution costs money and also time.

5. **Expensive communications:** Because organization wants copies of what they have done and what they have agreed to. Oral communication too often can turn out badly, with misunderstanding of all types cropping up. And human memory is a notoriously bad filing system when one want cold facts unaltered by emotion or perceptual variation.

These copies of information are very expensive to communicate with the people or customers involved.

6. **Bottlenecks:** Every office of any size pens into the problem of bottleneck in communication lines. Someone puts a memo in an 'in' basket somewhere, and there it lies as the hours tick by and the days

march along to months. There is no automatic monitoring system to do a follow-up and check on precisely where the document is and whether someone is doing something about it.

7. **Record Storage costs:** Paper records have to be filed and kept, usually for a fairly long time – from three to seven years. Stored paper usually occupies file and files take up physical space. Physical space must in turn be maintained which is very expensive.
8. **Typing error:** The process of using manual typewriter to produce a document often creates more error, because there is no accessible way of correcting the error during the process of typing the document.
9. **Retrieval problem:** Retrieval of files or information sometimes becomes very difficult when using manual method to document secretarial jobs.
10. **Accuracy:** the accuracy of information produced using manual method is not certain.

#### **2.4. THE NEED FOR AN AUTOMATED SECRETARIAL DOCUMENTATION**

There is every need for a computer to replace manual work carried out by the secretaries because of these advantages:

1. Computer helps to achieve accurate information of records.
2. It provide security for such information



3. It helps to retrieve information when the need to arises
4. It gives access to the document
5. It helps to add record to the files when the need arises.

There are also certain characteristics associated with computer:

- 1) **Storage:** the organization may take the advantage of the enormous storage capacities of the modern computers. Magnetic cards, magnetic tape of various kinds, and magnetic disks can all hold very densely packed information. Electronic record, though invisible to the eye, is never the less a permanent type of record, which infact considerably easier to store and protect than vast files of paper records.
- 2) **Calculation:** computer is an enormously more rapid and versatile calculator than any of the mechanical devices of the past. More important, computer programs can be generalized to routinely handle calculation of a similar nature by merely stating the size of the particular sequence of calculation that are required.
- 3) **Editing:** In the area of copyediting, the computer, particularly the combination of mini computer and smart terminal has come to the rescue of overburdened secretarial staffs. Beginning with the simple memory typewriter and moving upward through the smart terminal to the mini computer, it can produce letters, reports, accounting statement and the like with speed and accuracy. Typically, a secretary, making use of a memory typewriter, can generate a letter and make corrections on the rough draft in such a way that a correct copy is rapidly and automatically produced.

4) **Updating:** computers, by means of their extremely rapid search abilities, can be used to good advantage to update accounts, forms, and other stored materials. Since the storage is electronic, correction can be made quickly and updated copies produced.

5) **Reformatting:** Reformatting is a more complex activating than updating or simple editing. Here I am talking about information and complete rearranging it to suit a purpose other than the one for which it was originally compiled.

## **2.5. COMPUTER USAGE IN MONITORING EMPLOYEE PERFORMANCE**

Electronic monitoring represents a complex intervention in the work place. These system are inanimate and yet are often perceived as supervisors in their own right. They considered to be objective and in blazed, but many employees discover that they can rather explain their performance nor negotiate the consequences of nonstandard performance. Computer monitoring system are, according to some, the domain of managers who believe that people do what's inspected, not what's expected.

Increasing computerization of office functions is providing managers with new opportunities to monitor and control their employees. Using simple detailed, accurate and instantaneous information on employees who work on computers terminals. But the use of computerized monitoring has started a heated debate. Many organizations support

electronic monitoring because of the improved control and productivity gains that result. Unions, on the other hand, are strongly opposed. They cite factors such as mistreatment of employee, and the invasion of employee privacy.

Many white-collar workers are unconcerned about electronic surveillance because they feel it will never affect them, nothing could be further from the truth. First-line managers are at risk since their supervisory roles may be used by electronic performance measurement system. Further more, with the inexorable spread of automatic at the white-collar workstation, the extent of monitoring is sure to broaden.

## **2.6. ISSUES RAISED BY COMPUTERIZED PERFORMANCE MONITORING**

### **1. Computerized monitoring is a growing aspect of work life.**

There are no accurate figures on the extent of computerized monitoring. According to office of technology assessment, from 20% to 35% of all clerical workers in U.S are monitored by computers this estimate may be low. Professor Akin Westin of Columbia university surveyed data processing, word processing and customer service operations in 110 organizations and found that 98% used computer monitors (Westin, 1985). The National Institution of occupational safety and health estimates that two-thirds of all visual display terminal users are monitored (Jacobson, 1984). With 40 million current visual display terminal users, computerized monitoring is becoming an organizational fact of life.

**2. Use of computerized monitoring changes production.**

At American Express a computer measures the time take to answer and process a client call. the company reports an overall productivity rise of 5% a year. A similar system is used by Air Canada to rate the productivity of their clerks, and gains of 4% to 5% have been reported since monitoring was introduced.

Report form other organization are larger. A monitoring system at Equitable Life gauges employee productivity based on the difficulty of the number of claims processed and the difficulty of each claim. These figures are used to grant salary increases. Substantial productivity gains resulting from the program has allowed Equitable to process 20% more claims with 25-50% fewer people (Dun's Business month, January 1984).

Note that all preceding examples reflect increases in volume. In study this and in studies elsewhere as quality of output and quality of work life.

**3. Computerized monitoring affects employee evaluations**

Many organizations, which use computer monitoring, argue that these systems make the performance evaluation fairer because the productivity figures reported by the computer are accurate (the employee cannot falsify them) and unbiased (they are not affected by whether the boss likes the employee).

These claims also have empirical support. According to the research conducted (Irving et al 1985, 1986) it is found that a majority of the respondent perceived increase in the appropriateness, accuracy and, completeness of the performance information collected and as several respondents noted, the system doesn't care if you are a friend of the supervisor or not. When the responses were studied carefully, It is found that those who felt the evaluation when fairer also commented that the monitoring systems captured all important aspect of their work.

**4. Computerized Monitoring changes management style.**

Organizations also make a strong case for computer monitoring systems as an effective management tool. Some systems allow supervisors to record, and subsequently review an employee's working session on the computer. Although the systems are primary marketed as security devices to prevent computer fraud, they also serve as management tools. For example, if a supervisor notes that an employee is using a terminal in efficiently or incorrectly, the mistake can be quickly recognized and corrected.

## CHAPTER THREE

### SYSTEM ANALYSIS AND DESIGN

#### 3.0. INTRODUCTION

#### 3.1. SYSTEM THEORY

A **system** is an organized collection of interrelated elements that work amicably for a defined common purpose.

System theory emphasizes the following important concept: -

**Inputs:** Inputs are those elements that come into the System form without.

**Processes:** Processes are the transformation of inputs into other form.

**Output:** Outputs are the results that come from processing inputs.

**Feedback:** Feedback is the communication from the system's output back into the system.

**Environment:** Environment is the surrounding world or conditions that are outside the system that influence the development of the system.

