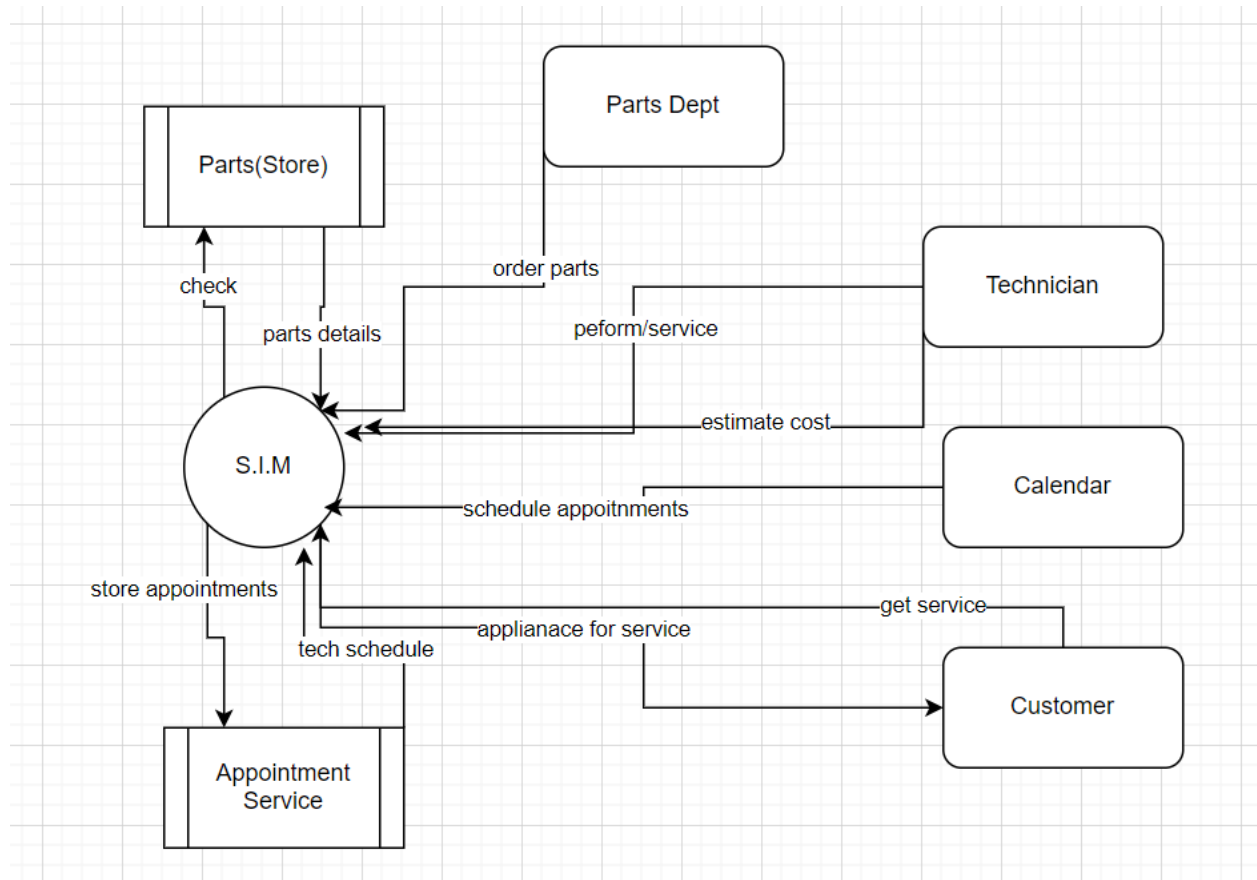# Table of Contents

Chapter V: Case Study

DataFlow Diagram

Service Information Management (SIM) suggested by Mae Roth

Context Diagram

```
                    ┌──────────┐              ┌──────────────────┐
                    │  Parts   │              │ Customer Service │
                    └────┬─────┘              └────────┬─────────┘
                         │                             │
 ┌──────────────────┐    │                             │
 │ Home Appliances  ├──┐ │        ┌──────────┐         │   ┌──────────┐
 └──────────────────┘  │ │        │          │◄────────┘   │          │
