

ONLINE SERVICE MANAGEMENT SYSTEM

SUBMITTED TO THE
DEPARTMENT OF ISE
NITTE MEENAKSHI INSTITUTE OF TECHNOLOGY
YELAHANKA, BANGALORE-560064

AS ACOMPONENT OF INTERNAL ASSESSMENT METHODS

SUBJECT-DBMS

UNDER THE GUIDENCE

SUB.CODE-18IS51

Mrs.DISHA D N

SUBMITTED BY:



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INTRODUCTION

Online Service Management System (OSMS) is a multibrand Electronics and Electrical Service workshops offering wide array of services. We focus in enhancing your uses experience by offering world class Electronic Appliances Maintenance Services

Our Moto – Is to provide electronic appliances care services to keep the devices fit and healthy and customer happy and smiling.

We have well equipped electronic appliances service centers and fully trained mechanics , we provide quality service that is under customer's budget.

REQUIREMENTS

Hardware Specifications :

Processor-1.6GHz or Faster one

RAM – 2GB or above

Disk Space – Atleast 2GB of available hard disk

Software Specifications :

Operating System – Any Windows,Linux,Mac based OS

Front End – HTML,CSS,JS

Frameworks(Library) – Bootstrap 5

Back End – PHP

Text editor – VS Code

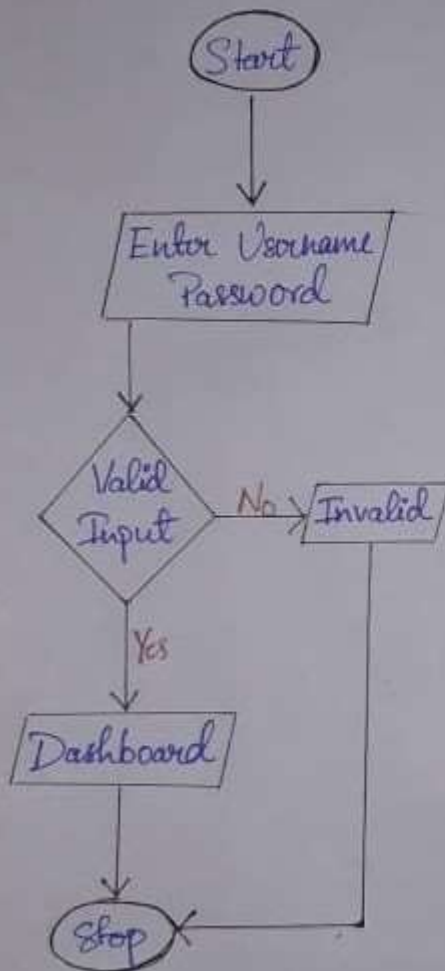
Database – MySQL

Web Browser – Chrome,Firefox

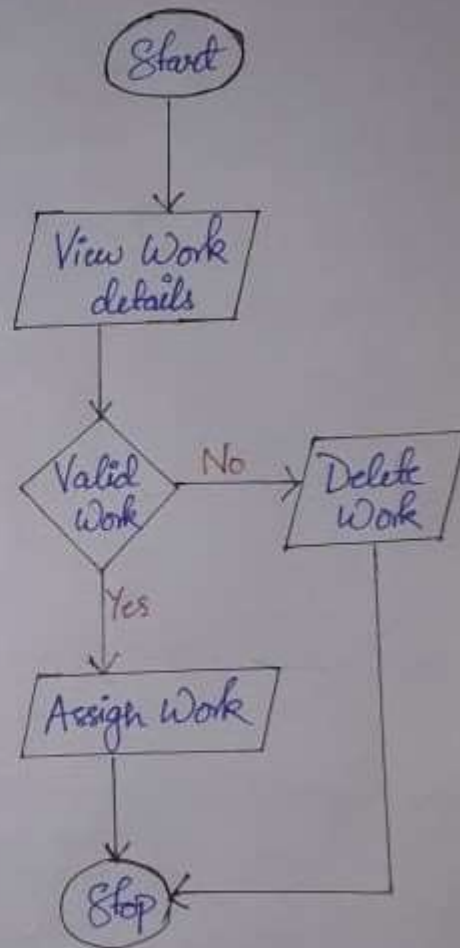
Any of the web browsers web server-Apache

