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Projekt Bazy Danych Katalogu Usług

Spis Treści

1. Opis bazy danych

Baza będzie częścią systemu zarządzającego usługami IT w usługowej firmie informatycznej. Głównym celem bazy danych jest utworzenie katalogu, który będzie zawierać wszelkie niezbędne informacje dotyczące usług IT (wykonywanych w ramach firmy a także oferowanych na zewnątrz) będących w portfolio firmy. Ma przyspieszyć i efektywnie zorganizować pracę zespołów które zajmują się realizacją i przetwarzaniem usług. Baza ma umożliwić przenalizowanie i rozliczenie pracy kontrahentów.

Funkcjonalność bazy danych zawiera: rejestrację klientów, pracowników, wykonawców, prowadzenie katalogu dostępnych i zrealizowanych usług, umożliwia tworzenie i realizację zamówień na usługi a także usprawnia przydzielanie oraz rozliczanie pracy wykonywanej przez zespoły odpowiedzialne za realizacje usług. Baza będzie służyć także do analizy działań operacyjncych firmy związanych z usługami IT.

2. Wykaz tabel

2.1 Lista tabel

Baza składa się z 11 tabel w tym:

Tabela 1 Wykaz Tabel

	Nazwa Tabeli
1	Katalogi
2	Kategorie
3	Statusy
4	Firmy
5	FunkcjeUzytkownikow
6	Uzytkownicy
7	Uslugi
8	GrupyRobocze
9	Zadania
10	Zamowienia
11	Sysdiagrams

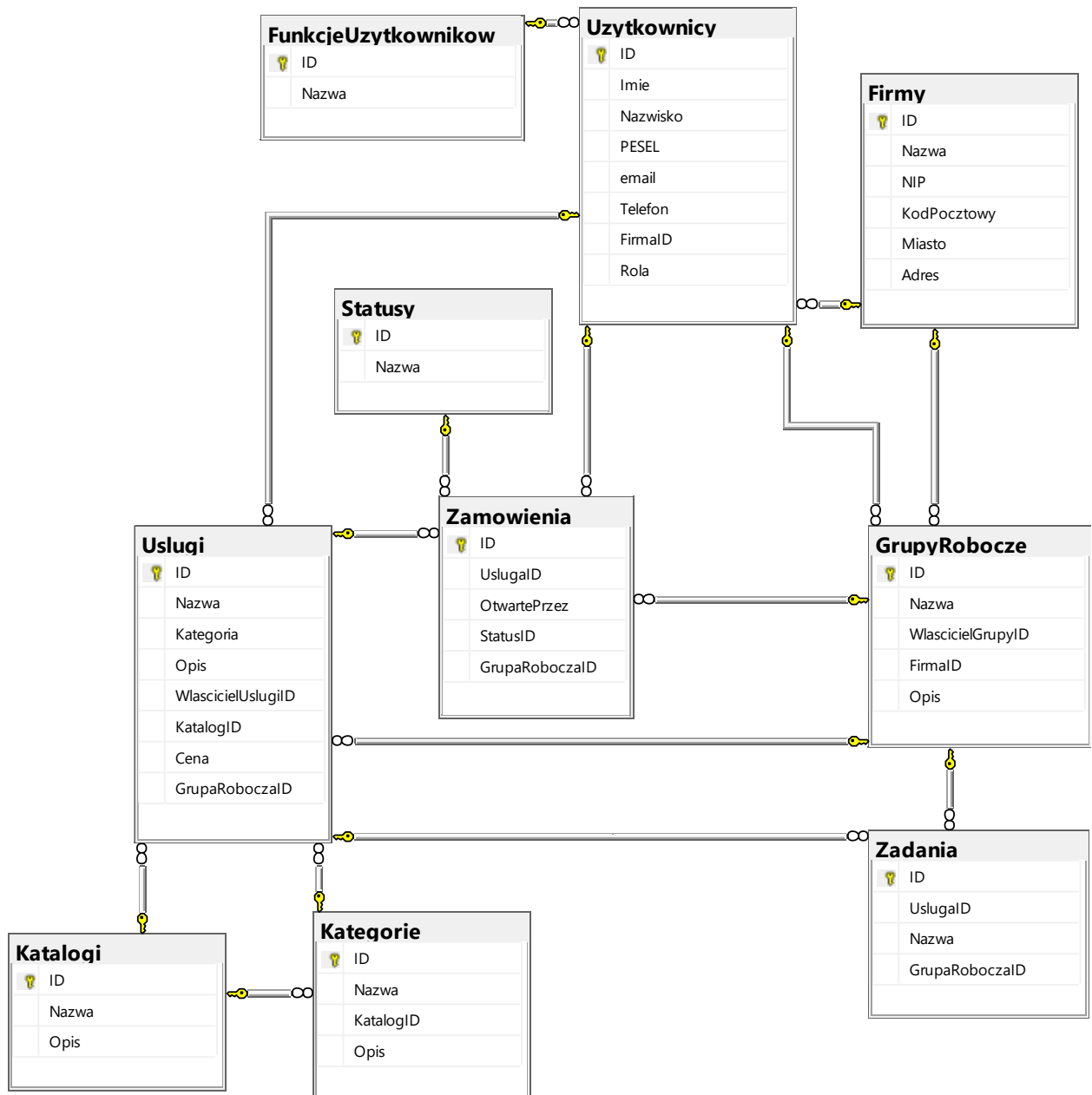## 2.2 Diagram zależności

Diagram 1 Zależności między tabelami

2.3 Opis tabel

- Katalogi – tabela zawiera nazwy i opisy katalogów (nadrzędnych grup) grupujących usługi w ramach wspólnej ogólnej charakterystyki. Można stworzyć wiele katalogów.
- Kategorie – tabela przedstawia szczegółową strukturę grup usług wraz z opisem zawartych w katalogu. Można stworzyć wiele kategorii.
- Statusy – tabela zawiera listę możliwych statusów realizowanych usług, które są widoczne w poszczególnych zamówieniach.
- Firmy – tabela zostanie utworzona aby przechowywać dane adresowe i kontaktowe Kontrahentów
- FunkcjeUzytkownikow – tabela zawiera listę dostępnych funkcji/ról jakie mogą zostać przypisane użytkownikowi w ramach pracowania/korzystania z Katalogu
- Uzytkownicy – tabela zawiera podstawowe dane wszystkich użytkowników katalogu (klientów i pracowników)
- Uslugi – tabela zawiera spis wszystkich dostępnych usług, osoby odpowiedzialne za definiowanie usług(właścicieli) oraz przypisane grupy robocze które wykonują dane usługi
- GrupyRobocze – tabela posiada listę zespołów które biorą udział przy realizacji usług
- Zadania – tabela zawiera listę zadań jaka jest konieczna aby wykonać daną usługę przez określoną grupę roboczą
- Zamowienia – tabiera zawiera listę usług które mają być zrealizowane. Zawiera daty zgłoszenia, realizacji i końca zamówienia.
- Sysdiagrams – zawiera diagram encji