                       └─┼───────►│   SIM    │◄────────────┤ Website  │
                         │        │          │             │          │
 ┌──────────────────┐    │        └────┬─────┘             └──────────┘
 │Technician/Services├───┘             │
 └──────────────────┘         ┌────────┴────┐    ┌──────────┐
                              │              │    │Customers │
                              │              │    └──────────┘
                         ┌────┴──────────┐
                         │Appointment Store│
                         └───────────────┘
```
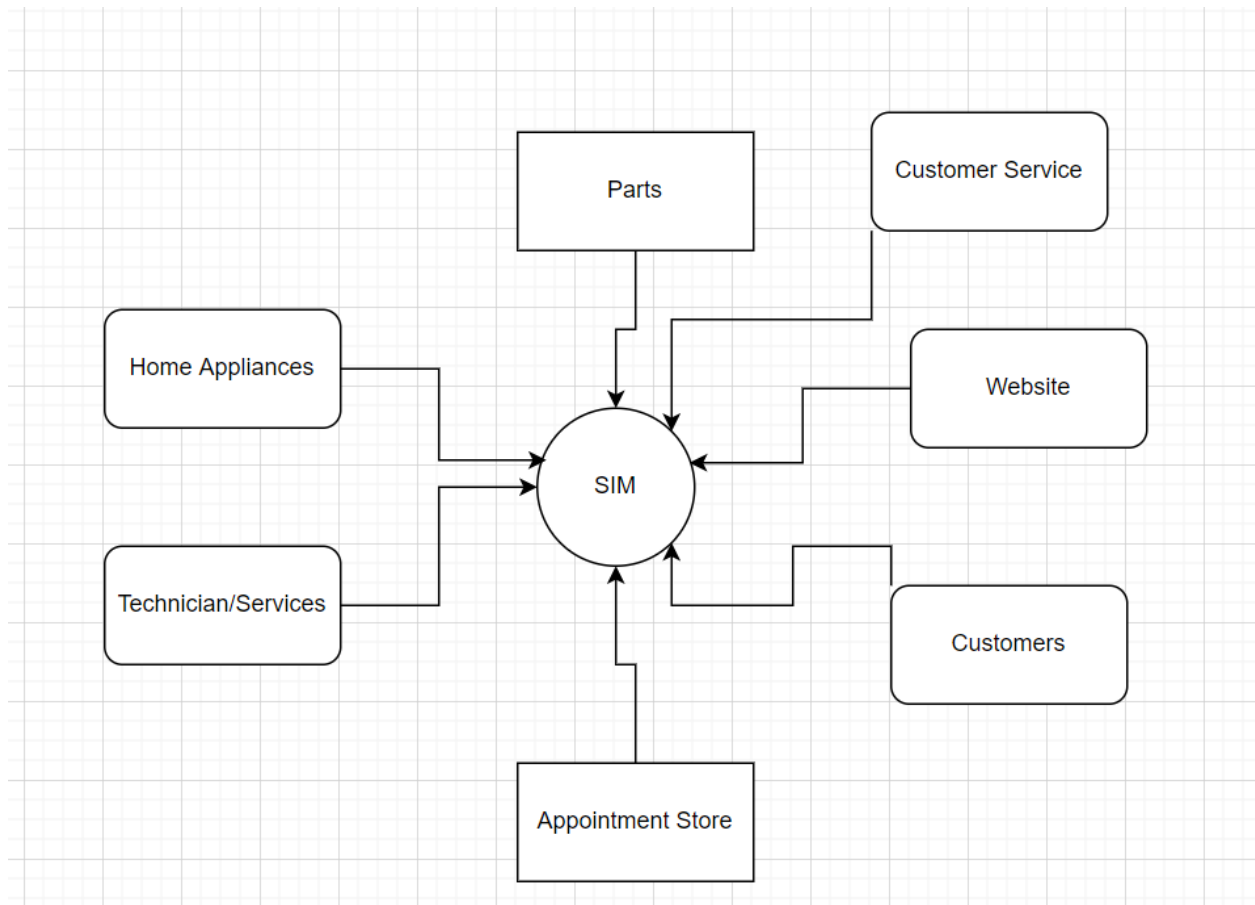
Decision Table

