DEVELOPMENT OF STAFF DOCUMENTARY SYSTEM USING COLLABORATION SOFTWARE PACKAGE: CASE STUDY IN TECHNOLOGY OF INFORMATION SYSTEM MANAGEMENT DIVISION

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Thematic Paper
entitled

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ABSTRACT

The objective of this thematic paper was the development of a staff documentary system using a collaboration software package as a case study in technology of the information system management division. The system consists of a receiving document system, a sending document system, a confidential document system, a searching document system, and a tracking document system.

This system will increase the speed for receiving and sending of documents, as well as reduce the process and time for registering documents. The system can reduce the loss of documents during the submission process. Users can track the status of each process. The system also supports interoperability with other systems, such as the thesis/thematic paper document management system, student document system, thesis advisory recoding system, student record management system, and room reservation system.

Although the system is able to meet the needs of users effectively, for the security of documents in the system, systems must be able to access the internal network only. There cannot be access of the system from an external network. If a user wants to get into the system from an external network, increased access must be granted, such as via the installation of the VPN.

KEY WORDS: DOCUMEMT MANAGEMENT SYSTEM / SHAREPOINT

56 pages

พัฒนาระบบงานสารบรรณสำหรับเจ้าหน้าที่โดยใช้แพ็คเกจซอฟท์แวร์เพื่อการทำงานร่วมกัน: กรณีศึกษากลุ่มสาขาเทคโนโลยีการจัดการระบบสารสนเทศ

DEVELOPMENT OF STAFF DOCUMENTARY SYSTEM USING COLLABORATION SOFTWARE PACKAGE: CASE STUDY IN TECHNOLOGY OF INFORMATION SYSTEM MANAGEMENT DIVISION

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บทคัดย่อ

สารนิพนธ์ฉบับนี้มีวัตถุประสงค์ เพื่อพัฒนาระบบงานสารบรรณสำหรับเจ้าหน้าที่โดยใช้แพ็คเกจซอฟท์แวร์เพื่อการทำงานร่วมกัน: กรณีศึกษากลุ่มสาขาเทคโนโลยีการจัดการระบบสารสนเทศ ระบบนี้ประกอบด้วยระบบทะเบียนหนังสือรับ ระบบทะเบียนหนังสือส่ง ระบบทะเบียนหนังสือลับ ระบบค้นหาหนังสือ และระบบติดตามหนังสือ ซึ่งระบบนี้จะช่วยเพิ่มความรวดเร็วในการรับส่งหนังสือ ช่วยลดขั้นตอน และระยะเวลาในกระบวนการลงทะเบียนหนังสือรับ หนังสือส่ง และหนังสือลับ สามารถลดการสูญหายของเอกสารในระหว่างขั้นตอนการดำเนินงาน ที่สำคัญผู้ใช้สามารถติดตามสถานะของหนังสือในแต่ละขั้นตอนได้ อีกทั้งระบบนี้ยังรองรับการทำงานร่วมกันกับระบบอื่นได้ เช่น ระบบจัดการเอกสารวิทยานิพนธ์และสารนิพนธ์ ระบบเอกสารนักศึกษา ระบบบันทึกคำร้อง ระบบจัดการข้อมูลนักศึกษา และระบบจองห้องประชุม ฯลฯ

แม้ว่าระบบจะสามารถทำงานได้ตรงตามความต้องการของผู้ใช้งานได้อย่างมีประสิทธิภาพ เพื่อความปลอดภัยของเอกสารที่อยู่ในระบบ จึงต้องติดตั้งระบบให้สามารถเข้าถึงได้เฉพาะเครือข่ายภายในเท่านั้น ทำให้ไม่สามารถเข้าถึงระบบจากเครือข่ายภายนอกได้ หากต้องการที่จะเข้าระบบจากเครือข่ายภายนอก จะต้องทำการเพิ่มช่องทางการเข้าถึง เช่น มีการติดตั้งระบบ VPN เป็นต้น

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CHAPTER I
INTRODUCTION

1.1 Background and Problem

In Current technology has progressed and the policy of the government it is encouraging academic institutions both public and private used information technology in development teaching and administration. To provide instruction in educational institutions more efficiently. The University recognizes the importance of technology used. Therefore encourage each department within the University. System design, development and support functions. Whether the student registration system. Personnel database System to disseminate Management systems throughout the campus. This documentation is a critical process within the management system. Due to communicate the statement of operations and performance reports. Are required to pass all documentation.

According to the Prime Minister On documentation that 2526 is assigned to every section of a document storage system that followed, but the mission of the government is organized. For convenience, it is easy to find. And can be implemented in time to use it. Document management is a process controlled by a document from a. Or get them to perform one of the government agencies. Kept for use or to reference. As well as the removal of documents when no demand for it. This process will result in a document management is seamless. Is effective in practice as well.

Documentation is key in the implementation of the government. Due to a mission / duties / responsibilities and tasks. Must be ordered in writing performance. The documentation process is a process that extends from the production or preparation of documents (consider - think - drafting a draft - proofing copy - offer - signed), transmission (check - dated - stuffing envelopes. - submitted), receiving (check - dated - proposed - distributed), the retention and destruction of documents.

Archives can be seen that there is a wide range of workflow steps. Including the need to have a communication / coordination with all agencies. Both

external and internal Review draft the book is not a book, and import papers submitted for consideration. The operation of the first step is now. Each step has to take at least 2 days at least. Made operational inconvenience has delayed the process issued a draft proposal for consideration. And tracking documents that are at the stage where it is not easily done. Many people need to know the status of the book sent to. As a result, the time to produce documents a command performance out of it. The work of each agency further delayed.

In order to facilitate operations. Reducing unnecessary step. Documentation is in electronic form. Documenting a system into categories to make it easier to find. The application of information technology to support the work of the information technology field. Faculty of Engineering University Researchers has developed a system that allows electronic documentation of personnel working within the field of Information Technology.

Work within the current system is required to transfer data between them. It’s not as popular if you need to develop a system that works alone developed to work through the most popular network. As a result, workers who are going to be effective. And increase the capacity of an organization with several offices as well. Nowadays, with the development of software that looks collaboration called "collaboration software" is suitable to be applied to organizations. Needs to have the communication, sharing of information both from within and outside the organization. The major advantage of Collaboration Software is a communication and learning which is both a waste of money Published and available for free.

The documentation of the information technology field. Faculty of Engineering University It is a work that is necessary to communicate with other agencies. Sharing documents and information to both internal and external personnel sharing. At which point the system documentation should be developed in accordance with the current technology that is bringing Collaboration Software used to develop a Microsoft SharePoint is a software of such kind is flexible. And appropriate to the field of information technology Faculty of Engineering So, MAHIDOL University researchers saw that adopting Microsoft SharePoint to improve on it. It can make system administrators developed. Integration with other systems such as booking

meeting rooms. Students filing system Monitoring systems examining effects and effectiveness.

1.2 Objective

To design and development of staff documentary system. For Technology of Information System Faculty of Graduate studies MAHIDOL University using Microsoft SharePoint 2010 is the main tool for development.

1.3 Scope of work

1. For development of a staff documentary system using collaboration software package: case study in Technology of Information System Management Division.

2. The system provides the following capabilities.

- Document sends system: managing the transfer documents from one unit to another unit. Can be recorded documents into the system and will scan documents for receive - sent as an electronic file with the details. Both can order more from the supervisor as well, when log documents into the system. If approved, the system will be sent through to those involved directly.
- Document search system: can find books in the register documents, send / receive quickly. You can find two ways to search for unqualified simply enter key words contained in the book. And such a specified condition is what you want to search. Categories of books the speed of or from agencies organized a letter.
- The tracking system: a system that helps track the status of each subject, we want to know the status. While this is in any stage.
- Document storage system: a system that provides for a separation of documents available in the registration documents. And storage operations Divided into various categories Pursuant Document Management to make it easier to find and bring further use.

1.4 Expected Result

1. Can increase the speed of transfer documents. Because transfer files in network system. Which will be into electronic files.
2. Can reduce some of the documentation process. No need to be up there - in the book. Because it is numbered automatically. Prevent the document number is wrong.
3. Can check the status of a document quickly.
4. Can reduce paper use in draft letter process before send out documents to the supervisor. No need to print out a paper first. Files can be sent as Word, Excel supervisors consider first.
5. Documents can be stored as a separate category. Can find documents quickly.
6. Can reduce the loss of documents during the submission process.

CHAPTER II
LITERATURE REVIEW

2.1 Documentation System

2.1.1 Definition of Document

1) The term “document” as the dictionary of the Royal Academy, 2525, referring to “the book used as evidence”.

2) The term “documentation” by the Prime Minister's Office on documentation in 2526 (section 6) means “work on document management, starting from the preparation of the transmission, storage, borrow. To scrap”

3) The term “Electronic Document” the Prime Minister's Office on documentation, BE 2548 (Section 4) means “to receive - send info. Or book through communication by electronic means”.

2.1.2 Role of Document

1) Performance of the document. And official letters from the preparation of the transmission, storage, on loan until the break. For the system and correct the requirements of regulations in every step.

2) Make the performance of the mission. Achieve the required efficiency. And results or complete response as needed.

2.1.3 Category and Type of Government Document

1) Nature of official letters The Prime Minister's Office on documentation (No. 2) Act 2548 (Section 5) is divided into 6 categories: official book.

- Books are available through the Government.
- Letter to the Government with regards to any other agency that is not a government agency. Or a third party to

- Any other book, which is not a government agency. Or a third party has come to the government.
- A document prepared by the government as evidence in the civil service.
- Official documents prepared by law or regulation.
- Information or a letter from the Electronic Document.

2) What kind of official letters The Prime Minister's Office on documentation in 2526 (section 10) is divided into six types, including official book.

- External books
- Internal book
- Stamp books
- Book direct
- Literary Relations
- Books that make up the staff or received as evidence in the civil service.

The official book all 6 types may be divided into groups according to the 3 groups.

Group 1 letter sent to the recipient. Or agencies specifically include books and books within books outside seal.

Group 2 books which are specific to the recipient directly. It is generally known to be composed of order books. PR and books

Group 3 books that do not meet the criteria in Group 1 and Group 2, or maybe some combination of the two groups. The book whose officers made or received as evidence in the civil service.

External dispatch is the official ceremony is a paper seal Garuda. As the book follows the public interface.

1) Contact between the state sector and the government.
2) Contact between the state sector and non-government entities.
3) Contact between government agencies and third parties.

The official book Official ceremony is a book that is less than the official party. “Use a paper” and used for government offices within ministries and government agencies in the same jurisdiction. Or official within the same province.

Stamp books the books used stamps (Seal of the Government department level and above) instead of the head of a government department to sign up. The Head of Government level stacks. Or assigned by the head of a government department is responsible for directing the emblem initials.

The order book is a book that authority. Or the supervisor ordered orientation and determination to make a regular practice. (Paper Garuda), including orders and regulations.

The Literary Relations Government is to publish a book that is recommended or understand the notice. Or recommended practices of any such announcement bulletins, and news.

Book an officer made or received as evidence in the civil service is made outside the official book of the foregoing. Books or other entity which is not a government agency. Or a third party has come to the government. And the government received as evidence of the government, including a certificate. Minutes and notes

The book is a book or other document occurred. Because the performance of officers as evidence in the civil this includes film photos Cassette and video tape recording medium. And books of outsiders filed with the authorities. And staff received registration books of the street.

2.1.4 Related Processes

1) the preparation of a book

Refers to work relating to the management of official documents or books in a systematic and step. To achieve accurate complete Achieve the desired objectives The Scope The process starts from the idea to create or write to the publisher for a review copy of the proposed diagnostic / add the collection to final delivery. Document destruction is a necessary task.

2) Receiving

- The Prime Minister's Office on documentation (No. 2) Act 2548 (Section 8) Books is a book that’s coming from outside. (Or books derived from the same section).

- The document that has the secrets. With electronic document to the user or the operator. Has been appointed to access confidential documents each level. The recipient through security. In accordance with the regulations governing the confidentiality of official 2544 Prime Minister's Office and the National Security Act in 2552.

3) Sending

- The Prime Minister's Office on documentation (No. 2) Act 2548 (Section 8) Books is a book that is sent out.

- A document containing the secret. With electronic document to the user or the operator. Has been appointed to access confidential documents each level. The transmission system is secure. In accordance with the regulations governing the confidentiality of official 2544 Prime Minister's Office and the National Security Act in 2552.

2.2 Collaboration Software

Collaboration Software is software that has to work together. Software that fits the process organizations that need to communicate together. Tracking and monitoring data are not missing completely. Typically, Collaboration Software is designed in a manner which results in a web application to communicate and share information in a timely manner. Useful in practice, both in the organization. Or even workers outside the organization. If the classification Collaboration can be classified into two types.

- Collaborative Communications to benefit
- Collaboration Benefits to learning.

1. Collaboration Communications to benefit can also be divided into two types Synchronous and Asynchronous.

1) Synchronous communication to interact with the two sides, which have instant communication, such as communication by email. Communication Forum Communication with appointments

2) Asynchronous communication on each side that is not necessary to wait for the other side of the counter, instant chat communication, such as communication with the conference.

2. Collaboration Benefits to learning. The introduction of information that benefits both of the communication. A practice also includes data from external entities required to apply in practice. The system is classified. Collaboration to benefit the learning management system, such as the embodiment of knowledge (Knowledge Management).

2.3 Microsoft SharePoint

2.3.1 Definition of Microsoft SharePoint is “share” is a platform for connecting people to the knowledge and business processes of the organization together.

Microsoft SharePoint 2010 is a tool that will help make the center a Web page for links to information within the organization. By helping empower with tools to manage the site. And enable teams to bring information to display on their sites to propagate to others in the organization quickly. With flexible deployment options. Users will be able to find the information they are interrelated quickly through the search function efficiently. Use familiar with the format. Meanwhile, the organization was able Specific program information and updates. Tor users on demand. Responsible for the work by a member of each team’s attention, or under other conditions prescribed. You can also expand the use of SharePoint sites to collaborate with customers and partners as well.

2.3.2 Benefits of Microsoft SharePoint 2010 are as follows.

1) Access Service and Visio Service is a Service that enables organizations to adopt other Microsoft Office to assist in the implementation, the easier it is for Microsoft Access databases and is compatible with Microsoft SharePoint without having to install them. Add to any The key processes of the Microsoft SharePoint is working with Microsoft SharePoint Work Flow at this point is that we can create a Service Work Flow of Microsoft Visio , and then publish the site immediately. The work is not tedious and time consuming.

2) Business Data Catalog, a function that enhances the ability to categorize the connection between Content and List of external systems to be used in conjunction with Microsoft SharePoint quickly and efficiently.

3) Developer Productivity Enhancements in previous versions. If a development deal to manage Microsoft SharePoint on the server only. But in the 2010 version, we can handle it on the client's computer that we use as an office or at home can also be convenient to use Microsoft Visual Studio 2010 Wizard Application on Microsoft SharePoint as well.

4) Enhancements relate to Large List Handing a place to build up a List Query Throttling, Batch Query Support, Remote Blob Storage and External List.

5) Workflow Improvement when executed via SharePoint Designer Workflow to create complete, the Workflow model can be recycled as such.

6) Social Networking Capabilities to Tag everything that occurs in SharePoint, such as video files, documents and Blog so that users can rate feedback and can track other users as well.

7) Shared work space. The system can provide documentation of the trip. User support is available to many people. If it is fixed, it will be saved as a Version which we can view the past as well.

8) Makes managing content easier. Only measures the compliance requirements that we work as a kind of document retention policies. And automatic content sorting

2.4 Content Management System

Content Management System: CMS is a computer software system used for disposal regulations. And promote the work of the group. Be able to create documents or other materials in most content management systems. Often the web-apps. Which are site management, and web content. And not least the content management system requires special software on the client. To edit and create articles.

Content Management System with both the computer software market to trade. And open source

Content on the system to be content. Text, image files, sound files, animation files, video files or any other documents.

The content within a content management system life cycle of the facility.

1) The structure or classification. (Organization) to be classified as a substance of any kind. Should be structured either as a Schema defines the elements such as content that requires any.

