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Mini World - Final Report
CIS 244

Mobile Repair Summary and Challenges

In summary, I believe I am happy with my Mobile Repair Service database as it has been structured to efficiently manage customer records, device information, repair orders, inventory tracking, and payments. It follows a relational model with relationships and it ensures data integrity and eliminates redundancy. With the information I got from the interview, it helped greatly in creating the database. Of course as I was going in the process of completing it, I had to tweak it a little. I added a table for the repair parts that were used and how many of each part was used. It also tracks on what order it belonged to. Something that Charlie did not say to me was information regarding the technician. I thought it would be nice to add an availability status and a repair preference that they might have. I added this in the TechnicianInfo table. In retrospect, I had a good idea of how important dates might be for a company but not to this extent. It is heavily favored to keep track of dates in case of customer complaints or inventory getting delayed or lost. As I was finishing the project, I realized there were some things I could add to polish it more. For example, I believe maybe a device status would be helpful. I could imagine a customer bringing a damaged phone in more than two ways but they only want to fix one problem due to either them not being able to afford it or not caring enough. This could give more protection and less liability to the shop in case a customer gives a complaint. Challenges that I would say that were a part of this project would be the need to adapt as I went. It was helpful having a sort of base to go off but a

lot of things kept getting brought up. Overall, it was a unique experience getting to interview Charlie and base my final project on his day to day job in his shop.