3. Wykaz widoków

- v_OtwarteZamowienia – Widok pokazujący wszystkie otwarte na daną chwilę zamówienia czyli te co nie zostały ukończone
- v_UslugaPlatnosc – Widok podsumowania zamówienia. Zawiera informacje o numerze zamówienia, nazwie usługi, dacie zakończenia, ilości oraz całkowity koszt usługi
- v_ZyskiGrup – Widok zysku wygenerowanego przez poszczególne grupy robocze za realizację zamówień

4. Wykaz funkcji

- OpisUslugi – funkcja przyjmuje za parametr numer ID usługi i zwraca podstawowe dane o usłudze: nazwę, właściciela, Opis
- PokazZamowieniaUzytkownika – funkcja przyjmmuje za parametr numer ID uzytkownika i zwraca numery zamówień jakie zostały złożone przez danego użytkownika
- CenaZamowienia – funkcja przyjmuje za parametr numer zamówienia(ID) i zwraca koszt danego zamówienia

- SprawdzZyskGrupy – Funkcja przyjmuje za parametr nazwę grupy roboczej i zwraca zysk wygenerowany przez wybraną grupę
- ZadaniaUslugi - Funkcja przyjmuje parametr ID uslugi i zwraca zadania związane z wykonaniem danej usługi

5. Wykaz Procedur

- DodajUzytkownika – procedura, która dodaje nowego użytkownika do bazy danych
- DodajUsluge – procedura, która dodaje nową usługę do bazy danych
- StworzZamowienie – procedura która tworzy nowe zamówienia na wybraną usługę
- ListaPracownikow – procedura która zwraca listę pracowników

6. Przykładowe instrukcje

```sql
-- top 10 najczęściej zamawianych usług

SELECT TOP 10 Uslugi.Nazwa ,Count(*) AS IloscZamowien

FROM Zamowienia

INNER JOIN Uslugi ON Zamowienia.UslugaID = Uslugi.ID

GROUP BY Uslugi.Nazwa
HAVING Count(UslugaId) > 5


-- pokaz grupy robocze ktore nie mają przypisanej żadnej uslugi

SELECT ID AS WolneGrupyRoboczeID FROM GrupyRobocze WHERE ID NOT IN (SELECT GrupaRoboczaID
FROM Uslugi)

-- pokaz zamówienia które są procesowane dłużej niż 1 miesiąc

SELECT ID FROM Zamowienia WHERE DataZakonczenia IS NULL AND (getDate() - DataRozpoczecia
> 30)

-- pokaz wszystkich managerów i usługi jakimi zarządzają

SELECT Uslugi.Nazwa AS NazwaUslugi, Uslugi.Opis, Uzytkownicy.Imie + ' ' +
Uzytkownicy.Nazwisko AS Manager

FROM
        Uslugi
        JOIN Uzytkownicy ON Uslugi.WlascicielUslugiID = Uzytkownicy.ID

WHERE Uzytkownicy.Rola = 2

-- Pokaz Sume Zysku wygenerowanego przez grupy

SELECT SUM(Zysk) AS Zysk FROM v_ZyskiGrup

-- Pokaz srednia cene wszystkich uslug
```

```sql
SELECT CAST(AVG(CAST(DoZaplaty as DECIMAL(8,2))) AS DECIMAL(8,2)) AS SredniaCenaUslugi
FROM v_UslugaPlatnosc

--Najrzadziej zamawiane usługi
SELECT Uslugi.Nazwa ,Count(*) AS IloscZamowien

FROM Zamowienia

INNER JOIN Uslugi ON Zamowienia.UslugaID = Uslugi.ID

GROUP BY Uslugi.Nazwa
HAVING Count(UslugaId) = 1 OR Count(UslugaId) = 0

-- Lista wszystkich usług dostępnych w "Katalogu Usług"

SELECT Nazwa FROM Uslugi WHERE KatalogID = 1

-- liczba wszystkich zamówień
SELECT Count(*) AS LiczbaZamowien FROM Zamowienia



-- Wykaz liczby zamówień stworzonych przez użytkowników

SELECT Uzytkownicy.Imie + ' ' + Uzytkownicy.Nazwisko AS ImieNazwisko, Count(OtwartePrzez)
AS LiczbaZamowien

FROM Zamowienia
        JOIN Uzytkownicy ON Zamowienia.OtwartePrzez = Uzytkownicy.ID
GROUP BY Uzytkownicy.Imie + ' ' + Uzytkownicy.Nazwisko

ORDER BY LiczbaZamowien DESC

-- zwrócenie opisu usługi o ID 1 funkcji OpisUslugi
SELECT * FROM OpisUslugi(1)

-- Uzycie funkcji CenaZamowienia i zwrócenie wartości zamówienia nr 44
SELECT [dbo].[CenaZamowienia] (44)



-- pokazanie zamówień użytkownika o ID 77

SELECT * FROM PokazZamowieniaUzytkownika(77)



-- pokazanie zadań dla usługi nr 4
SELECT * FROM ZadaniaUslugi(4)



-- dadanie użytkownika za pomocą procedury DodajUzytkownika
EXECUTE DodajUzytkownika 'Karol','Olu', 87858635698, koko.juj@jj.ku, 12345678, 5, 1

-- wyświetlenie wszystkich pracowników poprzez odpalenie procedury ListaPracownikow
DECLARE @Liczba INT
EXEC ListaPracownikow '%', '%', @Liczba OUTPUT
SELECT @Liczba
```

