Report

Data Invalidation

The data may be invalid as the system put in place to record the data does not perform sufficient data validation.

Required Data Validation

Data validation that would need to be performed by the input program would be a system to input data by account, so only one technician can input data from them. This would stop incorrect spelling of names. Another improvement would be to add a drop down menu for problem description instead of having the user type it in each time. This way, you won't have misspelled descriptions.

The Data in the Database may be Invalid

This is because the data input system is flawed, and allows invalid data.

What I did to Invalid Data

To find invalid data, I made the graphs I required, but spotted anomalous results. When I found anomalous data, I corrected the data to what I thought it is supposed to be. This isn't ideal, but it is the best that can be done to invalid data.

The Fields I Chose

I chose were:

```
Fault ID, Date Logged, Fault Description, Customer ID, Chargeable, Tech Staff, Date Completed
```

I chose these as I found them necessary to complete the task. I didn't find any unececary fields, as I like to keep my work as flexible as possible.

The Fields I Added.

To complete the task, I needed to add certain fields to the sheet. I added:

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Day Logged, Day Completed
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'Day Logged' contained the day of the week that the problem was logged on. This was needed to show the tendancies throghout the weekday on a presentable graph/chart. 'Day Completed' on the other hand, contains the day of the week also, but this time for the day of the week that the issue was resolved. Again, this was to acheive a graph/chat that presentably displayed data on issue completion throughout the week.