2) Hierarchical operations (Workflow), a rule or policy. To assign responsibility for the content of the publisher's or author and owner of the partnership. Consecutive stages of the drafting of the content. Before it is released to the public.

3) Creation as import data capture recording a collection of changes to content within the system.

4) Storage (Repository) as a means of data storage. Stored database recording media the information provided in order to remain within the system.

5) Determine the version to control change. By the numbers changed or changing the date the original and backup storage. I do recall the information Reverse or modify and to know the status of the data changes.

6) Archives is to store content for use. Or expired by the store to use the knowledge. Or be used to prepare a new presentation.

2.5 Related Research

Miss Sirirak chaput and Mr. Panuwat Polviriyarungsang (2009: abstract) in our system, the user can choose receiver’s name from the list box. The users can send, read, delete and restore received all files. The system is also able to show the status of

sent files on receiving page whether receiver has opened them or not. For searching function, the users can search files and documents by their register date. The system is also able to deal with numbers of files and size of files. They are shown on the receiving page. Therefore, the users are able to know the size of files before downloading. In large organizations, the security and convenience for managing all electronic document functions and files will be improved by all these functions.

Mr. Perapol Pantasean and Mr. Patoen Bunraksa (2554: abstract) The results showed that system of General Affairs in Office Filing Operation before development, the Filing officers were lack of skill in office filing operation and get out of filing operation guideline about producing or providing , delivering and receiving, keeping and borrowing and destructing of documents. In first cycle of development by used workshop, observe and following supervision strategies resulted a medium level of satisfied in office filing operation then to level up the satisfied we implemented a second cycle so it lead filing officers get more skill and capable to develop office filing operation with complete all accurate, timeliness and up-to-date, Furthermore the officer get a clear filing operation guideline and resulted better level of filing operation satisfied.

Miss Viparat Aunam (2553: abstract) The purpose of this research was to system of development’s Liberian Chumpermpittaya school Phuphan district Sakonnakhon Province groups data research participation of five personnel and the person given researching of the 32 personnel and the instrument used data of observation and reflection practices by researcher Kemmis and Metaggart was a 5 level system development of the systems development life cycle : SDLC such as 1) educational and systems investigation 2) systems analysis 3) systems implementation 4) systems review 5 action research follow by 4 steps, the planning, the actions, the observation, the reflection practicum.

CHAPTER III
RESEARCH METHODOLOGY

The developer has conducted research to design and the development of a staff documentary system in technology of the information system management division. Faculty of Engineering MAHIDOL University is divided into four steps.

3.1 Requirement gathering

3.2 System design

3.3 System materials

3.4 Project schedule

3.1 Requirement Gathering

Table 3-1 Report requirement gathering of staff

Date	Detail
6 October 2556	Attend meetings with responsible officials and administrators. - Explain the importance of documentation. - Describe the importance of books used in the information technology field. - The Information Technology category separately. And to remain current in - Page fault of their officers. And who can approve Divided by the number of courses and disciplines. - Overview of the current document workflow. And the problem - Describe the sequence of letters. - Describe the sequence of the book. - Describe the sequence of dispatch.

Table 3-1 Report requirement gathering of staff (cont.)

Date	Detail
13 October 2556	Presented a report outlining the need for the authorities to keep the No. 1. - The preparation of the diagrams. - Get the presentation diagram. - Amendment to the ledger books to come. - Presented a written diagram. - Presented a diagram to store books. - Storage for each category / type / category. - The database must be able to store books / documents as long as the regulations of the University. Support the growth of the field in the future. - A book that gets into all kinds must be passed before a page has been sorting and delivery orders issued to the personnel concerned.
27 October 2556	Presented a report outlining the need to store up to 2 times Hearing Officer. - This book presents a new process. By electronic transmission - Presented the preliminary design. - To increase the revision history of documents / books. - The tracking number can be seen by everyone. - Add a note to the commander can order it. - Add fixes for secret books isolated from normal screen. - Add Class urgency of books to go with (food, food and most urgent). - Must be able to manage permissions for users. The only book to focus specifically secretly. - Add reminders via email. After the book was released. Should be notified via email. - The table shows the results of a book. Arrange the new priority.

3.2 System Design

3.2.1 System design using Use case Model.

1) Actor of the system

Table 3-2 Description of all actor in Staff Documentary System

Actor	Description
Owner	Can be divided into three officials have the right permissions. 1. Administrators Able to handle everything in the right to have such documentation. User management 2. Officials and administrators Able to sign a book deal edits. 3. Personnel in the field, such as teachers, students can create a book deal submitted for approval matters. General staff privileges - Edit Info - Create a book - Track the Status
Approver	The actor is logged into the system, to approve or disapprove document.

2) Relationship between Actor and Use Case

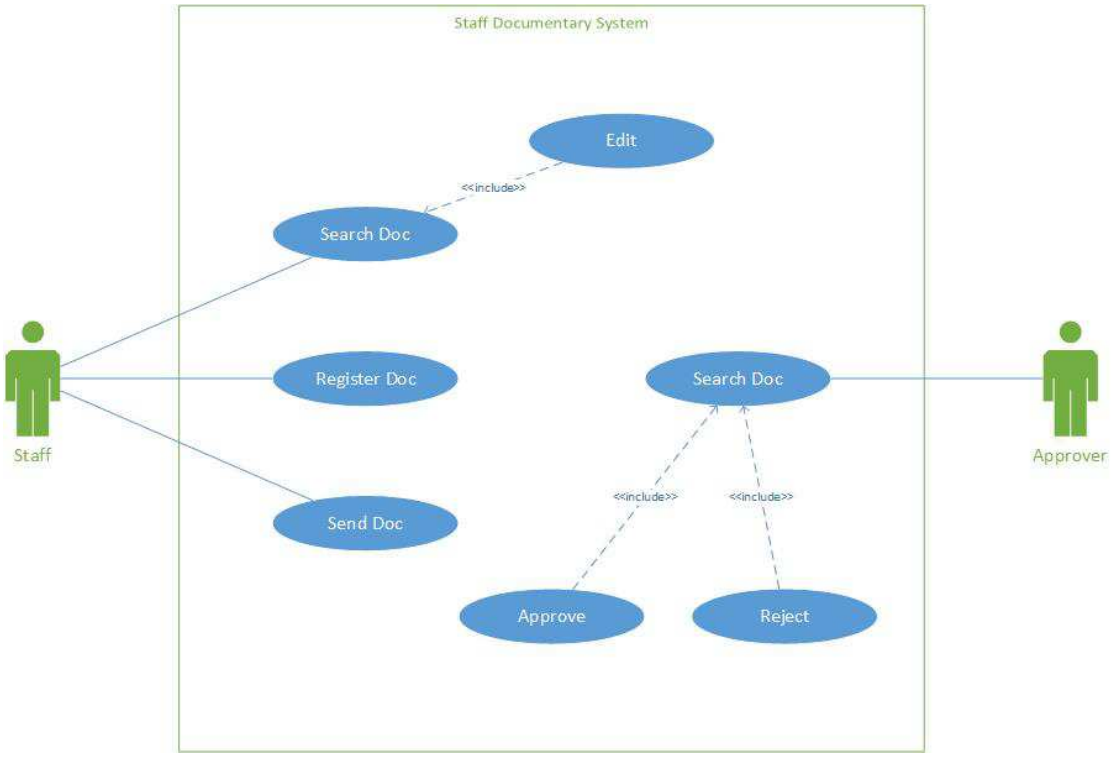

Figure 3-1 Use Case Diagram

Table 3-3 Description of Use Case Diagram

Actor	Use case
Owner	- Registration receipt When a book from outside the field. Staff and administrators would get a book and performed the data into the system will be sent to the Home Secretary to consider initially. After initially being considered. It sends a command to order the next. - To send Officials want action on any approval. Login to create new books. After creating a new the book will be forwarded by the commander's approval. - Staff or the owner of the book can find books to take corrective action. Or published

Table 3-3 Description of Use Case Diagram (cont.)

Actor	Use case
Approver	The actor is logged into the system, to approve or disapprove document.

3.3.2 System design using Activity Model

Activity receiving document

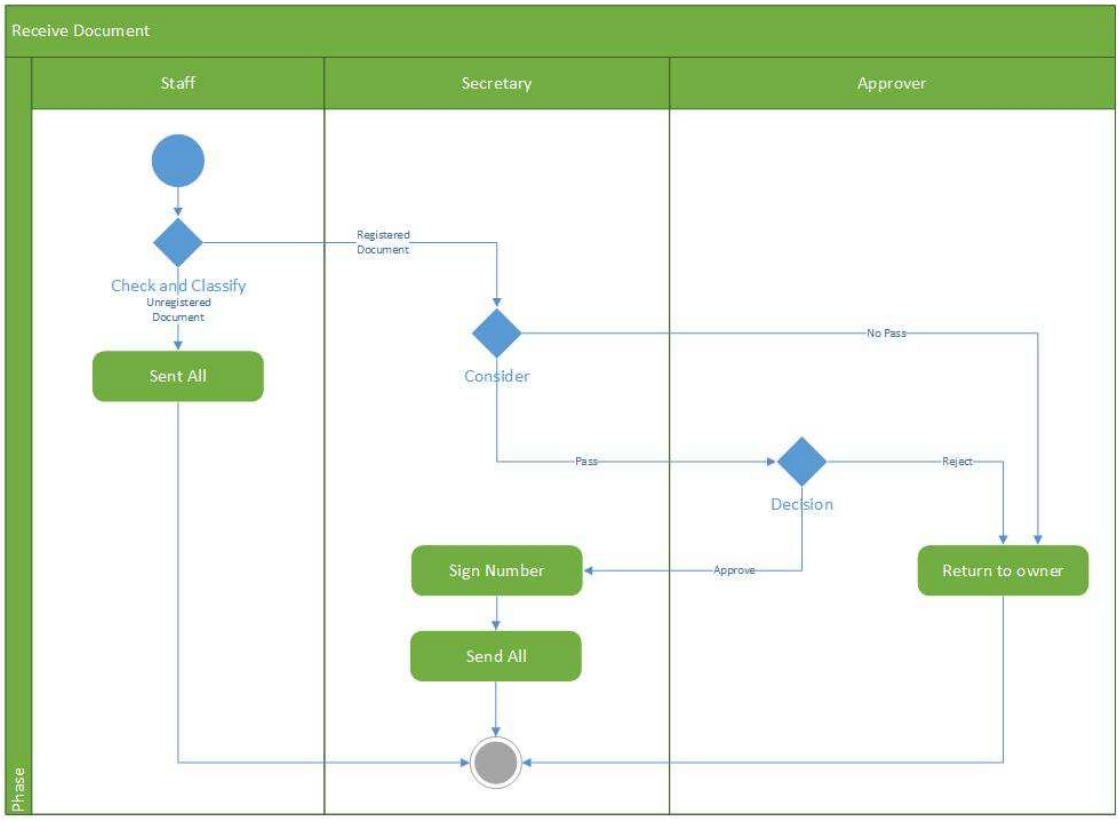

Figure 3-2 Activity Diagram: Receiving Document

Figure 3-2 when the document came from the outside. Staff and administrators isolate And the Log Book. The original document after a document has been created to direct the Secretary to the front. Which will determine initially whether this document. What kind of applications can be distributed to those involved know it or not. If it needs to get permission from a supervisor before. Will be presented via e-mail to those who have passed in the story. If approved, the letter will be forwarded to the concerned department.

Activity sending document

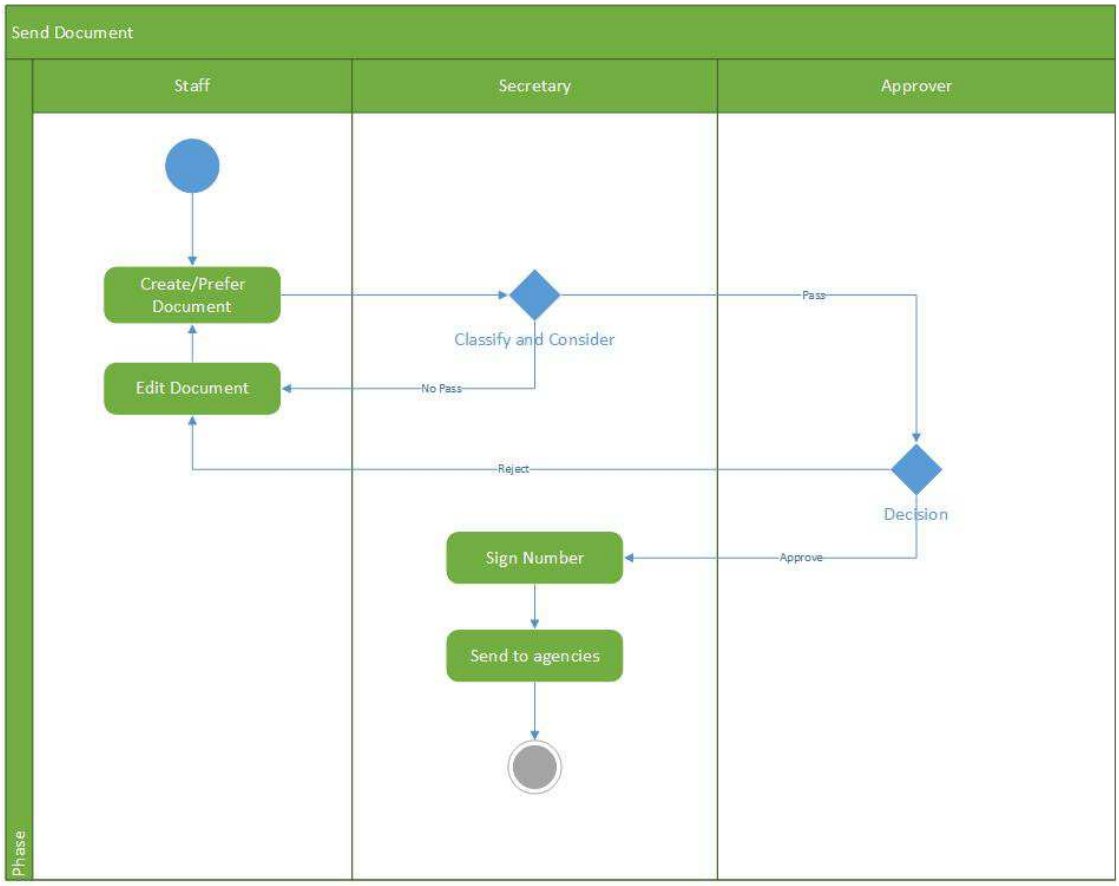

Figure 3-3 Activity Diagram: Sending Document

Figure 3-3 to sending documents to the authorities of wanting to do anything. It is built into the system to perform a new document. Other documents considered to Home Secretary will receive notification through the system. To perform the Gross If this is correct, it returns to the draft letter said. If there will be any amendments to those who have the right to approve or disapprove the action. If approved, it is sent back to staff and administrators to send out a number. And the letters will be sent to the concerned anyway.

3.3 System Materials

System documentation this behavior is a Web base application, which the researchers used computer server that originally qualified as follows.

3.3.1 Hardware Specification

To reduce costs and reduce the area of the Server Rack Server Cabinet researcher has used the simulator host computer. Split into 3 units to act for system administrators. For system management applications. And to contact to email by the host computer. Has the following properties:

Processor	: 64 bit, 16 core
RAM	: 16 GB RDIMM
Hard Disk	: 600 GB x6 RAID 5
Other	: Redundant Power Supply
	: Support redundant SD card for VM OS

3.3.2 Software Specification

1) Microsoft SharePoint Server 2010
2) Microsoft SQL Server 2008
3) Microsoft Active Directory
4) VMware sphere Hypervisor

3.4 Project Schedule

The period June 2556 to March 2557.

Table 3-4 Project Schedule

Activities	Month																			
	OCT				NOV				DEC				JAN				FEB			
1. Requirements gathering																				
2. System Analysis																				
3. System Design																				
4. System Development																				
5. System Integration																				
6. System testing																				
7. System Implementation																				

CHAPTER IV
RESULT

4.1 Receive Document System

User interface receive document system.