7. Kod SQL

```sql
USE master;
GO
IF DB_ID (N'KATALOGUSLUG') IS NOT NULL
DROP DATABASE KATALOGUSLUG; -- usunięcie bazy danych

CREATE DATABASE KATALOGUSLUG -- utworzenie bazy danych
COLLATE Polish_100_CI_AS;
GO
IF DB_ID (N'KATALOGUSLUG') IS NOT NULL -- sprawdzam czy jest taka baza
SELECT 'Pomyślnie utworzono bazę danych'


USE KATALOGUSLUG    --stworzenie tabel
GO

CREATE TABLE Katalogi
(      ID      integer      PRIMARY KEY IDENTITY ,
       Nazwa  nvarchar(100) UNIQUE NOT NULL,
    Opis      nvarchar(500)        NULL)
CREATE TABLE Kategorie
(      ID      integer      PRIMARY KEY IDENTITY ,
       Nazwa  nvarchar(250) UNIQUE NOT NULL,
       KatalogID integer FOREIGN KEY REFERENCES Katalogi(ID),
       Opis   nvarchar(1000)       NULL
)

CREATE TABLE Statusy
(      ID      integer      PRIMARY KEY IDENTITY ,
       Nazwa  nvarchar(100) UNIQUE NOT NULL      )


CREATE TABLE Firmy
(      ID      integer      PRIMARY KEY IDENTITY ,
       Nazwa  nvarchar(500) NOT NULL      ,
       NIP    nvarchar(20)  NOT NULL      ,
       KodPocztowy   nvarchar(20)  NULL   ,
       Miasto nvarchar(250) NULL    ,
       Adres  nvarchar(1000)        NULL   )

CREATE TABLE FunkcjeUzytkownikow
(      ID      integer      PRIMARY KEY IDENTITY ,
       Nazwa  nvarchar(250) UNIQUE NOT NULL      )


CREATE TABLE Uzytkownicy
(      ID      integer      PRIMARY KEY IDENTITY ,
       Imie   nvarchar(50)  NOT NULL      ,
       Nazwisko      nvarchar(100) NOT NULL      ,
       PESEL  nvarchar(20)  NOT NULL      ,
       email  nvarchar(250) NOT NULL      ,
       Telefon       nvarchar(20)  NULL   ,
       FirmaID integer FOREIGN KEY REFERENCES    Firmy(ID)      ,
       Rola integer FOREIGN KEY REFERENCES       FunkcjeUzytkownikow(ID)      )
```

```sql
CREATE TABLE GrupyRobocze
(       ID      integer         PRIMARY KEY IDENTITY ,
        Nazwa  nvarchar(250) UNIQUE NOT NULL        ,
        WlascicielGrupyID integer   FOREIGN KEY REFERENCES       Uzytkownicy(ID),
        FirmaID integer FOREIGN KEY REFERENCES Firmy(ID),
    Opis        nvarchar(1000)      NULL    )

CREATE TABLE Uslugi
(       ID      integer         PRIMARY KEY IDENTITY ,
        Nazwa  nvarchar(250) UNIQUE NOT NULL        ,
        Kategoria integer FOREIGN KEY REFERENCES Kategorie(ID) ,
        Opis    nvarchar(1000)      NULL    ,
        WlascicielUslugiID integer FOREIGN KEY REFERENCES       Uzytkownicy(ID)       ,
        KatalogID integer FOREIGN KEY REFERENCES Katalogi(ID),
        Cena    decimal(8,2)  NULL,
        GrupaRoboczaID integer FOREIGN KEY REFERENCES GrupyRobocze(ID))




CREATE TABLE Zadania
(       ID      integer         PRIMARY KEY IDENTITY ,
        UslugaID integer FOREIGN KEY REFERENCES  Uslugi(ID)    ,
        Nazwa  nvarchar(250) UNIQUE NOT NULL,
    GrupaRoboczaID integer FOREIGN KEY REFERENCES GrupyRobocze(ID)   )

CREATE TABLE Zamowienia
(       ID      integer         PRIMARY KEY IDENTITY ,
        UslugaID integer     FOREIGN KEY REFERENCES       Uslugi(ID)    ,
        OtwartePrzez integer FOREIGN KEY REFERENCES       Uzytkownicy(ID)       ,
        DataUtworzenia          datetime     NOT NULL       ,
        DataRozpoczecia         datetime     NULL ,
        DataZakonczenia         datetime     NULL ,
        StatusID integer      FOREIGN KEY REFERENCES       Statusy(ID)   ,
        Ilosc  integer        NOT NULL       ,
        GrupaRoboczaID integer      FOREIGN KEY REFERENCES       GrupyRobocze(ID),
        CONSTRAINT CHK_Daty CHECK (DataRozpoczecia>=DataUtworzenia AND DataZakonczenia >=
DataRozpoczecia )
        )



--wypelnienie bazy danymi

INSERT INTO
Katalogi(Nazwa,Opis)VALUES('KatalogUsług','GłównyKatalog'),('KatalogTechniczny','');

INSERT INTO Kategorie (Nazwa, KatalogID, Opis) VALUES ('Facilities',1,'Offers facilities
management services including moving
and relocation as well as location improvement, furniture and
decorative services on a company wide basis'),
('Hardware',1,'Order from a variety of hardware to meet your business
needs, including phones, tablets and laptops.'),
('Accessories',2,'Lorem Ipsum'),
('Furniture and Decor',1,'Order new furniture, and fixtures, or request for
furniture to be repaired. Cubicle modifications can also be ordered
here'),
('Information',1,'Lorem Ipsum'),
```

```
('Local Business Support',1,'Lorem Ipsum'),
('Moves',1,'Lorem Ipsum'),
('Security and Access',1,'Security related services including badge and keys
requisitions'),
('Top Requests',1,'The most commonly requested items from the service catalog over the
previous 7 days. '),
('Tablets',1,'A range of tablet devices for employees in the field.'),
('Standard Changes',1,'Standard Change Template Library'),
('Server Standard Changes',1,'Standard change templates related to servers and attached
storage. Reboot server, increase size of storage LUN etc'),
('Health, Environment, and Safety',1,'Lorem Ipsum'),
('Janitorial',1,'Request for cleaning services to be performed
'),
('Can We Help You?',1,'Your IT gateway. Report issues and submit requests.
'),
('Mobiles',1,'Cell phones to meet your business needs.'),
('Maintenance and Repair',1,'Request for a shared office equipment to be repaired
'),
('Remodeling and Space Planning',1,'Lorem Ipsum'),
('Lab Services Request (Richmond)',1,'Lorem Ipsum'),
('Carpentry',1,'Lorem Ipsum'),
('Electrical',1,'Lorem Ipsum'),
('Painting',1,'Lorem Ipsum'),