**Boundary:** Boundary is a delimitation that separates the system from the environment.

#### 3.2. THE INSURANCE INFORMATION SYSTEM

Confidence Insurance Company exists in an environment of the clients, company employees and the entrepreneurs of the company

From the environment it derives inputs such as ideas, data and information about needs and demand for insurance and assurance coverage against risks and uncertainties, which are processed into policies. The system is an open system because it has both internal and external feedback

### **3.3. INTRODUCTION TO SYSTEM ANALYSIS AND DESIGN.**

System Analysis and design is a problem solving activity that involves a critical examination of a system, identification of system functions and devising improvements.

The process of system analysis and design can be carried out in five stages: -

1. **System Investigation:** - this involves identifying the information needs a system and the feasibility of meeting these needs.
2. **System Analysis:** - This process involves the detailed examination of the information flow and the drawing up of specification of a new system.
3. **System Design:** - This involves the process of devising an alternative information system.
4. **System Development and Implementation:** - this is the stage where the designed information system is transferred from paper to physical reality. The process includes development, testing of the user of the system.

5. **System Maintenance:** -This is the monitoring and evaluation of the new information system and the adoption of modification where necessary.

### **3.4. SYSTEM INVESTIGATION**

System investigation involves a thorough scrutiny and the identification of the problems and information needs of a system.

#### **3.4.1. PROBLEM DEFINITION AND IDENTIFICATION OF INFORMATION NEEDS**

Confidence Insurance Company uses essentially a manual System, policies are processed manually; policy documents such as agreements, correspondences and certificates are typed with typewriters and recently with computers using word processing application software.

On investigation, it was determined that the above-mentioned documents being processed currently in the company are sometimes produced late and often typographical errors are found in them

- (1) To produce these documents on time and eliminate the errors inherent in these documents the use of computerized Database Management System is hereby considered and adopted.



The feasibility of this proposal is considered below.

## FEASIBILITY OF PROPOSAL

### ECONOMIC FEASIBILITY

COSTS	2003	2004	2005
<b>Tangible Costs</b>	₱	₱	₱
Development costs	350,000		
Personnel costs	50,000	450,000	380,000
Hardware costs	450,000		
Operating cost	50,000	50,000	50,000
<b>Total Expected Costs</b>	<u>900,000</u>	<u>500,000</u>	<u>430,000</u>

BENEFITS	2003	2004	2005
<b>Tangible Benefits</b>			
Reduction in clerical Salaries (four clerks)		252,000	252,000
<b>Intangible Benefits</b>			
Improved quality of decisions		2,000,000	2,800,000
Savings from reduced errors		50,000	50,000
		<u>2,302,000</u>	<u>3,102,000</u>

### COST/BENEFIT ANALYSIS

	2003	2004	2005
Benefits	0	2,302,000	3,302,000
Cost	900,000	500,000	430,000
Net, Yearly	<u>-900,000</u>	<u>1,802,000</u>	<u>2,672,000</u>
Net, cumulative	<u>-900,000</u>	<u>902,000</u>	<u>3,324,000</u>

### **3.5. SYSTEM REQUIREMENT**

This is the stage specifying the system requirement which describes the result of system analysis stage with the objective of ensuring that current information system details and requirement or need of new improved system is agreed upon by both the analysis, management and the end user. The findings are usually documented in a system requirement report (System Specification Report).

#### **3.5.1. SYSTEM REQUIREMENT REPORT**

##### **3.5.1.1. SCOPE AND OBJECTIVES**

This project critical examines the computerized automation of secretariat documentation using Confidence Insurance PLC, Akure as a case study, it focuses life assurance policy, it is worthy to note, however, that the processes dealt with here are equally applicable to other types of insurance policies.

### **3.6. OBJECTIVES**

- 1) To make data and information readily and widely available to company staff involved in the processing of insurance policies.
- 2) To reduce the error in the process,
- 3) To increase the degree of accuracy of data.
- 4) To increase efficiency in the used information resources
- 5) To reduce the average time used in processing policies.

### **3.7. PROBLEMS AND INADEQUACIES OF CURRENT SYSTEM**

The investigation and thorough study of the current system reveals

1. Slow processing of policies.
2. Poor handling, mutilation and loss of vital documents.
3. Lack of efficiency in the use of resources as lots of resources is expended on paperwork.
4. Lack of organized database- there is a poor file management system- access, retrieval and storage. No data integrity, no data independence and presence of a high degree of data redundancy and unnecessary duplication.
5. Inadequate safety and security of information.
6. Poor feedback system and monitoring of insured properties, transactions and projects.
7. No available Decision System or Management Information System leading to bad decisions and loss of revenue to the company. There is no way of staff getting information at a glance on important issues such as what policies are currently in process in the company.

### **3.8. SYSTEM SPECIFICATION**

To solve the problem and inadequacies enumerated above the following system requirement have to be fulfilled.

1. The establishment of a computer database.
2. The establishment of a computer data dictionary – a container that hold the description of the components of data within the legislative system, such information as the access authority, data schemas and sub schemas showing which data are available etc.

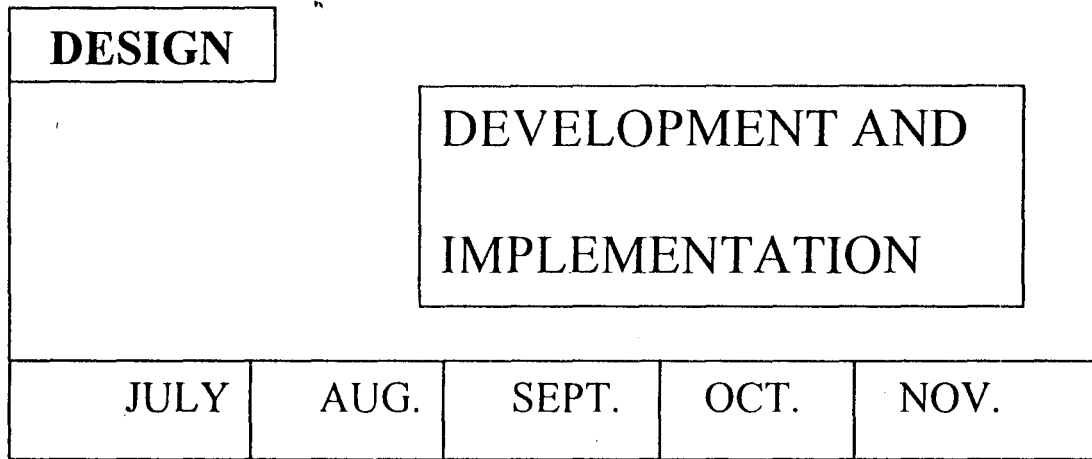
3. The introduction of a computerized Database Management System software with a range of facilities for monitoring and controlling the use of the elimination of data redundancy.
4. The generation of report that make relevant, accurate, complete and concise information readily available to the staff.
5. The introductions of the Decision support System and the Management Information System, such that members of staff can use the computer to generate information to support decision-making. Introduction of safety and security measures in the Computerized Information System.
6. Improved speed in information processing.

### **3.9. FEASIBILITY**

In the view of the earlier cost benefit analysis, the system will recover the cost within the first year of information processing.

The project is technically feasible as over 80% of the hard ware requirements are on ground and the required soft ware are readily available.

The operational feasibility is also positive because the management and users of the project system have been involved from the onset in the project and show enthusiasm in implementing the system as soon as practicable.



