"Develop Database for "Hot line" of Water Company "

The Purpose of our project:-

Develop Hotline Database
Making Database with SQL (by using Oracle developer)

Under the supervision of

Dr. Mohamed Saleh

Team Members:-

نهاد العربى عثمان بركات

وسام عبد المنعم توفيق

ياسمين أحمد محمد الديدامونى

ياسمين رضا محمد

ياسمينا مصطفى محمد سعيد

Project Objectives:-

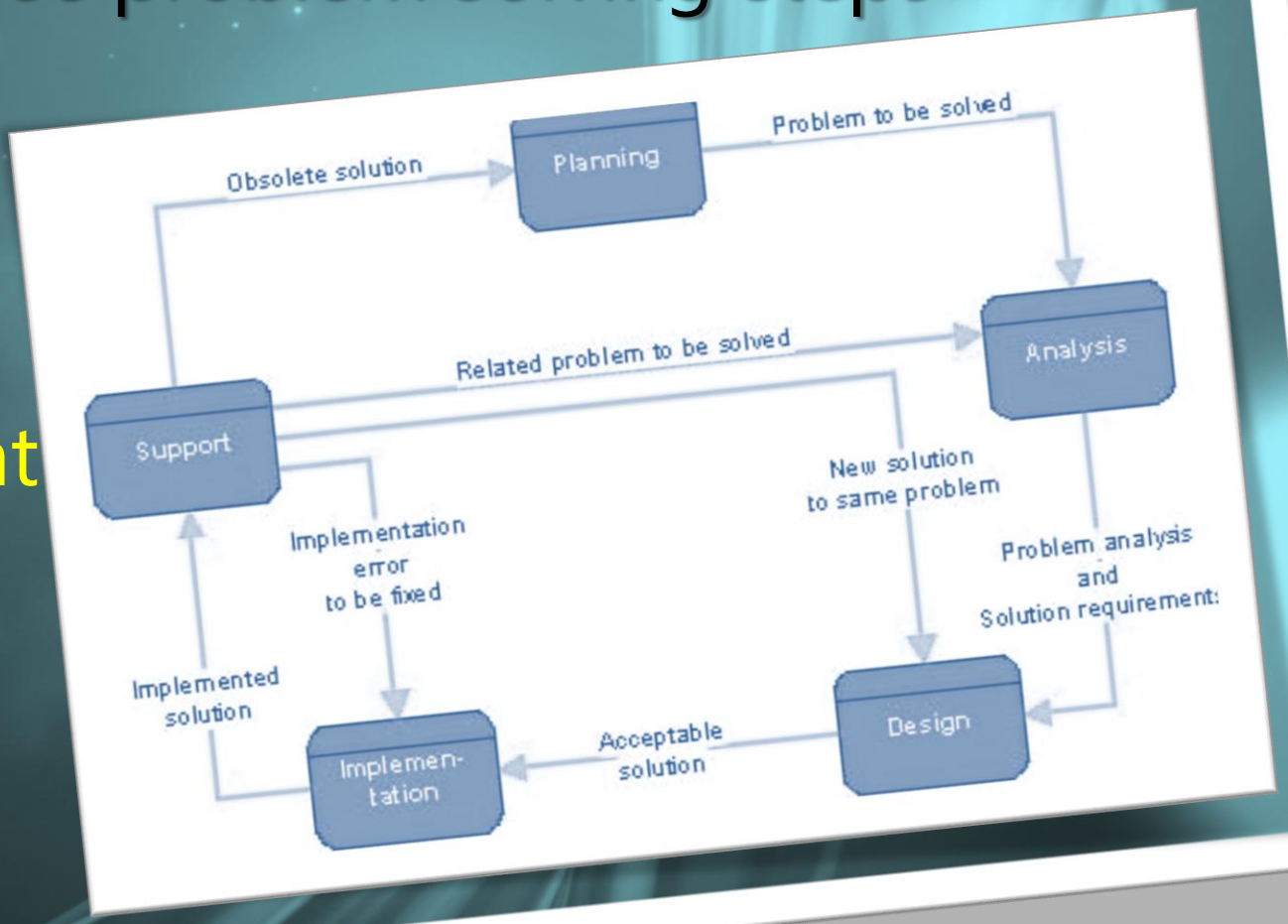
By Using Our Software Facilitate the following:-

- **Solve the citizen's problems with water company.**
- **Take a report about each problem.**
- **Identify the numbers of problems for each city (center).**
- **Identify the way to solve each problem.**

A systems development life cycle 'SDLC'

The SDLC usually incorporates the following general-purpose problem solving steps:

- Planning
- Analysis
- Design
- Implementat
- Support



The first phase " Planning"

It shows each of the steps to be taken and describe more detail to recognize hotline problem.

