```csharp
1  using System;
2  using System.Collections.Generic;
3  using System.Linq;
4  using System.Text;
5  using System.Threading.Tasks;
6  using System.Data;
7  using System.Data.SqlClient;          //Lines 6 and 7 are input using statements ⮑
      for sql functions.
8
9  namespace SportsProDALClassLibrary
10 {
11     public class IncidentDAL
12     {
13         //Method to retrieve all the incident entries.
14         public DataTable RetrieveAllIncidents()
15         {
16             SqlCommand cmdAllIncidents = new SqlCommand();
17             cmdAllIncidents.CommandText = "SELECT INCIDENTID, CUSTOMERID,       ⮑
                 PRODUCTCODE, TECHID, DATEOPENED, DATECLOSED, TITLE, DESCRIPTION ⮑
                 FROM DBO.INCIDENTS";
18
19             cmdAllIncidents.CommandType = CommandType.Text;
20             SqlConnection connA = new SqlConnection();
21             connA = TechSupportDB.GetTechSupportConnection();
22             connA.Open();
23             cmdAllIncidents.Connection = connA;
24
25             //Execution of the assigned SQL statement
26             DataTable dtAllIncidents = new DataTable();
27             dtAllIncidents.Load(cmdAllIncidents.ExecuteReader());
28             return dtAllIncidents;
29
30         }
31
32         public DataTable RetrieveIncidentsByTechnician(int techID)
33         {
34             SqlParameter incidentParam = new SqlParameter();
35             incidentParam.ParameterName = "@specifiedTechID";
36             incidentParam.Value = techID;
37             incidentParam.Direction = ParameterDirection.Input;
38
39             SqlCommand cmdIncidentsByTechnicians = new SqlCommand();
40             cmdIncidentsByTechnicians.Parameters.Add(incidentParam);
41             cmdIncidentsByTechnicians.CommandText = "SELECT INCIDENTID,         ⮑
                 CUSTOMERID, PRODUCTCODE, TECHID, DATEOPENED, DATECLOSED, TITLE,  ⮑
                 DESCRIPTION FROM DBO.INCIDENTS WHERE TECHID = @specifiedTechID";
42
43             cmdIncidentsByTechnicians.CommandType = CommandType.Text;
44             SqlConnection connA = new SqlConnection();
```

```
45              connA = TechSupportDB.GetTechSupportConnection();
46              connA.Open();
47              cmdIncidentsByTechnicians.Connection = connA;
48
49              DataTable dtIncidentsByTechnician = new DataTable();
50              dtIncidentsByTechnician.Load                                      ⮌
                  (cmdIncidentsByTechnicians.ExecuteReader());
51              return dtIncidentsByTechnician;
52
53          }
54
55          public DataTable RetrieveOpenIncidentsByTechnician(int techID)
56          {
57              SqlParameter openIncidentParam = new SqlParameter();
58              openIncidentParam.ParameterName = "@specifiedTechID";
59              openIncidentParam.Value = techID;
60              openIncidentParam.Direction = ParameterDirection.Input;
61
62              SqlCommand cmdOpenIncidentsByTech = new SqlCommand();
63              cmdOpenIncidentsByTech.Parameters.Add(openIncidentParam);
64              cmdOpenIncidentsByTech.CommandText = "SELECT INCIDENTID,           ⮌
                  CUSTOMERID, PRODUCTCODE, TECHID, DATEOPENED, DATECLOSED, TITLE,  ⮌
                  DESCRIPTION FROM DBO.INCIDENTS WHERE DATECLOSED IS NULL AND      ⮌
                  TECHID = @specifiedTechID";
65              cmdOpenIncidentsByTech.CommandType = CommandType.Text;
66
67              SqlConnection connA = new SqlConnection();
68              connA = TechSupportDB.GetTechSupportConnection();
69              connA.Open();
70              cmdOpenIncidentsByTech.Connection = connA;
71
72              DataTable dtOpenIncidents = new DataTable();
73              dtOpenIncidents.Load(cmdOpenIncidentsByTech.ExecuteReader());
74              return dtOpenIncidents;
75          }
76      }
77 }
78
```