**YEAR 2003**

**Figure 1 : System Development Schedule**

### **3.10. SYSTEM DESIGN**

The system design in the phase of translating the system requirement into a blue print before it is transformed into physical reality, it involves the application of various techniques, principles and tools in defining the new system in such a way to facilitate easy and detailed development.

The design of a new system begins with the existing system as the point of departure. The design must address all aspects of the existing system, the modification in respect to the problems and the system as elicited by the analyst.

**Three major considerations are involved in system design: -**

1. Software considerations.
2. Hardware considerations.

### 3. Human considerations.

It is usually advisable to begin the system design with the software consideration because the software required in a system must often determine the type of hardware to be utilized and the computer personnel can always be trained to use the hardware and software recommended. In this project greater emphasis will be laid on the software design and development because it is the bedrock of the new information system.

## **3.11. SOFTWARE DESIGN**

The first and most important phase of software design is data design, which has great impact on the quality of the software due to its influence of data structure on the program structure.

Good software should exhibit the following criteria.

1. The design should be based information obtained during software requirements analysis.
2. It should solve the problems of the old system and adequately meet the requirements specified in the analysis phase.
3. There should be hierarchical organization of data to establish control over the elements of the system.
4. There should be a modular arrangement in the program to ensure that it is logically partitioned into elements with specific and sub-functions.
5. The modules should possess functional characteristics.

Although the software takes into consideration the workflow and processing functions, during the early stages of design the most productive approach is to concentrate on the data analysis.

Data analysis should begin structuring the data in terms of the fundamental entities in the system. For instance, in this project the entities to be considered will include the clients, the technical and administrative staff and other tangible people and objects (such as policies, certificates and documents) that play a role in the system. Each entity is distinct and is important in the design of the systems database.

### **3.12. DATABASE DESIGN**

An important aspect of data analysis is the database design.

**DATABASE:** - A database is a collection of data or entities, which are organized to ensure easy access, analysis and easy preparation and generation of reports.

The first phase of the design of a database is the establishment of a data dictionary, which is a collection of definition of the data in a database. It is often referred to as data about data. The major aim of the data dictionary is to provide specific standardized nomenclature and descriptions of the data used in the system such that all the users of the system use this to provide information and eradicate confusion and disorder in the use of the same terms.

The dictionary contains the definition of each data item, the authorized users of the data, the names of those authorized to alter data and also the definition of the physical location of items of data.

The database design of this project is based on relational database principles. The overall objective of the database of this application is to:

- Accommodate all the data required for making onscreen inquiries and processing and production of reports and other output documents.
- Ensure that maximum accuracy and consistency is achieved in the application by the introduction and enforcing formatting rules, prohibiting invalid field entries and ensuring that corresponding records in related tables are identified.
- Ensure that maximum efficiency is achieved in the use of disk storage space.
- Achieve maximum performance.
- Ensure that other users, analysts and programmers easily carry out future alteration and enhancements.

All the entities of the system mentioned earlier are represented in the database and all data items will be used as fields.

To ensure that the database accurately and efficiently represent the data of the system the database design will be subjected to a process called Data Normalization which is a methodology of arranging the



fields in a manner such that redundancy among fields and unnecessary duplications of data is eliminated.

The following rules are useful for data normalization:

1. Every table should store information about a single discrete entity; every entity or field value must be non-decomposable.
2. Every repeating group should be separated from the non-repeating groups to form a separate table; the presence of repeating groups is a sign that there is data redundancy.
3. No non-key field should be functionally dependent non-key and every field in the database table should directly describe the entity that the table represents and should not describe any other entity.

The database for this project has a table. The structure of the table, its index key expressions, validation rules and default values are described in details in chapter four.

## **CHAPTER FOUR**

### **SYSTEM DEVELOPMENT AND IMPLEMENTATION**

#### **4.0 SOFTWARE DEVELOPMENT**

#### **4.1 CHOICE OF SOFTWARE PACKAGES**

For the purpose of the Automation of Secretarial Documentation (Computerization of the information processing of Confidence Insurance Company), the following software packages are recommended

1. Microsoft Windows 98, or Microsoft Windows 2000, or Microsoft Windows Millennium or Microsoft Windows XP (operating systems).
2. Microsoft Visual FoxPro 6.0. Microsoft Visual FoxPro is the software with which the application software for this project is developed.

#### **4.2 PROGRAM AND PROGRAMMING DETAILS**

Why Microsoft Visual FoxPro?

Using Microsoft Visual FoxPro 6.0, which is database – programming software, which possess graphic user interface, develops the application software for this project.

The reasons for choosing Microsoft Visual FoxPro 6.0 for building this application include the following.

1. Microsoft Visual FoxPro is database application development software and the system requirement report of this project specifies

the need for a well – established database for the Automation of Secretarial Documentation. Microsoft Visual FoxPro is one of the most enhanced database software suitable for this purpose.

2. The logic of software developed using Microsoft Visual FoxPro are easily understood by users because it ensure that program code are written modular structure with each form, report menu or screen having individual modules.
3. Microsoft Visual FoxPro enables the development of applications of with a graphic user interface, which is friendlier and enhances the ability of the user to understand the application better than any application using a command user interface.
4. Microsoft Visual FoxPro has a built-in data dictionary base on a data container, a table that has definitions for tables, persistent relationship between table, and connection to remote data sources such as Microsoft SQL server and both for local and remote data.
5. The Microsoft Visual FoxPro has a general field in the table structure of it's database that can be used to call in files from other applications such as Microsoft word, Microsoft Excel and graphics such as pictures, graphs and charts.

The above reasons make Microsoft Visual FoxPro an obvious choice for the development of the application for this project.

The last chapter dealt with system Analysis and Design where system the current Insurance information flow system was thorough examined and a new computerized system was designed. At this stage

of the project, software will be developed based on the design recommended in the system analysis and design.

As noted in the last chapter the bedrock of software design is data analysis. In Microsoft Visual FoxPro data consist of databases, table; indexes, queries, views and their relationships.

A database is simply a container for the data object.

A table in Microsoft Visual FoxPro like in most other Xbase relation software consists of row of information (records) where each column of the data or information is a field.

Tables in Microsoft Visual FoxPro may be bound to a database or may be free tables (not bound to any database). In this application the table are attached to database because of the advantage that tables attached to databases have over free table, these advantages include:

- 1 Provision made long field name.
- 2 Validation rules for fields and records, which guide the user to input only data that are valid, such that invalid data are rejected by the application.
- 3 Stored default values.
- 4 Triggers that call stored code when data is added deleted or modified.
- 5 Persistent relationships between tables.
- 6 Referential integrity rules.

The Visual Fox Pro software has a project manager. It is the central interface for workshop with the application: it is a tool with which data and objects in a project can be organized.

The figure 2 below is an illustration of project manager. It is used in organized and manages files as of creates data fields, table, queries, set up forms reports and also to build application.

