August 28, 2023

Thomas Wolf

CPT242 – H02

Chapter 2 Practice Exersizes

**Question 2:** Stakeholders of database

Answer: Users, Executives, Faculty, Investors, Managers, IT Admin, IT Support

**Question 3**: Abbreviations & Terms. Questions to ask.

Answer: Abbreviations & Terms

R#, C#, P#, Rm, T Notes

Questions to ask:

What are the status types?

What are the abbreviation types?

What does the ticket level 1 mean?

What is the standard office set up?

How many ticket levels are there and what do they mean?

What type of environment will I be working in?

What special needs will be needed?

Is there a character limit on the description size?

Who needs access to these reports?

Is there any confidential information included in reports?

What is 3157 in the description?

What is the second column on the first row used for?

**Question 4:** Questionnaire Questions

1. On a scale of 1 – 5, 1 being the easiest and 5 being the most difficult, what is the ease in completing the form?
   1. 1
   2. 2
   3. 3
   4. 4
   5. 5
2. Will there be confidential or restricted information in these reports?
   1. Yes
   2. No
3. How many of these do you have to fill out a day?
   1. 1 – 5
   2. 6 – 10
   3. 11 – 15
   4. 16 – 20
   5. Varies
4. How do your priorities these tickets?
   1. Seniority
   2. Number
   3. No Priority
   4. Other: \_\_\_\_\_\_\_\_\_\_\_
5. Does more than one person use one computer?
   1. Yes
   2. No