HOW IT WORKS (Flowchart)

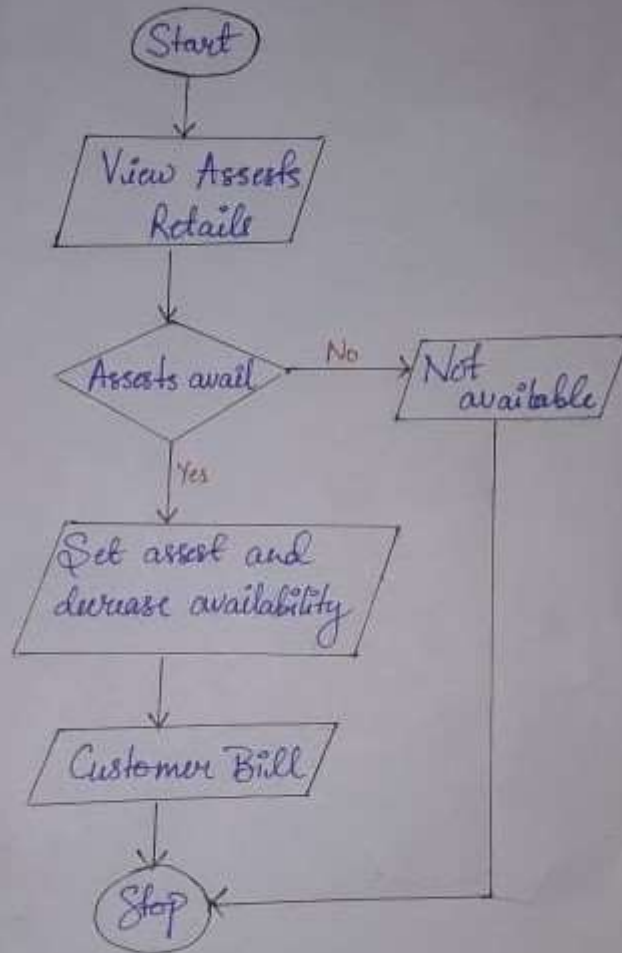
Login



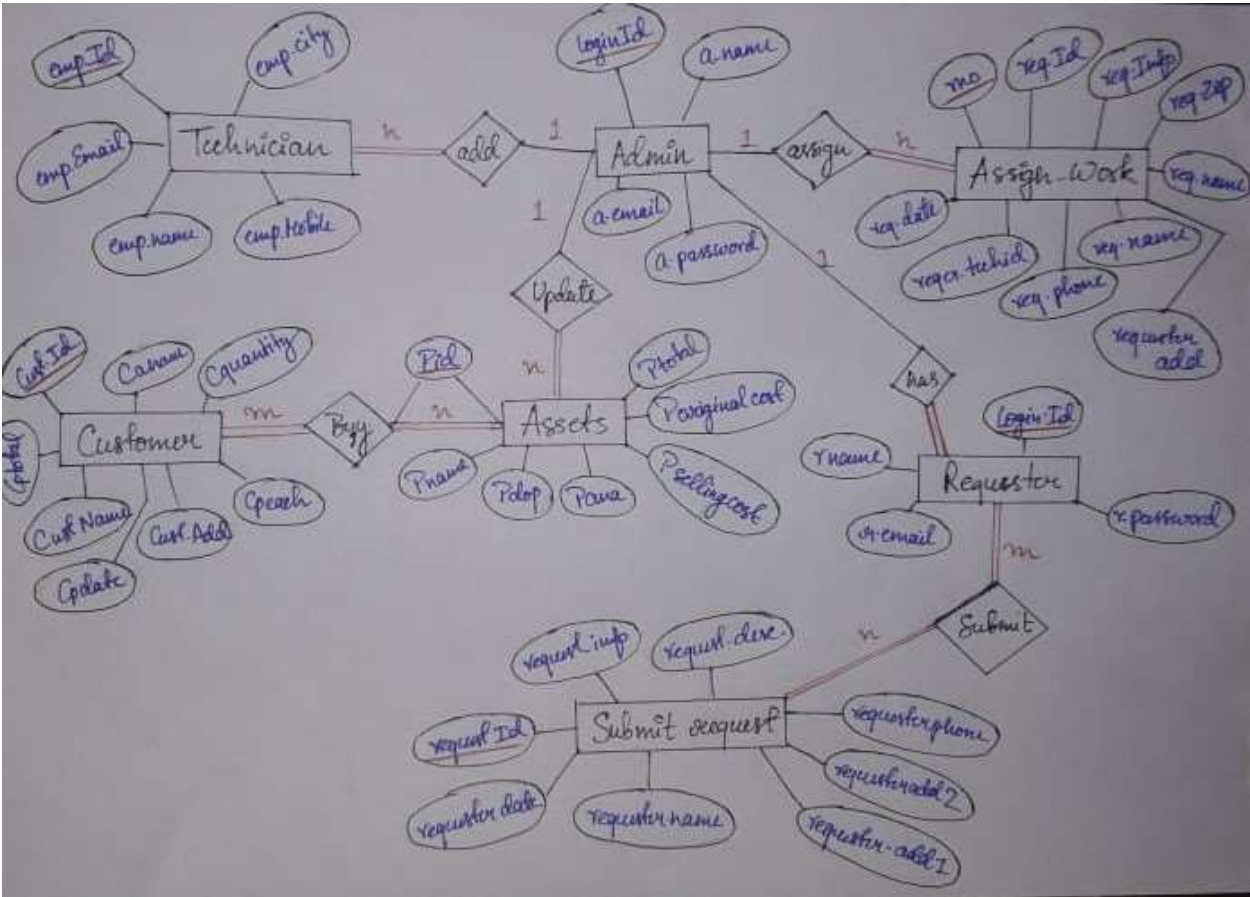
Assign Work



Sell Product



ER DIAGRAM WITH ASSUMPTIONS



Entities – Technician, Admin, Customer, Requester, Asset, Assign_work, Submitrequest.

Assumptions –

- An admin can add many technicians to the works, hence 1:M ratio.

- An admin assign many works,1:M ratio.
- An admin can have many requesters, hence 1:M ratio.
- Admin many assets(products),1:M ratio.
- Many customers can buy many assets , hence M:N ratio.
- Many requesters can submit many number of requests, hence M:N ratio.

- An admin can assign multiple technician to different works.
- An admin has access to many assets(products) In the shop.
- Multiple customers can see different assets available in shop.
- A person can submit multiple request for buying or maintenance purpose.

Schema Diagram :-

Technician

Emp-Id	Emp-Name	Emp-Email	emp.Hobile	emp-city
Pk				

Admin

login-Id	a.name	a.email	a-Password
Pk			

Customer

Cust-Id	CustName	Cust-addr	cpname	cp.quantity	cp.total
Pk					
cp-date	cp-addr				

Assets

Pid	Ptotal	P.originalcost	P.pollingcost	P.dop	P.available
Pk					

Assign Work

no.	request-Id	request-info	request.name	request.due	request.zip
	Pk				
request-addr	request.phone	request.date	request.techid		
			Pk		

Requester

or.name	or-email	r.password	login-Id.
	Pk		

Submit request.

Request-Id	Request-info	Request.due	Request-phone	Request.addr1
Request-addr2	Request.zip	Request-data		

References :

- Tutorials point - www.tutorialspoint.com
- Stack overflow - <https://stackoverflow.com>
- Microsoft Docs - <https://docs.microsoft.com/en-in/>