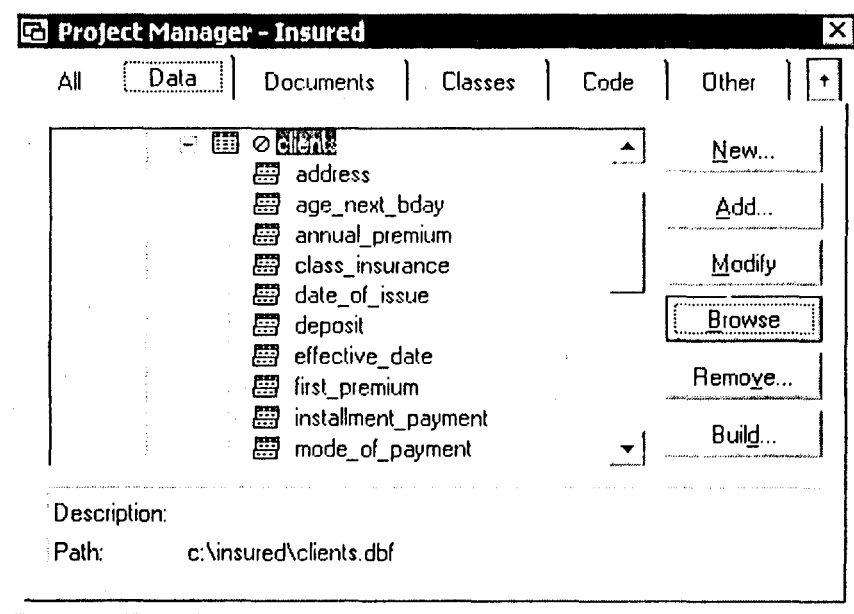


Fig.2: Project Manager

#### 4.3. CREATING DATABASE AND TABLES

Database/Tables are not synonymous as in some languages. In Visual FoxPro a **table** stores data in records and fields while **database** is a set tables to each other through common fields.

### 4.3.1. DATA TYPES

Visual FoxPro has the following data types:

- **Character:** This data type is utilized for data type that is alphanumeric text such as letters, numbers, spaces, symbols and punctuations. Character field are usually used to store information such as addresses and numbers that are not used for mathematical calculations.
- **Numeric:** This data type is utilized to indicate magnitude- having values that contain digits and may include a sign and/or a decimal point. Numeric values may be integers or fractions.
- **Currency:** This is utilized for money units.
- **Date:** This data type is utilized for chronological data consisting of day, month and year.
- **Date time:** Date time is used for chronological data consisting of month, year, days, hours, minutes and seconds.
- **Float:** Same as numeric.
- **Double:** This data type is used instead of numeric for when data requires greater precision and accuracy.
- **Integer:** The integer field type is used for non-decimal numerical values.
- **Memo:** The memo field is used to store locks of data, the size of which depends on the data stored in them. The data for memo field are stored in a separate file with an .FTP extension. The field can be as large as the available disk space.
- **General:** This is used to store Object Linked Embedded (OLE) objects. It can be used to reference, a picture, word processing

document or spreadsheet created by another application. The size of the field is limited to the available disk space

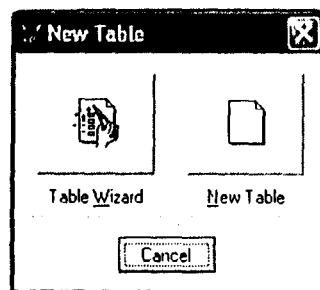
#### 4.3.2. THE TABLE DESIGNER.

The table designer in Visual FoxPro is a visual tool for creating and maintaining the structure of tables.

In creating tables detailed decision about data types, caption, default values for fields, triggers as well as table indexes.

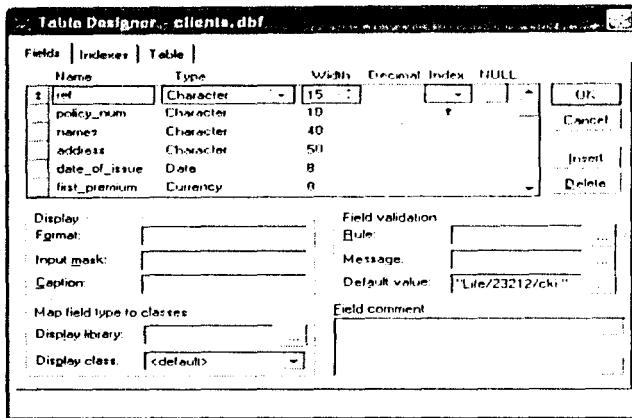
Tables can be designed and created programmatically or interactively with the table designer through the project Manager of the File Menu.

Select and click on the New button on the Project Manager to activate the table designer. A new table window opens, here one chooses the New Table option, on doing this, and a Create window opens for one to insert the name of the table and save it.



**Fig 3: New Table Window**

After saving, the table designer automatically appears on the screen.



**Fig 4: Table Designer**

The designer has three tabs:- the field, indexes and Table tabs, when one clicks on the field tab, a window appears where the programmer can fill in the name of the field under the name column heading the width of the field is also to be specified under the field column heading – here one has to specify the maximum number of character spaces the application should make provision for in respect to that field. Under the decimal column heading, one indicates the number of character spaces to be made available for decimals.

In the table designer provision is made for indexes, if a field is to be indexed it will be indicated whether the indexes is in ascending or descending order. Provision is also made for one to indicate whether the field will accept null values or not. (A null is a value that is not equivalent to zero or a blank and yet has no explicitly assigned value.)

Field captions can be entered into a table in the designer through the Caption text box. These are alternative tables names, which visual



FoxPro uses to place field names in forms created using the form wizard, grid controls, browse and edit windows.

The field captions are used for making short labels in substitute to long ones, it may also be used to make field names more descriptive and for data labels. Like field names captions can contain up to 128 characters.

Default values for fields can be entered into the table designer in the default textbox. This defines a value that Visual FoxPro automatically enters into a field whenever a new record is added to a table, the default value can be edited if the value is not appropriate.

Validation rules are used to enforce business rules for data entry, there are fields level as well as record level validation rules, which are conditions that describe what constitute an acceptable value in the field or record. The field level validation rule can be entered in the table designer, by a click on the **Fields** tab and entering the validation expression in the rule textbox, the error message to be displayed if the rule is validated is entered in the message text box.

To make the record level validation rule click on the **Table** tab in the table designer and enter the validation rule expression in the Record validation Rule textbox, the error message can also be entered in the message textbox. Notes describing the purpose of a field can be made in the field comments edit box in the Table Designer.

#### 4.4. INDEX KEY FIELDS

Index key fields are of immense importance in Visual Fox pro and will be employed extensively in the application for this project.

Indexes are used

- To execute or first search for individual records.
- To support relationships between tables.
- To process records in a sequence other than the order they are physically stored into the table.

Visual FoxPro support four types of indexes

1. Primary index.
2. Candidate index.
3. Unique index.
4. Regular index

1. **Primary Index:** In the database, there is a stipulation that every record in a table must be uniquely identified. Duplicate values are not permitted on such specified fields. The column of field whose values uniquely identifies a row or record on a table is known as the primary key.
2. **Candidate index:** A candidate index is an index apart from the primary index that uniquely identifies a record; this qualifies to become a primary key.
3. **Unique index:** This is an index that selects and orders records based on the first occurrence of value in the field specified. This means that unlike primary and candidate indexes, a unique index allows the entry

of duplicate values to the table but hides all but one of each set of duplicate records.

4. **Regular Index:-** A regular in an index that is not primary, candidate or unique that meet certain criteria, order as group records as well as to create reports, and other output media

In the table designer, indexes can be built by selecting the **Indexes** tab, there is an order button to sort the index in ascending or descending order, the name textbox is used to enter the name of the index and the type textbox is used to enter the index type in the expression box. A filter box is provided for filter expressions with which records that satisfy certain conditions can be available for access and display.

