Gestion d'un service de réparation d'objets
Modélisation relationnelle

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Conversion EA-relationnel

— person (person_id, phone_no, name, comment)
    name NOT NULL
    phone_no UNIQUE NOT NULL
— customer (customer_id, tos_accepted, private_note)
    customer_id référence person.id
    tos_accepted NOT NULL
— collaborator (collaborator_id, email)
    collaborator_id référence Person.id
    email UNIQUE NOT NULL
— manager (manager_id)
    manager_id référence collaborator.id
— technician (technician_id)
    technician_id référence collaborator.id
— receptionist (receptionist_id)
    receptionist_id référence collaborator.id
— language (name)
— receptionist_language (id, language_id)
    id référence receptionist.receptionist_id
    language_id référence language.name
— specialization (name)
— technician_specialization (technician_id, spec_id)
    technician_id référence technician.technician_id
    spec_id référence specialization.name
— Reparation (id, object_id, customer_id, receptionist_id, date_created, date_modified, quote, description, estimated_duration, reparation_state, quote_state)
    date_created, description, reparation_state, quote_state NOT NULL
    object_id référence object.object_id UNIQUE, NOT NULL
    customer_id référence customer.customer_id NOT NULL
    receptionist_id référence receptionist.receptionist_id NOT NULL
— technician_reparation (technician_id, reparation_id)
    technician_id référence technician.technician_id
    reparation_id référence reparation.reparation_id
— specialization_reparation (spec_id, reparation_id)
    spec_id référence specialization.name
    reparation_id référence reparation.id
— sms (id, reparation_id, date_created, message, sender, receiver, processing_state)
    reparation_id référence reparation.reparation_id NOT NULL
— object (object_id, customer_id, name, fault_desc, location, remark, serial_no, brand, category)
    name, fault_desc, location, brand, category NOT NULL
    customer_id référence customer.id NOT NULL
    brand référence brand.name NOT NULL
    category référence category.name NOT NULL
— brand (name)

— category (<u>name</u>)
— sale (<u>object_id</u>, <u>id_sale</u>, price, date_created, date_sold)
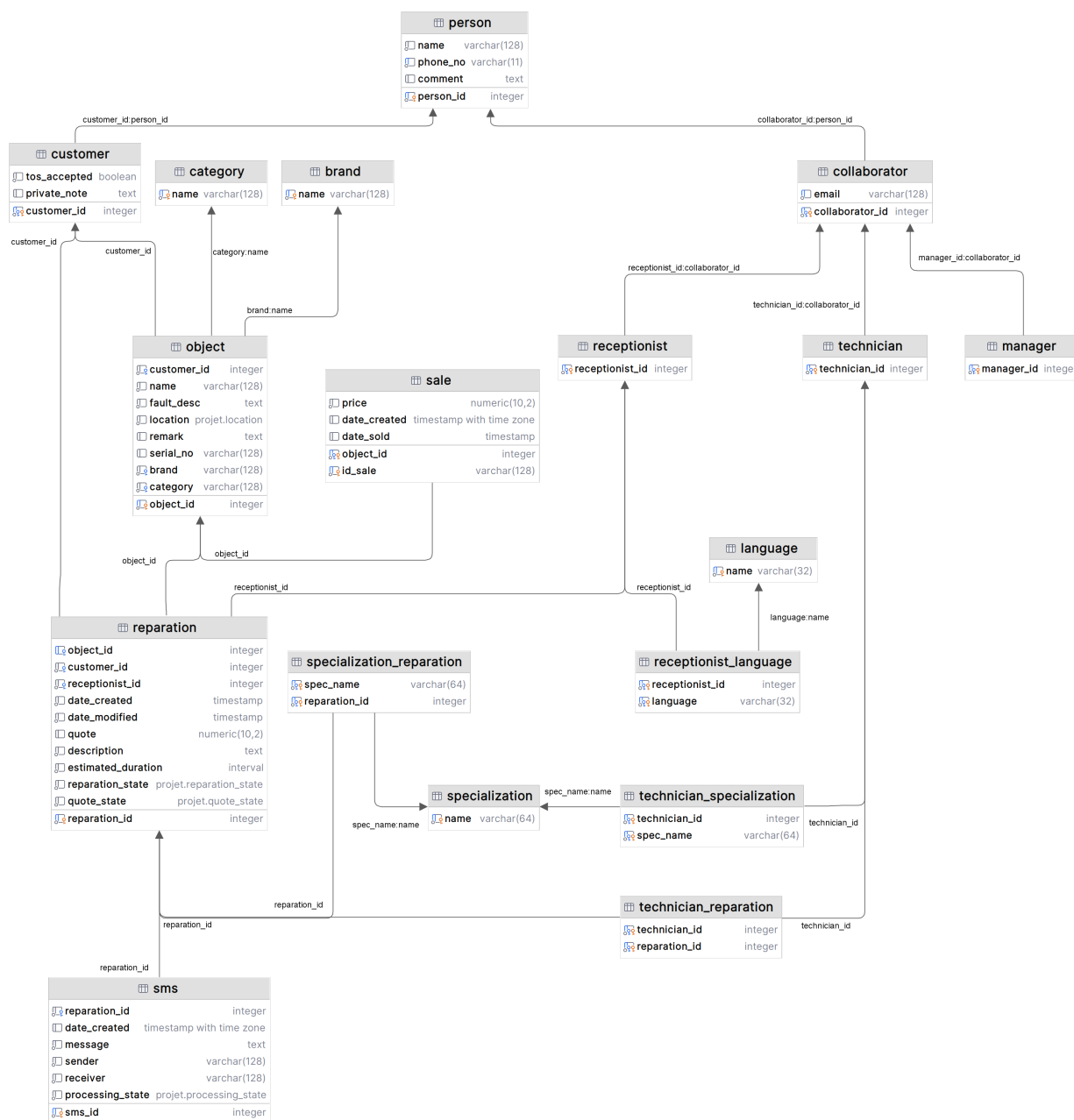   object_id référence object.id

Schéma relationnel

FIGURE 1 – Schéma relationnel de la base de données.