('Machine / Glass / Welding',1,'Lorem Ipsum'),
('Services',2,'Request for IT services to be performed'),
('Role Delegation',1,'Delegate your roles to another user or group
'),
('Emergency Changes',2,'Request a priority change in the event of failure or
degradation of business systems.
'),
('Virtual Resources',1,'Lorem Ipsum'),
('Peripherals',1,'End user peripherals such as mobile phone cases, dongles,
and cables
'),
('Template Management',1,'Propose a new Standard Change Template. Modify or Retire an
existingStandard Change Template.'),
('Office',1,'Office services such as printing, supplies requisition
and document shipping and delivery.
'),
('Software',1,'A range of software products available for installation
on your corporate laptop or desktop computer.
'),
('Laptops',1,'Laptop computers for mobile workers.'),
('Printers',1,'A range of printers for office installation, providing
different feature sets.
'),
('Network Standard Changes',1,'Standard change templates relating to network related
changes: Adding new switches, upgrading IOS etc'),
('Desktops',1,'Desktop computers for your work area.'),
('Quick Links',1,'Quick access to other company information and portals.
'),
('Departmental Services',1,'Services offered by different departments in the
organization'),
('Infrastructure',2,'Datacenter hardware and services to the support business
systems.
')
```

```sql
INSERT INTO Statusy (Nazwa) VALUES
('Open'),
('Closed Complete'),
('Pending'),
('Work in progress'),
('Closed Incomplete');


INSERT INTO Firmy (Nazwa, NIP, KodPocztowy, Miasto, Adres) VALUES
('Acer', 12356789,95110,'San Jose','333 W. San Carlos St.,Ste. 1500'),
('Adobe Systems', 12356790,95110-2704,'San Jose','345 Park Avenue'),
('Adtran', 12356791,35806-2807,'Huntsville','901 Explorer Boulevard'),
('Altiris', 12356792,94043,'Mountain View','350 Ellis Street'),
('Amazon', 12356793,98144-2734,'Seattle','1200 12th Ave. South, Ste. 1200'),
('America Online', 12356794,10003,'New York, NY 10003','770 Broadway'),
('Apache Software Foundation', 12356795,77056-4400,'Houston','2000 Post Oak Boulevard,
Suite 100'),
('APC', 12356796,10018,'New York','520 8th Ave., 21st Floor'),
('Apple', 12356797,95014,'Cupertino','1 Infinite Loop'),
('Asus', 12356798,94539,'Fremont','800 Corporate Way'),
('AT&T', 12356799,75202,'Dallas','208 South Akard Street'),
('Autodesk Inc.', 12356800,94903,'San Rafael','111 McInnis Parkway'),
('Backweb', 12356801,48092,'Park Afek','10 Haamal Street'),
('Bradbury', 12356802,67107,'Moundridge','1200 E.Cole / PO Box 667'),
('Broadcom', 12356803,92617-3038,'Irvine','5300 California Avenue')


ALTER TABLE Uzytkownicy ALTER COLUMN Telefon nvarchar(20) NULL


INSERT INTO FunkcjeUzytkownikow (Nazwa) VALUES ('Standardowy Pracownik'),
       ('Manager'),
       ('Admin'),
       ('Klient'),
       ('Kontraktowy Pracownik')

INSERT INTO Uzytkownicy (Imie, Nazwisko, PESEL, email,  Telefon, FirmaID, Rola) VALUES
('Abel','Tuter',89916779839,'abel.tuter@example.com','',15,1 ),
('Abraham','Lincoln',89550384699,'abraham.lincoln@example.com','(555) 555-0004',15,2 ),
('Adela','Cervantsz',6983544172,'adela.cervantsz@example.com','',1,3 ),
('Aileen','Mottern',40929733182,'aileen.mottern@example.com','',9,4 ),
('Alejandra','Prenatt',95757139452,'alejandra.prenatt@example.com','',6,5 ),
('Alejandro','Mascall',6680911140,'alejandro.mascall@example.com','',4,1 ),
('Alene','Rabeck',49255519967,'alene.rabeck@example.com','',12,2 ),
('Alfonso','Griglen',47508977593,'alfonso.griglen@example.com','',12,3 ),
('Alissa','Mountjoy',43564420961,'alissa.mountjoy@example.com','',15,4 ),
('Allan','Schwantd',951280368,'allan.schwantd@example.com','',9,5 ),
('Allie','Pumphrey',90138870989,'allie.pumphrey@example.com','',15,1 ),
('Allyson','Gillispie',5040662233,'allyson.gillispie@example.com','',13,2 ),
('Alva','Pennigton',72107656831,'alva.pennigton@example.com','',3,3 ),
('Alyssa','Biasotti',68855149152,'alyssa.biasotti@example.com','',11,4 ),
('Amelia','Caputo',93761499314,'amelia.caputo@example.com','',5,5 ),
('Amos','Linnan',8913927577,'amos.linnan@example.com','',13,1 ),
('Andrew','Jackson',82753723130,'andrew.jackson@example.com','(555) 555-0005',2,2 ),
('Angelique','Schermerhorn',40823905581,'angelique.schermerhorn@example.com','',15,3 ),
('Angelo','Ferentz',69316102356,'angelo.ferentz@example.com','',8,4 ),
('Annabelle','Coger',66396111847,'annabelle.coger@example.com','',2,5 ),
('Annette','Frietas',40466461131,'annette.frietas@example.com','',3,1 ),
```

```
('Annie','Approver',43498969772,'annie.approver@example.com','',6,2 ),
('Antione','Mccleary',68265523418,'antione.mccleary@example.com','',12,3 ),
('Antony','Thierauf',70542328260,'antony.thierauf@example.com','',6,4 ),
('Approver','User',6272544214,'approver@example.com','',9,5 ),
('Armando','Kolm',5517382652,'armando.kolm@example.com','',9,1 ),
('Armando','Papik',6996850336,'armando.papik@example.com','',15,2 ),
('Ashley','Leonesio',90255127598,'ashley.leonesio@example.com','',8,3 ),
('Asset','Manager',9244810345,'itam@example.com','',10,4 ),
('ATF','User',63769682439,'ATF.User@now.com','',2,5 ),
('Athena','Fontanilla',98283147278,'athena.fontanilla@example.com','',11,1 ),
('Audra','Cantu',55927778554,'audra.cantu@example.com','',4,2 ),
('Avery','Parbol',99969354822,'avery.parbol@example.com','',12,3 ),
('Barbara','Hindley',85215129628,'barbara.hindley@example.com','',6,4 ),