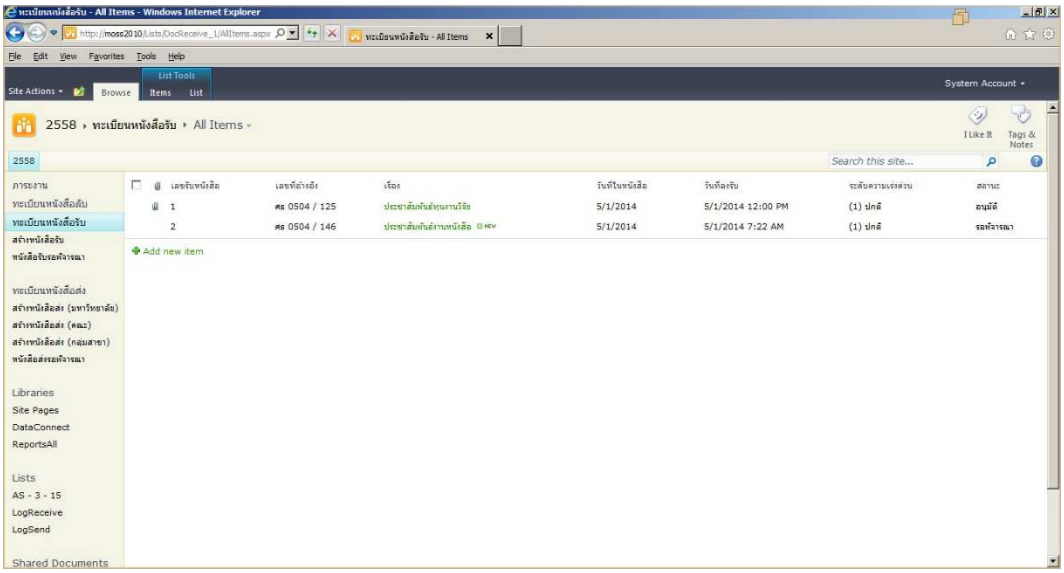

Figure 4-1 Receive Document System

Figure 4-1 Registration document to the system. When the documents came as circulars from college, certificate release Staff will need to be scanned document into electronic files. And start the process to get a document in to the system. Staff can login to their then record the documents into the system. When a document log System will forward it to the front of the room to perform document review before it is forwarded to the Program Director approval.

4.2 Send Document System

User interface send document system.

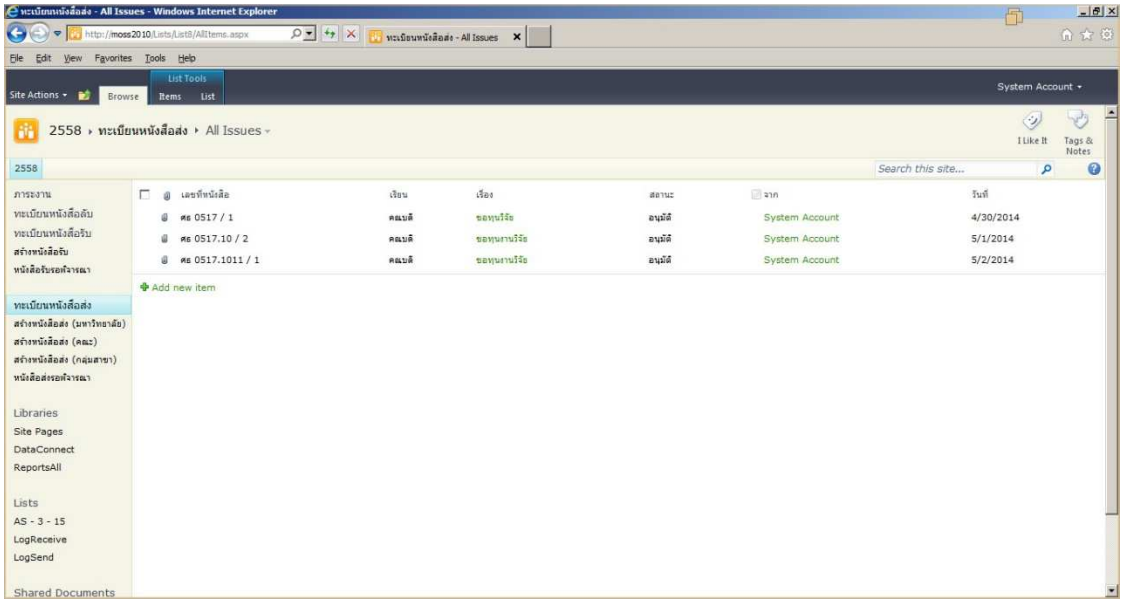

Figure 4-2 Send Document System

Figure 4-2 Staff can login system by user and password. And start written documents into the system by online form. If the attachment is executed in the form of electronic files When a document log System will forward it to the front of the room to perform document review before it is forwarded to the Program Director approval.

4.3 Confidential Document System

User interface confidential document system.

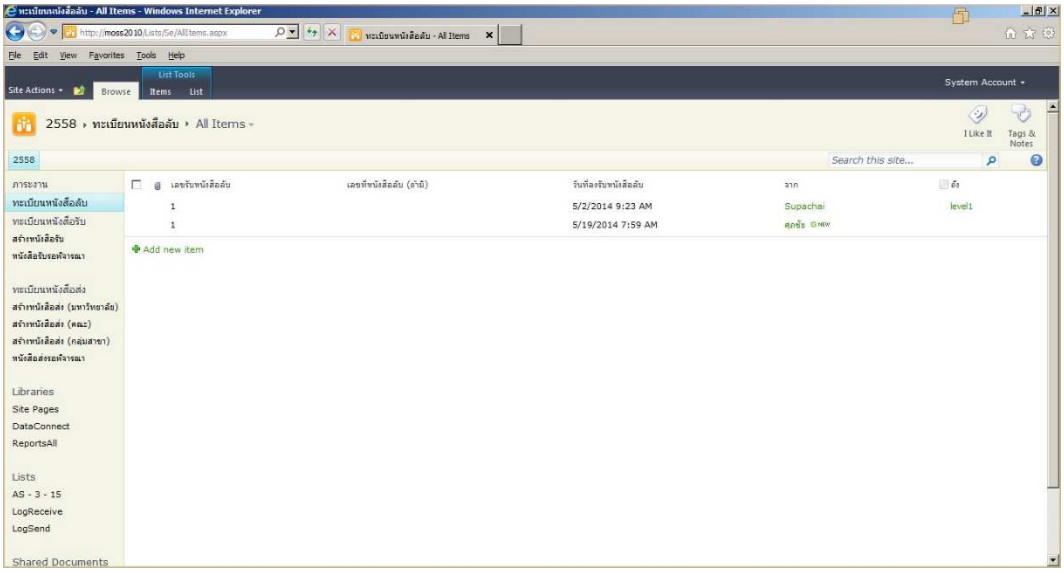

Figure 4-3 Confidential Document System

Figure 4-2 Registration confidential document to the system. Used for recording all the confidential document that has been added. Before proceeding with the matter to those involved acknowledged.

4.4 Track Document System

User interface track document system.

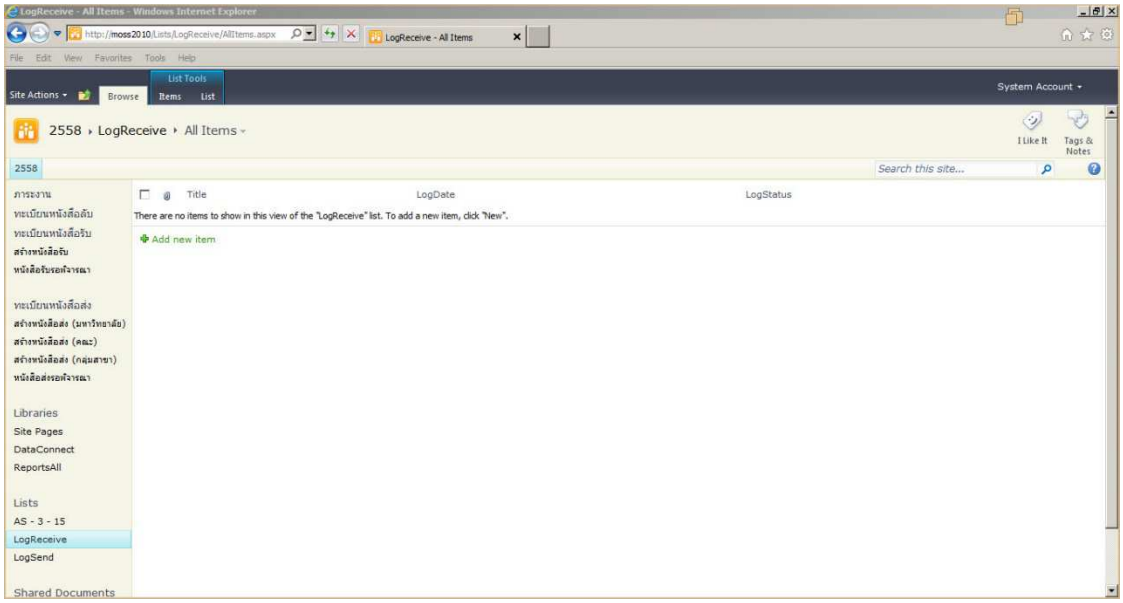

Figure 4-4 Track Document System

Figure 4-4 Users can track the status of each step that. While this document was in the process now. By allowing users to perform a search for documents that need tracking. We found it on the boxes represent the presence of such a letter. Now any stage.

4.5 Search Document System

User interface search document system.

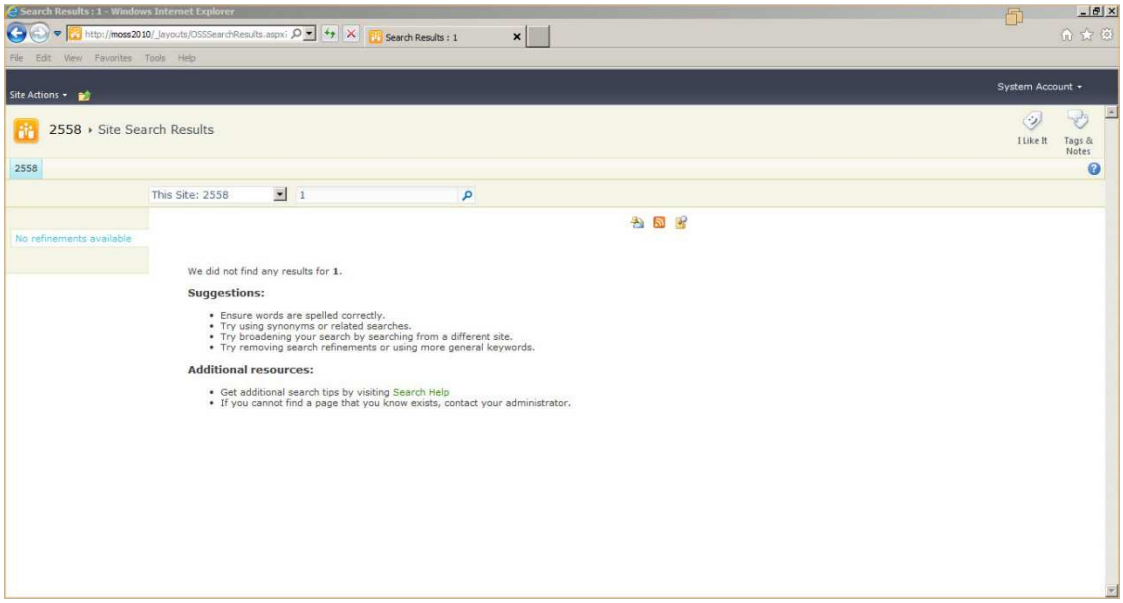

Figure 4-5 Search Document System

Figure 4-5 User can find documents by entering keywords title of the document into inbox search.

4.6 The Evaluation Report

Result of satisfaction survey for Staff Documentary System form user. Total number of questions (10 questions).

1) Operation 4 questions.
2) Content 3 questions.
3) Complacency 3 questions.

The median level of satisfaction. The basis of the analysis of the 5 levels.

Level 1 satisfaction least.

Level 2 less satisfaction

Level 3 moderately satisfied

Level 4 satisfaction

Level 5 the most satisfaction.

Table 4-1 Satisfaction to Staff Documentary System.

Assessing satisfaction on each side.	**Score**	**Level of Satisfaction**
Satisfaction with the operation.	14/20	3
Satisfaction with the content.	9/15	3
Satisfaction with the quality of service.	8/15	2
Summary of overall satisfaction.	31/50	3

Table analysis of satisfaction in using the Staff Documentary System. Overall satisfaction in level 3 score 31 which the system is satisfied with scoring similar. Can be sorted from high to low as follows.

No. 1 users are satisfied: operational level 3 and score 14

No. 2 users are satisfied: content level 3 and score 9

No. 3 users are satisfied: quality of service level 2 and score 8

Table 4-2 satisfaction with the operation.

Assessing satisfaction on each side.	**Score**	**Level of Satisfaction**
Satisfaction with the operation.		
1. Simple to use menu.	4/5	4
2. Find document quickly and accurately.	3/5	3
3. System can send document was correct.	3/5	3
4. System can save document quickly.	4/5	4

Table analysis of satisfaction in using the Staff Documentary System. Satisfaction with the operation level 3. Which the system is satisfied with scoring similar. Can be sorted from high to low as follows.

No. 1 users are satisfied: simple to use menu level 4 and score 4

No. 2 users are satisfied: system can save document quickly level 4 and score 4

No. 3 users are satisfied: find documents quickly and accurately level 3 and score 3

No. 4 users are satisfied: system can send document was correct level 3 and score 3

Table 4-3 satisfaction with the content.

Assessing satisfaction on each side.	Score	Level of Satisfaction
Satisfaction with the content.		
1. Contain information system covering the needs of users.	2/5	2
2. System can showing data properly intact.	3/5	3
3. Retention data efficiently and securely.	4/5	4

Table analysis of satisfaction in using the Staff Documentary System. Satisfaction with the content level 3. Which the system is satisfied with scoring similar. Can be sorted from high to low as follows.

No. 1 users are satisfied: retention data efficiently and securely level 4 and score 4

No. 2 users are satisfied: system can showing data properly intact level 3 and score 3

No. 3 users are satisfied: contain information system covering the needs of user level 2 and score 2

Table 4-4 satisfaction with the quality of service.

Assessing satisfaction on each side.	**Score**	**Level of Satisfaction**
Satisfaction with the quality of service.		
1. System can meet the needs of its users.	3/5	3
2. System can help facilitate better performance.	2/5	2
3. System can help reduce the time to perform faster.	3/5	3

Table analysis of satisfaction in using the Staff Documentary System. Satisfaction with the quality of service level 2. Which the system is satisfied with scoring similar. Can be sorted from high to low as follows.

No. 1 users are satisfied: system can meet the needs of its user level 3 and score 3

No. 2 users are satisfied: system can help reduce the time to perform faster level 3 and score 3

No. 3 users are satisfied: system can help facilitate better performance level 2 and score 2

CHAPTER V
DISCUSSIONS AND CONCLUSION

5.1 Discussions and Conclusion

Adoption of Microsoft SharePoint 2010 as a tool for development of Staff Documentary System. Which has a function in the class. The received document system is for recording documents received from external agencies and notification to the concerned. Send documents system submitted for the official record of the story to the chief administrator. The confidential documents system is intended for recording the documents received. Search document system is finds documents too quickly, accurately. And track document system is known status of documents, making staff aware of the status of the document that is currently in stage.

The analysis of satisfaction survey for a Staff Documentary system form user, divided into 3 evaluation aspects.

One satisfied with the operation: 4 questions.

Two satisfied with the content: 3 questions.

Three satisfied with the quality of service: 3 questions.

Results showed that users were satisfied with the operation to level 3 score 14, followed by satisfied with the content score 9 and satisfied with the quality of service score 8. Which is classified according to the following queries.

1) Satisfaction with the operation have score 14. The results of the analysis showed that system can save document quickly and simple to use menu have satisfied in first. Followed by the system can send document was correct and the system find document quickly and accurately.

2) Satisfaction with the content have score 9. The results of the analysis showed that retention data efficiently and securely have satisfied in first. Followed by the system can showing data properly intact and contain information system covering the needs of users.

