BUSINESS INTELLIGENCE MANAGEMENT REPORT
USING RAPIDO LOG DATA (CASE STUDY: DAF TRUCKS N.V. EINDHOVEN, THE NETHERLANDS)

Name: MUHAMMAD RINALDI DARMAWAN
NRP: 5209 100 072
Department: INFORMATION SYSTEM FTIF-ITS
1st Supervisor: GUUS CLAES
2nd Supervisor: AD MAAS

Abstract

This document will describe the activities, progresses and results of the internship at DAF Trucks N.V, After Sales Department. This internship was for the graduation project to complete the bachelor study of the intern. The project was carried out by Muhammad Rinaldi Darmawan, an Information System student from Institut Teknologi sepuluh Nopember Surabaya and also ICT & Business student from Fontys University of Applied Science, Eindhoven.

The After Sales Department of DAF Trucks N.V. has a web-based application for their dealers called RAPIDO. The application is divided into two sections, Parts RAPIDO and Service RAPIDO. Parts RAPIDO is a DAF’s electronic spare parts catalogue, where the dealers can search for trucks spare parts. Service RAPIDO is an application that support the service technician with vehicle-specific service information. People at DAF After Sales Department always update the contents of Parts and Service RAPIDO. Since a few months ago, they have the possibility to collect and measure all actions users carry out in Parts and Service RAPIDO.
However, the main goal of this project is to provide a management report based on stored RAPIDO log data for the DAF After Sales Department. From this management report, DAF After Sales wants to see the effectiveness of the application. Based on that, it might be helpful for them to take some decisions for the future project related Parts and Service RAPIDO.

To keep the project in the right order and right track, the project management method chosen an incremented phasing approach. The project was divided into 3 increments in 5 phases. First phase was the initiative phase. The main point for this phase was about to learn first about RAPIDO, how the application works. Next was to investigate and analyze the stored RAPIDO log data. The outputs from this phase were a project plan and a project charter which contain the details of the project. Next phase was the design and definition phase. In this phase, the main point was to collect requirements from internal people who were involved in the project. The requirements analysis document was made to show the requirements for this project. The first and second phase were in the first increment. The third phase was realization phase. The phase covered the design and implementation of database and programming a simple user friendly application in Microsoft Access. This phase was done in each increment. The realization phase was in second increment. The last increment covered transfer phase and after-care phase. In both phases, the main point was to hand over the application and user manual to the company, and also gave some tutorials on how to use the application and how to maintain it.

The project was successfully completed. The knowledge and experiences were obtained during the process of the project. It was not only an educational experience, but also useful for understanding the organizational culture and
improving my soft skills, such as communication skills and project management.

**Key words**: Business Intelligence, Management Report, Log Data, RAPIDO