In understanding exactly what information one want to store and the way a relation database management system such as Visual FoxPro stores data, the different entities identified in the system analysis and design stages will now be organized into the major table of this application. Thus we have the following table after normalizing our data.

TABLE: CLIENTS

NAME	TYPE	WIDTH	INDEX
ref	Character	15	Ascending
policy_num	Character	15	
names	Character	40	
address	Character	50	
date_of_issue	Date	8	
first_premium	Currency	8	

class_insurance	Character	30
deposit	Currency	8
sum_assured	Currency	8
annual_premium	Currency	8
net_payable	Currency	8
when_payable	Memo	4
term_of_assurance	Character	10
age_next_bday	Character	10
installment_payment	Currency	8
mode_of_payment	Character	10
effective_date	Date	8
receipt_no	Character	10

#### 4.5. DATA ENTRY FORMS

Data entry forms are the basic building blocks of the application of this project; these forms objects are the actual windows that the user interacts with when they run the application. Forms provide an interface to the user for viewing and entering data into a database. They provide a set of objects that allow the user to easily manage information tasks intuitively.

The user devotes a lot of the time running an application, entering, editing or viewing information in an applicant because they are largely responsible for the application's first impression on the users and they continue to play a major role in shaping the user's feeling about working with the application on an every day to day basis. In

this project attempt has been made to build clear, helpful and easy to use forms. That are efficient and user friendly interface.

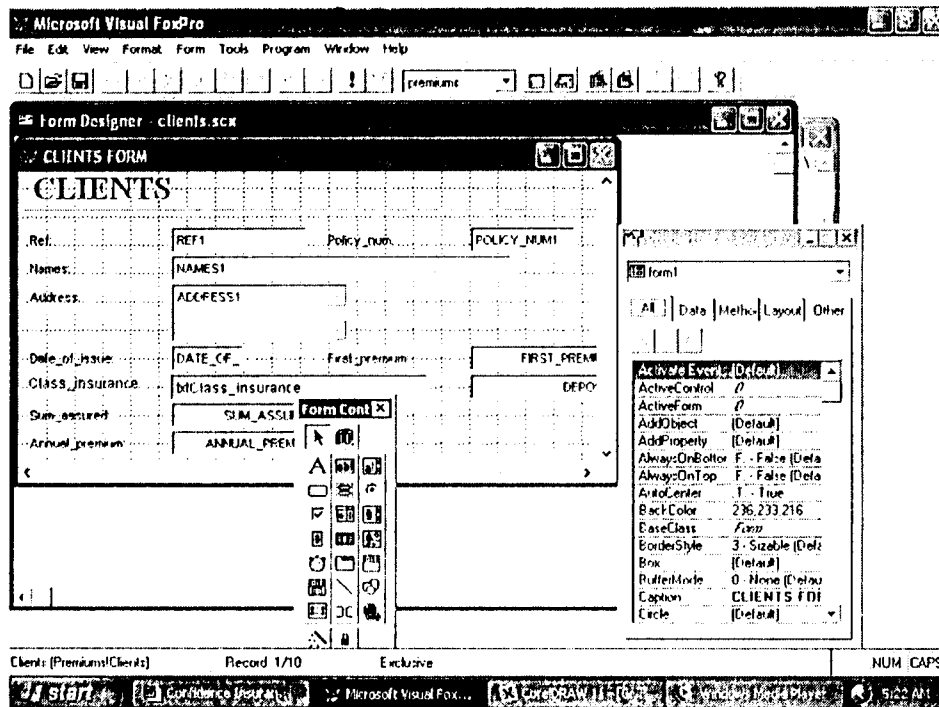
#### **4.5.1. CREATING FORMS**

Forms are created in Visual FoxPro in the form designer, which is a visual tool; for designing and modifying forms and form sets. The diagram below shows a typical form designer and the associated toolbars.

To create a new form, any of the following methods can be used.

1. Select Forms in the projects Manager and click on the New button.
2. Select the file menu, click on form and then click on New File or
3. Type CREATE FORM on the Command window and press the enter key.

To build a form, fields are dragged from a table in the form's data environment, which is an object that has a visual graphic representation of all the tables, views and relations that are to be opened when a form or report is opened. Forms can also be built by selecting controls-labels, textboxes and combo boxes, grid and so on from the form Control toolbar.

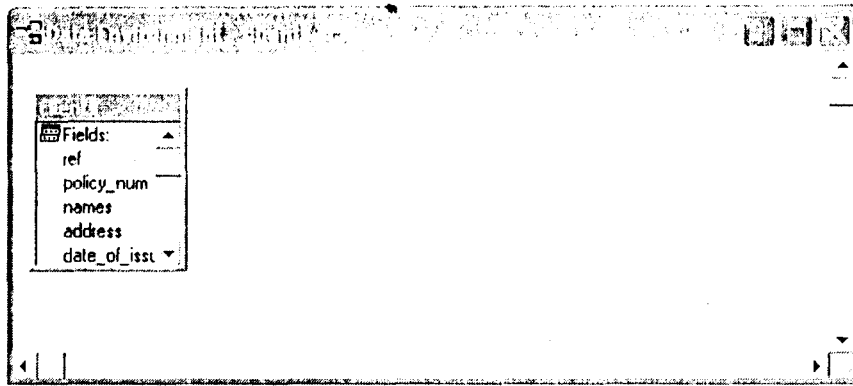


**Fig 3: Data Entry Form**

The form makes form design fast and easy.

The data environment has designer to which the tables or views are added.

To activate the data environment designer, click on view menu and click on Data environment, the designer is activated. The figure below is an illustration of the data Environment.



**Figure 4: Data Environment Form**

When the Data Environment Designer is activated, an Add table or view window appears containing the list of tables and views in the database from which the table or tables and views in the database from which the table or tables that are to be used as data sources for the form are displayed. The table can be selected and added by clicking on the **Add** button.

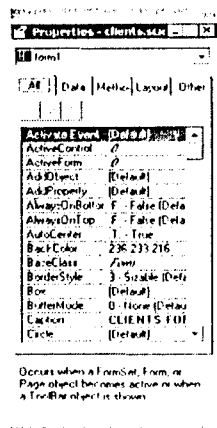
The data Environment is also very useful for setting relationships between tables and also for editing these relations.

The appearance and behavior of any object in a form or form set is described by its properties. By properties we mean the attributes that defines the object (form), characteristics of an aspect of behavior. The form properties can be defined by various ways, these include

- Direct manipulation by using the mouse.
- Using the layout control.
- The colour pattern to choose background or foreground of the form.
- Making entries in the properties sheet.

The figure below illustrates the properties window.

**FIGURE 5 – Properties Window**



In addition to forms having properties, they also have events, which are actions recognized by the form for which code can be written for the form to respond to, an event can be activated by a user action such as pressing a key or clicking the mouse, it can also generated by the code of program.

Methods can also be set in the form design. A method is an action which an object has capability of performing.

The Data Entry Forms used in application include the following-  
Most objects in data entry form collect their field in tables, which are also known as the Control Source.

Visual FoxPro database with a different approach compared to other database products such as Microsoft Access in which all the data are contain in the database is a single file tables are stored in different part of database.



In Visual FoxPro, data are stored in individual files with a DBF extension while the database is stored in a database container with DBF extension.