3) Satisfaction with the quality of service have score 8. The results of the analysis showed that the system can meet the needs of its users have satisfied in first. Followed by the system can help reduce the time to perform faster. And the system can help facilitate better performance.

5.2 Recommendation Future

Staff Documentary System is an internal system in technology of information system management division. This means that it can be used within the field of intranet network only. If a user wants to get into the system form an external network. There can set up a VPN system to allow remote login from outside to intranet system. And in the future should be connected to system of MAHIDOL University. In order to have the flexibility to work even more.

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APPENDICES

APPENDIX A

THE EVALUATION RESULTS

แบบประเมินความพึงพอใจต่อระบบงานสารบรรณสำหรับเจ้าหน้าที่

ท่านมีความพึงพอใจในการใช้ระบบงานสารบรรณสำหรับเจ้าหน้าที่มากน้อยเพียงใด

หัวข้อ	ระดับความพึงพอใจ				
	มากที่สุด	มาก	ปานกลาง	น้อย	น้อยที่สุด
ด้านการดำเนินงาน					
1. มีเมนูการใช้งานง่าย					
2. การค้นหาเอกสารมีความรวดเร็วและถูกต้อง					
3. จัดส่งเอกสารได้ถูกต้อง					
4. บันทึกเอกสารรับ-ส่งได้รวดเร็ว					
ด้านเนื้อหา					
1. มีข้อมูลในระบบครอบคลุมความต้องการของผู้ใช้งาน					
2. มีการแสดงข้อมูลได้อย่างเหมาะสม ครบถ้วน					
3. มีการเก็บรักษาข้อมูลอย่างมีประสิทธิภาพและปลอดภัย					
ด้านคุณภาพการบริการ					
1. ระบบสามารถตอบสนองความต้องการของผู้ใช้ได้ดี					
2. ระบบสามารถช่วยอำนวยความสะดวกในการปฏิบัติงานได้ดีขึ้น					
3. ระบบสามารถช่วยลดระยะเวลาการปฏิบัติงานให้เร็วขึ้นได้					

ข้อเสนอแนะอื่นๆ

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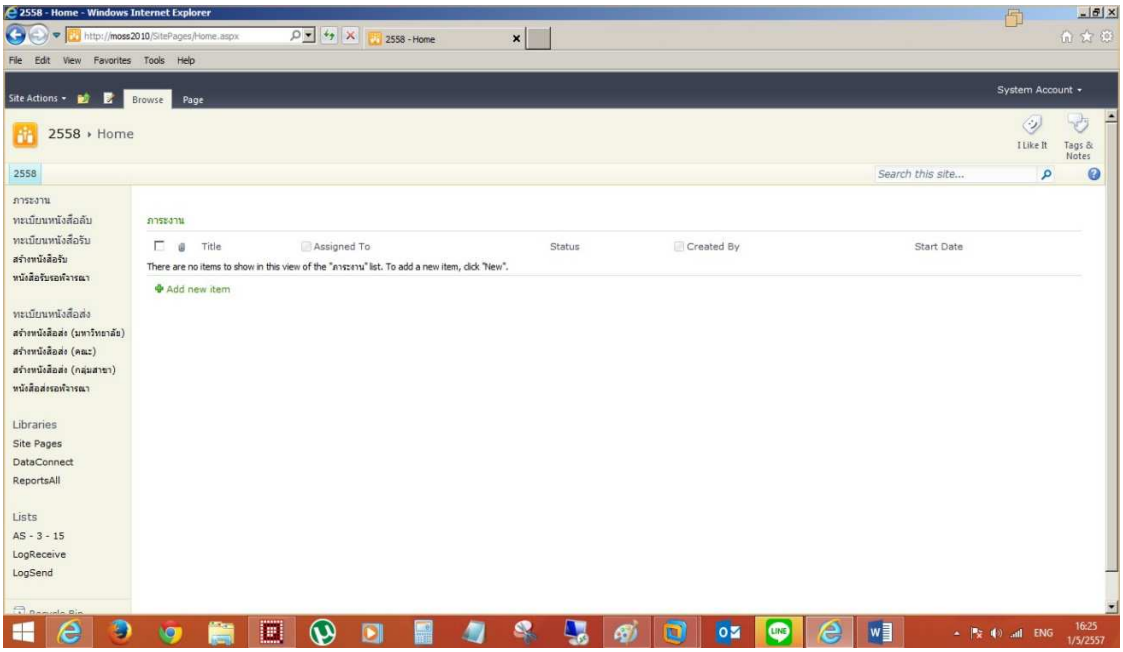
APPENDIX B
THE USER MANUAL

1. การเข้าสู่ระบบงานสารบรรณอิเล็กทรอนิกส์

เรียกโปรแกรม Microsoft Internet Explorer ที่ปรากฏเป็นภาพ Icon บน หน้าคอมพิวเตอร์

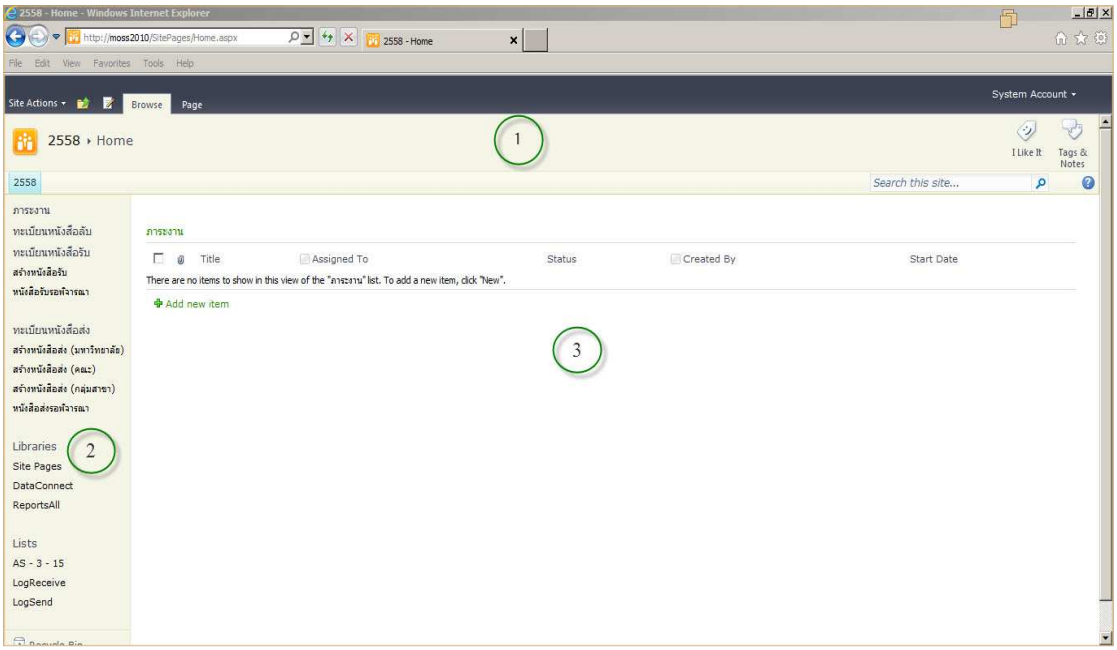
หลังจากโปรแกรมแล้ว ให้ใส่ URL สำหรับเข้าสู่ระบบ ดังนี้

URL: http://moss2010/SitePages/Home.aspx



2. เริ่มต้นใช้งานระบบงานสารบรรณ

หน้าจอโปรแกรม

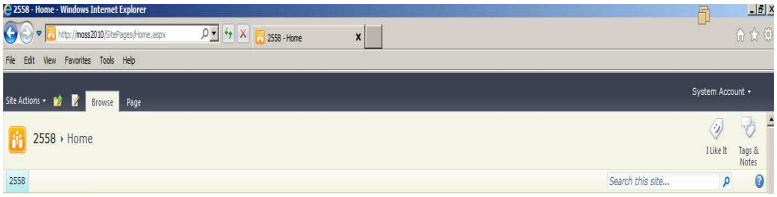


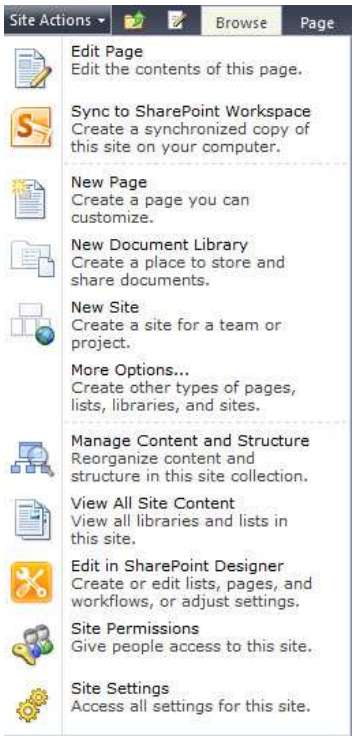
1) Ribbon Manu คือ ส่วนคำสั่งดำเนินการจัดการหลักของระบบ

2) Main Manu คือ ส่วนคำสั่งงานสารบรรณ

3) Content คือ ส่วนแสดงผลของ Main Manu

Ribbon Manu





Site Actions เป็นส่วนจัดการเนื้อหาในเว็บทั้งหมด ไม่ว่าจะเป็นการแก้ไขหน้าเพจ สร้างเพจใหม่ แก้ไขสิทธิ์ของผู้ใช้ทั้งหมดในเพจ หรือแก้ไขค่าของเว็บเพจนี้ทั้งหมด

- Navigate Up เป็นเมนูนำทาง เช่น จะบอกว่าขณะนี้เรากำลังเข้าอยู่ที่หน้าเพจใด

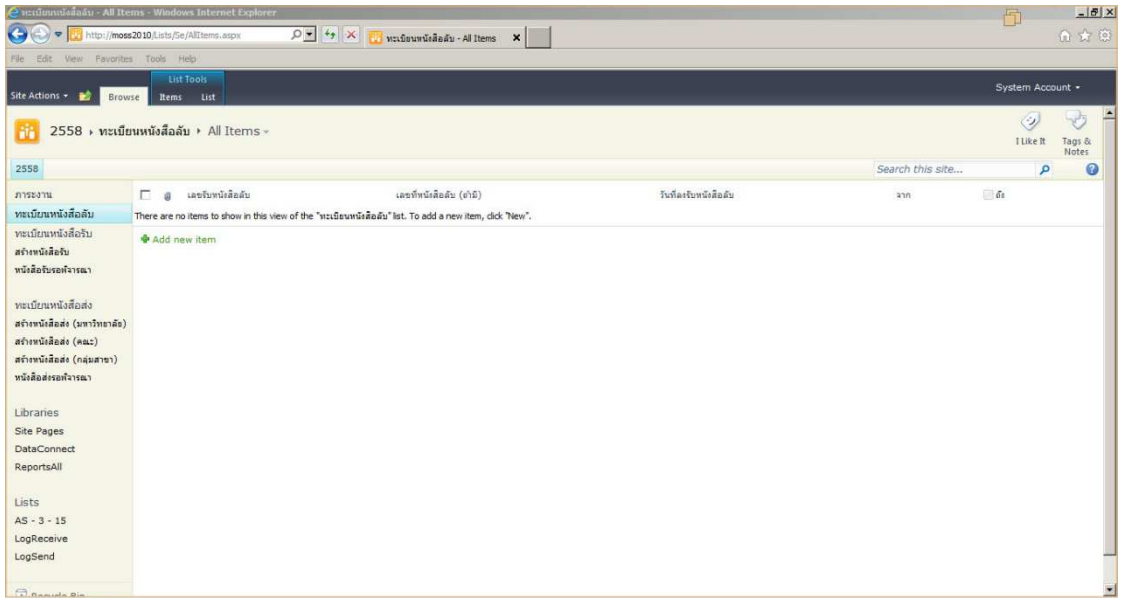
- Browse เป็นหน้าแสดงผลหลัก

- Account Name เป็นเมนูส่วนตัวของผู้ใช้ มีรายการดังนี้

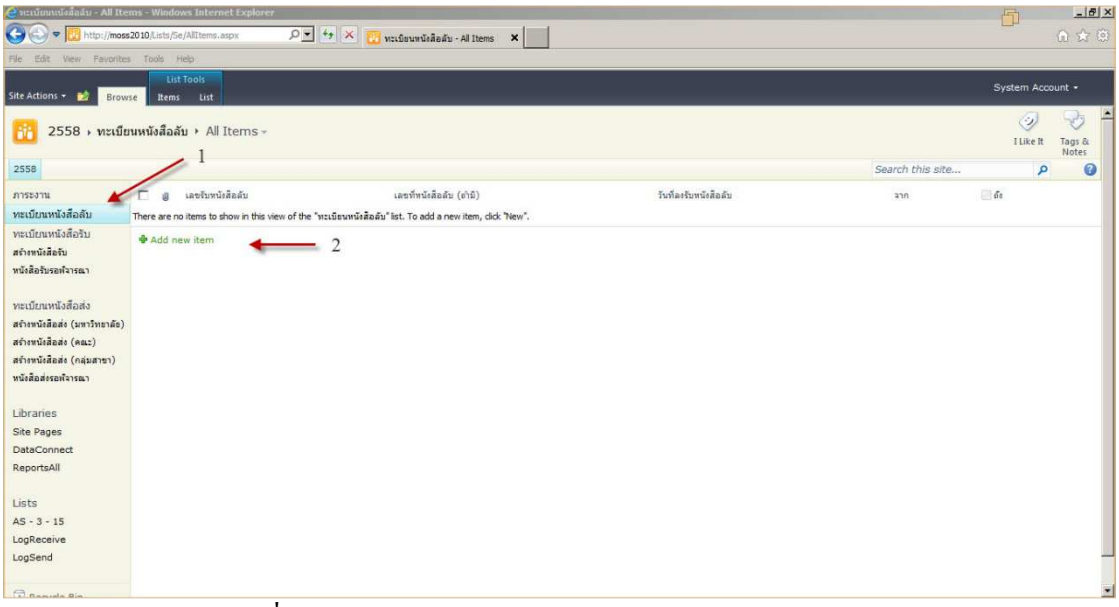
- My Site คือหน้าเพจส่วนตัวของผู้ใช้
- My Profile เป็นรายละเอียดส่วนตัวของผู้ใช้
- My Settings เป็นการเข้าไปแก้ไขข้อมูลส่วนตัวของผู้ใช้
- Sign in as Different User เป็นการ Logout ออกจากระบบพร้อมกับเปลี่ยน User ที่จะเข้ามาใช้งานในระบบ
- Sing out เป็นการออกจากระบบ

