## CREATE TABLE Application User

CREATE TABLE Application\_User (

User\_SID Int Identity(1,1) not null,

User\_FirstName varchar(50) not null,

User\_LastName varchar(50) not null,

User\_Password varchar(20) not null,

User\_Role varchar(50) not null,

User\_DateofBirth varchar(50) not null,

User\_Address varchar(50) not null,

User\_Suburb varchar(50) not null,

User\_State varchar(50) not null,

User\_Mobile Int not null,

User\_Email varchar(30) not null,

User\_Gender varchar(10) not null,

Primary key (User\_SID)

)

GO

## CREATE TABLE Request

CREATE TABLE Request (

Request\_SID Int Identity(1,1) not null,

Request\_Summary varchar(50) not null,

Request\_detail varchar(2000) not null,

Creation\_Date datetime not null default getdate()

Primary key (Request\_SID)

)

GO

## CREATE TABLE UserRequestMapping

CREATE TABLE UserRequestMapping (

UserRequestMapping\_SID Int Identity(1,1) not null,

User\_SID int not null,

Request\_SID int not null,

Primary key (UserRequestMapping\_SID),

Foreign key (User\_SID) REFERENCES Application\_User (User\_SID),

Foreign key (Request\_SID) REFERENCES Request (Request\_SID)

)

GO

## CREATE TABLE Modify

CREATE TABLE Modification (

Modify\_SID Int Identity(1,1) not null,

Request\_SID int not null,

Contract\_Time varchar(50) not null,

Interaction\_Type varchar(50) not null,

Status varchar(20) not null,

Modification\_Date datetime not null default getdate(),

Modified\_by int not null

Primary key (Modify\_SID),

Foreign key (Modified\_by) REFERENCES Application\_User (User\_SID),

Foreign key (Request\_SID) REFERENCES Request (Request\_SID)

)

GO

## 1) PRC\_Application\_User\_Create

USE [HelpDesk]

GO

IF OBJECT\_ID('dbo.PRC\_Application\_User\_Create') is not null

BEGIN

DROP PROCEDURE dbo.PRC\_Application\_User\_Create

PRINT '<<< DROPPED PROCEDURE dbo.PRC\_Application\_User\_Create >>>'

END

GO

/\*\*\*\*\*\* Object: StoredProcedure [dbo].[PRC\_Application\_User\_Create] Script Date: 2/Aug/2015 \*\*\*\*\*\*/

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

/\*-------------------------------------------------------------------------

Procedure Name : PRC\_Application\_User\_Create

Description : Create data

Databases : HelpDesk

Called From :

Returns : boolean (0 - failed, 1 - successful)

Created By : Alex

QA'ed By :

Create Date : 2/Aug/2015

---------------------------------------------------------------------------\*/

CREATE PROCEDURE [dbo].[PRC\_Application\_User\_Create]

@In\_User\_FirstName Varchar(50),

@In\_User\_LastName Varchar(50),

@In\_User\_Password Varchar(20),

@In\_User\_Role varchar(20),

@In\_User\_DateofBirth varchar(50),

@In\_User\_Address Varchar(50),

@In\_User\_Suburb Varchar(50),

@In\_User\_State Varchar(50),

@In\_User\_Mobile int,

@In\_User\_Email varchar(30),

@In\_User\_Gender varchar(10)

AS

BEGIN

DECLARE @newId Integer

Begin Tran

INSERT INTO Application\_User VALUES (@In\_User\_FirstName, @In\_User\_LastName, @In\_User\_Password, @In\_User\_Role, @In\_User\_DateofBirth, @In\_User\_Address, @In\_User\_Suburb, @In\_User\_State, @In\_User\_Mobile, @In\_User\_Email, @In\_User\_Gender)

SET @newId = SCOPE\_IDENTITY()

if (@@error != 0)

begin

ROLLBACK Tran;

return 0;

end

else

begin

COMMIT Tran;

return @newId;

end

END

GO

PRINT '<<< CREATED PROCEDURE PRC\_Application\_User\_Create>>>'

GO

## PRC\_Request\_Create

USE [HelpDesk]

GO

IF OBJECT\_ID('dbo.PRC\_Request\_Create') is not null

BEGIN

DROP PROCEDURE dbo.PRC\_Request\_Create

PRINT '<<< DROPPED PROCEDURE dbo.PRC\_Request\_Create >>>'

END

GO

/\*\*\*\*\*\* Object: StoredProcedure [dbo].[PRC\_Request\_Create] Script Date: 2/Aug/2015 \*\*\*\*\*\*/

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

/\*-------------------------------------------------------------------------

Procedure Name : PRC\_Request\_Create

Description : Create data

Databases : HelpDesk

Called From :

Returns : boolean (0 - failed, 1 - successful)

Created By : Alex

QA'ed By :

Create Date : 2/Aug/2015

---------------------------------------------------------------------------\*/

CREATE PROCEDURE [dbo].[PRC\_Request\_Create]

@In\_Request\_Summary varchar(50),

@In\_Request\_detail varchar(2000),

@In\_Creation\_Date datetime

AS

BEGIN

DECLARE @newId Integer

Begin Tran

INSERT INTO Request VALUES (@In\_Request\_Summary, @In\_Request\_detail,GETDATE())

SET @newId = SCOPE\_IDENTITY()

if (@@error != 0)

begin

ROLLBACK Tran;

return 0;

end

else

begin

COMMIT Tran;

return @newId;

end

END

GO

PRINT '<<< CREATED PROCEDURE PRC\_Request\_Create >>>'

GO

## PRC\_UserRequestMapping\_Create

USE [HelpDesk]