As has been earlier mentioned, the Visual FoxPro database includes information on table, fields and indexes, the relationship between tables. Information on remote data sources or connections can be accessed and cursor or views created for local or remote tables using SQL commands.

#### 4.6. REPORTS

The Microsoft Visual Fox Pro application uses report and table to display and summarize data or information in a printed document. Reports have a data source as well as a layout.

The data source of a report may be a set of table in the database a view or query. A report layout is to define the format in which the report will be formatted.

A good report needs to be properly planned- the general layout has to be decided upon, there are several predefined layout in Visual Fox pro such as the **Column Type** that arrange one record per row with field placed horizontally across the page, the **Row type** arranges a column of report with fields place vertically down the side the layout type- this layout usually have two sets of controls one for the parent record and one for the child record. A **Multi column lay type** is also available that provides for more than one column of records with fields placed vertically down the left margin. There is also the **Label**

**Layout type** with more than one column of records with fields placed vertically down the left margin print in the label layout done on spiral paper. Have decided on the layout to use the layout rule is now to be created.

#### **4.6.1. CREATING A REPORT LAYOUT IN VISUAL FOX PRO**

Report layout can be created in three ways

- 1) Using a Report wizard,
- 2) Using a Quick Report method,
- 3) Using a Report Designer.

Most of the reports in this application use the last method therefore emphasis is laid here on creating a report layout using the report designer.

#### **THE REPORT DESIGNER**

The report designer provides a blank report layout and one has to add the control needed on the blank report.

To create a blank report select Reports in Project Manager's Document tab, select New and select New report

There report designer below has several bands, which structure the report in terms of the positions they occupy in the data processing and formatting sequence. The band are available in the report designer are as follows

- 1) The Title Band: - this is usually printed at the top of the designer it is not active at default and therefore its use is option, to activate the band

select the title/summary item on the Report Menu select Title band and click OK. The information that is contained in this band is printed only once at the beginning of the report, it is adequate for use in creating the cover page, introductory title or narrative introduction of a report.

- 2) The page header band: - the header is available at default in the report designer and is usually for page header that are printed once at the top of each page of report, it is adequate for printing such items as the report date, time, page, number, logo, letterhead, report title and column title.
- 3) Column Header Band: - the column header band is not available at default but can be activated by choosing page setup form the File Menu and setting the column number to any number greater than one, this band provides for the placement for the column header in the report which can be printed once at the top of each column in a multi-column layout.
- 4) Group Header Band: - this can activated from the Report Menu by selecting data group. The group header in a report is printed once per group and is suitable for group descriptions and identifiers.
- 5) Detail Band: - the detail band is a available by default in the report designer, the detail section is at the heart of most reports and is printed for each records in the active table for printing field texts and calculated values.
- 6) Group Footer Band; - the group footer is not available in the design by default it can be activated by choosing Data grouping from the Report Menu, it is printed once at the end of each group, group footer are

used for group descriptions, group identifiers and group summary statistics.

- 7) Column Footer Band: - this band is not available by default, it can be activated from the file menu by choosing page setup and setting the column number to a number greater than one
- 8) Page Footer Band: - This band is available by default and is used to print the report date, time page number and the author's name. The content of this band is printed once per page.
- 9) Summary Band: - the summary band is not available by default but can be activated from the report menu by choosing titles/summary. It is used for printing the overall summary statistics and narrative conclusion of the report, it is printed once at the very end of the report.

The bands can be resized in the designer by dragging the bands bar with the mouse up or down.

#### **4.7. MENUS**

The first contact a user has with application software is the menu, the user browses through the menu before searching elsewhere for information. Menus provide access to commands and tool contained in an application and therefore proper care and planning is required in designing, processing and creating menu. A menu provides the bedrock to the understanding and therefore the acceptability of application software.

Menu shift the focus from database objects themselves to the business functions they perform and therefore enable user to focus on using the

application to perform the desired tasks rather than manipulating the database.

#### **4.7.1. MENU DESIGNER**

Microsoft Visual FoxPro provides for a Menu Designer that is an interactive tool for building menus. The menus built by the designer are system menus, which appear at the top of the window right below the title bar.

The Menu Designer allows the programmer to design menus that look and work exactly like the Microsoft Visual FoxPro menus, which are also similar to menus of most windows software.

The system menu is the main application menu of the software also called the Menu bar, it has individual options called pads of titles; pads may execute directly but it is often associated with a pull-down or sub menu. A menu identifies each pad.

A submenu or pull-down menu is made by individual options called bars and are represented visually by prompts. The pull-down menu also has its name. A pull-down menu option can display another pull-down submenu and there can be two or more levels of submenu deep.

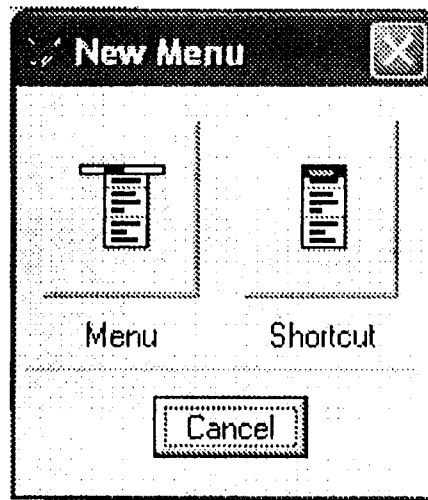
The Menu designer can be activated from the command window by issuing the following Command.

**CREATE MENU**  
**OR**  
**MODIFY MENU**

It is not necessary to open a database or any tables before designing a menu. When designing a menu, it is advisable to define the system menu bar option and then work down the menu. It will be ill advised to design a sub- menu before menu that calls it.

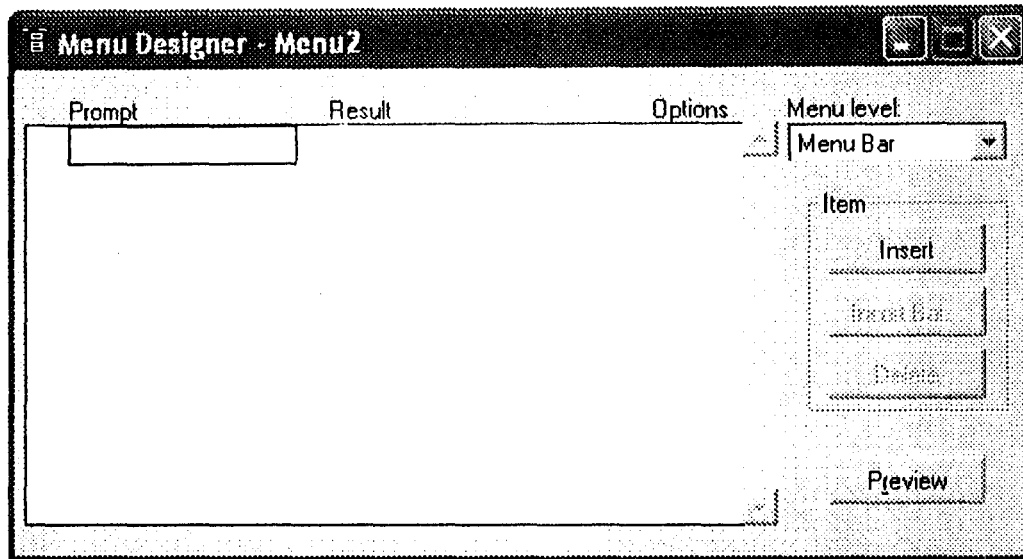
#### 4.7.2. CREATING A MENU

On issuing the menu command, a new menu window appears where one can make a choice between – Menu and shortcuts as shown in the diagram below.