3. หน้าแสดงรายการเอกสาร

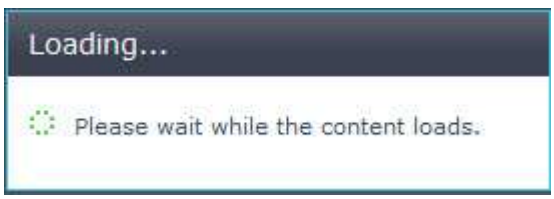
ทะเบียนหนังสือลับ



การลงทะเบียนหนังสือลับ

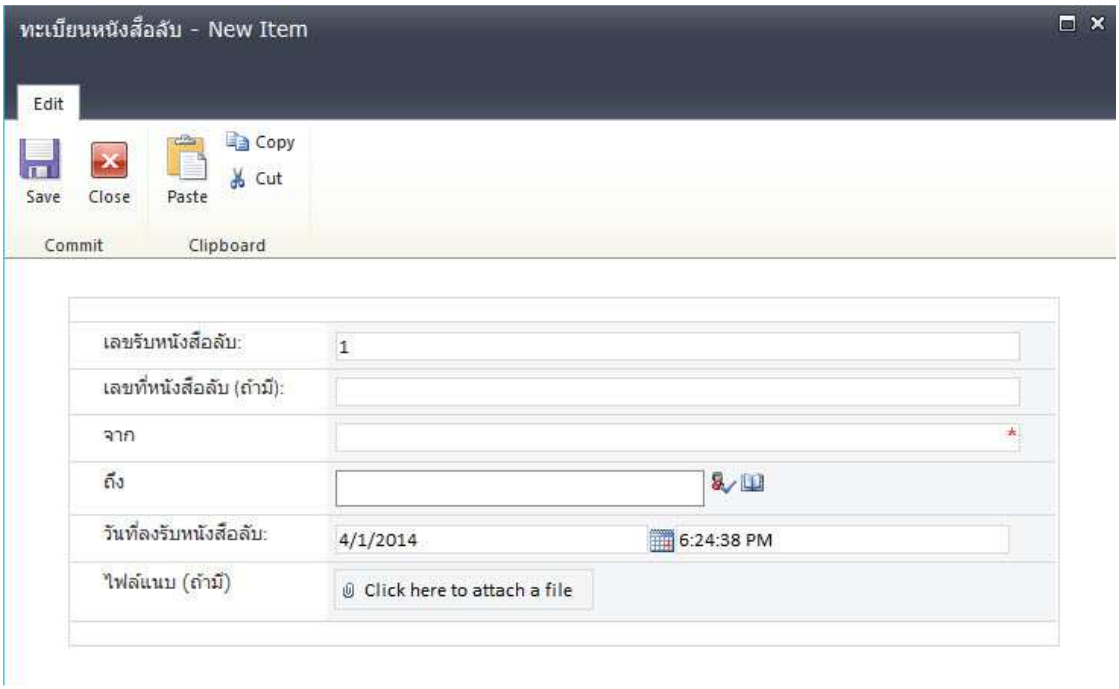


1. คลิกที่ Main Manu เลือกทะเบียนหนังสือลับ
2. คลิกที่ Add new item



หลังจากนั้นจะขึ้นภาพ Loading ให้รอจนกว่าระบบจะเตรียมเนื้อหาเรียบร้อย

เมื่อระบบ Loading ข้อมูลทั้งหมดเสร็จแล้วจะขึ้นภาพดังนี้



เลขรับหนังสือลับ – ไม่ต้องกรอกข้อมูลใดๆ ระบบจะรันเลขรับให้อัตโนมัติ

เลขที่หนังสือลับ (ถ้ามี) – ถ้าหนังสือลับที่ได้รับมามีเลขที่หนังสืออยู่บนซองก็สามารถบันทึกเพื่ออ้างอิงได้

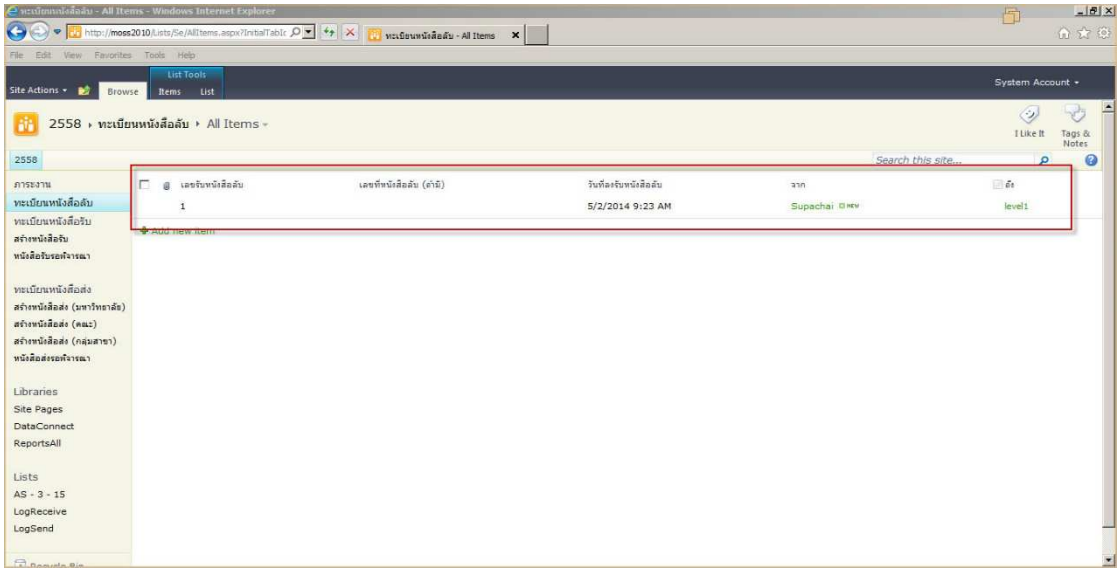
จาก – กรอกข้อมูลผู้ส่งหนังสือลับมา

ถึง – กรอกข้อมูลผู้รับหนังสือลับ

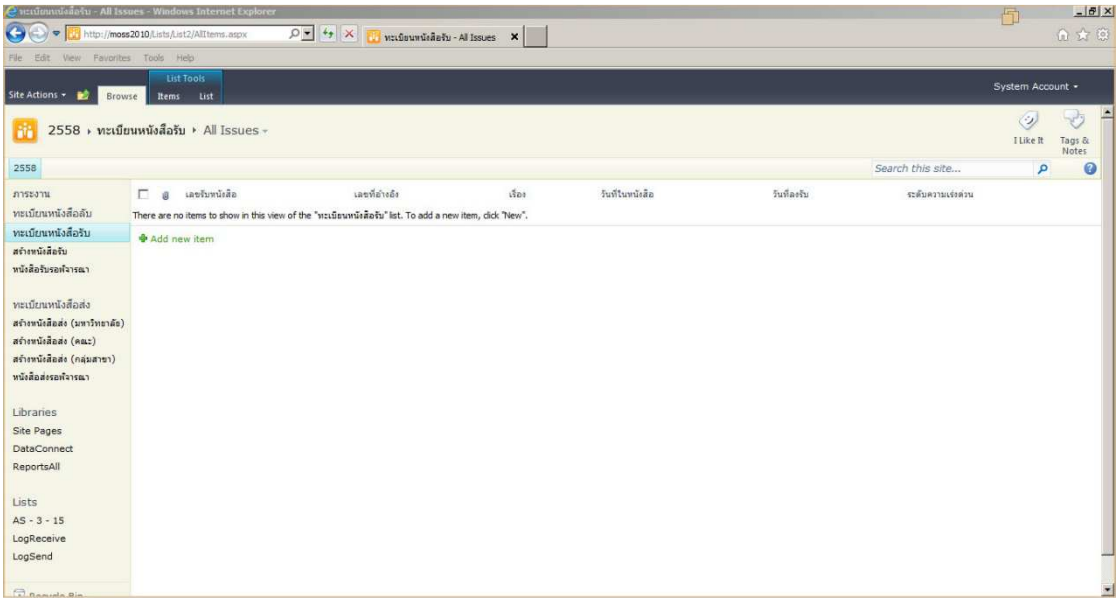
วันที่ลงรับหนังสือลับ – ให้เลือกวันที่ได้รับหนังสือลับฉบับนั้นมา

ไฟล์แนบ (ถ้ามี) – ถ้ามีไฟล์แนบก็สามารถแนบไฟล์เข้าสู่ระบบได้

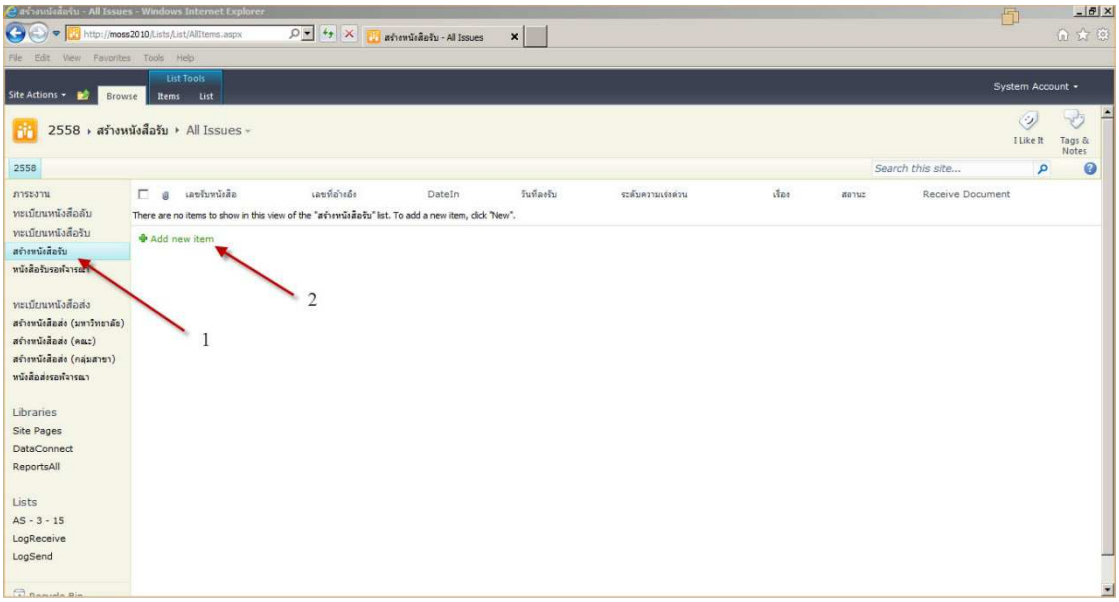
3. เมื่อกรอกข้อมูลครบถ้วนแล้ว ให้คลิกปุ่ม Save ที่อยู่มุมบนซ้ายมือ



