

# Database Management Systems

Lecture 5: Database Design  
Using the E-R Model



# Outline

- Overview of the Design Process
- The Entity-Relationship Model
- Complex Attributes
- Mapping Cardinalities
- Primary Key
- Removing Redundant Attributes in Entity Sets
- Reducing ER Diagrams to Relational Schemas
- Extended E-R Features
- Entity-Relationship Design Issues
- Alternative Notations for Modeling Data
- Other Aspects of Database Design
- Extended E-R Features
- Entity-Relationship Design Issues
- Alternative Notations for Modeling Data
- Other Aspects of Database Design

# Design Phases

- Initial phase -- characterize fully the data needs of the prospective database users.
- Second phase -- choosing a data model
  - Applying the concepts of the chosen data model
  - Translating these requirements into a conceptual schema of the database.
  - A fully developed conceptual schema indicates the functional requirements of the enterprise.
    - Describe the kinds of operations (or transactions) that will be performed on the data.

# Design Phases

- Final Phase -- Moving from an abstract data model to the implementation of the database
  - Logical Design – Deciding on the database schema.
    - Database design requires that we find a “good” collection of relation schemas.
    - Business decision – What attributes should we record in the database?
    - Computer Science decision – What relation schemas should we have and how should the attributes be distributed among the various relation schemas?
  - Physical Design – Deciding on the physical layout of the database

# Design Phases

- In designing a database schema, we must ensure that we avoid **two** major pitfalls:
  - **Redundancy**: a bad design may result in repeat information.
    - Redundant representation of information may lead to data inconsistency among the various copies of information
  - **Incompleteness**: a bad design may make certain aspects of the enterprise difficult or impossible to model.
- Avoiding bad designs is not enough. There may be a large number of good designs from which we must choose.

# Design Phases

- Entity Relationship Model (covered in this chapter)
  - Models an enterprise as a collection of **entities** and *relationships*
    - **Entity**: a "thing" or "object" in the enterprise that is distinguishable from other objects
      - Described by a set of *attributes*
    - Relationship: an association among several entities
  - Represented diagrammatically by an *entity-relationship diagram*:
- Normalization Theory
  - Formalize what designs are bad, and test for them



# Outline of the ER Model

# Entity Sets

- An **entity** is an object that exists and is distinguishable from other objects.
  - Example: specific person, company, event, plant
- An **entity set** is a set of entities of the same type that share the same properties.
  - Example: set of all persons, companies, trees, holidays
- An entity is represented by a set of **attributes**; i.e., descriptive **properties** possessed by all members of an entity set.
  - Example:
    - instructor = (ID, name, salary )*
    - course= (course\_id, title, credits)*
- A subset of the attributes form a **primary key** of the entity set; i.e., uniquely identifying each member of the set.

# Entity Sets -- *instructor* and *student*

76766	Crick
45565	Katz
10101	Srinivasan
98345	Kim
76543	Singh
22222	Einstein

*instructor*

98988	Tanaka
12345	Shankar
00128	Zhang
76543	Brown
76653	Aoi
23121	Chavez
44553	Peltier

*student*

# Representing Entity sets in ER Diagram

- Entity sets can be represented graphically as follows:
  - Rectangles represent **entity sets**.
  - Attributes listed inside entity rectangle
  - Underline** indicates **primary key** attributes

<i>instructor</i>
<u>ID</u>
<i>name</i>
<i>salary</i>

<i>student</i>
<u>ID</u>
<i>name</i>
<i>tot_cred</i>

# Relationship Sets

- A **relationship** is an association among several entities

Example:

44553 (Peltier)      **advisor**      22222 (Einstein)  
*student* entity      relationship set      *instructor* entity

- A **relationship set** is a mathematical relation among  $n \geq 2$  entities, each taken from entity sets

$$\{(e_1, e_2, \dots, e_n) \mid e_1 \in E_1, e_2 \in E_2, \dots, e_n \in E_n\}$$

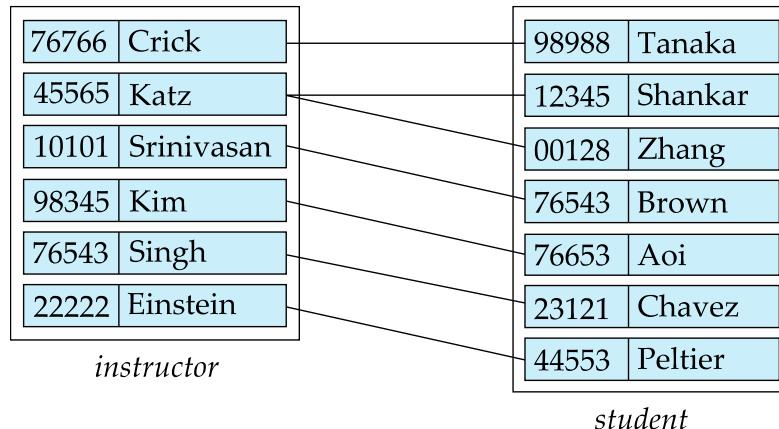
where  $(e_1, e_2, \dots, e_n)$  is a relationship

- Example:

$$(44553, 22222) \in \text{advisor}$$

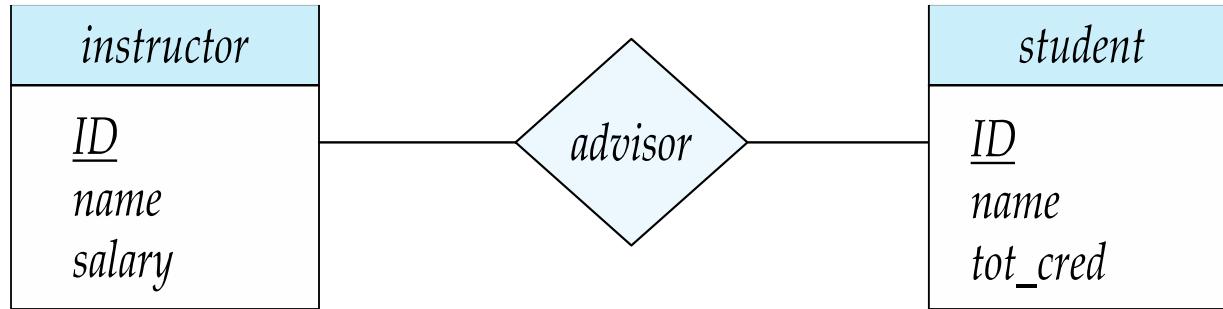
# Relationship Sets (Cont.)

- Example: we define the relationship set *advisor* to denote the associations between students and the instructors who act as their advisors.
- Pictorially, we draw a line between related entities.



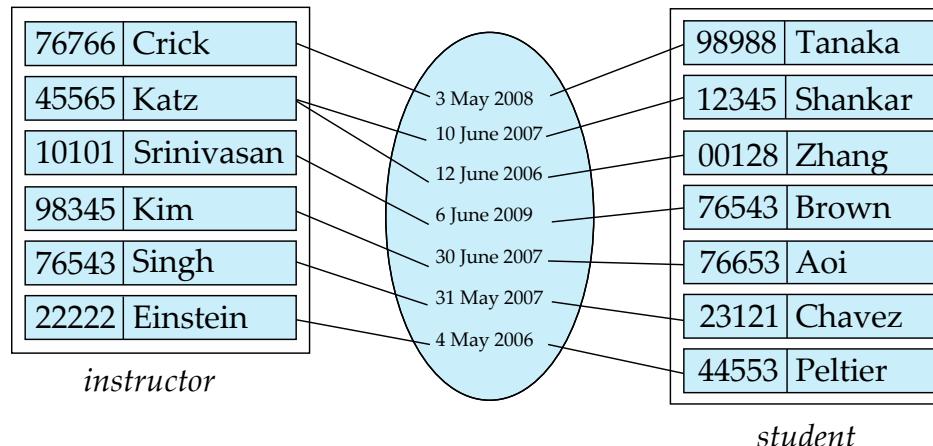
# Representing Relationship Sets via ER Diagrams

- Diamonds represent relationship sets.

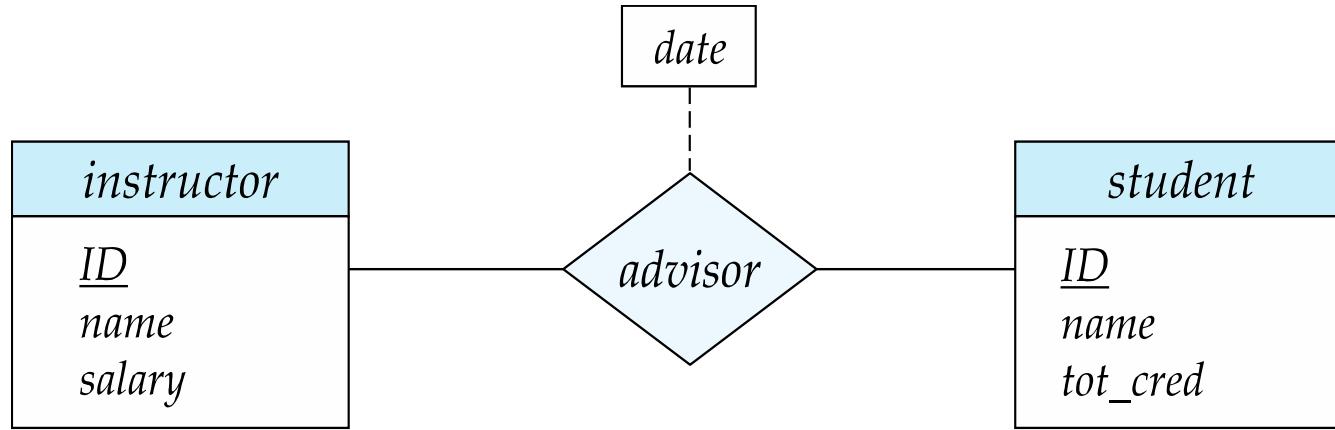


# Relationship Sets (Cont.)

- An attribute can also be associated with a relationship set.
- For instance, the *advisor* relationship set between entity sets *instructor* and *student* may have the attribute *date* which tracks when the student started being associated with the advisor

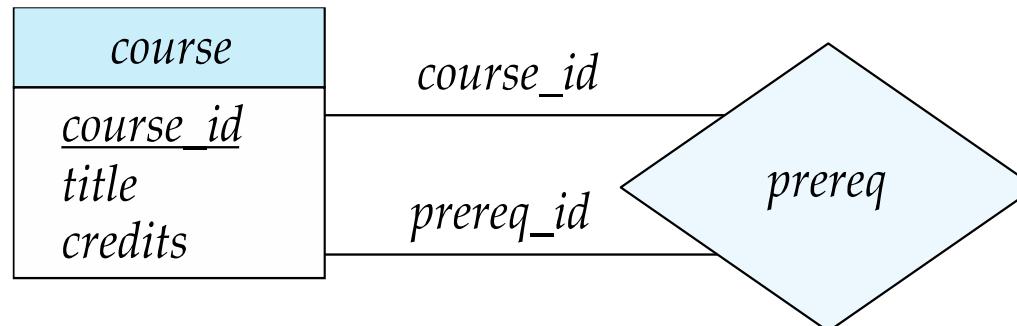


# Relationship Sets with Attributes



# Roles

- Entity sets of a relationship need not be distinct
  - Each occurrence of an entity set plays a "role" in the relationship
- The labels "*course\_id*" and "*prereq\_id*" are called **roles**.