There are more of steps of planning in the following:-

- recognize the hotline problem
- Define the hotline problem

Convert hotline software from access to oracle (SQL)

- Objective

- Identify system constraint

For example "Notification - Customer - Destination – Result … etc."

- Conduct feasibility study

-Technical:

Hardware and software are available to perform The processing . We use SQL software to achieve system to solve the problem.

-Non-economic return:

System will justified based on that can achieve the benefit to the firm and user through receive the problem of user and reply from the firm.

-Legal and ethical:

System operates with in legal and ethical boundaries.

-operational:

System will receive the support of the people who must make it work?

- Prepare system study

  -what it should do?

  Solve the hotline problem

  -how it should do?

  Solve the hotline problem through the user will say your problem through hotline and the firm will solve this problem

- Approve or disapprove the study

  Important of the hotline system advantage solve water problem that face the user and complete achieve the system

- Establish control mechanism

  -collect data about hotline from firms.
  -make ER-diagram about hotline system
  -make forms through oracle (SQL) to achieve the system.

- Project Progress

  -use Database design to make ER-diagram.
  -use Oracle (SQL) to make our software.

Second Phase " Analysis"

- Project acknowledgement
- Identify the main problems of the existing data base system (access)
- determining the objectives of the project

The same objectives, which we define previously

- the scope of the project

-it must cover all centers and cities of el sharkeya .
-deals with all possible types of problems that can faced with the clients.
-it is estimated time said to be (four months).
-employees who will use the new db must be working for "water company".

- identify requirements, activities and tasks of the project

a) Requirements,

*data

*software that the project must use

b) Activities,

*receiving the client notify.

*record the notify &customer data.

*sent with the notify data to the concerned department to find a solution.

*report about monitoring results.

c) Tasks

*obtain notify.

*confirm that the notify has been handled or still exist.

*give a report of the notifies that has not been solved yet

* give a detailed daily report on notifications (number , type and location)

- conducting the feasibility study for the project

  a) A cost b) Benefits

- constructing the project entity relationship diagram which shown later

The third phase "Design"

Design the solution.

The design phase is perhaps the most loosely defined since it is a Phase of progressive decomposition toward more and more detail and is essentially a creative, not a mechanistic, process

The fourth phase "Implementation"

The goal of the implementation phase :

is to implement a system correctly, efficiently, and quickly on a particular set or range of computers, using particular tools and programming languages. The implementation stage is primarily environmental and works with the realities of particular machines, system, language compilers, tools, developers, and clients necessary to translate a design into working code.

The first stage of implementation includes many activities. Coding is the first activity. The software developers take the design documents and development tools such as editors, compilers, and debuggers and then start writing software. This is usually the longest phase in the product life cycle.

A successful IT system implementation requires end users not only to accept the solution but also feel as they own it and that they can easily use it

The fifth Phase "Support"

- Analyze the implemented solution, refine the design, implement Improvements to the solution.

-The Support phase is the use phase, which lasts until it is time to redesign the system.

During our work in the project we concerned with the five sub steps of this phase:

a) Use the system

Users use the system to meet the objectives that were identified in the planning phase.

b) Edit the system

A formal study is conducted to determine how well it is satisfying the performance criteria.