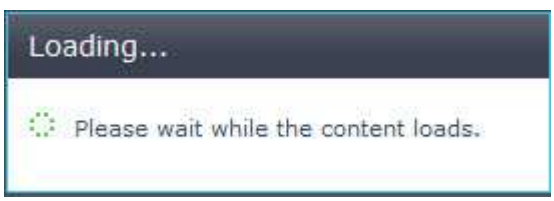
ทะเบียนหนังสือรับ



การลงรับหนังสือรับ

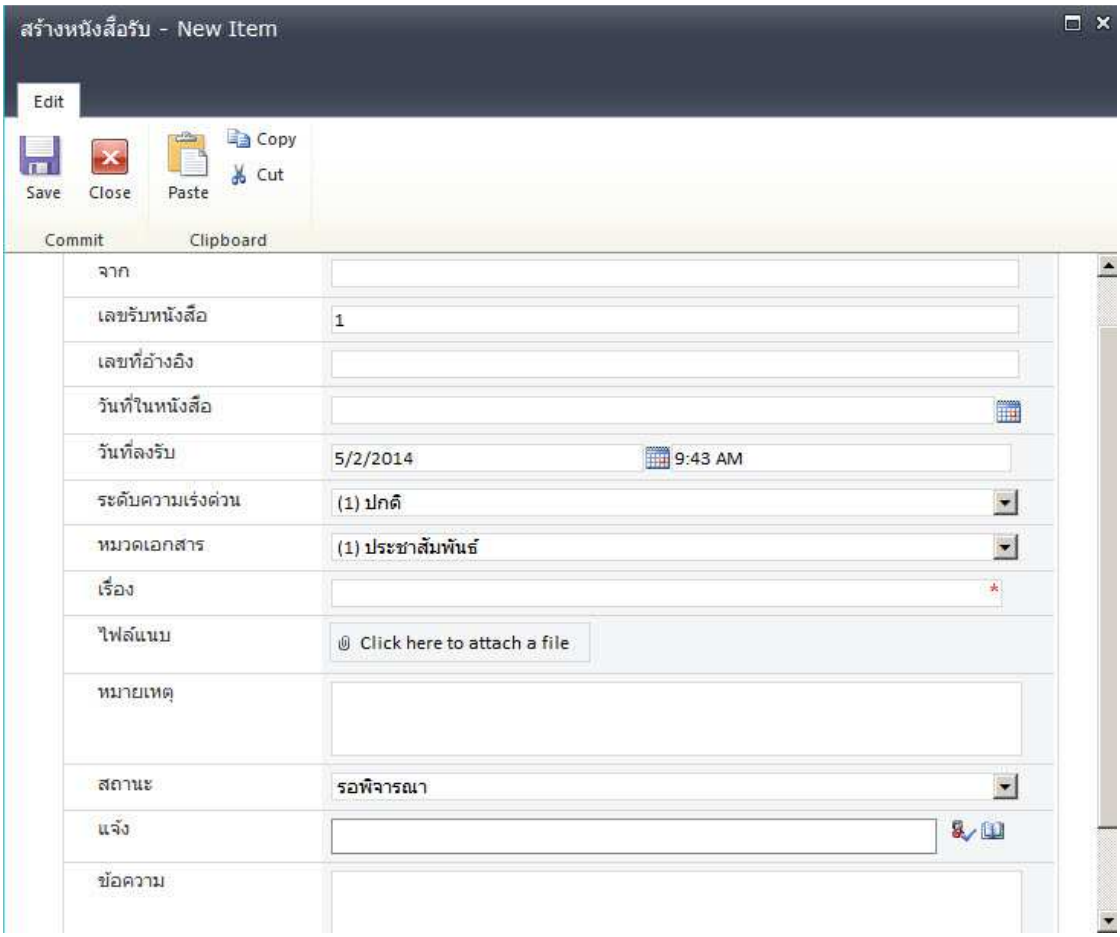


1. คลิกที่ Main Manu เลือกเมนูสร้างหนังสือรับ
2. คลิกที่ Add new item



หลังจากนั้นจะขึ้นภาพ Loading ให้รอจนกว่าระบบจะเตรียมเนื้อหาเรียบร้อย

เมื่อระบบ Loading ข้อมูลทั้งหมดเสร็จแล้วจะขึ้นภาพดังนี้



จาก – บันทึก ชื่อผู้ส่ง/หน่วยงาน/แหล่งที่มา ของหนังสือ

เลขรับหนังสือ – ไม่ต้องกรอกข้อมูลใดๆ ระบบจะรันเลขรับให้อัตโนมัติ

เลขที่อ้างอิง – บันทึกเลขของหนังสือที่ได้รับ

วันที่ในหนังสือ – บันทึกวันที่ในหนังสือที่ได้รับ

วันที่ลงรับ – บันทึกวันที่ได้รับหนังสือ

ระดับความเร่งด่วน – บันทึกระดับความเร่งด่วนของหนังสือ

หมวดเอกสาร – บันทึกแยกหมวดของหนังสือที่ได้รับ

เรื่อง – บันทึกชื่อเรื่องตามชื่อเรื่องของหนังสือ

ไฟล์แนบ – ให้สแกนหนังสือเป็นไฟล์อิเล็กทรอนิกส์แล้วแนบไฟล์ไปด้วย

หมายเหตุ – สามารถบันทึกข้อเสนอลงมาได้ในช่องนี้

สถานะ – ไม่ต้องเปลี่ยนค่า ระบบจะเปลี่ยนค่าอัตโนมัติ

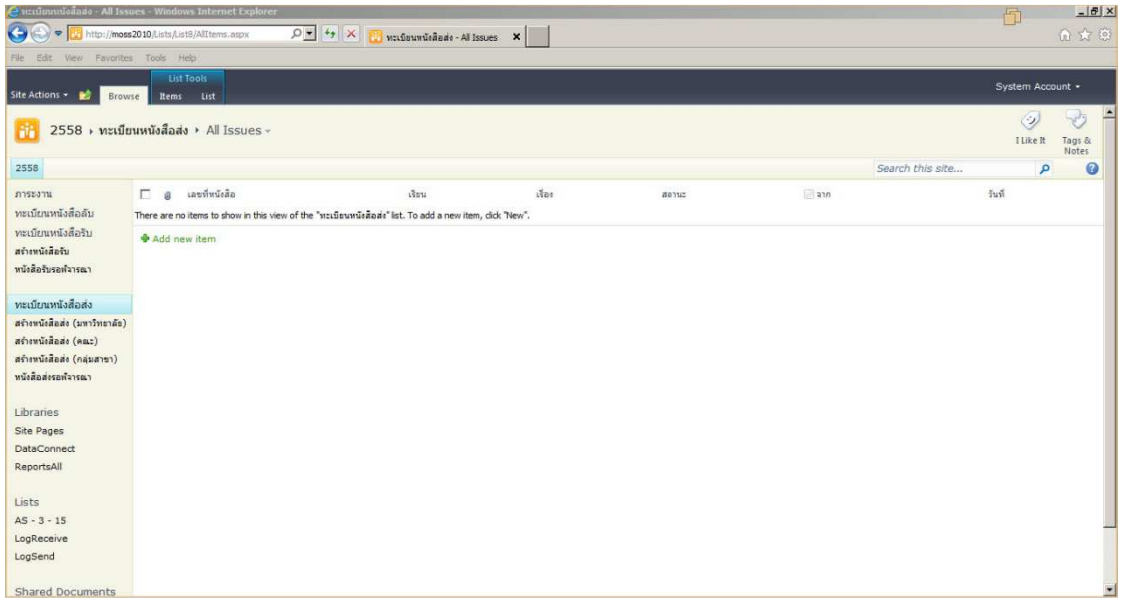
แจ้ง – บันทึก ชื่อผู้รับหนังสือ

ข้อความ – เป็นช่องบันทึกข้อความเกษียณของผู้มีอำนาจอนุมัติ

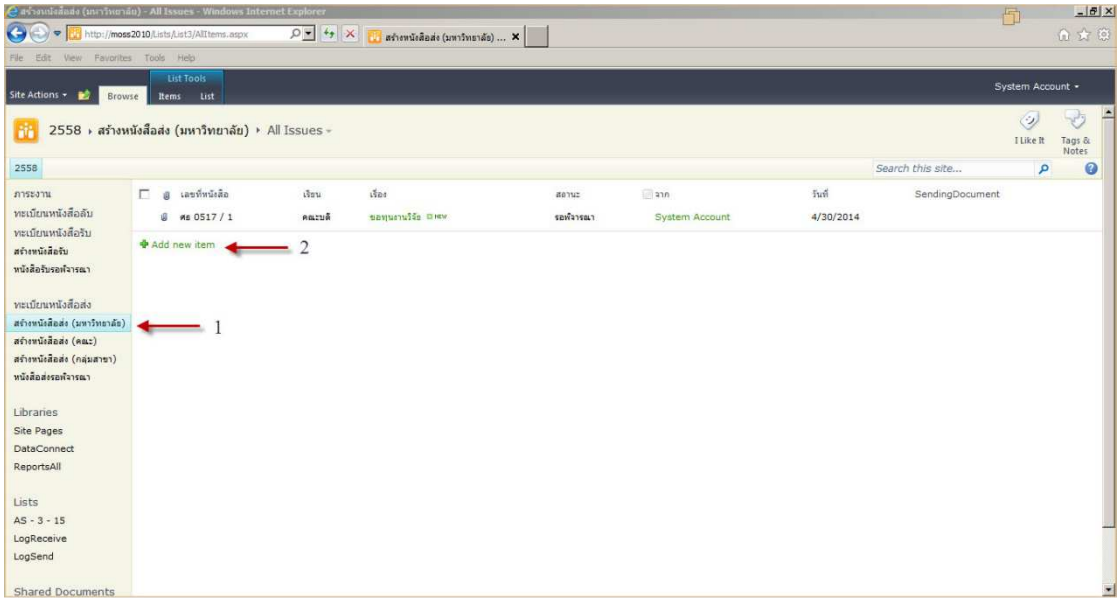
3. เมื่อกรอกข้อมูลครบถ้วนแล้ว ให้คลิกปุ่ม Save ที่อยู่มุมบนซ้ายมือ

4. เมื่อปุ่ม Save เสร็จแล้ว ระบบจะส่งหนังสือรับไปให้ผู้มีสิทธิ์อนุมัติพิจารณา

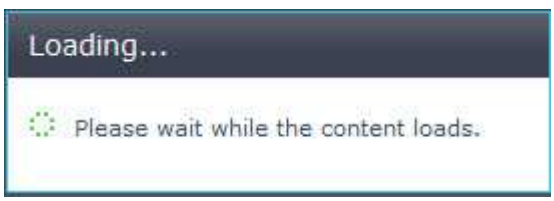
ทะเบียนหนังสือส่ง



การส่งหนังสือไปยังภายนอกมหาวิทยาลัย

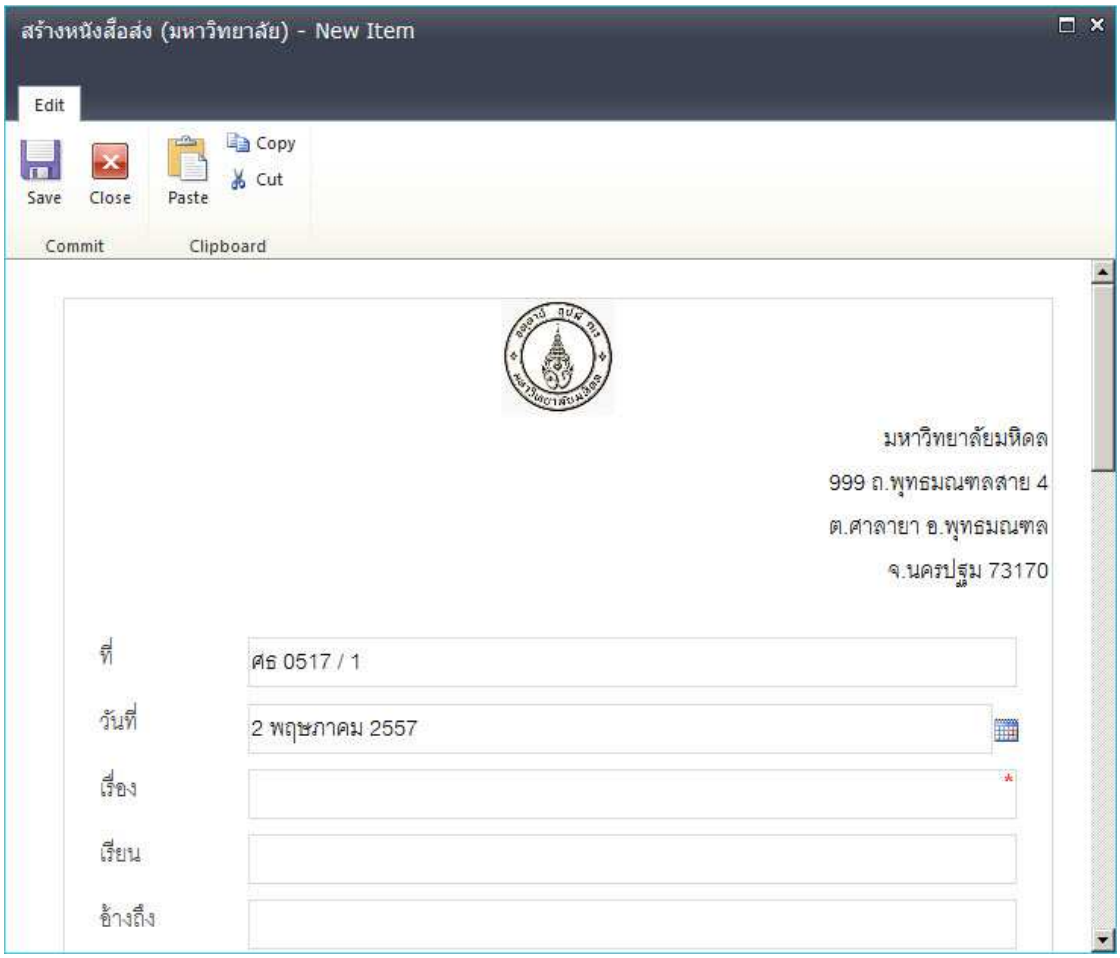


1. คลิกที่ Main Manu เลือกเมนูสร้างหนังสือรับ
2. คลิกที่ Add new item



หลังจากนั้นจะขึ้นภาพ Loading ให้รอจนกว่าระบบจะเตรียมเนื้อหาเรียบร้อย

เมื่อระบบ Loading ข้อมูลทั้งหมดเสร็จแล้วจะขึ้นภาพดังนี้



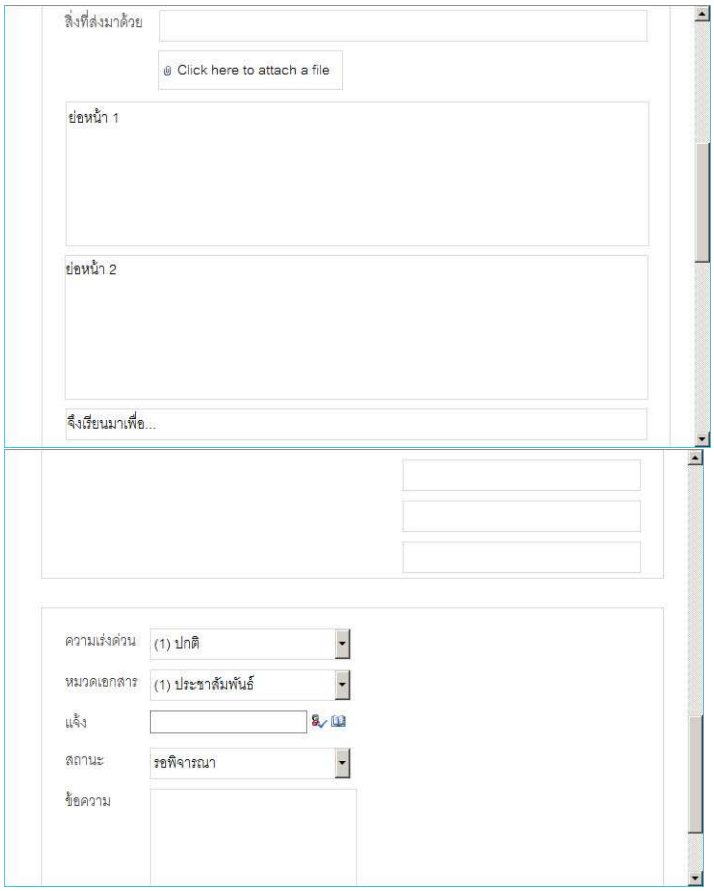
ที่ – เลขที่หนังสือ ไม่ต้องกรอกข้อมูลใดๆ ระบบจะรันเลขรับให้อัตโนมัติ

วันที่ – ระบุวันที่ส่งหนังสือ

เรื่อง – บันทึกชื่อเรื่องหนังสือโดยย่อ

เรียน – บันทึกเรื่องส่งถึงใคร

อ้างถึง – ถ้ามีหนังสือที่อ้างถึง ให้บันทึกหนังสือดังกล่าวในช่องนี้



ส่งที่ส่งมาด้วย – บันทึกชื่อหนังสือที่ส่งมาด้วย และแนบไฟล์

ย่อหน้า 1 – เขียนข้อความย่อหน้าแรก

ย่อหน้า 2 – เขียนข้อความย่อหน้าที่ 2

จึงเรียนมาเพื่อ... – เป็นคำลงท้ายหนังสือ

ช่องที่ 1 – บันทึกชื่อผู้อนุมัติ

ช่องที่ 2 – บันทึกตำแหน่ง 1

ช่องที่ 3 – บันทึกตำแหน่ง 2

ความเร่งด่วน – บันทึกระดับความเร่งด่วนของหนังสือ

หมวดเอกสาร – บันทึกประเภทของหนังสือ

แจ้ง – บันทึกหนังสือฉบับนี้ต้องการให้ใครทราบบ้าง

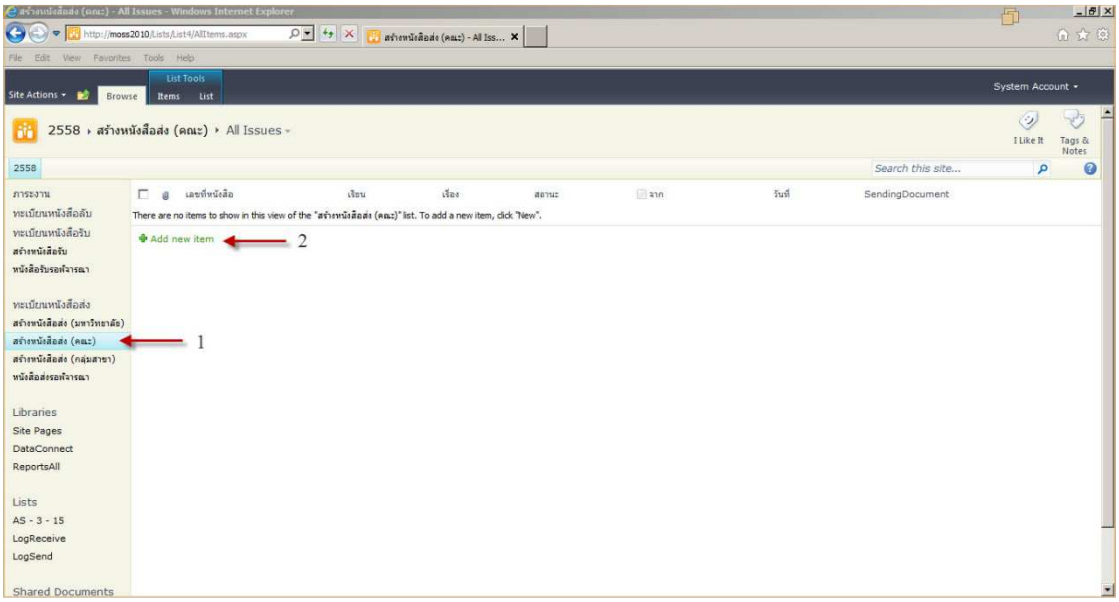
สถานะ – ไม่ต้องเปลี่ยนค่า ระบบจะเปลี่ยนค่าอัตโนมัติ

ข้อความ – ไม่ต้องบันทึกค่าใดๆ มีไว้สำหรับเกษียณข้อความคำสั่งออกมา

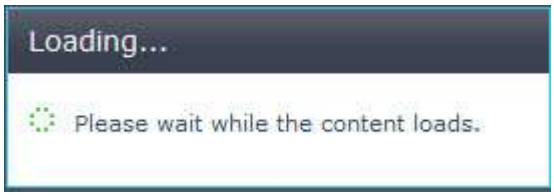
3. เมื่อกรอกข้อมูลครบถ้วนแล้ว ให้คลิกปุ่ม Save ที่อยู่มุมบนซ้ายมือ

