

## **ABSTRACT**

This paper will survey the development and trends of system in the field of Document Management System in term of Optical Filing System as the basis technology to provide managing the Registration Document in Service Provisioning Department. Pros and cons of such applications will be discussed. Technologies of Optical Filing System and Implementations of Customer Registration Document Management systems on Service Provisioning department will be studied. This paper will then present various approaches and methodologies in establishing a system in an office as well as the potentialities of managing all registration documents that have a high volume per days.

This project presents the study and analysis of Customer Registration Document Management System in department by gathering the information from different sources of Mobile Operator companies. By using the existing technology's management knowledge to analyze the strength and weakness, comparison of the old process with new system, benefits of the system, implement Customer Registration Document Management System in Service Provisioning Department and financial feasibility study also.

The results of the study and analysis of Customer Registration Document Management System present the advantages system in term of improving efficiency process and reduce the problem in Service Provisioning department, saving cost and resources and increasing benefit and productivity of company.