I did not realize that a knowledge base is not an actual database. In fact, I discovered in my research that the term “knowledge base” was coined to be a type of knowledge store that is distinctly different in structure and form to an actual database. For one, a knowledge base can’t be represented in tabular format as a traditional database can be; as such, relational diagrams are not even possible. Even more importantly, a knowledge base follows an object model, NOT a relational model. These two details, the latter being obviously more important, is why it is necessary that the project must be altered.

Thankfully, however, I have come up with an alternative idea not too far off my original idea. Being that my current part-time job is a help-desk technician for Florida Virtual School, one of the things I have become familiar with is the use of a ticketing system known as ServiceNow. This platform happens to be built on a relational model, with entities such as student, parent, teacher, agent, and of course ticket. As I am very familiar with the way it is set up, my revised project idea is to create a scaled-down version of this relational model—one that doesn’t reveal the inner workings of FLVS of course—and implement that

Due to this change in direction, I feel my group name “HelpDeskEncyclopedia” isn’t as fitting anymore. If it’s possible, having the name  changed to “Virtual School Help Desk” with the title of the project being “Virtual School Ticketing System” would make much more sense in this change of events.

As I know this abrupt change request would obviously render my prior assignments related to this project null and void, I will attempt to re-work the project description assignment and change it accordingly, and I will also attempt to re-work my current business rules assignment to fit the description. This will take a bit of time to re-work, but I will try my best to re-work and submit the business-rules assignment due tonight before the submission window closes, and if possible maybe submit a corrected project description alongside it. I’ll also try to see if I can possibly upload those files to my group in Canvas so that they are there for posterity.