('Bart','Hachey',9096759315,'bart.hachey@example.com','',6,5 ),
('Barton','Friesner',42468136185,'barton.friesner@example.com','',14,1 ),
('Benchmark','Scheduler',5336495219,'','',10,2 ),
('Benjamin','Schkade',76870986520,'benjamin.schkade@example.com','',8,3 ),
('Bernard','Laboy',93110458273,'bernard.laboy@example.com','',7,4 ),
('Bert','Schadle',70478196521,'bert.schadle@example.com','',9,5 ),
('Berta','Karczewski',99634971953,'berta.karczewski@example.com','',8,1 ),
('Bertie','Luby',80601258595,'bertie.luby@example.com','',7,2 ),
('Bertram','Quertermous',5796681616,'bertram.quertermous@example.com','',5,3 ),
('Bess','Marso',951367189,'bess.marso@example.com','',9,4 ),
('Beth','Anglin',97120430472,'beth.anglin@example.com','',14,5 ),
('Bette','Barcelona',87910571730,'bette.barcelona@example.com','',10,1 ),
('Beverley','Bunche',58960359790,'beverley.bunche@example.com','',4,2 ),
('Beverly','Cambel',90499195367,'beverly.cambel@example.com','',1,3 ),
('Billie','Cowley',84976186679,'billie.cowley@example.com','',2,4 ),
('Billie','Tinnes',85533783810,'billie.tinnes@example.com','',15,5 ),
('Boris','Catino',8591196100,'boris.catino@example.com','',7,1 ),
('Bow','Ruggeri',79405106825,'bow.ruggeri@example.com','',3,2 ),
('Bradly','Hasselvander',7551629753,'bradly.hasselvander@example.com','',9,3 ),
('Brant','Darnel',832103632,'brant.darnel@example.com','',9,4 ),
('Brendan','Qin',8090527882,'brendan.qin@example.com','',7,5 ),
('Brent','Vaidya',98186541618,'brent.vaidya@example.com','',2,1 ),
('Brice','Hedglin',6875733507,'brice.hedglin@example.com','',1,2 ),
('Bridget','Bottella',84728829596,'bridget.bottella@example.com','',11,3 ),
('Bridget','Knightly',85486406134,'bridget.knightly@example.com','',2,4 ),
('Bridgett','Retort',4666296379,'bridgett.retort@example.com','',1,5 ),
('Bryan','Rovell',93568952921,'bryan.rovell@example.com','',9,1 ),
('Bryant','Bouliouris',8576614993,'bryant.bouliouris@example.com','',11,2 ),
('Bud','Richman',97226811214,'bud.richman@example.com','',13,3 ),
('Burton','Brining',97723894360,'burton.brining@example.com','',2,4 ),
('Buster','Wubbel',44459893182,'buster.wubbel@example.com','',6,5 ),
('Byron','Fortuna',67918373232,'byron.fortuna@example.com','',9,1 ),
('Caitlin','Reiniger',77735180385,'caitlin.reiniger@example.com','',2,2 ),
('Callie','Leboeuf',85523653219,'callie.leboeuf@example.com','',6,3 ),
('Candice','Bruckman',426625335,'candice.bruckman@example.com','',7,4 ),
('Carla','Humble',51762597522,'carla.humble@example.com','',1,5 ),
('Carla','Sirbaugh',71838891499,'carla.sirbaugh@example.com','',10,1 ),
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INSERT INTO GrupyRobocze (Nazwa, WlascicielGrupyID, FirmaID, Opis) VALUES  ('CAB
Approval',137,1,'CAB approvers' ),
('Capacity Mgmt',142,2,'' ),
('Change Management',147,3,'Change Management Group' ),
('Database',152,4,'' ),
('Database Atlanta',157,5,'Manages databases hosted in Atlanta' ),
('Database San Diego',162,6,'Manages databases hosted in San Diego' ),
('eCAB Approval',167,7,'eCAB Approvers' ),
('Field Services',172,8,'' ),
('Hardware',177,9,'IT department responsible for all hardware requests including
installation and repair' ),
('Incident Management',182,10,'Incident Management Group' ),
('IT Finance CAB',187,11,'' ),
('IT Securities',192,12,'' ),
('ITSM Engineering',197,13,'' ),
('LDAP Admins',202,14,'LDAP admins group' ),
('Network',207,15,'' ),
('Network CAB Managers',212,1,'Group to represent the CAB Managers for Network related
    changes' ),
('NY DB',217,2,'Manages databases hosted in New York' ),
('Procurement',222,3,'Responsible for ordering catalog items, or moving them
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      from inventory that are In Stock' ),
('Project Mgmt',227,4,'' ),
('RMA Approvers',232,5,'Responsible for Return Material Authorization approvals
    and RMA number allocations in Inventory Management' ),
('Service Desk',237,6,'' ),
('Software',242,7,'IT department responsible for all software requests including
installation and repair' ),
('Team Development Code Reviewers',77,8,'Review, approve and/or reject the code pushed to
parent instance.' );

INSERT INTO Uslugi (Nazwa, Kategoria, Opis, WlascicielUslugiID,  KatalogID, Cena,
GrupaRoboczaID) VALUES
('Service Category Request',28,'Start managing your own service requests',2,1,'0',10 ),
('Database Server & Oracle License',37,'Dell 6850 (4U) Rack Mount Server
   ',7,2,'27000',21 ),
('Application Server (Large)',25,'Dell 2950 (2U) Rack Mount Server
   ',12,2,'5600',21 ),
('Microsoft Visio Professional',35,'For PC, Compatible with Win 7 & 8
   ',17,1,'0',6 ),
('Lotus Notes',2,'IBM Lotus Notes',22,1,'50',17 ),
('Microsoft Project',3,'Manage projects, Organize tasks, Collaborate
   ',27,1,'0',3 ),
('Adobe Creative Cloud',8,'More connected ways of creating and sharing
   ',32,1,'0',9 ),
('OmniGraffle Professional',3,'Diagramming and drawing application
   ',42,1,'0',13 ),
('iPhone 6s',7,'iPhone 6s',47,1,'450',18 ),
('Snagit',2,'Image capture software for Mac & PC
   ',52,1,'25',6 ),
('Application Server (Standard)',1,'Dell 1950 (1U) Rack Mount Server
   ',57,2,'5600',17 ),
('Dreamweaver',13,'NULL',62,1,'20',13 ),
('Change VLAN on a Cisco switchport',28,'NULL',67,1,'0',9 ),
('Fireworks',32,'Adobe Systems Fireworks',72,1,'20',9 ),
('QuickTime Pro',6,'Apple QuickTime Pro 7',77,1,'0',7 ),