**Figure 6: New Menu Window**

On choosing the appropriate, the menu designer as illustrated in figure-7 appears.



**Figure 7: Menu Designer**

One can create menus in two ways, either by customizing the existing Visual FoxPro Menu or by developing an entirely system. Which is customized to suit the purpose of the installed application.

#### **4.7.3. CREATING A MENU SYSTEM WITH QUICK MENU**

To create a menu system using the quick menu

1. Activate the menu designer by
  - a) Create Menu command in the window.
  - b) Sect other tabs from the project manager, select Menus, and then selects New.
2. Select Menu to activate the menu design.
3. Click the Menu, select Quick menu. The Designer is now populated with the main FoxPro menus as shown below.
4. The menu system now suits the purpose of the intended application by adding or removing menu items.

The menu created must be before it can be use.

To generate the Menu, click on the Menu and select Generate.

#### **4.8. DEFINITON THE MENU DATA**

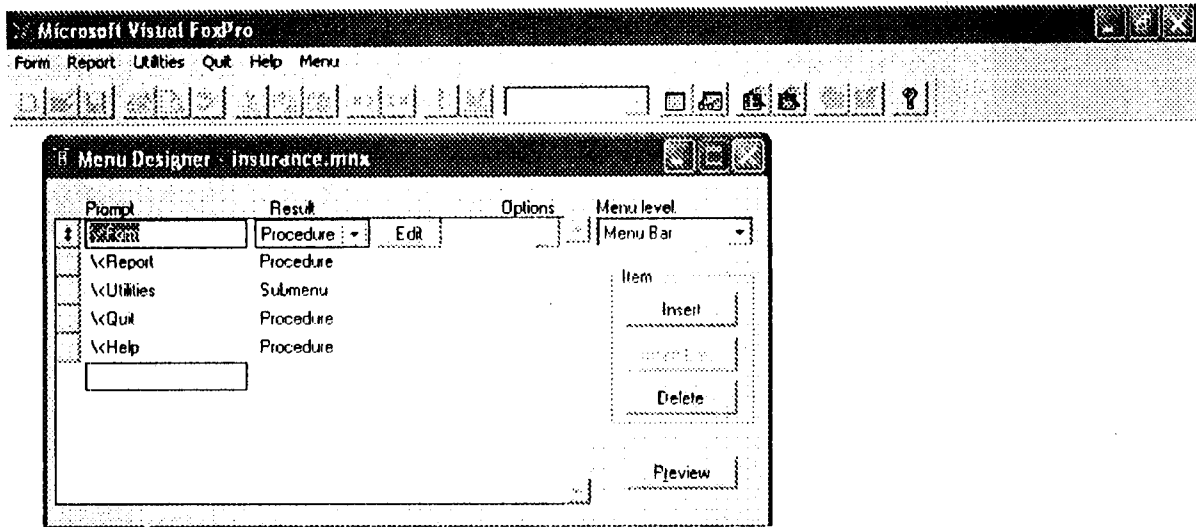
Each menu bar in a custom menu is defined by assisting a prompt, it is best to short single word prompt; however, visual FoxPro places no restriction on prompt text length.

##### **4.8.1. DEFINING PULL DOWN MENUS**

Defining pull down menu are quite similar to the step used in defining the Menu bar. As earlier described to move down from the menu bar definition level to the pull down definition level click on edit and create buttons, as men level is activated here the submenu prompt option can entered

The pull down level has room for longer, more descriptive prompts. The hot keystrokes are defined in a similar way by preceding the hotkey character with \<.





**Figure 8: Main Menu for the Application of this Project**

To add a dividing the between pull down groups, enter a backslash followed by a hyphen \- as the prompt.

It is often necessary to define an action that is taken as result of selecting a pull down menu item, in such a case a command or procedure may be used. To specify a command select command from the result combo box when a single command is not adequate

### **PAD OR BAR OPTIONS**

There is an option button at the far right of each menu or sub-menu item, clicking on this button activates the prompt dialog box where additional properties of a menu pad or pull down menu bar are specified as shown in the diagram below.

The hot key for the menu or pull down menu option are defined in the prompt option dialog box and also a message option for any menu bar

or pull down option to specify a message to be displayed in the status bar when a menu option is highlighted.

To specify a keyboard shortcut for a menu or menu item and click the option dialog box, in the key label box simply press a key combination. In the text type you want to appear beside the menu item.

### **SET UP CODE**

Setup code can be included in a system, for creating the environment, defining variables, opening necessary files and saving or restricting menu systems.

To include set up code to a menu system

1. In the View menu and selection general options.
2. Select General option, and check set up choose OK.

A setup code window appears, where one type the appropriate set up code.

The cleanup code can also be included

1. Choosing general option from the View menu.
2. Selection cleanup and type the code.

The cleanup code appears where one types the code.

To avoid run time application from terminating prematurely, it is often necessary to include a READ EVENTS command in the menu command used to exit the menu system.

#### **4.9. SYSTEM TEST**

Having established the hardware and software for the new computerized system, it is of immense importance to carry out a thorough and systematic system test. This test will involve the hardware components, the software and procedures used applied in the new system. Obviously some of the work pattern of the staff will change and there must be some change in status. The test is necessary to discover how the staff adapts to this change and for the removal of bottlenecks if any.

The staff of the company that operate the new system are to be fully involved in the test. They were requested to provide data and to suggest any areas of improvements.

A major percentage of the hardware has been in use and is proven. The emphasis therefore is on the software and procedures, these are to be tested individually and together. Since a prototype approach is adopted in this project testing becomes an on going process.

#### **4.10. SOFTWARE DOCUMENTATION**

It is necessary to produce both internal and external documentation for the software documentation is necessary to aid the end user in the use of the application and to provide a way out in case he gets stuck with a procedure.

In this project, readme documentation is used Microsoft Word software to explain installation procedures and an online help that has a hyperlink object to provide navigation facilities.

The online help covers every aspect of the application as well as troubleshooting, in case the user has problem in operating the application.

An external documentation is vital not only for installation purposes but also to help the user in instances of program error, failure and troubleshooting.

#### **4.11, TRAINING**

In addition to the provision of internal documentation explain in the last section, there is the need of an intensive training before and during take off of the new system

The training will include the data entry operators, computer operators, and members of staff, particularly all operational and senior staff.

The training will be conducted within the company premises, and will be designed to meet the needs of different categories of users. Most staff are not computer literate, their training will encompass such basics like, computer appreciation, the use of common software such as word processors and spreadsheets before embarking on database Management System and then the operation of the Confidence Insurance Company Software package.

The ultimate goal is that all end users and the maintenance staff must conduct operating procedures.

#### **4.12. CONVERSION**

Conversion is the process of change over from an old information system operating procedures.

There are four types of conversions commonly used, Direct Conversion, Parallel Conversion, Pilot Conversion and Phased Conversion

**DIRECT CONVERSION:** This is the process of change from the old information system to the new fold expensive move. This mode of conversion though least is highly risky and is not recommended for this project.