c) Maintain the system

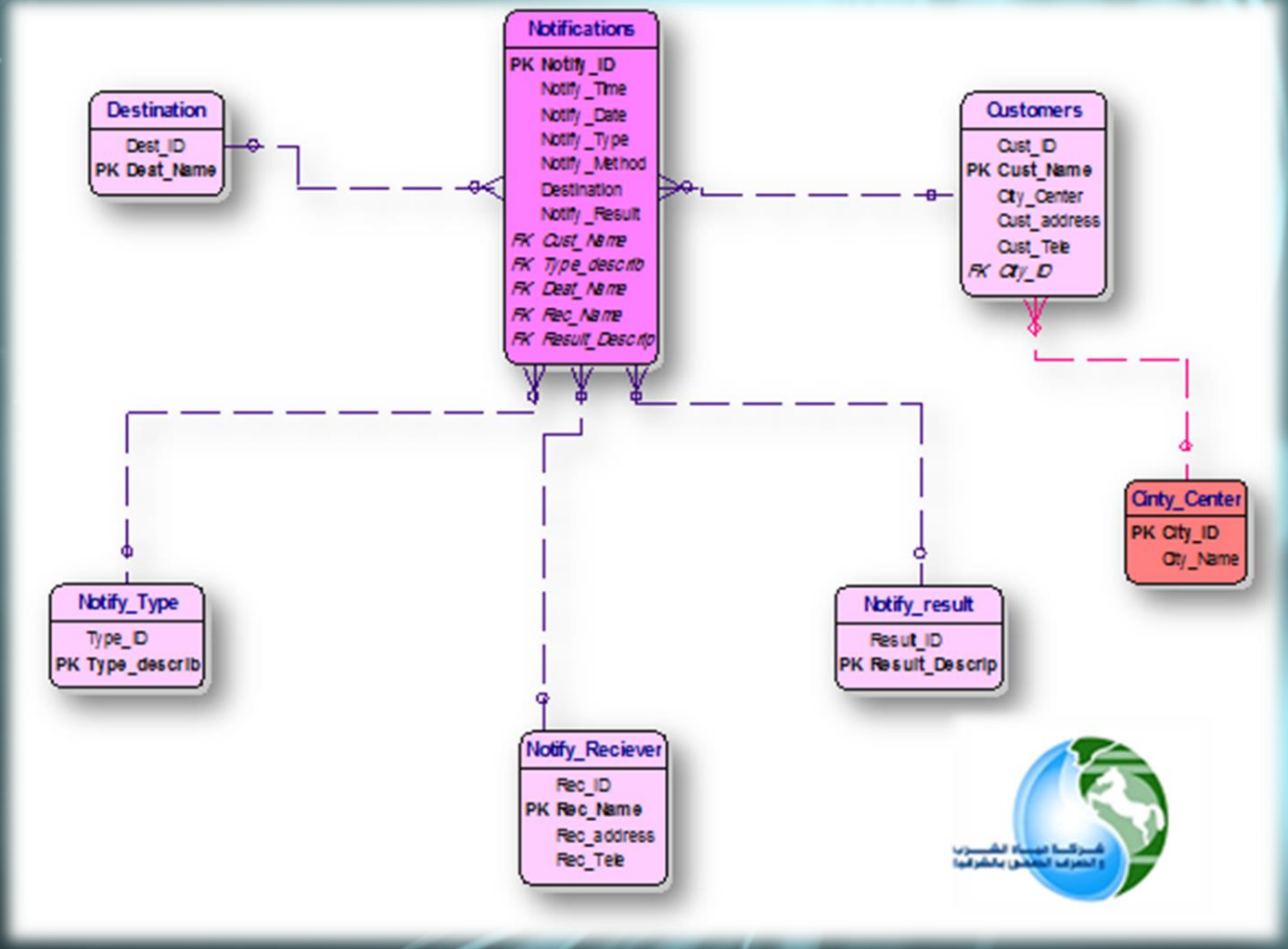
During the time the manager uses the system, modification are made so that the system continues to provide the needed support

d) Prepare reengineering proposal

When it becomes obvious to the users & information specialists that the system is no longer usable, a proposal is made to the MIS steering committee that the system be reengineered