4. เมื่อปุ่ม Save เสร็จแล้ว ระบบจะส่งหนังสือรับไปให้ผู้มีสิทธิ์อนุมัติพิจารณา

การส่งหนังสือไปยังภายนอกคณะ

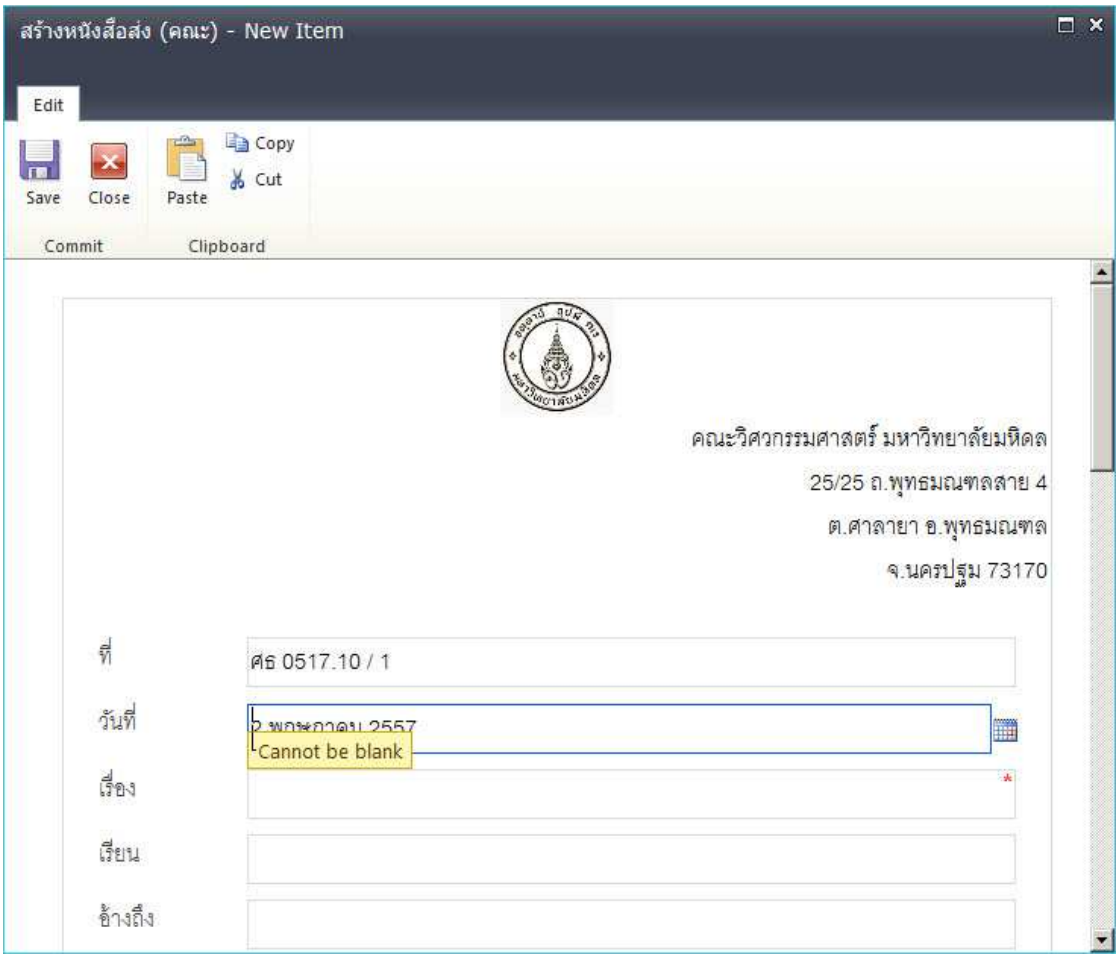


1. คลิกที่ Main Manu เลือกเมนูสร้างหนังสือรับ
2. คลิกที่ Add new item



หลังจากนั้นจะขึ้นภาพ Loading ให้รอจนกว่าระบบจะเตรียมเนื้อหาเรียบร้อย

เมื่อระบบ Loading ข้อมูลทั้งหมดเสร็จแล้วจะขึ้นภาพดังนี้



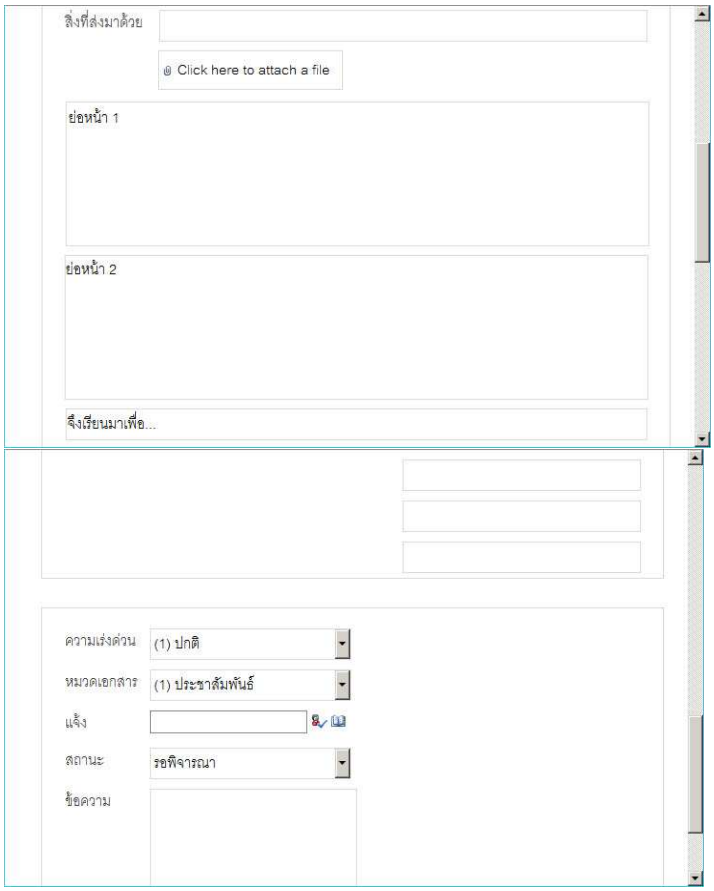
ที่ – เลขที่หนังสือ ไม่ต้องกรอกข้อมูลใดๆ ระบบจะรันเลขรับให้อัตโนมัติ

วันที่ – ระบุวันที่ส่งหนังสือ

เรื่อง – บันทึกชื่อเรื่องหนังสือโดยย่อ

เรียน – บันทึกเรื่องส่งถึงใคร

อ้างถึง – ถ้ามีหนังสือที่อ้างถึง ให้บันทึกหนังสือดังกล่าวในช่องนี้



ส่งที่ส่งมาด้วย – บันทึกชื่อหนังสือที่ส่งมาด้วย และแนบไฟล์

ย่อหน้า 1 – เขียนข้อความย่อหน้าแรก

ย่อหน้า 2 – เขียนข้อความย่อหน้าที่ 2

จึงเรียนมาเพื่อ... – เป็นคำลงท้ายหนังสือ

ช่องที่ 1 – บันทึกชื่อผู้อนุมัติ

ช่องที่ 2 – บันทึกตำแหน่ง 1

ช่องที่ 3 – บันทึกตำแหน่ง 2

ความเร่งด่วน – บันทึกระดับความเร่งด่วนของหนังสือ

หมวดเอกสาร – บันทึกประเภทของหนังสือ

แจ้ง – บันทึกหนังสือฉบับนี้ต้องการให้ใครทราบบ้าง

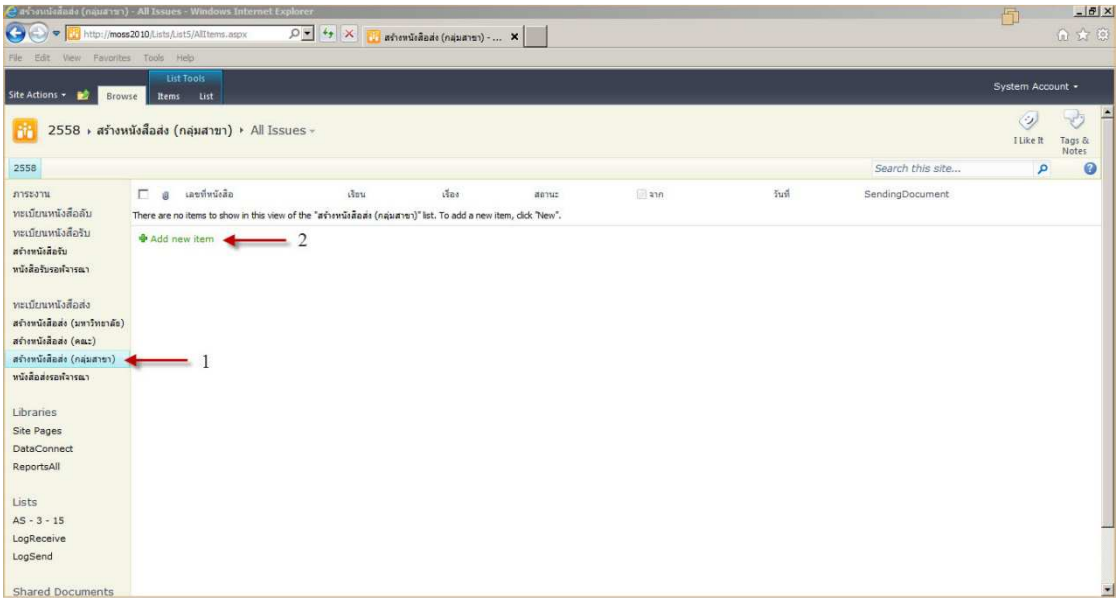
สถานะ – ไม่ต้องเปลี่ยนค่า ระบบจะเปลี่ยนค่าอัตโนมัติ

ข้อความ – ไม่ต้องบันทึกค่าใดๆ มีไว้สำหรับเกษียณข้อความคำสั่งออกมา

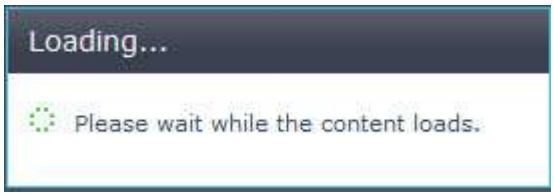
3. เมื่อกรอกข้อมูลครบถ้วนแล้ว ให้คลิกปุ่ม Save ที่อยู่มุมบนซ้ายมือ

4. เมื่อปุ่ม Save เสร็จแล้ว ระบบจะส่งหนังสือรับไปให้ผู้มีสิทธิ์อนุมัติพิจารณา

การส่งหนังสือไปยังภายนอกสาขา

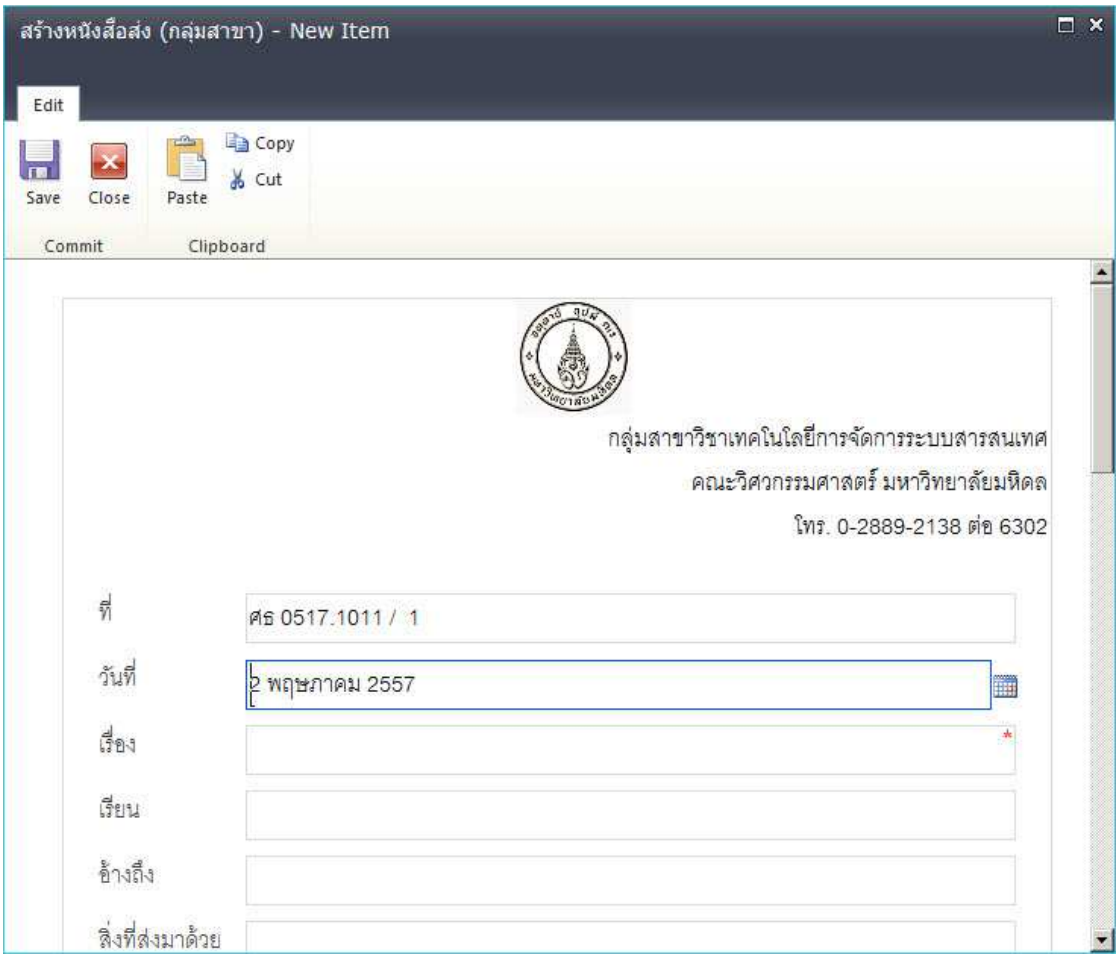


1. คลิกที่ Main Manu เลือกเมนูสร้างหนังสือรับ
2. คลิกที่ Add new item



หลังจากนั้นจะขึ้นภาพ Loading ให้รอจนกว่าระบบจะเตรียมเนื้อหาเรียบร้อย

เมื่อระบบ Loading ข้อมูลทั้งหมดเสร็จแล้วจะขึ้นภาพดังนี้



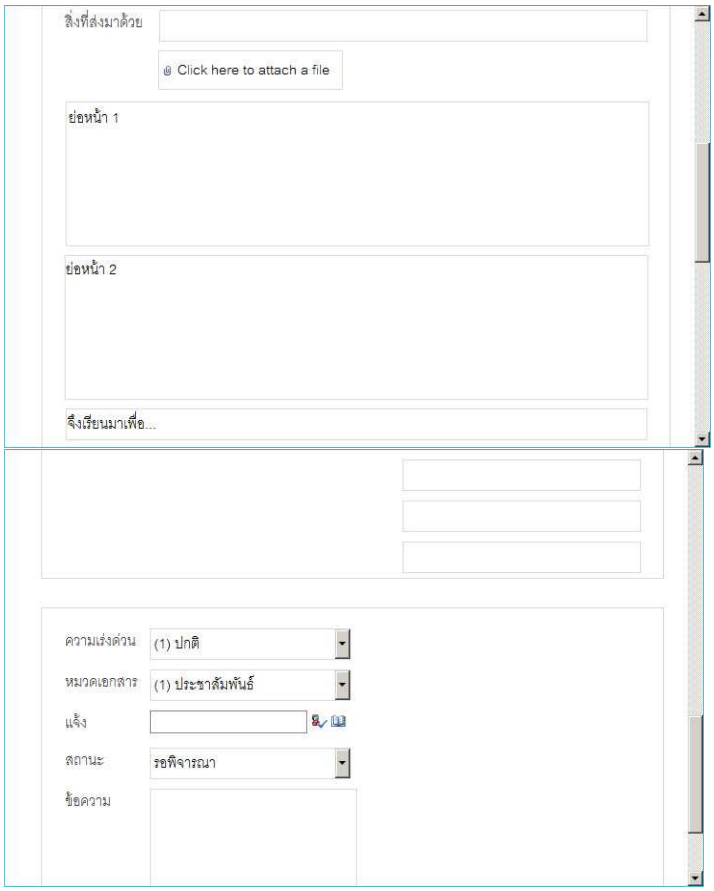
ที่ – เลขที่หนังสือ ไม่ต้องกรอกข้อมูลใดๆ ระบบจะรันเลขรับให้อัตโนมัติ

