Assignment 2 – Speeding Ticket Database Design

Data Dictionary

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User

Key	Name	Type	Size	Default	Description	Sample Data
PK	UserID	INT	11	IDENTITY	Unique sequential integer.	123456
IX	FirstName	NVARCHAR	32	-	User's first name.	Laercio
IX	LastName	NVARCHAR	32	-	User's last name.	Silva
-	Photo	IMAGE	-	NULL	User's ID photo.	image.jpg
-	PhoneNumber	NCHAR	11	-	User's phone number.	17828821234
CK	EmailAddress	NVARCHAR	32	-	User's email address.	laercio@gmail.com
-	BirthDate	DATE	-	-	User's birth date.	1991-03-09
UQ/IX	Username	NVARCHAR	32	-	User's username to access.	LaercioSilva
CK/DF	Password	NVARCHAR	32	-	User's password to access.	ABCDEF12

Staff

Key	Name	Type	Size	Default	Description	Sample Data
PK	StaffID	INT	11	IDENTITY	Unique sequential integer.	123456
IX	FirstName	NVARCHAR	32	-	Staff's first name.	John
IX	LastName	NVARCHAR	32	-	Staff's last name.	Seinfield
-	Photo	IMAGE	-	NULL	Staff's ID photo.	image.jpg

Key	Name	Type	Size	Default	Description	Sample Data
-	PhoneNumber	NCHAR	11	-	Staff's phone number.	17828829876
CK	EmailAddress	NVARCHAR	32	-	Staff's email address.	john_s@staff.com
-	BirthDate	DATE	-	-	Staff's birth date.	1985-11-01
UQ/IX	Username	NVARCHAR	32	-	Staff's username to access.	JohnSeinfield
CK/DF	Password	NVARCHAR	32	-	Staff's password to access.	ABCDEF12

Hardware

Key	Name	Type	Size	Default	Description	Sample Data
PK	HardwareID	INT	11	IDENTITY	Unique sequential integer.	123456
-	Description	NVARCHAR	80	-	Hardware description.	Mouse Optical USB
-	Category	NVARCHAR	32	-	Hardware category.	Mouse
-	Brand	NVARCHAR	32	-	Hardware brand.	Razer
DF	AcquisitionDate	DATE	-	-	Hardware acquisition date.	2018-11-15
-	WarrantyDate	DATE	-	-	Hardware warranty date.	2019-11-15
IX	SerialCode	NVARCHAR	32	-	Hardware serial code.	MOU58768524A

Category

Key	Name	Type	Size	Default	Description	Sample Data
PK	CategoryID	INT	11	IDENTITY	Unique sequential integer.	123456
-	Description	NVARCHAR	32	-	Category description.	Software - MS Office
-	SLA	NVARCHAR	32	-	Category SLA.	Medium Priority

Ticket

Key	Name	Type	Size	Default	Description	Sample Data
PK	TicketID	INT	11	IDENTITY	Unique sequential integer.	123456
-	Description	NVARCHAR	255	-	Ticket description.	Mouse doens`t work...
DF	StartDate	DATETIME2	-	-	Ticket start date.	2020-01-26 14:12:20
-	SLA	DATETIME2	-	-	Ticket SLA date.	2020-01-28 14:12:20
DF	Status	NVARCHAR	32	-	Ticket status.	Open
-	EndDate	DATETIME2	-	NULL	Ticket end date.	2020-01-27 09:47:00
FK	UserID	INT	11	NULL	User ID (from User)	123456
FK	CategoryID	INT	11	-	Category ID (from Category)	123456
FK	HardwareID	INT	11	NULL	Hardware ID (from Hardware)	123456

Comment

Key	Name	Type	Size	Default	Description	Sample Data
PK	CommentID	INT	11	IDENTITY	Unique sequential integer.	123456
-	Description	NVARCHAR	255	-	Comment description.	I called the user but...
DF	Date	DATETIME2	-	-	Comment creation date.	2020-01-26 15:10:50
FK	TicketID	INT	11	-	Ticket ID (from Ticket)	123456
FK	UserID	INT	11	NULL	User ID (from User)	123456
FK	StaffID	INT	11	NULL	Staff ID (from Staff)	123456

The table below was created in the most recent version of the database

TicketStaff

Key	Name	Type	Size	Default	Description	Sample Data

Key	Name	Type	Size	Default	Description	Sample Data
PK/FK	TicketID	INT	11	-	Ticket ID (from Ticket)	123456
PK/FK	StaffID	INT	11	-	Staff ID (from Staff)	123456
DF	Action	NVARCHAR	32	-	Action taken by the staff	Working on the issue