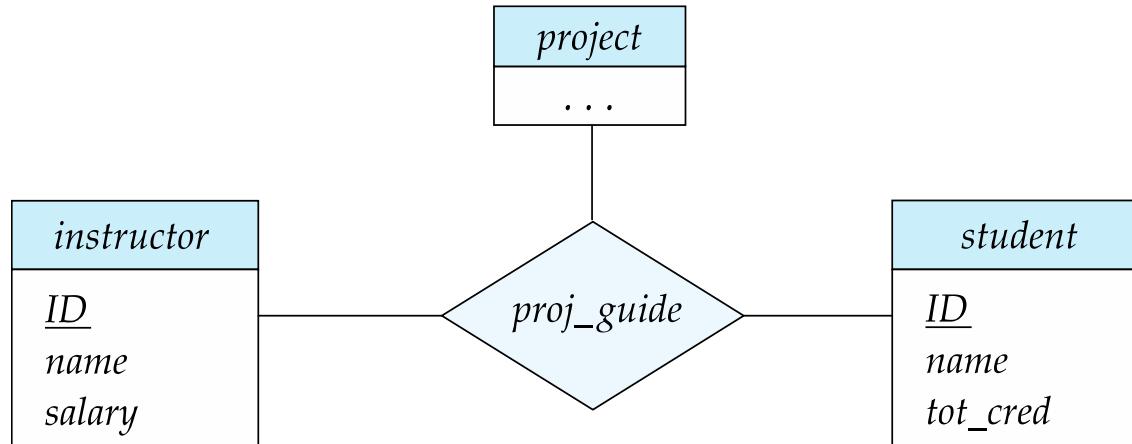


# Degree of a Relationship Set

- **Binary relationship**
  - involve **two** entity sets (or degree two).
  - most relationship sets in a database system are binary.
- Relationships between more than two entity sets are rare. Most relationships are binary.  
(More on this later.)
  - Example: *students* work on research *projects* under the guidance of an *instructor*.
  - relationship *proj\_guide* is a **ternary relationship** between **three** entities : *instructor*, *student*, and *project*

# Non-binary Relationship Sets

- Most relationship sets are binary
- There are occasions when it is more convenient to represent relationships as non-binary.
- E-R Diagram with a Ternary Relationship

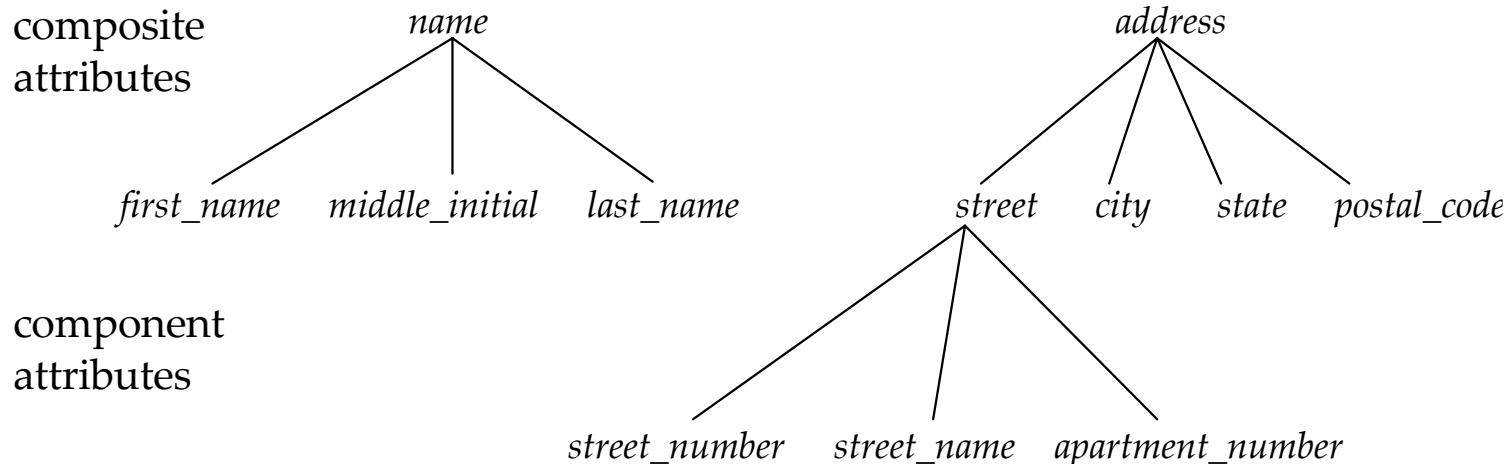


# Complex Attributes

- Attribute types:
  - **Simple** and **composite** attributes.
  - **Single-valued** and **multivalued** attributes
    - Example: multivalued attribute: *phone\_numbers*
  - **Derived** attributes
    - Can be computed from other attributes
    - Example: age, given *date\_of\_birth*
- **Domain** – the set of permitted values for each attribute

# Composite Attributes

- Composite attributes allow us to divide attributes into subparts (other attributes).



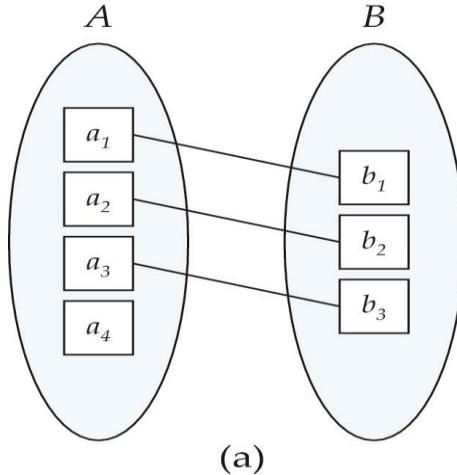
# Representing Complex Attributes in ER Diagram

<i>instructor</i>
<i>ID</i>
<i>name</i>
<i>first_name</i>
<i>middle_initial</i>
<i>last_name</i>
<i>address</i>
<i>street</i>
<i>street_number</i>
<i>street_name</i>
<i>apt_number</i>
<i>city</i>
<i>state</i>
<i>zip</i>
{ <i>phone_number</i> }
<i>date_of_birth</i>
<i>age()</i>

# Mapping Cardinality Constraints

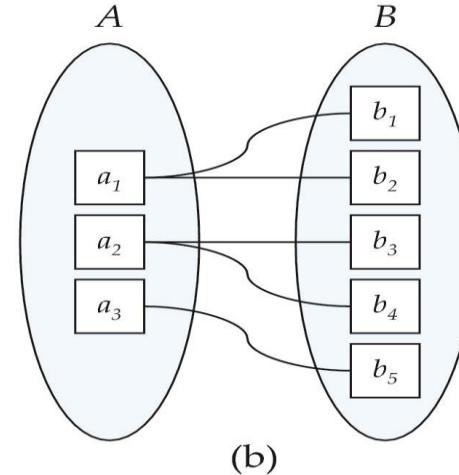
- Express the number of entities to which another entity can be associated via a relationship set.
- Most useful in describing binary relationship sets.
- For a binary relationship set the mapping cardinality must be one of the following types:
  - One to one
  - One to many
  - Many to one
  - Many to many

# Mapping Cardinalities



(a)

One to one

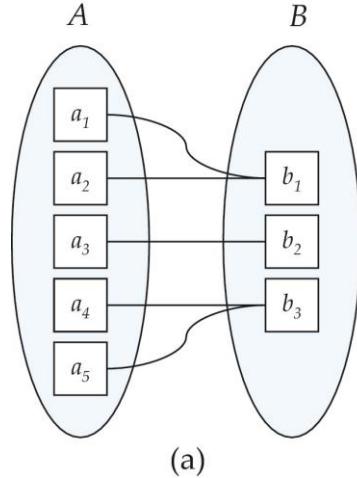


(b)

One to many

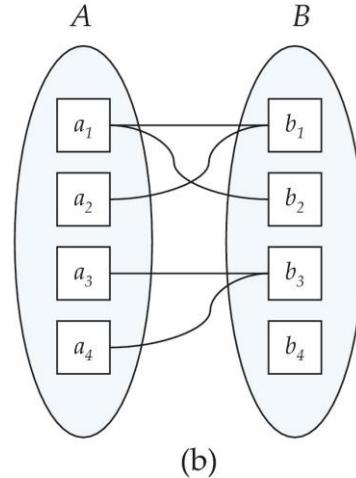
Note: Some elements in  $A$  and  $B$  may not be mapped to any elements in the other set

# Mapping Cardinalities



(a)

Many to one



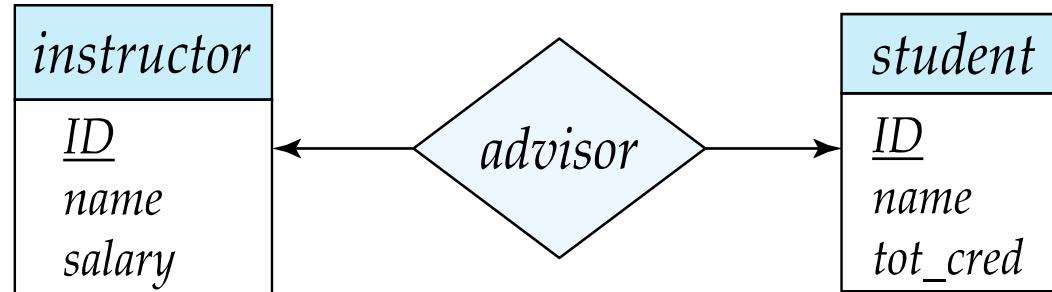
(b)

Many to many

Note: Some elements in  $A$  and  $B$  may not be mapped to any elements in the other set

## Representing Cardinality Constraints in ER Diagram

- We express cardinality constraints by drawing either a directed line ( $\rightarrow$ ), signifying “**one**,” or an undirected line (—), signifying “**many**,” between the relationship set and the entity set.
- **One-to-one relationship** between an *instructor* and a *student* :
  - A student is associated with at most one *instructor* via the relationship *advisor*
  - A *student* is associated with at most one *department* via *stud\_dept*



