Brian Mego
Mini World - Short Explanation
CIS 244

List of Requirements I need:

1. Mobile device Information
2. Billing Information
3. Customer Information
4. Inventory Information
5. Technician information

Mobile Repair Service

As I was gathering information for my system, I had the opportunity to interview the owner of a small mobile repair shop near me. IfixnRepairs was the shop name and he chose to not disclose his name so we will call him Charlie. He gave me valuable info in assisting my system. He told me about how information from a customer is very important so that the rightful owner can receive their correct device back. They need their name, phone number and email to verify. He also makes sure each repair is logged. After that, the device itself has valuable information as well. They jot down the device brand, model and if they have an IMEI or a serial number. They usually write down the estimated cost that was given and the actual cost at the end. The technician that was assigned and the repair status is logged as well. He mentioned how each invoice was linked to each repair order. He has to log what payment method was used and the payment status to keep track of his customer's payments. Alongside the customer and device side of things, the inventory management of his shop is noted as well. Having ready to use inventory is key to quick repair time, so he makes sure that he knows what spare parts he has. The quantity in stock of the items he has, the cost per

unit, and the status of his inventory is kept track of as well. He mentioned dates of receiving or placing the order for new stock is important too, so he knows of delays and whether to find a new supplier. From this base of information that Charlie gave me, I can definitely add to my database. I also have more ideas that I can probably add too, such as information regarding each technician.