LeeWayne Barrineau

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Practice 2.

The stakeholder I was able to find from the college help desk database was users, technicians and the manager of the collage help desk.

Practice 3.

The questions I would ask to better understand the work if I was making a database for this college would be as follows:

1. What does R# stand for?
2. What is the T Notes section used for?
3. What are the different level tickets and what is the difference between them?
4. What does the C# stand for?
5. What does the P# stand for?

Practice 4.

Report Form Questionnaire

1. Which of the follow describes efficiency is the report form?
   1. Very efficient
   2. Somewhat efficient
   3. It’s okay
   4. inefficient
   5. Very inefficient
2. What is your average time spent on filling out a form?
   1. Under 1 minute.
   2. Between 2 and 3 minutes
   3. Between 4 and 6 minutes
   4. Over 6 minutes
3. How easy is the current report form system to use?
   1. Very easy to use
   2. Somewhat easy to use
   3. It’s alright to use
   4. Somewhat hard to use
   5. Very hard to use
4. How are times on the report form entered?
   1. Automatically entered
   2. Type into the form
5. Who is allowed to fill out the form?
   1. The user
   2. Technicians
   3. Manager
6. How are tickets pyritized?
   1. By user
   2. By severity
   3. By position of importance

Practice 5.

The questions I would ask the manager at the company about the account creation form is as follows:

1. How are errors handled with the form?
2. Were you aware that first is misspelled on the form?
3. What security measures are to storage this form?
4. Are the fields with the star before them required?
5. If last name is required why isn’t first name required?