# One-to-Many Relationship

- **one-to-many relationship** between an *instructor* and a *student*
  - an instructor is associated with several (including 0) students via *advisor*
  - a student is associated with at most one instructor via *advisor*,



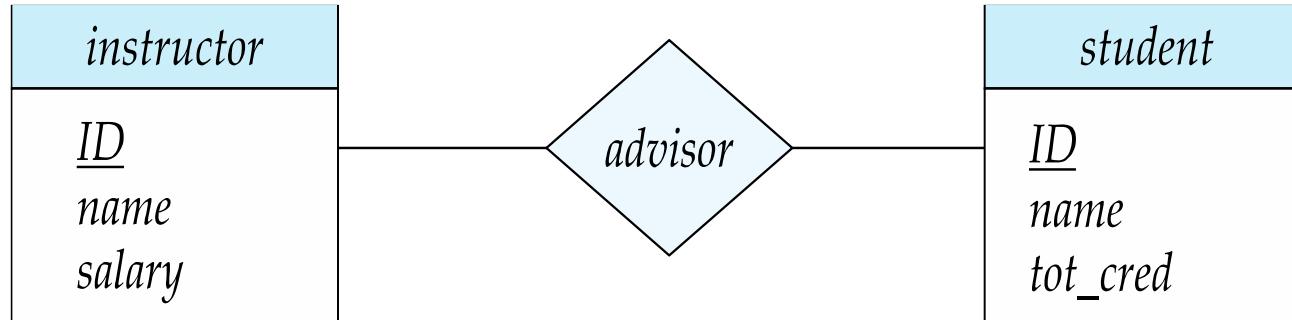
# Many-to-One Relationships

- In a **many-to-one relationship** between an *instructor* and a *student*,
  - an *instructor* is associated with at most one *student* via *advisor*,
  - and a *student* is associated with several (including 0) *instructors* via *advisor*



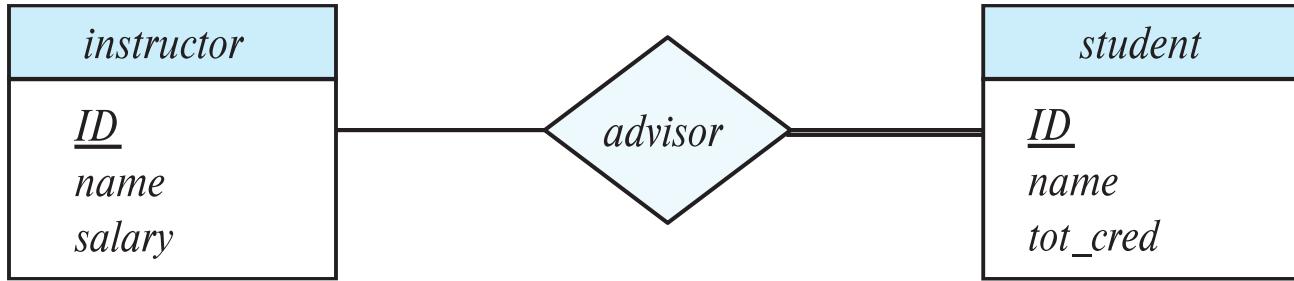
# Many-to-Many Relationship

- An instructor is associated with several (possibly 0) students via *advisor*
- A student is associated with several (possibly 0) instructors via *advisor*



# Total and Partial Participation

- **Total participation** (indicated by double line): every entity in the entity set participates in at least one relationship in the relationship set

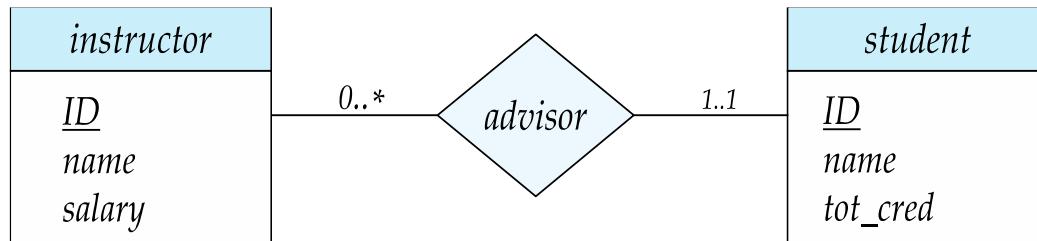


participation of *student* in *advisor* relation is total

- every *student* must have an associated instructor
- **Partial participation:** some entities may not participate in any relationship in the relationship set
  - Example: participation of *instructor* in *advisor* is partial

# Notation for Expressing More Complex Constraints

- A line may have an associated minimum and maximum cardinality, shown in the form  $l..h$ , where  $l$  is the minimum and  $h$  the maximum cardinality
  - A minimum value of 1 indicates total participation.
  - A maximum value of 1 indicates that the entity participates in at most one relationship
  - A maximum value of \* indicates no limit.
- Example



- Instructor can advise 0 or more students. A student must have 1 advisor; cannot have multiple advisors

# Primary Key

- Primary keys provide a way to specify how entities and relations are distinguished. We will consider:
  - Entity sets
  - Relationship sets.
  - Weak entity sets

# Primary key for Entity Sets

- By definition, individual entities are distinct.
- From database perspective, the differences among them must be expressed in terms of their attributes.
- The values of the attribute values of an entity must be such that they can **uniquely** identify the entity.
  - No two entities in an entity set are allowed to have exactly the same value for all attributes.
- A key for an entity is a set of attributes that suffice to distinguish entities from each other

# Primary Key for Relationship Sets

- To distinguish among the various relationships of a relationship set we use the individual primary keys of the entities in the relationship set.
  - Let  $R$  be a relationship set involving entity sets  $E_1, E_2, \dots, E_n$
  - The primary key for  $R$  consists of the union of the primary keys of entity sets  $E_1, E_2, \dots, E_n$
  - If the relationship set  $R$  has attributes  $a_1, a_2, \dots, a_m$  associated with it, then the primary key of  $R$  also includes the attributes  $a_1, a_2, \dots, a_m$
- Example: relationship set “**advisor**”.
  - The primary key consists of ***instructor.ID*** and ***student.ID***
- The choice of the primary key for a relationship set depends on the **mapping cardinality of the relationship set**.

# Choice of Primary key for Binary Relationship

- **Many-to-Many relationships.** The preceding **union** of the primary keys is a minimal superkey and is chosen as the primary key.
- **One-to-Many relationships .** The primary key of the “Many” side is a minimal superkey and is used as the primary key.
- **Many-to-one relationships.** The primary key of the “Many” side is a minimal superkey and is used as the primary key.
- **One-to-one relationships.** The primary key of either one of the participating entity sets forms a minimal superkey, and either one can be chosen as the primary key.

# E-R Diagram Components

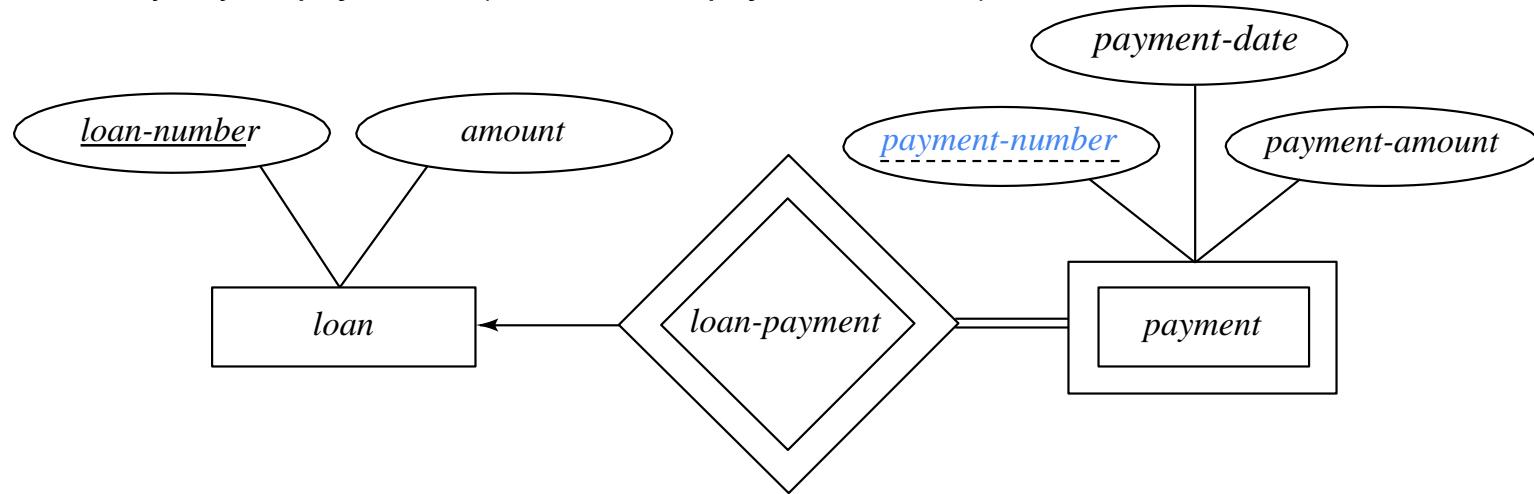
- **Rectangles** represent entity sets.
- **Ellipses** represent attributes.
- **Diamonds** represent relationship sets.
- **Lines** link attributes to entity sets and entity sets to relationship sets.
- **Double ellipses** represent multivalued attributes.
- **Dashed ellipses** denote derived attributes.
- **Primary key** attributes are underlined.

# Weak Entity Sets

- An entity set that does not have a primary key is referred to as a ***weak entity*** set.
- The existence of a weak entity set depends on the existence of a strong entity set; it must relate to the strong set via a
  - one-to-many relationship set.
- The *discriminator* (or *partial key*) of a weak entity set is the set of attributes that distinguishes among all the entities of a weak entity set.
- The primary key of a weak entity set is formed by the primary key of the strong entity set on which the weak entity set is existence dependent, plus the weak entity set's discriminator.