('Samsung Galaxy S7',2,'Samsung Galaxy S7',82,1,'569.99',18 ),
('Request Knowledge Base',12,'Request for a Knowledge Base',87,1,'0',5 ),
('SSL Certification',24,'Do you need to update your SSL Certification?
   ',92,1,'0',23 ),
('Developer Laptop (Mac)',30,'Macbook Pro',97,1,'1499',23 ),
('Acrobat',14,'Adobe Acrobat',102,1,'0',15 ),
('Canon imageCLASS Laser Printer',18,'Canon - imageCLASS LBP-6650DN Laser Printer -
Monochrome - 2400 x 600dpi Print - Plain Paper Print -',107,1,'499.99',23 ),
('VMware Fusion',11,'The Best Way to Run Windows on a Mac
   ',117,1,'0',18 ),
('Decommission local office Domain Controller',35,'NULL',2,1,'0',21 ),
('Add network switch to datacenter cabinet',34,'NULL',7,1,'0',23 ),
('Belkin iPad Mini Case',25,'Belkin iPad Mini 2 Case',17,1,'50',5 ),
('OS X Yosemite',37,'OS X Yosemite (version 10.10.x) is apples eleventh
    major release of OS X, for Macs
   ',22,1,'0',22 ),
('Corp VPN',8,'Remote access to Internal Corporate Systems
   ',27,1,'0',11 ),
('Reboot Windows Server',6,'NULL',32,1,'0',10 ),
('Packaging and Shipping',33,'Package and Ship inter-office or to external
    addresses
   ',37,1,'0',12 ),
('Cubicle Modifications',12,'Cubicle creation, modification, and repair services
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      ',42,1,'0',15 ),
('Office Keys',31,'Request to get a new one',47,1,'0',23 ),
('Request Security Escort',12,'Request a security escort',52,1,'0',13 ),
('Brother Network-Ready Color Laser Printer',26,'Brother - Network-Ready Color Laser
   Printer',62,1,'399.5',7 ),
('Report an Incident',6,'Report an Incident',67,1,'0',14 ),
('New Email Account',11,'New Email Creation',72,1,'0',23 ),
('Conference Room Reservations',28,'Reserve conference rooms and notify participants
   ',77,1,'0',19 ),
('Videoconferencing',33,'Setup inter-office or external videoconferencing
   ',82,1,'0',14 ),
('Paper and Supplies',9,'Order office supplies such as paper, stationery and
   computer supplies
   ',87,1,'0',3 ),
('Access',13,'Microsoft Access',92,1,'139.99',13 ),
('Standard Laptop',37,'Lenovo - Carbon x1',97,1,'1100',23 ),
('Apple iPad 3',34,'Apple iPad 3',102,1,'600',5 ),
('Cisco Jabber 10.5',28,'Collaborate Anywhere on Any Device with Cisco
   Jabber
   ',107,1,'0',8 ),
('Samsung Galaxy S7 Edge',8,'Samsung Galaxy S7 Edge',112,1,'669.99',18 ),
('OS X Mavericks',32,'OS X Mavericks (version 10.9.x) is apples tenth
   major release of OS X, for Macs
   ',117,1,'0',23 ),
('Adobe Acrobat Pro',27,'Create, edit or convert PDF files
   ',127,1,'0',4 ),
('Druva inSync, for Mac & PC',1,'High-speed, lightweight backups with Global
   deduplication
   ',132,1,'0',18 ),
('Event Planning',36,'Event planning for 50 people',137,1,'0',3 ),
('Assign Office Space',17,'Works in conjunction with the space planning area
   ',142,1,'0',12 ),
('Clear BGP sessions on a Cisco router',3,'NULL',147,1,'0',7 ),
('Repair Office Equipment',12,'Report malfunctions with a shared piece of office
   equipment such as a copier or network printer
   ',152,1,'0',5 ),
('Carpet Cleaning',6,'Spot removal to large areas, we do it all
   ',162,1,'0',6 ),
('User Facade',23,'User Facade',167,1,'0',15 ),
('Sales Laptop',11,'Acer Aspire NX',172,1,'1100',7 ),
('Belkin Neoprene Sleeve ',37,'For Notebooks up to 15.6',177,1,'29.48',18 ),
('Email Account (old)',27,'Standard email service with Outlook and Outlook Web
   ',182,1,'0',18 ),
('Office Printer',33,'HP Laserjet 4240n',187,1,'999',15 ),
('Google Nexus 7',25,'Google Nexus 7',192,1,'199.99',3 ),
('Telephone Extension',15,'IP 560 Phone',197,1,'195',4 ),
('Apple iPhone 5',33,'Apple iPhone 5',202,1,'599.99',4 ),
('Apple Watch Series 2',34,'Apple Watch Series 2',207,1,'369.99',2 ),
('Apple Watch',14,'Apple Watch - Their most personal device ever',212,1,'349.99',1 ),
('Propose a new Standard Change Template',20,'NULL',217,1,'0',8 ),
('Microsoft Surface Pro 3',26,'Microsoft Surface Pro 3',222,1,'1399',13 ),
('Apple iPhone 6s Plus',29,'Apple iPhone 6s Plus',227,1,'799.99',18 ),
('Apple iPhone 6s',30,'Apple iPhone 6s',232,1,'799.99',22 ),
('Modify a Standard Change Template',30,'NULL',237,1,'0',3 ),
('Retire a Standard Change Template',30,'NULL',77,1,'0',7 ),
('Blackberry',23,'A Blackberry Wireless Device',82,1,'500',14 ),
('BlackBerry Z10',35,'A 4.2 touch screen BlackBerry cell phone. 4G ready
   and contains 16GB internal storage.
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  ',87,1,'700',22 ),
('Google Droid Razr Maxx',6,'Motorola Droid Razr Maxx 2',92,1,'99.99',5 ),
('Windows Surface Pro 4',33,'Microsoft Surface Pro 4',97,1,'1699',7 ),
('Ask a Question',14,'Ask a Question',102,1,'0',13 ),
('Server Reboot',17,'Schedule a Server Reboot',107,2,'0',10 ),
('Apple MacBook Pro 15',4,'Apple MacBook Pro',112,1,'1099.99',4 ),
('Grant role delegation rights within a group',6,'NULL',117,1,'0',10 ),
('Big Data Analysis',12,'Request big data analysis environment
  ',122,1,'0',1 ),
('Dell 24 UltraSharp Monitor ',17,'24 UltraSharp Monitor',127,1,'300',6 ),
('External Monitor',25,'LG IPS 27 Monitor',132,1,'0',6 ),
('Ilyama 24',30,'ilyama ProLite 24 Monitor',137,1,'139.84',10 ),
('LG 22 LCD Monitor',5,'22 LCD Widescreen Monitor',142,1,'200',15 ),
('Planar 24 LED Monitor',24,'24 Widescreen LED',147,1,'140',2 ),
('Password Reset',22,'Request a reset of a password for a service or an
  application.',152,1,'0',19 ),
('Samsung 24 HDMI',30,'Samsung 24'' monitor',157,1,'292.28',18 ),