e) Approve or Disapprove the reengineering of the system

ER_Diagram


Notifications
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FK Result_Descrip
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PK Dest_Name
Customers
Cust_ID
PK Cust_Name
City_Center
Cust_address
Cust_Tele
FK City_ID
Cinty_Center
PK City_ID
City_Name
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PK Type_describ
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Result_ID
PK Result_Descrip
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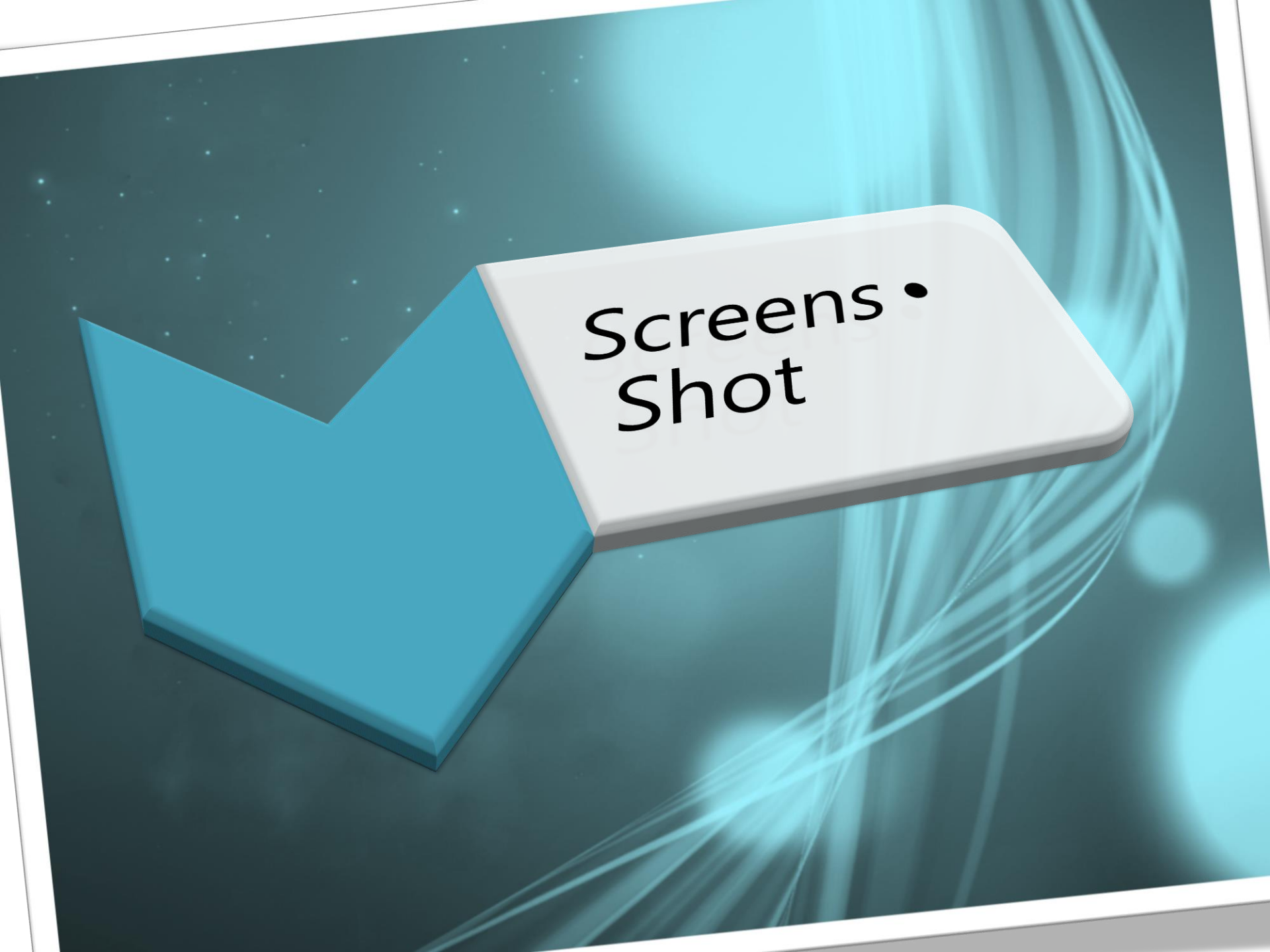
Screens
Shot

الشركة القابضة لمياه الشرب والصرق الصحى

شركة مياه الشرب والصرف الصحى بالشرقية

الشاشة الرئيسية لبرنامج الخط الساخن

إدخال بيانات الشكاوى

تقرير تفصيلى يومى \ خلال فترة

خروج من البرنامج

بيانات البلاغ

بيانات العميل

مستلم البلاغ

نتيجة البلاغ

رقم العميل

اسم البلاغ

المدينة \ المركز

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مهندس رأفت

مهندس رأفت

عزة مختار

أحمد إبراهيم

السيد مرعى

محمد السيد

محمد عبيد

محمد بحيرى

السيد القمرى


نتيجة البلاغ
وقت إزالة الشكوى
تاريخ إزالة الشكوى
تم زيادة الضغفوط
تم تصويب الوضع
تم التسليك والتطهير
تم زيادة الضغفوط
تم أخذ عينة وغسيل الشبكة
بلاغ كاذب
الكتم داخل العقار
تم فك العداد وتنظيفه
تم عزل التوصيلة
تم الإصلاح
تم تركيب العقار
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Thanks for
attention