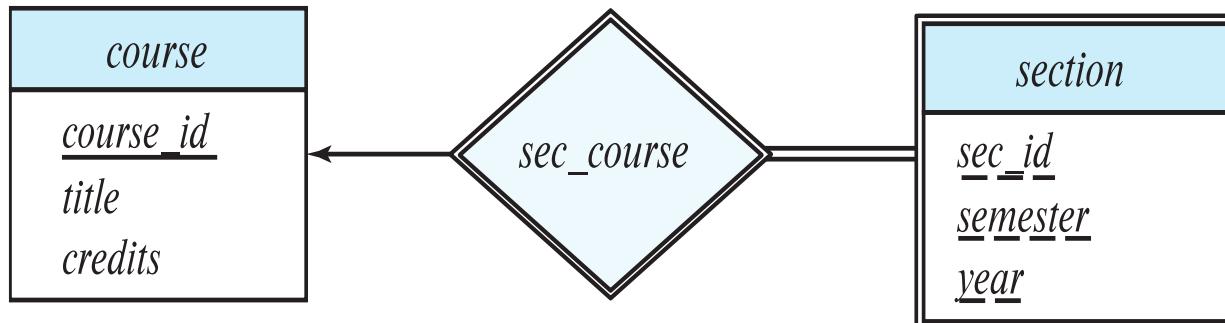
# Weak Entity Sets (Cont.)

- We depict a **weak entity** set by double rectangles.
- We underline the **discriminator** of a weak entity set with a **dashed line**.
- *payment-number* – discriminator of the *payment* entity set
- Primary key for *payment* – (*loan-number*, *payment-number*)



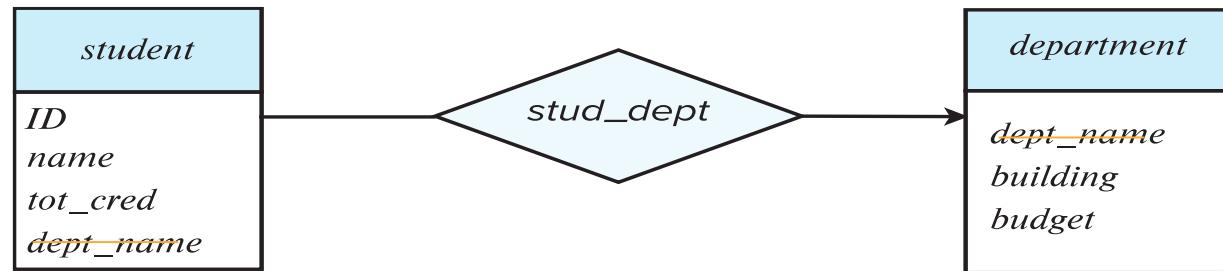
# Expressing Weak Entity Sets

- In E-R diagrams, a **weak entity** set is depicted via a double rectangle.
- We underline the discriminator of a weak entity set with a dashed line.
- The relationship set connecting the weak entity set to the identifying strong entity set is depicted by a **double diamond**.
- Primary key for *section* – (*course\_id*, *sec\_id*, *semester*, *year*)



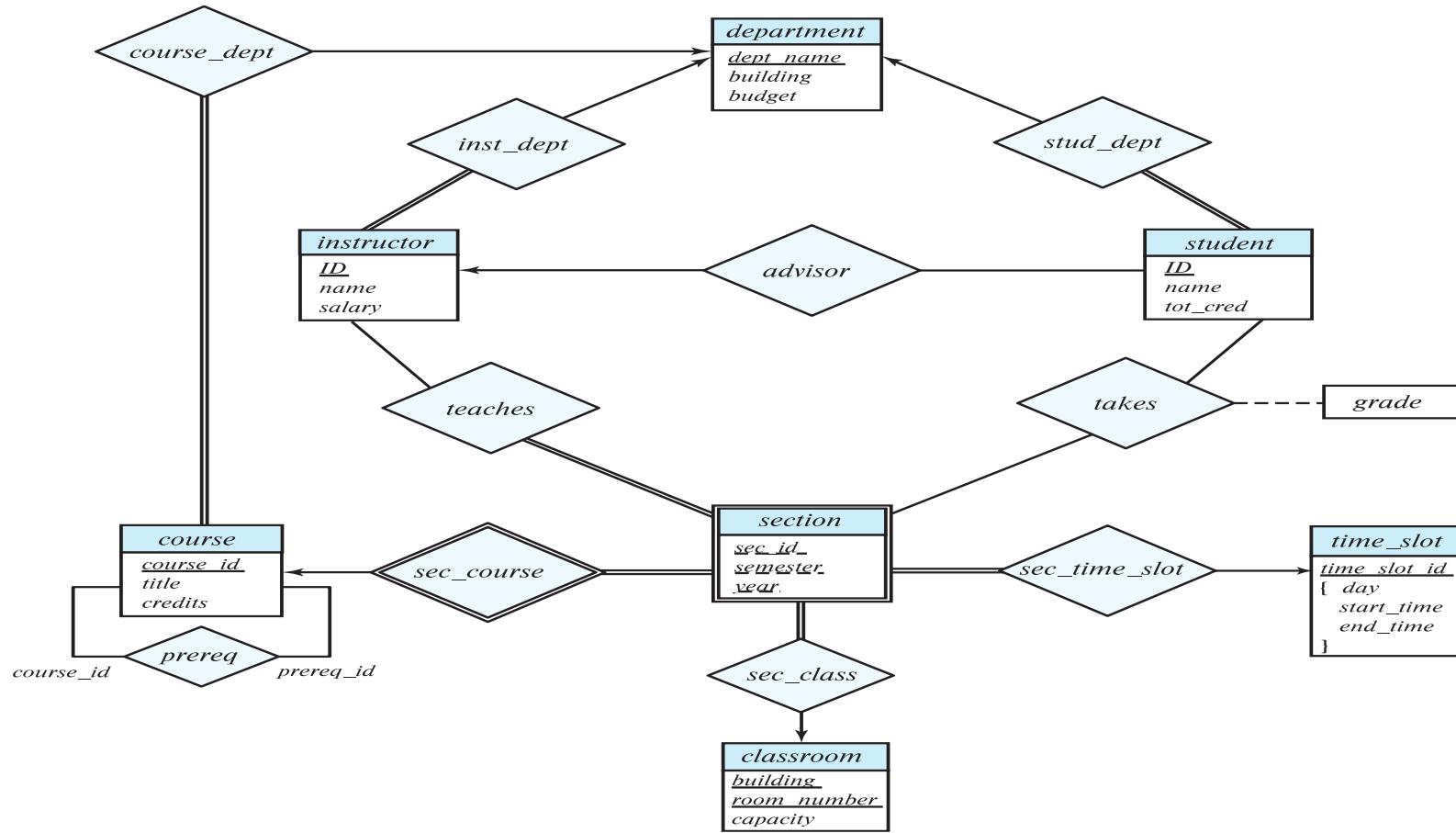
# Redundant Attributes

- Suppose we have entity sets:
  - *student*, with attributes: *ID*, *name*, *tot\_cred*, *dept\_name*
  - *department*, with attributes: *dept\_name*, *building*, *budget*
- We model the fact that each student has an associated department using a relationship set *stud\_dept*
- The attribute ***dept\_name*** in *student* below replicates information present in the relationship and is therefore **redundant** and needs to be removed.
- BUT: when converting back to tables, in some cases the attribute gets reintroduced, as we will see later.



(a) Incorrect use of attribute

# E-R Diagram for a University Enterprise





# Reduction to Relation Schemas

# Reduction to Relation Schemas

- Entity sets and relationship sets can be expressed uniformly as *relation schemas* that represent the contents of the database.
- A database which conforms to an E-R diagram can be represented by a collection of schemas.
- For each entity set and relationship set there is a unique schema that is assigned the name of the corresponding entity set or relationship set.
- Each schema has a number of columns (generally corresponding to attributes), which have unique names.

# Representing Entity Sets

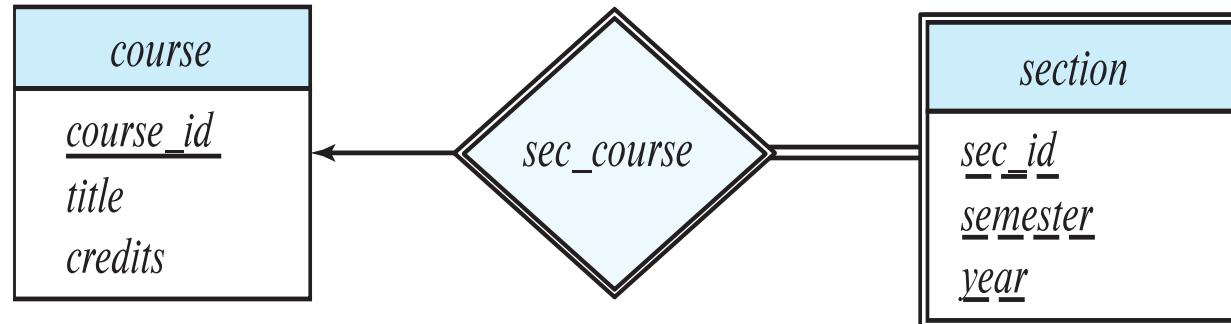
- A **strong entity** set reduces to a schema with the same attributes

*Course ( course\_id, title, credits )*

- A **weak entity** set becomes a table that includes a column for the primary key of the identifying strong entity set

*section ( course\_id, sec\_id, semester, year )*

- **Example**



# Representation of Entity Sets with Composite Attributes

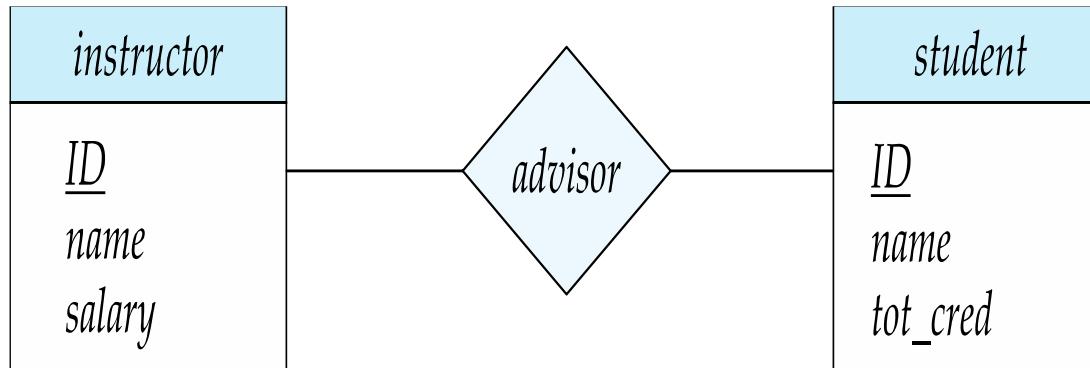
<i>instructor</i>
<i>ID</i>
<i>name</i>
<i>first_name</i>
<i>middle_initial</i>
<i>last_name</i>
<i>address</i>
<i>street</i>
<i>street_number</i>
<i>street_name</i>
<i>apt_number</i>
<i>city</i>
<i>state</i>
<i>zip</i>
{ <i>phone_number</i> }
<i>date_of_birth</i>
<i>age ()</i>

