|  |  |  |  |
| --- | --- | --- | --- |
| **Service Department** | **Technician** | **Devices** | **Owner** |
| -department number (u) | -employee number (u) | -serial number (u) | -phone number (u) |
| -address | -first name | -make | -first name |
| -phone number | -last name | -model | -last name |
|  | -specialty area | -year |  |

* Technicians are assigned to only one service department
* All service departments have technicians
* Not all technicians hired by manufacturer work in a service department
* Technicians may work in other departments (not in model)
* All service departments have a Service Department Manager (SDM)
* SDM is a technician (working in a department)
* SDM can only a manager for one service department
* Technicians will always be assigned to work on a device
* Depending on the service additional technicians may be assigned
* A technician can work on any number of devices
* Depending on the technician they don’t always work on electronic devices.
* The devices arrival date in the department will be maintained
* Device owners may own more than one device that may require service
* All devices brought in for service will be owned by only one individual