BUSINESS PROPOSAL

Brandon Starks

Carlotta Persaud

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**DATABASE MANAGEMENT BUSINESS PROPOSAL**

Currently no work order or ticketing system exists within our organization. As a result, neither planned or ad hoc service is prioritized, communicated, or accounted for on a regular basis. In fact, we do not currently know how long our current planned work would take us because we have no handle on the time commitments of our project – not service – workload. As a result, dissatisfaction is growing both among our internal customers as well as our service employees.

As a solution to this issue A work ticketing system should be built within a database management system. Such a system will help to collect and organize information we need as a snapshot of where we currently sit regarding work-hour commitments, allow us to better plan and track our commitments in the future, and serve as a transparent communications channel with our internal customers allowing them to see the status and priority of their request as well as those priorities which we set above their own. The overall design of the database proposed to solve this business problem is as follows:



Below is a description of what each table should represent and it’s need within the new system:

Table 1: Technician Table

|  |  |
| --- | --- |
| EmployeeID (Primary Key) | LocationID (Foreign Key) |
| Integer | Integer |

Concept: This table will identify the specific Technician who is assign to individual work tickets. This will allow the list of technicians to be updated independent of other ticket information.

Table 2: Technician Territory

|  |  |
| --- | --- |
| EmployeeID (Foreign Key) | TerritoryID (Primary Key) |
| Integer | Integer |

Concept: Allows list of technicians to be manipulated by ID and track metrics for certain areas. For example, if a business were extending their branching network into a new territory this would allow a comparison between it and an existing region.

Table 3: Table: Territory Description

|  |  |
| --- | --- |
| TerritoryID (Primary Key) | TerritoryDescription |
| Integer | ntext |

Concept: Create profile of a territory to compare similarities and differences when comparing territory metrics. This is a seldom used Table and can be held alone for an indexing optimization function.

Table 4: Employee

|  |  |
| --- | --- |
| EmployeeID (Primary Key) | LocationID (Foreign Key) |
| Integer | Integer |

Concept: Table will allow to match work tickets with the employee who requested work done.

Table 5: WorkTicket

|  |  |  |
| --- | --- | --- |
| TicketID (Primary Key) | EmployeeID | TechnicianID (Foreign Key) |
| Integer | Integer | Integer |

Allows ticket to be assigned to a technician.

Table 6: TicketDetail

|  |  |  |
| --- | --- | --- |
| TicketID | LocationID (Primary Key) | WorkDetail |
| Integer | Integer | ntext |

Concept: Allows information to be provided to the technician working on the ticket. This is created in a separate table as an indexing function for database optimization.

Table 7: Materials

|  |  |  |
| --- | --- | --- |
| ParkID (Primary Key) |  | PartName |
| Integer |  | nvarchar200 |

Concept: Allows specific parts to be assigned to work for activity based accounting purposes. In the future, could be tied into an hourly cost for further accuracy. Could also be included in an inventory system or asset management system.