- Composite attributes are flattened out by creating a separate attribute for each component attribute
  - Example: given entity set *instructor* with composite attribute *name* with component attributes *first\_name* and *last\_name* the schema corresponding to the entity set has two attributes *name\_first\_name* and *name\_last\_name*
    - Prefix omitted if there is no ambiguity (*name\_first\_name* could be *first\_name*)
- Ignoring multivalued attributes, extended instructor schema is
  - *Instructor (ID, first\_name, middle\_initial, last\_name, street\_number, street\_name, apt\_number, city, state, zip\_code, date\_of\_birth)*

# Representing Relationship Sets

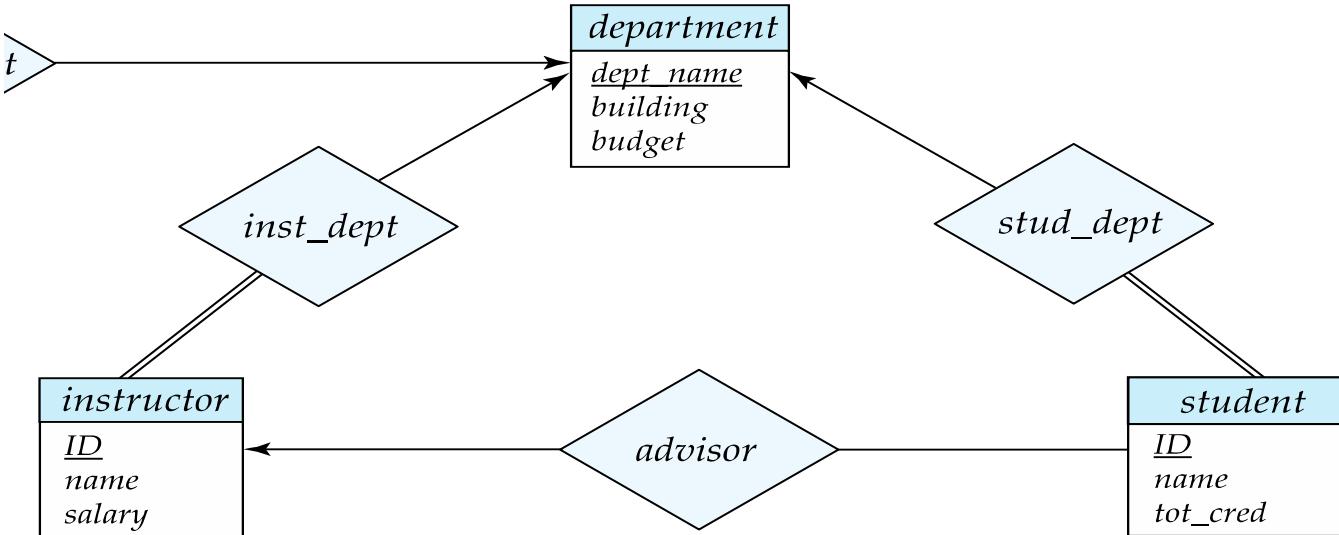
- A many-to-many relationship set is represented as a schema with attributes for the primary keys of the two participating entity sets, and any descriptive attributes of the relationship set.
- Example: schema for relationship set *advisor*

***advisor* = (s\_id, i\_id)**



# Redundancy of Schemas

- **Many-to-one** and **one-to-many** relationship sets that are total on the many-side can be represented by adding an extra attribute to the “many” side, containing the primary key of the “one” side
- Example: Instead of creating a schema for relationship set *inst\_dept*, add an attribute *dept\_name* to the schema arising from entity set *instructor*
- **Example**



## Redundancy of Schemas (Cont.)

- For one-to-one relationship sets, either side can be chosen to act as the “many” side
  - That is, an extra attribute can be added to either of the tables corresponding to the two entity sets
- If participation is *partial* on the “many” side, replacing a schema by an extra attribute in the schema corresponding to the “many” side could result in null values



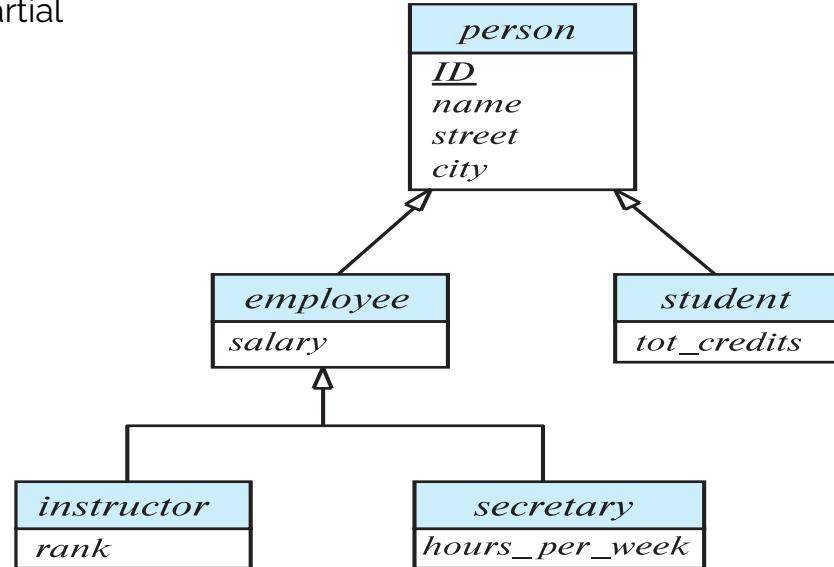
# Extended E-R Features

# Specialization

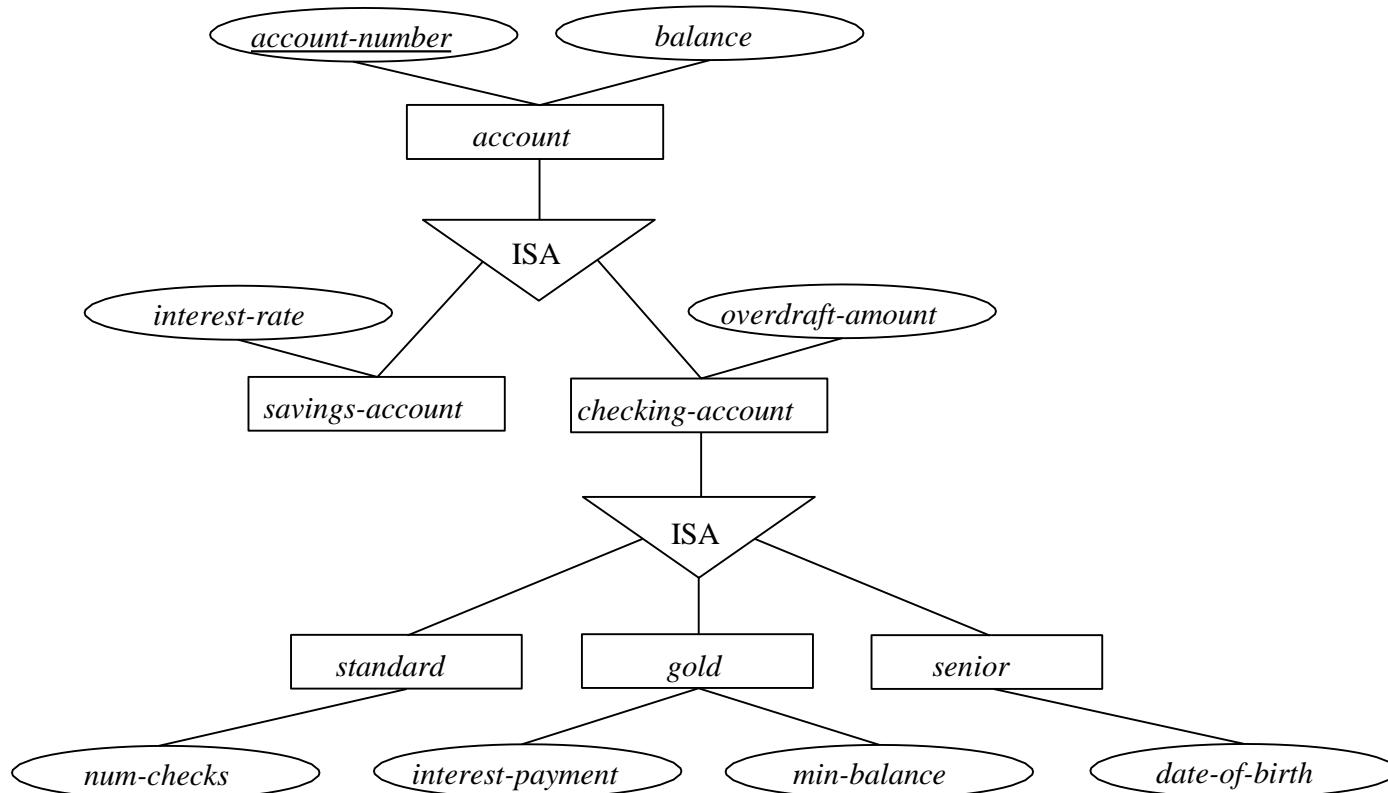
- Top-down design process; we designate sub-groupings within an entity set that are distinctive from other entities in the set.
- These sub-groupings become lower-level entity sets that have attributes or participate in relationships that do not apply to the higher-level entity set.
- Depicted by a *triangle* component labeled **ISA** (e.g., *instructor* “is a” *person*).
- **Attribute inheritance** – a lower-level entity set inherits all the attributes and relationship participation of the higher-level entity set to which it is linked.