('Asus G Series',21,'ASUS G Series',162,1,'839.99',2 ),
('Logitech Wireless Mouse',22,'PC / Mac Compatible',167,1,'35.88',9 ),
('International Plan Request',2,'International Plan Request',172,1,'0',9 ),
('Report Performance Problem',15,'Request assistance with a performance issue you are
  having with a service or an application.',177,1,'0',22 ),
('Create Incident',12,'Create an Incident record to report and request
  assistance with an issue you are having',182,1,'0',11 ),
('Delegate roles to group member',6,'NULL',187,1,'0',7 ),
('Consulting Request ',24,'Have a question for another engineering group?
  ',192,1,'0',14 ),
('Database Restore',24,'Database Restore',197,2,'0',23 ),
('Logitech USB Headset for PC & Mac',24,'PC/Mac Compatible Headset',202,1,'29.99',6 ),
('Plantronics Wideband Headset',8,'Wired, Over-the-head headset',207,1,'79.67',16 ),
('Microsoft Wired Keyboard',16,'PC / Mac Compatible',212,1,'11.92',20 ),
('Emergency Change',20,'Open an Emergency Change',217,1,'0',20 ),
('Development Laptop (PC)',25,'Dell XPS 13',222,1,'1100',2 ),
('Endpoint Security',30,'Sophos endpoint security',227,1,'0',15 ),
('Report Outage',24,'Report an outage of a service or an application.
  ',232,1,'0',9 ),
('Apple USB Ethernet Adapter',17,'Macbook Air Ethernet Adapter',237,1,'28.13',20 ),
('Apple Thunderbolt to Ethernet Adapter',16,'For Macbook Air/Pro',242,1,'30.89',2 ),
('MacBook Air Power Adapter',17,'Power Adapter',247,1,'75.84',18 ),
('MacBook Pro Power Adapter',29,'MagSafe 2, for Macbook Pro ',2,1,'75.84',21 ),
('3M Privacy Filter - Macbook Pro Retina',38,'Privacy Filter',7,1,'40.31',13 ),
('3M Privacy Filter - MacBook Pro',9,'Privacy Filter',12,1,'42.23',3 ),
('STM MacBook Pro Sleeve ',27,'STM Mac Sleeve – S-15',17,1,'25.78',23 ),
('STM MacBook Air Sleeve',23,'STM Mac Sleeve – S-13',22,1,'24.26',13 ),
('Executive Desktop',27,'Dell Precision 690',27,1,'1875',19 ),
('Firewall Rule Change',21,'Cisco Firewall Appliance',32,1,'0',13 ),
('Lenovo ThinkPad Power Adapter - 135W',24,'For Lenovo Thinkpad, AC Adapter, 135W
  ',37,1,'99.99',11 ),
('Lenovo Thinkpad Power Adapter - 90W',13,'For Lenovo Thinkpad, T-Series, 90W
  ',42,1,'60',3 ),
('Lenovo USB Ethernet Adapter',28,'For Lenovo X1 Carbon',47,1,'28.79',13 ),
('Lenovo X1 Carbon Power Adapter',27,'For Lenovo X1 Carbon',52,1,'60',21 ),
('3M Privacy Filter - Lenovo X1 Carbon',16,'Privacy Filter - X1 Carbon',2,1,'43.19',2 ),
('Group Modifications',23,'Modify an Active Directory Group
  ',7,1,'0',12 ),
('Spigen iPhone 6 Case',12,'For iPhone 6',12,1,'35',8 ),
('Notebook Computer Loaner',5,'Loaner Laptop',17,1,'0',8 ),
('Spigen Samsung GS5 Case',10,'Samsung Galaxy S5',22,1,'35',16 ),
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  ('Spigen iPhone 5/5s Case',33,'iPhone 5 and 5s',27,1,'35',23 ),
  ('Apple iPhone 5 Cable ',4,'Apple iPhone 5 Cable',32,1,'19',21 ),
  ('Apple iPhone 4 Cable',1,'For Apple iPhone 4/4S',37,1,'19',2 ),
  ('Install Software',10,'Request for software installation service
    ',42,1,'0',8 ),
  ('StarTech Mini Display Port to VGA Adapter',25,'PC / Mac Compatible',47,1,'24.5',3 ),
  ('Office Desktop',12,'Dell Desktop',52,1,'1200',16 ),
  ('StarTech USB Mini Hub',30,'4 Port, USB 2.0',2,1,'11.55',2 ),
  ('StarTech USB to DVI Adapter',21,'Multi Monitor Adapter',7,1,'49.99',8 ),
  ('StarTech Mini Display Port to DVI Adapter',35,'PC / Mac Compatible',12,1,'17.23',8 ),
  ('Request for Backup',35,'Backup system, data files or database
    ',17,1,'0',11 ),
  ('Item Designer Category Request',23,'Request a category that you can use to create your
own catalog items',22,1,'0',11 ),
  ('Server Tuning',1,'Request virtual server tuning',27,1,'0',14 ),
  ('Table Index',33,'Do you need to index a database table?
    ',32,1,'0',13 ),
  ('VM Provisioning',1,'Do you need a Virtual Machine?',37,2,'0',20 ),
  ('Whitelist IP',4,'Need to whitelist an IP address?
    ',42,1,'0',9 ),
  ('Finishing Services',6,'Professional binding and finishing for documents
    ',47,1,'0',12 ),
  ('Document Creation',20,'Document creation and design services
    ',52,1,'0',1 ),
  ('Web Conferencing',8,'Request to setup web conferencing
    ',57,1,'0',1 ),
  ('Provision a Database',11,'Request to provison a new database
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INSERT INTO Zamowienia(UslugaID, OtwartePrzez, DataUtworzenia, DataRozpoczecia,
DataZakonczenia, StatusID, Ilosc, GrupaRoboczaID) VALUES
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```sql
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-- utworzenie widoków

 -- widok wyświetlający otwarte zamówienia na usługi wyświetla informacje o nr
zamówienia, początku realizacji danej usługi
 GO

CREATE VIEW [dbo].[v_OtwarteZamowienia]
AS

SELECT Zamowienia.ID AS NumerZamowienia,Uslugi.Nazwa AS NazwaUslugi, otwarte.Imie + ' ' +
otwarte.Nazwisko AS Zamawiajacy,
            GrupyRobocze.Nazwa AS GrupaWykonujaca,  wlasciciele.Imie + ' ' +
wlasciciele.Nazwisko AS OsobaKontaktowa,
            DataUtworzenia, DataRozpoczecia
FROM
      Zamowienia
      INNER JOIN GrupyRobocze ON (Zamowienia.GrupaRoboczaID = GrupyRobocze.ID)
      INNER JOIN Uslugi ON (Zamowienia.UslugaID = Uslugi.ID)
      INNER JOIN Uzytkownicy otwarte ON (Zamowienia.OtwartePrzez = otwarte.ID)
      INNER JOIN Uslugi usl ON (Zamowienia.UslugaID = usl.ID)
      INNER JOIN Uzytkownicy wlasciciele ON (Uslugi.WlascicielUslugiID = wlasciciele.ID)