**PARALLEL CONVERSION:** This process operates the old and new information side until the new system is certified to be reliable. This system of conversion is less risky but more expensive than the direct conversion.

**PILOT CONVERSION:** The pilot conversion process applies the new information system to only a part of the organization, until it is proven before applied to other part of the organization

**PHASE CONVERSION:** The phase conversion method is the process of introducing the new system piece by piece, with the new system gradually replacing the old.

The phase conversion is less risky than the direct conversion and enables analysis to learn from mistakes, it also entails fever disruption in the operations.

The last option phase conversion will be adopted for this project due to the these advantages

#### **4.13. MAINTENANCE**

No matter how carefully a new information System implementation is handled, it only not run along by itself. A maintenance exercise is usually establish to monitor and evaluate the new system modification.

System review need to be conduced consistently and periodically beginning immediately after the take off of the new information systems analyst of computer administration as the case may be need to check on the reliability, efficiency training program, target and goal of the new information system at every point in time to ensure that huge investment incurred in establishing the new system is justified.

Program Output

**INSURANCE POLICIES**

\_ \_ X

USER NAME

PASSWORD

LOG-IN FORM



WELCOME SCREEN

**CLIENTS FORM**

Ref:	Life/23262/rckl	Policy_num:	238765
Names:	Samuel Lazarus		
Address:	No 2 Bosso Rd, Minne		
Date_of_issue:	03/11/2003	First_premium:	\$4,000.00
Class_insurance:	Anticipated Endowment		\$3,987.00
Sum_assured:	\$65,000.00		
Annual_premium:	\$3,917.00		
When_payable:	survival of the life assured to date on which survival benefits		
Term_of_assurance:	15 yrs	Age_next_bday:	32
Instalment_payment:	\$3,917.00		
Mode_of_payment:	Annually	Effective_date:	04/01/2003
Receipt_no:	4323567		

Top Prev **Next** Bottom Find Print Add Edit Delete Exit

CLIENTS' DATA ENTRY FORM



## CHAPTER FIVE

### 5.0 SUMMARY, CONCLUSION AND RECOMMENDATION

#### 5.1 SUMMARY

In conformity with the objective of this project, the administrative section of the company has the need for the automation of secretarial documentation. There has therefore been an in-depth study of the past system and the need for automation. The reasons have been mentioned in the various chapters.

Chapter three presents the feasibility study of the new system by using all the data necessary to test whether the project is feasible so that it can be embarked upon.

Chapter four deals with program implementation and what the program is expected to do. It highlights the features and the program maintenance.

Chapter five deals with the summary, conclusion and recommendation.

#### 5.2 CONCLUSION AND RECOMMENDATION

This work has revealed that Automation of Secretarial documentation is very vital as this will reduce the volume of work, inefficiency and enhance time management. Since preparations of new documents could be done within a very short time with the use of computer (as illustrated in this project), it is therefore concluded that automation of Secretarial documentation is a pivotal to the success of Secretarial Administration.

Having identified the problems associated with manual secretarial documentation, which result in large volume of work, inefficiency, lack of space, and lack of time management, it is therefore recommended that computers be used in all the sections of the company.

## REFERENCES

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**APPENDIX 1  
PROGRAM CODE**

```
* ****  
* *  
* * 11/19/03      INSURANCE.MPR      01:39:36  
* *  
* ****  
* *  
* * Author's Name: OLUKINI JULIE. O  
* *  
* * Copyright (C) 2003 Company Name  
* * Address  
* * City, Zip  
* *  
* * Description:  
* * This PROGRAM was automatically generated BY GENMENU.  
* *  
* ****  
  
* ****  
* *  
* *           Menu Definition  
* *  
* ****  
*
```

```
SET SYSMENU TO  
SET SYSMENU AUTOMATIC
```

```
DEFINE PAD _13k03k383 OF _MSYSMENU PROMPT "Form" COLOR  
SCHEME 3 ;  
    KEY ALT+F, ""  
DEFINE PAD _13k03k384 OF _MSYSMENU PROMPT "Report" COLOR  
SCHEME 3 ;  
    KEY ALT+R, ""  
DEFINE PAD _13k03k385 OF _MSYSMENU PROMPT "Quit" COLOR  
SCHEME 3 ;  
    KEY ALT+Q, ""
```

```

ON SELECTION PAD _13k03k383 OF _MSYSMENU ;
  DO _13k03k386 ;
  IN LOCFILE("..\INSURED\INSURANCE"
,"MPX;MPR|FXP;PRG" ,"WHERE is INSURANCE?")
ON SELECTION PAD _13k03k384 OF _MSYSMENU ;
  DO _13k03k387 ;
  IN LOCFILE("..\INSURED\INSURANCE"
,"MPX;MPR|FXP;PRG" ,"WHERE is INSURANCE?")
ON SELECTION PAD _13k03k385 OF _MSYSMENU ;
  DO _13k03k388 ;
  IN LOCFILE("..\INSURED\INSURANCE"
,"MPX;MPR|FXP;PRG" ,"WHERE is INSURANCE?")

```

```

* *****
*
* * _13K03K386 ON SELECTION PAD
*
* * Procedure Origin:
*
* * From Menu: INSURANCE.MPR,      Record: 3
* * Called By: ON SELECTION PAD
* * Prompt:   Form
* * Snippet:  1
*
* *****
*

```

```

PROCEDURE _13k03k386
CLOSE database
DO FORM CLIENTS

```

```

* *****
*
* * _13K03K387 ON SELECTION PAD
*
* * Procedure Origin:
*
* * From Menu: INSURANCE.MPR,      Record: 4
* * Called By: ON SELECTION PAD

```

```
* * Prompt: Report
* * Snippet: 2
* *
* *****
*
```

```
PROCEDURE _13k03k387
close all
REPORT FORM CLIENTS PREVIEW
```

```
* *****
* *
* * _13K03K388 ON SELECTION PAD
* *
* * Procedure Origin:
* *
* * From Menu: INSURANCE.MPR, Record: 5
* * Called By: ON SELECTION PAD
* * Prompt: Quit
* * Snippet: 3
* *
* *****
*
```

```
PROCEDURE _13k03k388
```

```
ans = MESSAGEBOX("Are you sure you want to quit?", 4 + 32, "Please
Confirm")
IF ans = 6
```

```
clear all
CLOSE ALL
CLEAR EVENTS
```

```
ENDIF
clear all
CLOSE ALL
```

Upon payment of the net premium shown above , the Company will assume liability and unless you indicate other wise, this life assurance contract will take effect e as from : **1<sup>st</sup> July 1990**

HOWEVER, UNTIL the first premium has been paid: -

1. No liability attaches to the Company and if pay`ment is not made within twenty-one days from the date of this letter, a fresh evidence of good health may be required.
2. The Directors reserve the power to modify the acceptance or cancel the transaction, and
3. In the event of any change in the circumstance state in the proposal form ,or to the Company's al Examiner, or of any change in the health of the life to be assured between the date of the proposal and the payment of the premium, this acceptance will not be valid unless the Directors of the Company have been informed thereof and their acceptance confirmed in writing. **Our Official Receipt LB No. 56827 is enclosed herewith**

Yours faithfully,

Life Manager

**G. E. ALONGE A. C. I. I A. M. M. I. M**  
**GENERAL MANAGER**