Original Form

Purchased Appliance?	Purchased a Service Plan?	Serviced more than 3 times?	Pay the Service Fee	Discount on the service fee

|				
YES	YES	NO	NO	NO
YES	YES	YES	YES	NO
YES	NO	NO	YES	YES
YES	NO	YES	YES	YES
NO	NO	NO	YES	NO
NO	NO	YES	YES	NO

Decision Tree

Conditions:
Appliance purchased from AW
Service plan bought by customers
Appliance repaired more or eql to 3 times in the year

Actions:
No service plan
Customer paid the cost of parts
Paid the full service plan
Customer gets 20% off discount
Pays for service plan– NEED TO FINALIZE A TREE
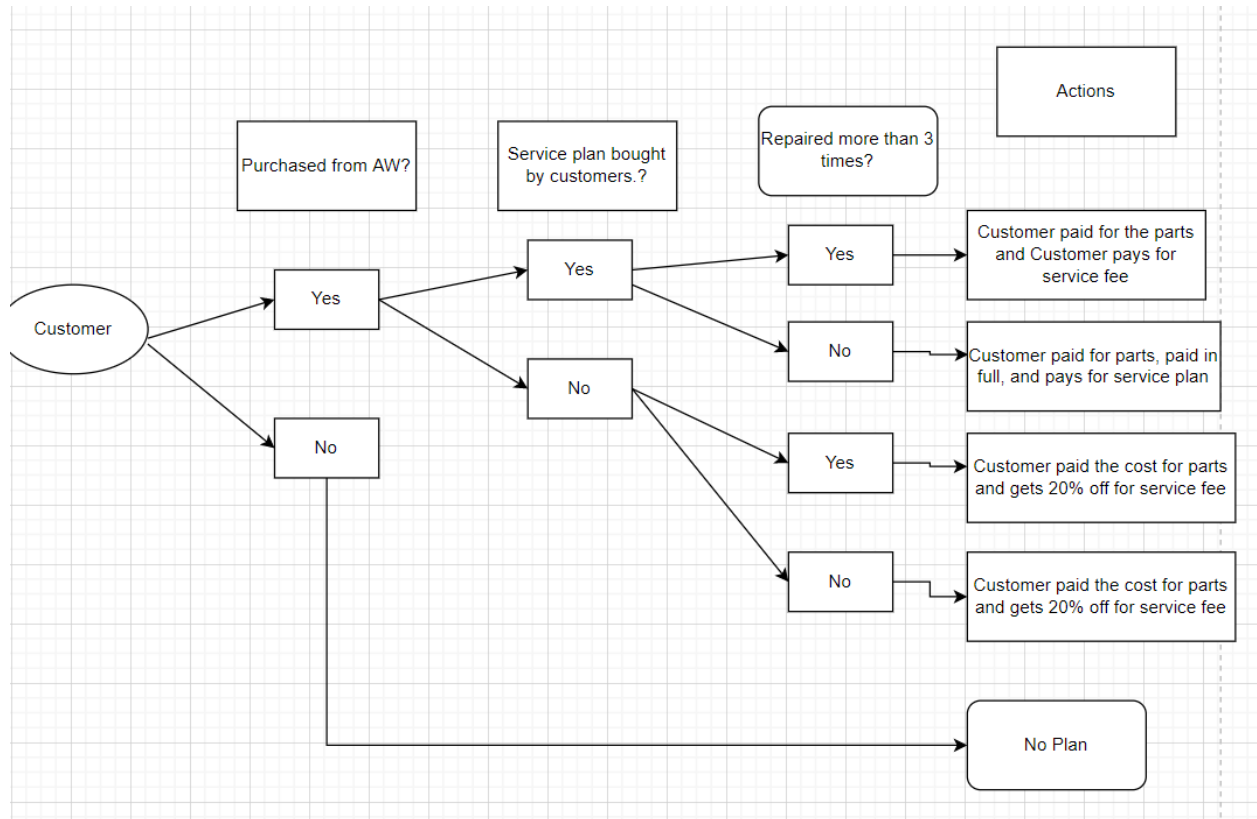
Below is the simplified version