วันที่ – ระบุวันที่ส่งหนังสือ

เรื่อง – บันทึกชื่อเรื่องหนังสือโดยย่อ

เรียน – บันทึกเรื่องส่งถึงใคร

อ้างถึง – ถ้ามีหนังสือที่อ้างถึง ให้บันทึกหนังสือดังกล่าวในช่องนี้



ส่งที่ส่งมาด้วย – บันทึกชื่อหนังสือที่ส่งมาด้วย และแนบไฟล์

ย่อหน้า 1 – เขียนข้อความย่อหน้าแรก

ย่อหน้า 2 – เขียนข้อความย่อหน้าที่ 2

จึงเรียนมาเพื่อ... – เป็นคำลงท้ายหนังสือ

ช่องที่ 1 – บันทึกชื่อผู้อนุมัติ

ช่องที่ 2 – บันทึกตำแหน่ง 1

ช่องที่ 3 – บันทึกตำแหน่ง 2

ความเร่งด่วน – บันทึกระดับความเร่งด่วนของหนังสือ

หมวดเอกสาร – บันทึกประเภทของหนังสือ

แจ้ง – บันทึกหนังสือฉบับนี้ต้องการให้ใครทราบบ้าง

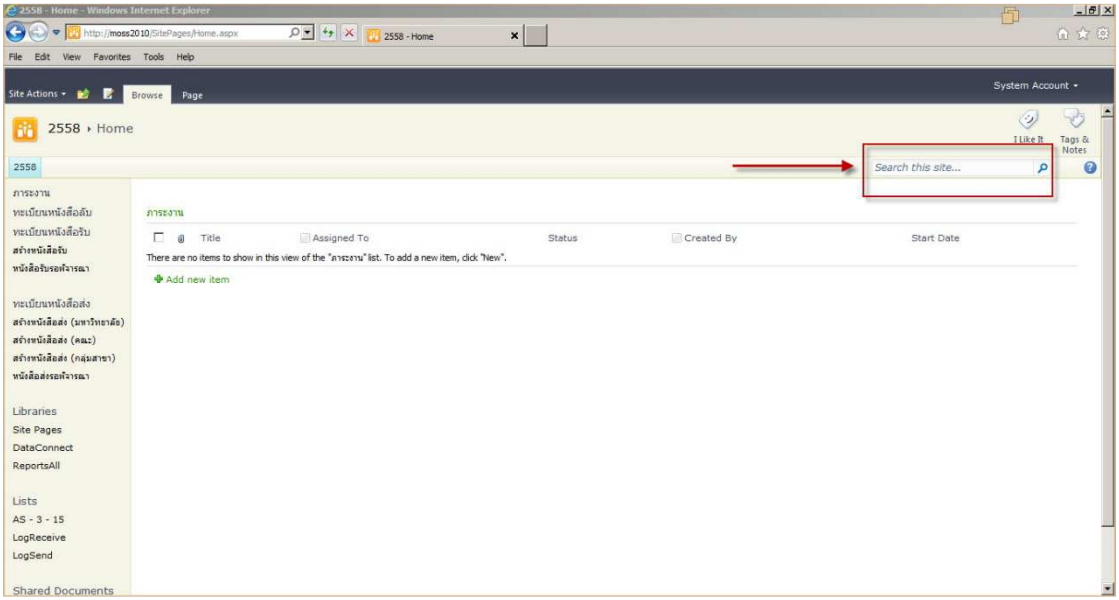
สถานะ – ไม่ต้องเปลี่ยนค่า ระบบจะเปลี่ยนค่าอัตโนมัติ

ข้อความ – ไม่ต้องบันทึกค่าใดๆ มีไว้สำหรับเกษียณข้อความคำสั่งออกมา

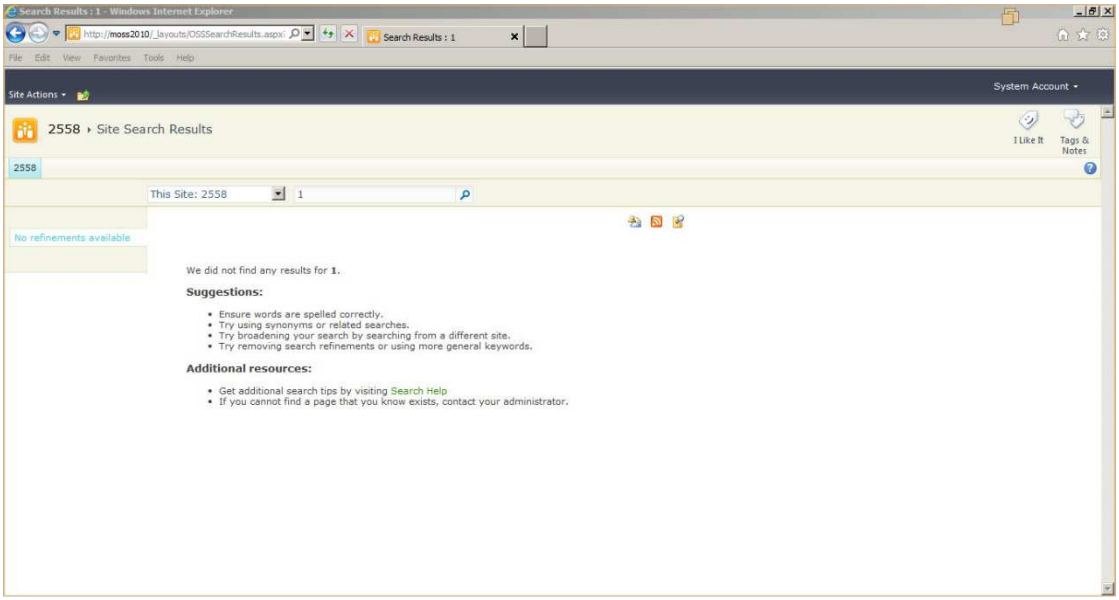
3. เมื่อกรอกข้อมูลครบถ้วนแล้ว ให้คลิกปุ่ม Save ที่อยู่มุมบนซ้ายมือ

4. เมื่อปุ่ม Save เสร็จแล้ว ระบบจะส่งหนังสือรับไปให้ผู้มีสิทธิ์อนุมัติพิจารณา

4. หน้าแสดงการค้นหาเอกสาร



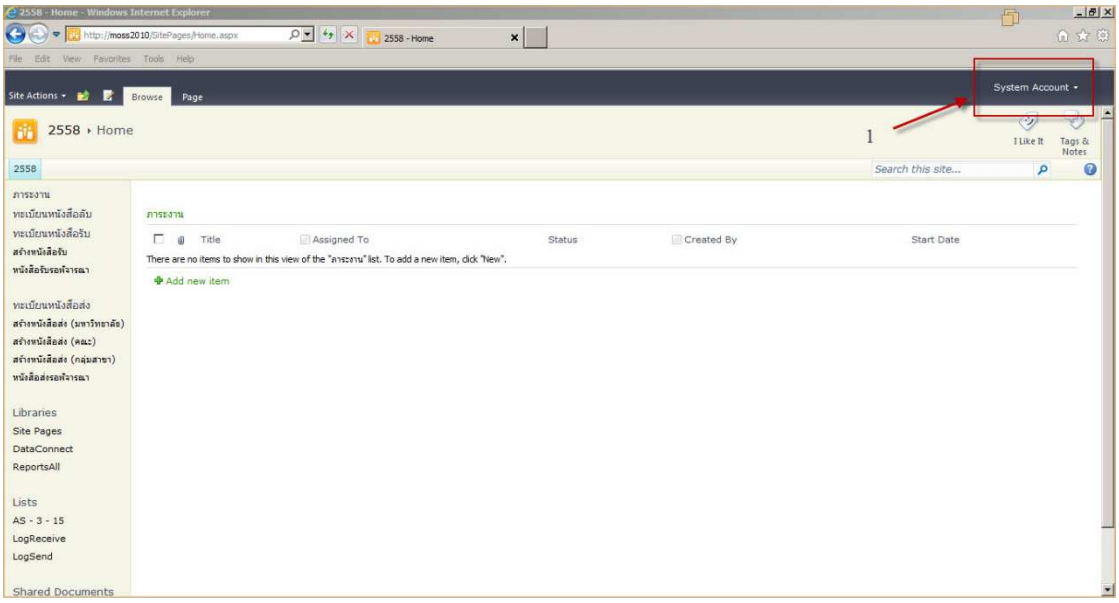
1. ให้ใส่คำค้นเอกสารลงไปในช่องมุมบนด้านขวา
2. จากนั้นให้กด Enter
3. จะได้ผลลัพธ์ ดังภาพดังล่าง



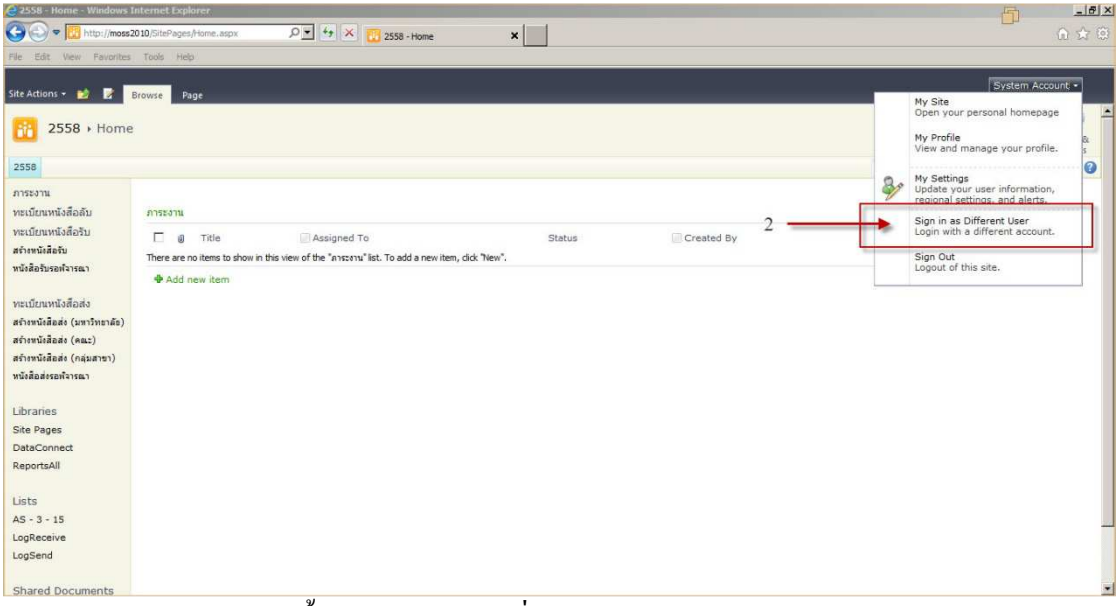
5. การออกจากระบบ

Sign in as Different User – การออกจากระบบพร้อมให้ผู้ใช้อื่นมาเข้าสู่ระบบต่อ

1. ให้กดเมนู System Account ที่ด้านบนมุมขวา



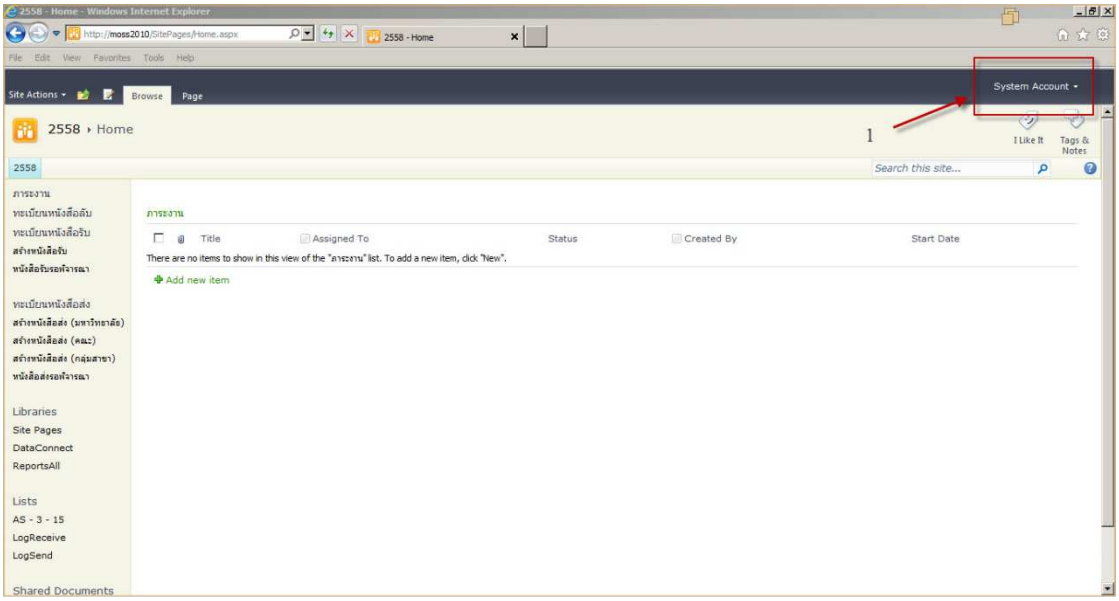
2. เลือกเมนูย่อ Sign in as Different User



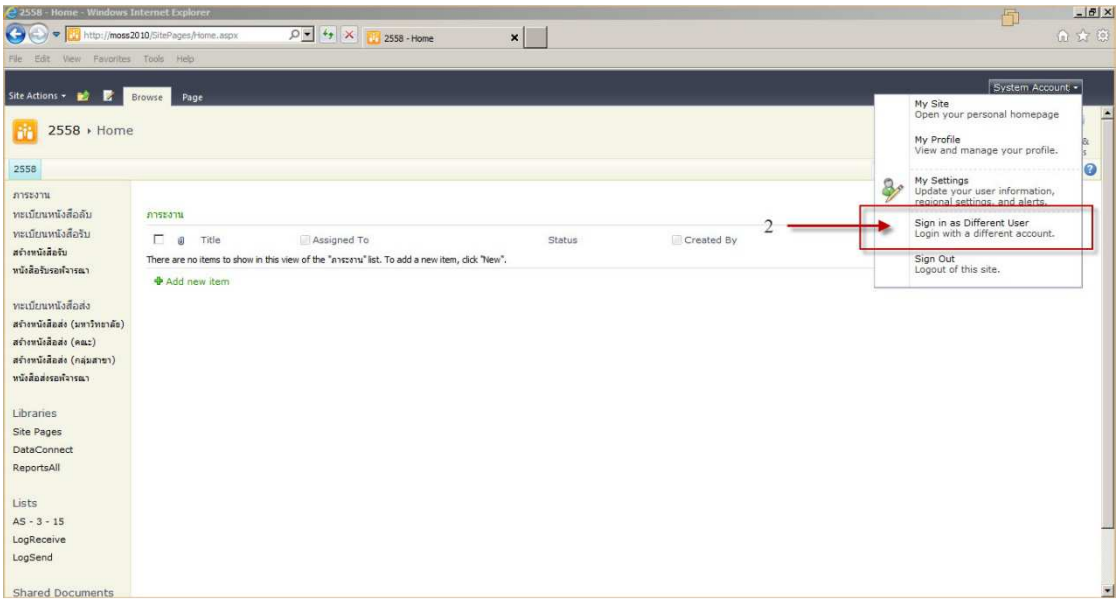
3. หลังจากนั้นระบบจะให้ผู้ใช้อื่นมา Sign In ต่อดังภาพ

Sign Out – การออกจากระบบทันที

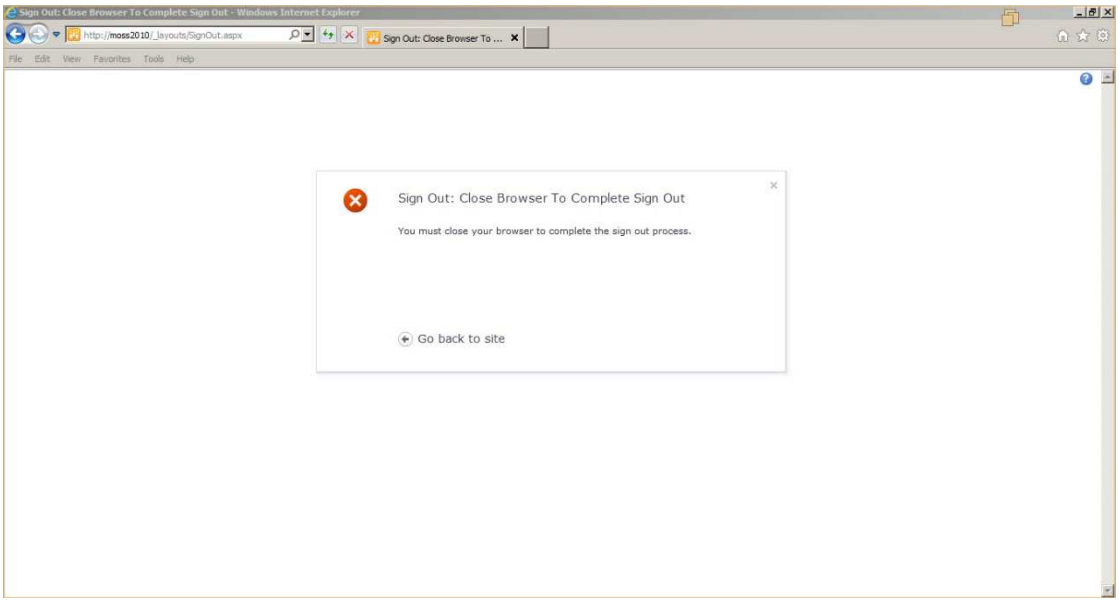
1. ให้กดเมนู System Account ที่ด้านบนมุมขวา



2. เลือกเมนูย่อ Sign Out



3. หลังจากนั้น Sign Out เรียบร้อย



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