# Specialization Example

- **Overlapping** – employee and student
- **Disjoint** – instructor and secretary
- Total and partial



# Specialization Example 2



# Representing Specialization via Schemas

- **Method 1:**

- Form a schema for the higher-level entity
- Form a schema for each lower-level entity set, include primary key of higher-level entity set and local attributes

<u>schema</u>	<u>attributes</u>
person	ID, name, street, city
student	ID, tot_cred
employee	ID, salary

- **Drawback:** getting information about, an *employee* requires accessing two relations, the one corresponding to the low-level schema and the one corresponding to the high-level schema

## Representing Specialization as Schemas (Cont.)

- **Method 2:**

- Form a schema for each entity set with all local and inherited attributes

schema	attributes
person	ID, name, street, city
student	ID, name, street, city, tot_cred
employee	ID, name, street, city, salary

- **Drawback:** *name, street* and *city* may be stored redundantly for people who are both students and employees

# Generalization

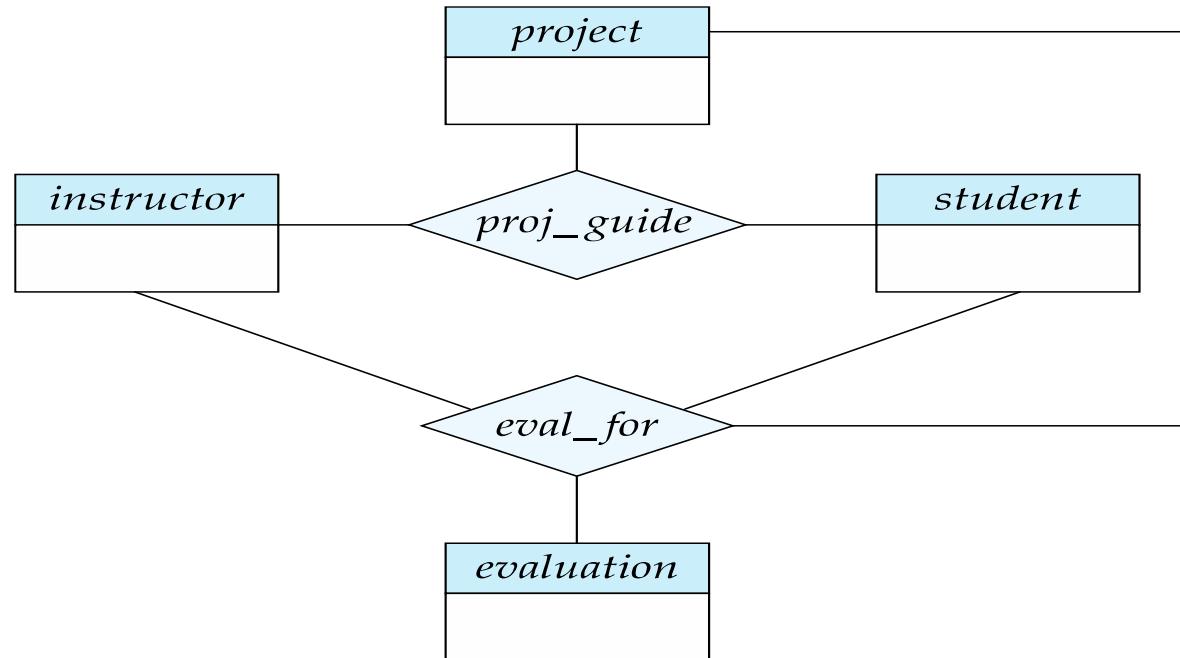
- **A bottom-up design process** – combine a number of entity sets that share the same features into a higher-level entity set.
- Specialization and generalization are simple inversions of each other; they are represented in an E-R diagram in the same way.
- The terms specialization and generalization are used interchangeably.

# Design Constraints on a Generalization

- Constraint on which entities can be members of a given lower-level entity set.
  - condition-defined
  - user-defined
- Constraint on whether or not entities may belong to more than one lower-level entity set within a single generalization.
  - disjoint
  - overlapping
- Completeness constraint – specifies whether or not an entity in the higher-level entity set must belong to at least one of the lower-level entity sets within a generalization.
  - total
  - partial

# Aggregation

- Consider the ternary relationship *proj\_guide*, which we saw earlier
- Suppose we want to record evaluations of a student by a guide on a project

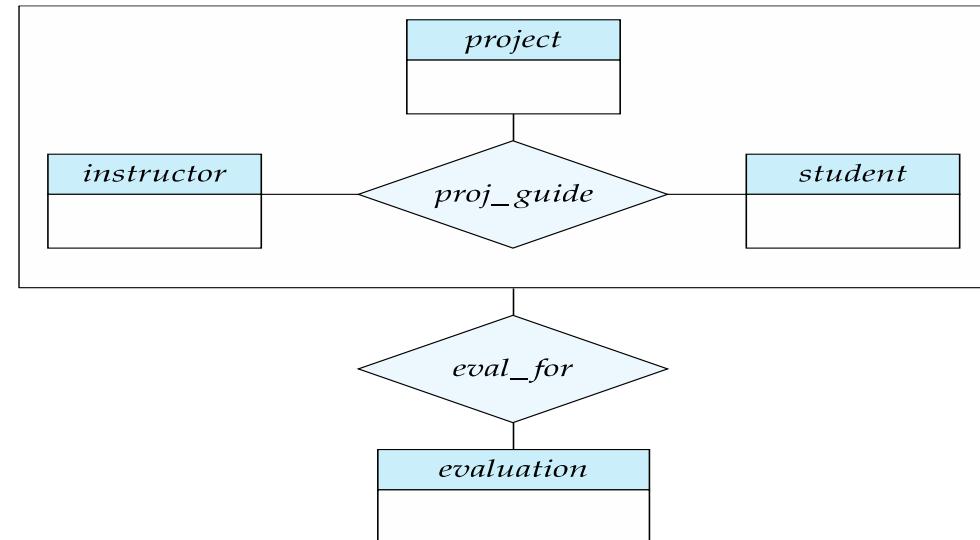


# Aggregation (Cont.)

- Relationship sets *eval\_for* and *proj\_guide* represent overlapping information
  - Every *eval\_for* relationship corresponds to a *proj\_guide* relationship
  - However, some *proj\_guide* relationships may not correspond to any *eval\_for* relationships
    - So we can't discard the *proj\_guide* relationship
- Eliminate this redundancy via *aggregation*
  - Treat relationship as an abstract entity
  - Allows relationships between relationships
  - Abstraction of relationship into new entity

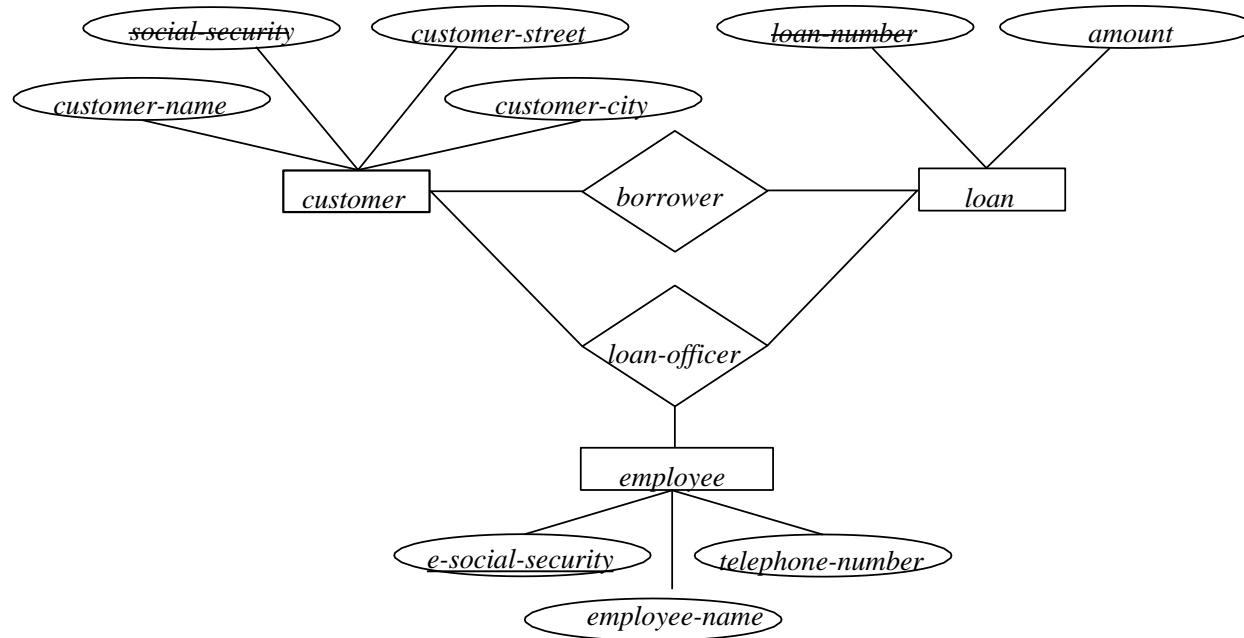
# Aggregation (Cont.)

- Eliminate this redundancy via *aggregation* without introducing redundancy, the following diagram represents:
  - A student is guided by a particular instructor on a particular project
  - A student, instructor, project combination may have an associated evaluation



# Aggregation Example 2

- Loan customers may be advised by a loan-officer.



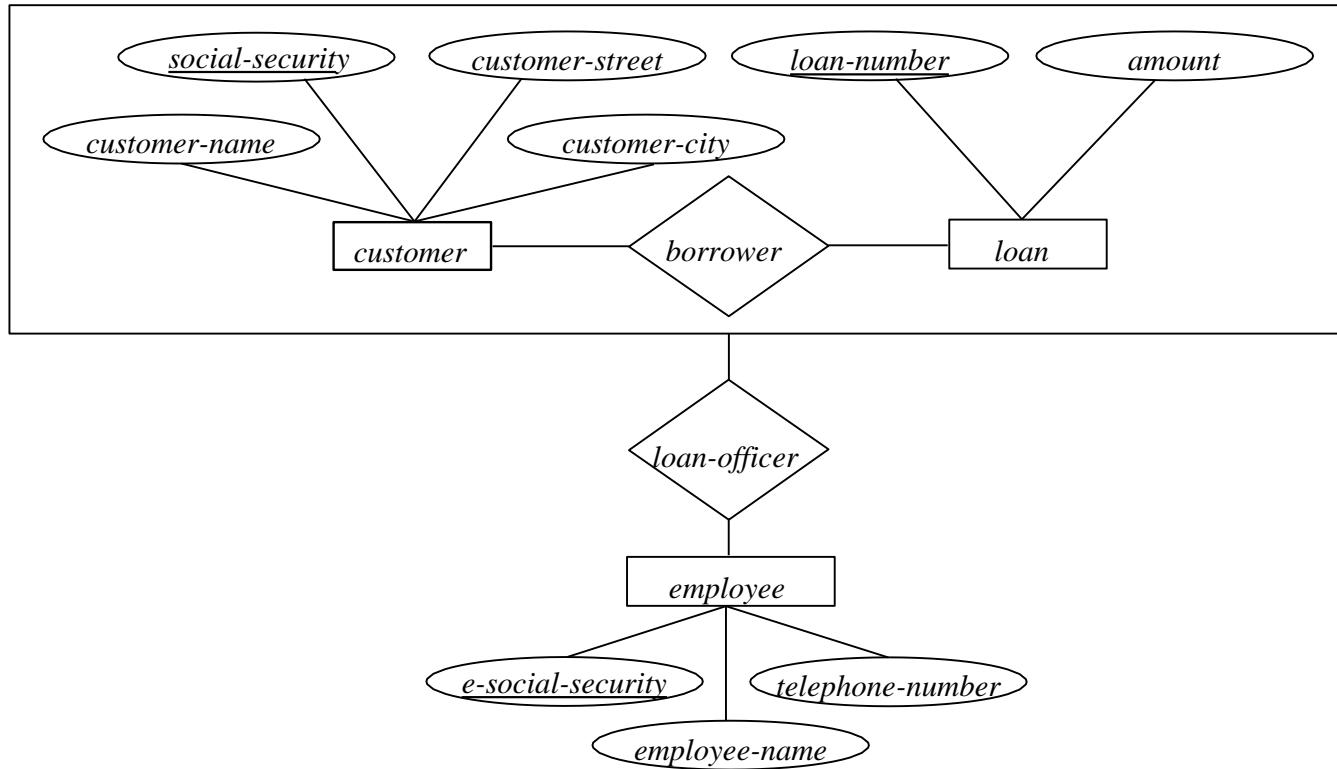
## Aggregation Example 2

- Relationship sets *borrower* and *loan-officer* represent the same information
- Eliminate this redundancy via *aggregation*
  - Treat relationship as an abstract entity
  - Allows relationships between relationships
  - Abstraction of relationship into new entity