GO

IF OBJECT\_ID('dbo.PRC\_UserRequestMapping\_Create') is not null

BEGIN

DROP PROCEDURE dbo.PRC\_UserRequestMapping\_Create

PRINT '<<< DROPPED PROCEDURE dbo.PRC\_UserRequestMapping\_Create >>>'

END

GO

/\*\*\*\*\*\* Object: StoredProcedure [dbo].[PRC\_UserRequestMapping\_Create] Script Date: 2/Aug/2014 \*\*\*\*\*\*/

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

/\*-------------------------------------------------------------------------

Procedure Name : PRC\_UserRequestMapping\_Create

Description : Create data

Databases : HelpDesk

Called From :

Returns : boolean (0 - failed, 1 - successful)

Created By : Alex

QA'ed By :

Create Date : 2/Aug/2014

---------------------------------------------------------------------------\*/

CREATE PROCEDURE [dbo].[PRC\_UserRequestMapping\_Create]

@In\_User\_SID int,

@In\_Request\_SID int

AS

BEGIN

DECLARE @newId Integer

Begin Tran

INSERT INTO UserRequestMapping VALUES (@In\_User\_SID, @In\_Request\_SID)

SET @newId = SCOPE\_IDENTITY()

if (@@error != 0)

begin

ROLLBACK Tran;

return 0;

end

else

begin

COMMIT Tran;

return @newId;

end

END

GO

PRINT '<<< CREATED PROCEDURE PRC\_UserRequestMapping\_Create >>>'

GO

## PRC\_Modification\_Create

USE [HelpDesk]

GO

IF OBJECT\_ID('dbo.PRC\_Modification\_Create') is not null

BEGIN

DROP PROCEDURE dbo.PRC\_Modificaton\_Create

PRINT '<<< DROPPED PROCEDURE dbo.PRC\_Modification\_Create >>>'

END

GO

/\*\*\*\*\*\* Object: StoredProcedure [dbo].[PRC\_Modufication\_Create] Script Date: 2/Aug/2015 \*\*\*\*\*\*/

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

/\*-------------------------------------------------------------------------

Procedure Name : PRC\_Modification\_Create

Description : Create data

Databases : HelpDesk

Called From :

Returns : boolean (0 - failed, 1 - successful)

Created By : Alex

QA'ed By :

Create Date : 2/Aug/2015

---------------------------------------------------------------------------\*/

CREATE PROCEDURE [dbo].[PRC\_Modification\_Create]

@In\_Request\_SID int,

@In\_Contract\_time varchar(50),

@In\_Interaction\_type varchar(50),

@In\_Status varchar(20),

@In\_Modification\_Date datetime,

@In\_Modified\_by int

AS

BEGIN

DECLARE @newId Integer

Begin Tran

INSERT INTO Modification VALUES (@In\_Request\_SID, @In\_Contract\_time, @In\_Interaction\_type, @In\_Status, @getdate(),@In\_Modified\_by)

SET @newId = SCOPE\_IDENTITY()

if (@@error != 0)

begin

ROLLBACK Tran;

return 0;

end

else

begin

COMMIT Tran;

return @newId;

end

END

GO

PRINT '<<< CREATED PROCEDURE PRC\_Modification\_Create >>>'

GO

## PRC\_Application\_User\_Update

USE [HelpDesk]

GO

/\*\*\*\*\*\* Object: StoredProcedure [dbo].[PRC\_Request\_Update] Script Date: 2015/8/14 9:23:41 \*\*\*\*\*\*/

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

/\*-------------------------------------------------------------------------

Procedure Name : PRC\_Request\_Create

Description : Update data

Databases : HelpDesk

Called From :

Returns : boolean (0 - failed, 1 - successful)

Created By : Alex

QA'ed By :

Create Date : 14/Aug/2015

---------------------------------------------------------------------------\*/

Create PROCEDURE [dbo].[PRC\_Request\_Update]

@In\_Request\_Summary varchar(50),

@In\_Request\_detail varchar(2000),

@In\_Creation\_Date datetime

AS

BEGIN

DECLARE @newId Integer

Begin Tran

Update Request

set Request.Request\_detail = @In\_Request\_detail,Request.Creation\_Date = GETDATE()

Where Request.Request\_Summary = @In\_Request\_Summary

SET @newId = SCOPE\_IDENTITY()

if (@@error != 0)

begin

ROLLBACK Tran;

return 0;

end

else

begin

COMMIT Tran;

return @newId;

end

END

## PRC\_Request\_Update

USE [HelpDesk]

GO

/\*\*\*\*\*\* Object: StoredProcedure [dbo].[PRC\_Request\_Update] Script Date: 2015/8/14 9:27:02 \*\*\*\*\*\*/

SET ANSI\_NULLS ON

GO

SET QUOTED\_IDENTIFIER ON

GO

/\*-------------------------------------------------------------------------

Procedure Name : PRC\_Request\_Create

Description : Update data

Databases : HelpDesk

Called From :

Returns : boolean (0 - failed, 1 - successful)

Created By : Alex

QA'ed By :

Create Date : 14/Aug/2015

---------------------------------------------------------------------------\*/

Create PROCEDURE [dbo].[PRC\_Request\_Update]

@In\_Request\_Summary varchar(50),

@In\_Request\_detail varchar(2000),

@In\_Creation\_Date datetime

AS

BEGIN

DECLARE @newId Integer

Begin Tran

Update Request

set Request.Request\_detail = @In\_Request\_detail,Request.Creation\_Date = GETDATE()

Where Request.Request\_Summary = @In\_Request\_Summary

SET @newId = SCOPE\_IDENTITY()

if (@@error != 0)

begin

ROLLBACK Tran;

return 0;

end

else

begin

COMMIT Tran;

return @newId;

end

END