WHERE Zamowienia.DataZakonczenia IS NULL
GO


-- Widok podsumowania zamówienia. Zawiera informacje o numerze zamówienia, nazwie usługi,
dacie zakończenia, ilości oraz całkowity koszt usługi


CREATE VIEW [dbo].[v_UslugaPlatnosc]
AS

SELECT Zamowienia.ID AS NumerZamowienia, Uslugi.Nazwa AS NazwaUslugi, Uzytkownicy.Imie +
' ' + Uzytkownicy.Nazwisko AS Zamawiajacy, DataZakonczenia, Ilosc, Zamowienia.Ilosc *
Uslugi.Cena AS DoZaplaty

FROM Zamowienia
            INNER JOIN Uzytkownicy ON (Zamowienia.OtwartePrzez = Uzytkownicy.ID)
            INNER JOIN Uslugi ON (Zamowienia.UslugaID = Uslugi.ID)

WHERE Zamowienia.DataZakonczenia IS NOT NULL
GO

-- pokaz przychód wygenerowany przez poszczególne grupy robocze
CREATE VIEW [dbo].[v_ZyskiGrup]
            AS

            SELECT GrupyRobocze.Nazwa AS NazwaGrupyRoboczej,
```

```sql
                    SUM(Uslugi.Cena * Zamowienia.Ilosc) AS Zysk
            FROM
                Zamowienia
                LEFT JOIN GrupyRobocze ON Zamowienia.GrupaRoboczaID =
GrupyRobocze.ID

                LEFT JOIN Uslugi ON Zamowienia.UslugaID = Uslugi.ID

            WHERE Zamowienia.GrupaRoboczaID IS NOT NULL

            GROUP BY GrupyRobocze.Nazwa
GO



-- utworzenie procedur

--Procedura na dodanie uzytkownika do bazy




CREATE PROCEDURE [dbo].[DodajUzytkownika]
        @Imie nvarchar (50),
        @Nazwisko nvarchar (100),
        @PESEL nvarchar (20),
        @email nvarchar (250),
        @Telefon nvarchar (20),
        @FirmaID int,
        @Rola int
AS
BEGIN
        INSERT INTO Uzytkownicy
        VALUES (@Imie, @Nazwisko, @PESEL, @email, @Telefon, @FirmaID, @Rola)
END
GO
--Procedura na dodanie nowej uslugi do bazy



CREATE PROCEDURE DodajUsluge
        @Nazwa nvarchar (250),
        @Kategoria int,
        @Opis nvarchar (1000),
        @WlascicielUslugiID int,
        @KatalogID int,
        @Cena decimal,
        @GrupaRoboczaID int
AS
BEGIN
        INSERT INTO Uslugi
        VALUES (@Nazwa, @Kategoria, @Opis, @WlascicielUslugiID, @KatalogID, @Cena,
@GrupaRoboczaID)
END


GO

-- Procedura do tworzenia nowego zamówienia
```

```sql
CREATE PROCEDURE [dbo].[StworzZamowienie]
        @UslugaID int,
        @OtwartePrzez int,
        @DataUtworzenia datetime = NULL,
        @DataRozpoczecia datetime = NULL,
        @DataZakonczenia datetime = NULL,
        @StatusID int,
        @Ilosc int,
        @GrupaRoboczaID int

AS
BEGIN
SET @DataUtworzenia = GETDATE()
        INSERT INTO Zamowienia
        VALUES (@UslugaID, @OtwartePrzez,
@DataUtworzenia,@DataRozpoczecia,@DataZakonczenia, @StatusID, @Ilosc, @GrupaRoboczaID)
END
GO
--Procedura na wygenerowanie listy wszystkich pracowników (każdego typu)
CREATE PROCEDURE [dbo].[ListaPracownikow]
@Imie nvarchar (50),
@Nazwisko nvarchar (100),
@Liczba int OUTPUT
AS
BEGIN
        SET NOCOUNT ON

        SET @Liczba = (SELECT COUNT(*)
                                FROM Uzytkownicy
                                WHERE Imie LIKE @Imie
                                    AND Nazwisko LIKE @Nazwisko)
        SELECT *
        FROM Uzytkownicy
        WHERE Rola <> 4 AND Imie LIKE @Imie
        AND Nazwisko LIKE @Nazwisko

END
GO


-- utworzenie funkcji

-- funkcja przyjmuje za parametr numer ID usługi i zwraca podstawowe dane o usłudze:
nazwę, właściciela, Opis

CREATE FUNCTION OpisUslugi
        (@UslugaID INT)
RETURNS TABLE
AS
RETURN

SELECT  GrupyRobocze.Nazwa,
                    Uzytkownicy.Imie + ' ' + Uzytkownicy.Nazwisko AS WlascicielUslugi,
                    Uslugi.Opis
FROM Uslugi
        JOIN GrupyRobocze ON Uslugi.GrupaRoboczaID = GrupyRobocze.ID
        JOIN Uzytkownicy ON Uslugi.WlascicielUslugiID = Uzytkownicy.ID
WHERE
```

```sql
        Uslugi.ID = @UslugaID
GO


--funkcja przyjmuje za parametr numer zamówienia(ID) i zwraca koszt danego zamówienia
CREATE FUNCTION CenaZamowienia
        (@ZamowienieID INT)
RETURNS NVARCHAR (300)
AS
BEGIN

        DECLARE @CenaZamowienia decimal(8,2)
        SET @CenaZamowienia =           (
                                        SELECT Cena*Ilosc AS CenaZamowienia
                                        FROM Zamowienia
                                        JOIN Uslugi ON Zamowienia.UslugaID = Uslugi.ID
                                        WHERE Zamowienia.ID = @ZamowienieID
                                        )
        RETURN @CenaZamowienia

END
GO
--funkcja przyjmmuje za parametr numer ID uzytkownika i zwraca numery zamówień jakie
zostały złożone przez danego użytkownika
CREATE FUNCTION PokazZamowieniaUzytkownika
        (@UzytkownikID INT)
RETURNS TABLE
AS
RETURN

SELECT DISTINCT Zamowienia.ID AS NumerZamowienia

FROM Zamowienia
        JOIN Uslugi ON Zamowienia.OtwartePrzez = Uslugi.WlascicielUslugiID

WHERE Uslugi.WlascicielUslugiID = @UzytkownikID
GO
-- Funkcja przyjmuje za parametr nazwę grupy i zwraca zysk wygenerowany przez wybraną
grupę

CREATE FUNCTION SprawdzZyskGrupy
(   @NazwaGrupy VARCHAR(250) )
RETURNS TABLE
AS
RETURN

SELECT Zysk FROM v_ZyskiGrup
WHERE NazwaGrupyRoboczej = @NazwaGrupy
GO


-- Funkcja przyjmuje parametr ID uslugi i zwraca zadania związane z wykonaniem danej
usługi

CREATE FUNCTION ZadaniaUslugi
(   @UslugaID INT )
RETURNS TABLE
AS
```

```sql
RETURN

SELECT Uslugi.Nazwa
FROM Zadania
        JOIN Uslugi ON Zadania.UslugaID = Uslugi.ID
WHERE Zadania.UslugaID = @UslugaID
GO
```