Without introducing redundancy, the following diagram represents that:

- A customer takes out a loan
- An employee may be a loan officer for a *customer-loan* pair

# Aggregation Example 2



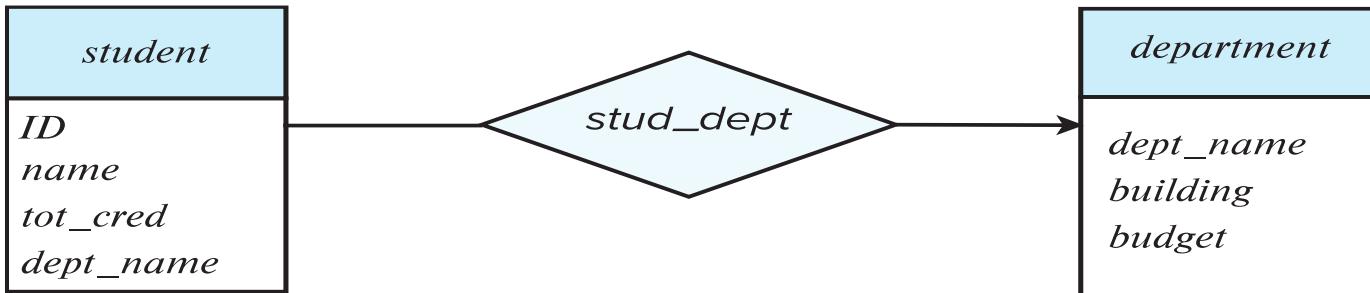
# Reduction to Relational Schemas

- To represent aggregation, create a schema containing
  - Primary key of the aggregated relationship,
  - The primary key of the associated entity set
  - Any descriptive attributes
- In our example:
  - The schema *eval\_for* is:  
 $\text{eval\_for}(\text{s\_ID}, \text{project\_id}, \text{i\_ID}, \text{evaluation\_id})$
  - The schema *proj\_guide* is redundant.

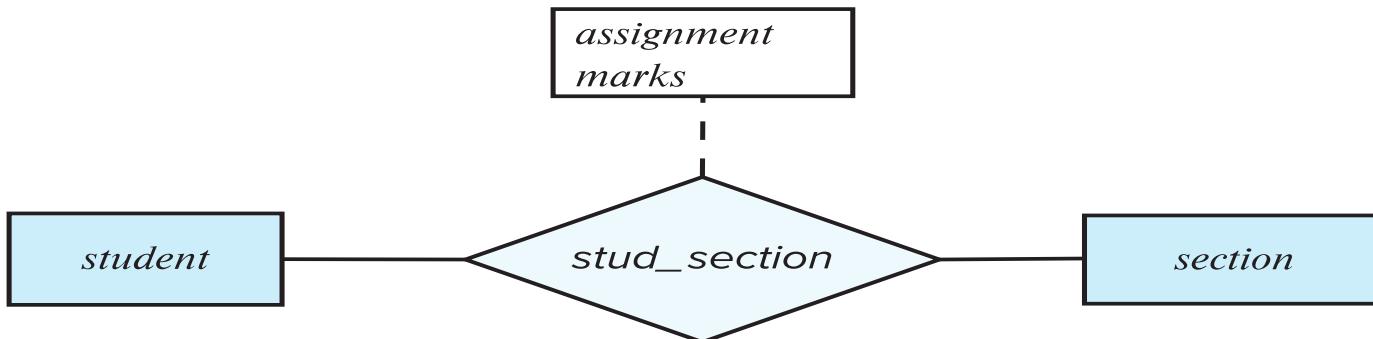
# Design Issues



# Common Mistakes in E-R Diagrams

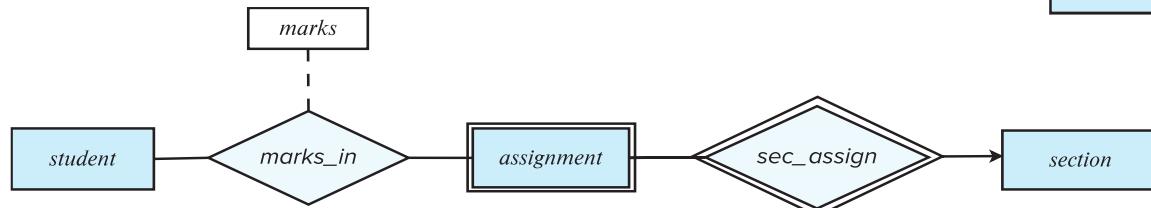


(a) Incorrect use of attribute



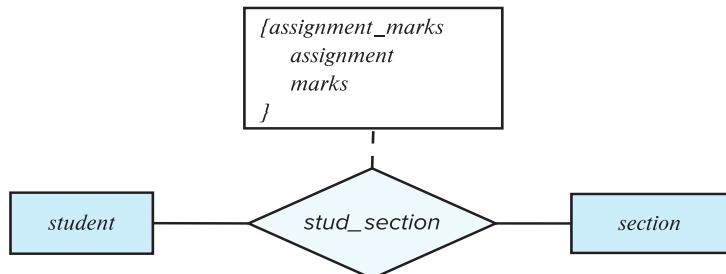
(b) Erroneous use of relationship attributes

# Common Mistakes in E-R Diagrams (Cont.)



(b) Erroneous use of relationship attributes

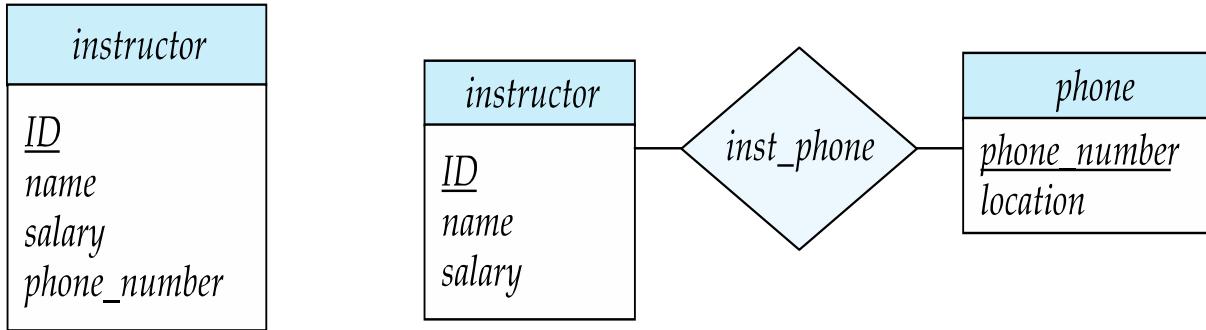
(c) Correct alternative to erroneous E-R diagram (b)



(d) Correct alternative to erroneous E-R diagram (b)

# Entities vs. Attributes

- Use of entity sets vs. attributes

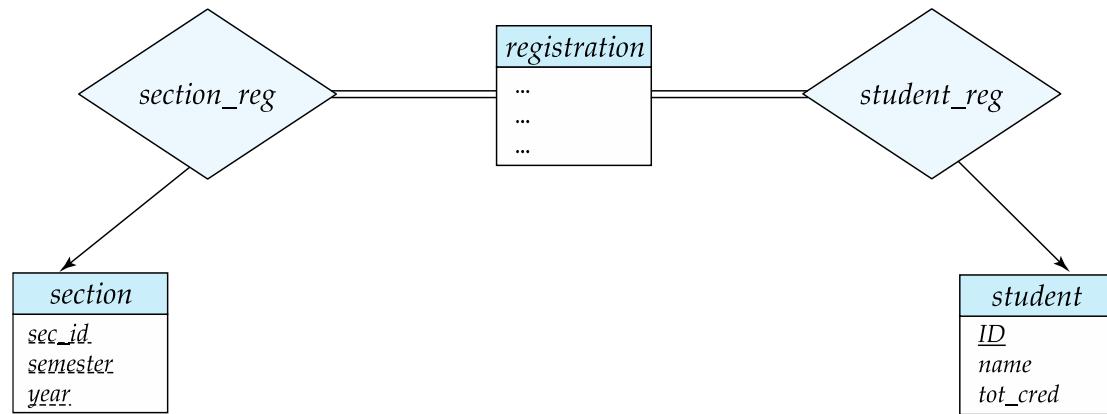


- Use of phone as an entity allows extra information about phone numbers (plus multiple phone numbers)

# Entities vs. Relationship sets

- **Use of entity sets vs. relationship sets**

Possible guideline is to designate a relationship set to describe an action that occurs between entities



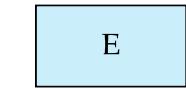
- **Placement of relationship attributes**

For example, attribute date as attribute of advisor or as attribute of student

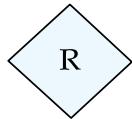
# E-R Design Decisions

- The use of an attribute or entity set to represent an object.
- Whether a real-world concept is best expressed by an entity set or a relationship set.
- The use of a ternary relationship versus a pair of binary relationships.
- The use of a strong or weak entity set.
- The use of specialization/generalization – contributes to modularity in the design.
- The use of aggregation – can treat the aggregate entity set as a single unit without concern for the details of its internal structure.

# Summary of Symbols Used in E-R Notation



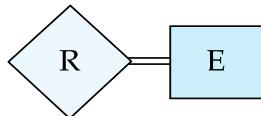
entity set



relationship set



identifying  
relationship set  
for weak entity set



total participation  
of entity set in  
relationship

E
A1
A2
A2.1
A2.2
{A3}
A4()

attributes:  
simple (A1),  
composite (A2) and  
multivalued (A3)  
derived (A4)

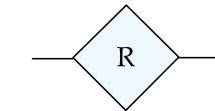
E
<u>A1</u>

primary key

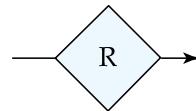
E
----- A1

discriminating  
attribute of  
weak entity set

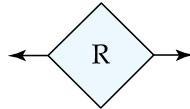
# Symbols Used in E-R Notation (Cont.)



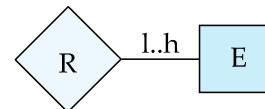
many-to-many  
relationship



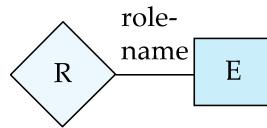
many-to-one  
relationship



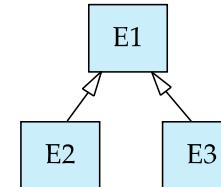
one-to-one  
relationship



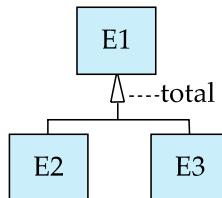
cardinality  
limits



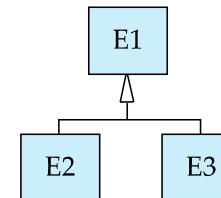
role  
indicator



ISA: generalization  
or specialization



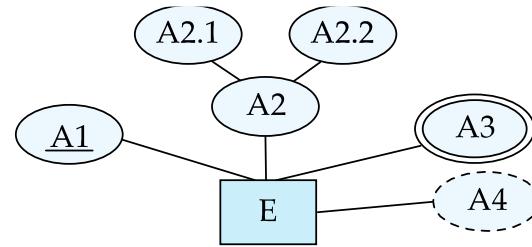
total (disjoint)  
generalization



disjoint  
generalization

# Alternative ER Notations

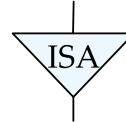
entity set E with  
simple attribute A1,  
composite attribute A2,  
multivalued attribute A3,  
derived attribute A4,  
and primary key A1



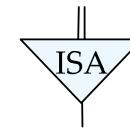
weak entity set



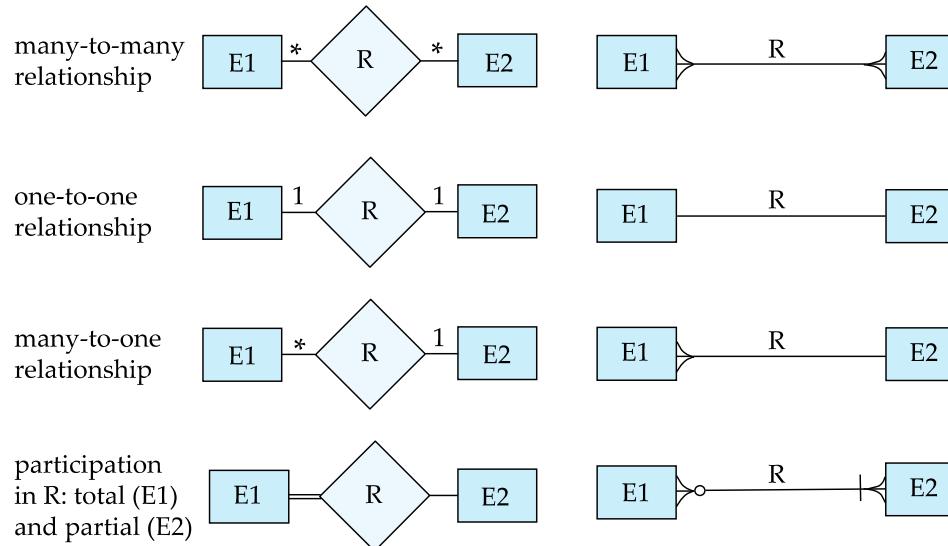
generalization



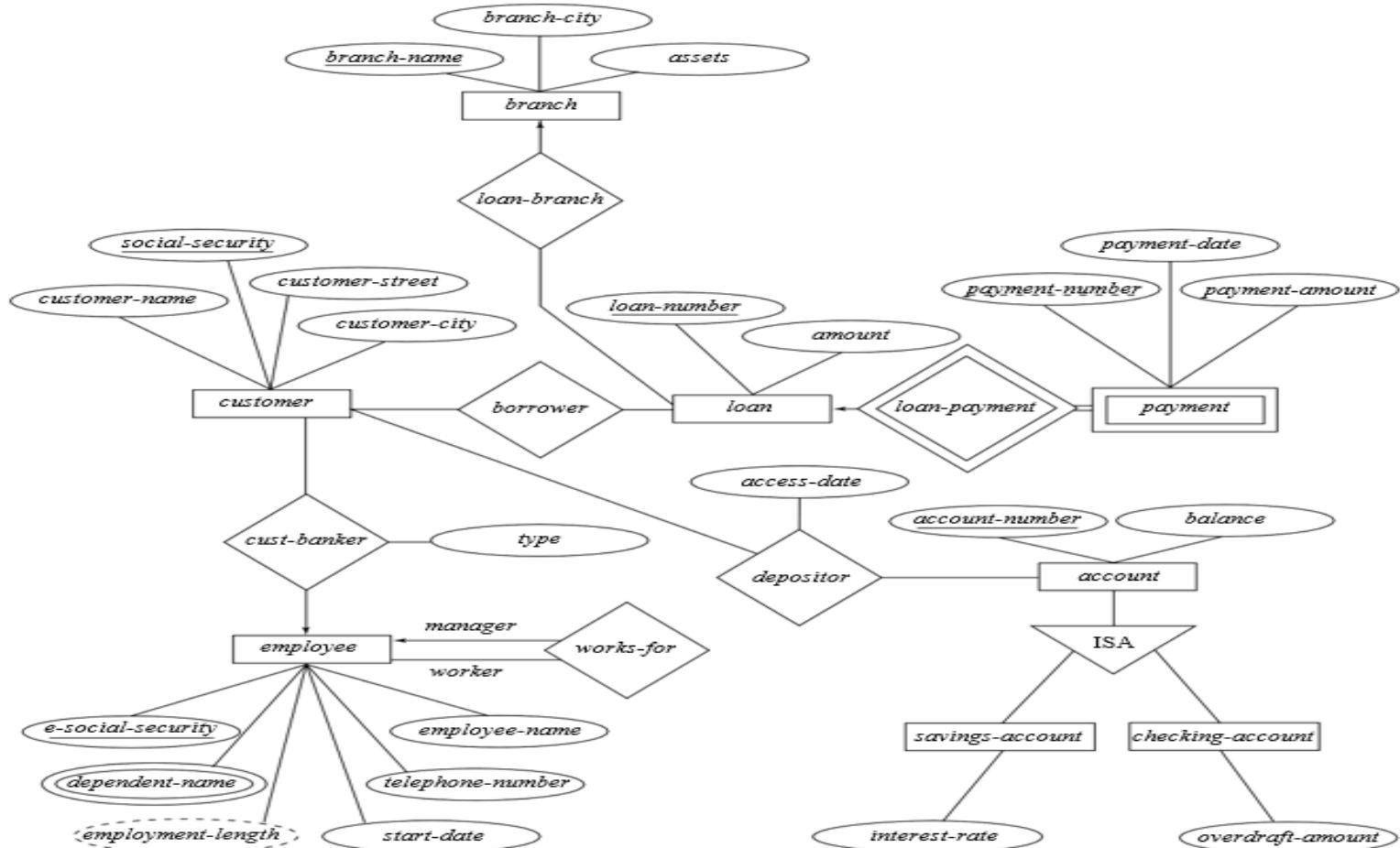
total  
generalization



# Alternative ER Notations



# E-R Diagram for Banking Enterprise



# Reduction of an E-R Schema to Tables (rational model)

- Primary keys allow entity sets and relationship sets to be expressed uniformly as *tables* which represent the contents of the database.
- A database which conforms to an E-R diagram can be represented by a collection of tables.
- For each entity set and relationship set there is a unique table which is assigned the name of the corresponding entity set or relationship set.
- Each table has a number of columns (generally corresponding to attributes), which have unique names.
- Converting an E-R diagram to a table format is the basis for deriving a relational database design from an E-R diagram.

# Representing Entity Sets as Tables

- A strong entity set reduces to a table with the same attributes.

<i>customer-name</i>	<i>social-security</i>	<i>c-street</i>	<i>c-city</i>
Jones	321-12-3123	Main	Harrison
Smith	019-28-3746	North	Rye
Hayes	677-89-9011	Main	Harrison

The *customer* table

- A weak entity set becomes a table that includes a column for the primary key of the identifying strong entity set.

<i>loan-number</i>	<i>payment-number</i>	<i>payment-date</i>	<i>payment-amount</i>
L-17	5	10 May 1996	50
L-23	11	17 May 1996	75
L-15	22	23 May 1996	300

The *payment* table

# Representing Entity Sets as Tables

- A many-to-many relationship set is represented as a table with columns for the primary keys of the two participating entity sets, and any descriptive attributes of the relationship set.

<i>social-security</i>	<i>account-number</i>	<i>access-date</i>
...	...	...

The *depositor* table

- The table corresponding to a relationship set linking a weak entity set to its identifying strong entity set is redundant.  
The *payment* table already contains the information that would appear in the *loan-payment* table (i.e., the columns *loan-number* and *payment-number*).

# Representing Entity Sets as Tables

- Method 1: Form a table for the generalized entity **account** Form a table for each entity set that is generalized (include primary key of generalized entity set)

table	table attributes
<i>account</i>	<i>account-number, balance, account-type</i>
<i>savings-account</i>	<i>account-number, interest-rate</i>
<i>checking-account</i>	<i>account-number, overdraft-amount</i>

- Method 2: Form a table for each entity set that is generalized

table	table attributes
<i>savings-account</i>	<i>account-number, balance, interest-rate</i>
<i>checking-account</i>	<i>account-number, balance, overdraft-amount</i>

Method 2 has no table for generalized entity *account*

# Relations Corresponding to Aggregation

*customer*

<i>customer-name</i>	<i>cust-social-security</i>	<i>customer-street</i>	<i>customer-city</i>
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*loan*

<i>loan-number</i>	<i>amount</i>
--------------------	---------------

*borrower*

<i>cust-social-security</i>	<i>loan-number</i>
-----------------------------	--------------------

*employee*

<i>emp-social-security</i>	<i>employee-name</i>	<i>phone-number</i>
----------------------------	----------------------	---------------------

*loan-officer*

<i>emp-social-security</i>	<i>cust-social-security</i>	<i>loan-number</i>
----------------------------	-----------------------------	--------------------



Question  
&  
Answer

