H1 to H2
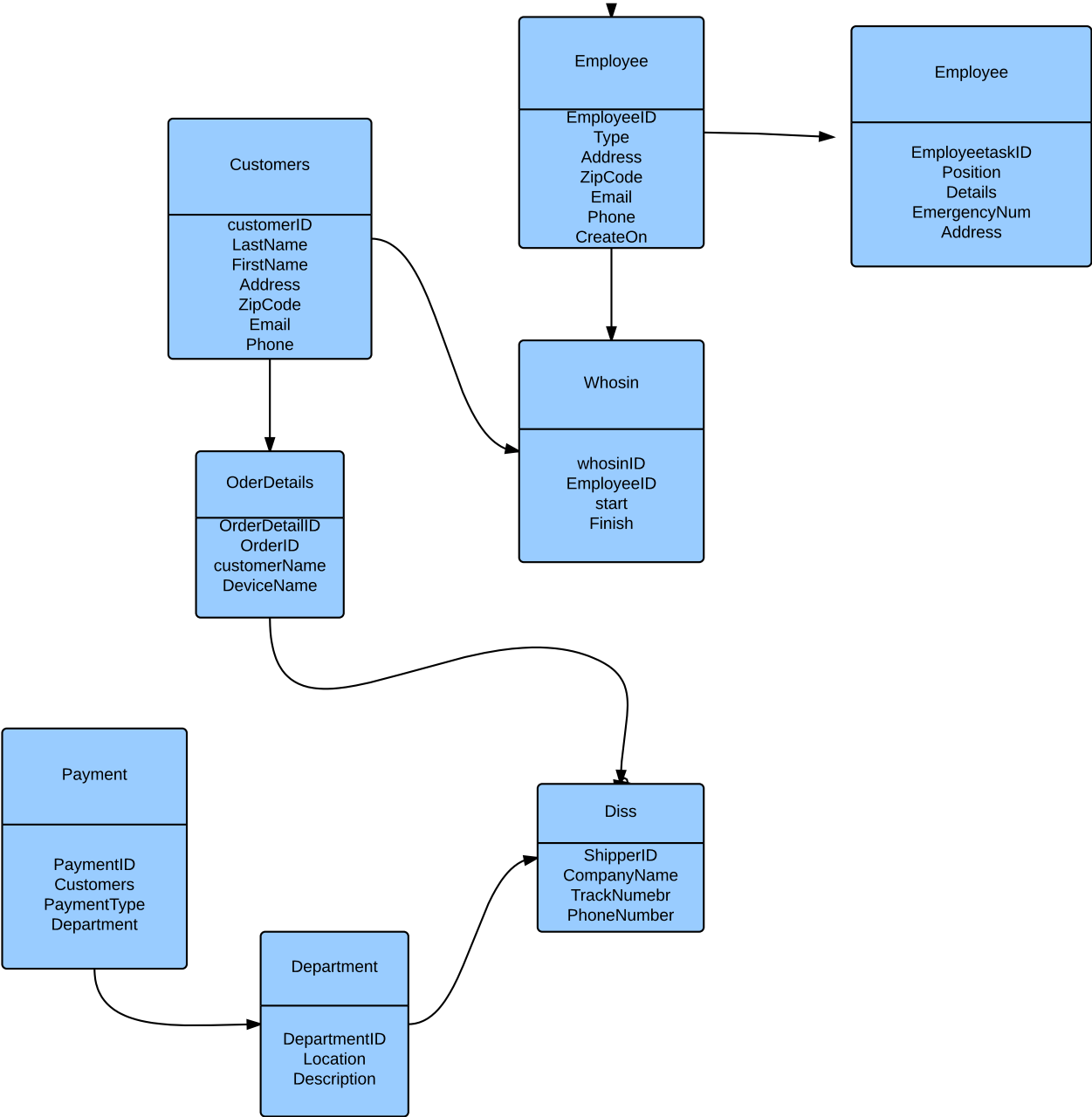
Juan Diaz

Table of Contents

Executive Summary

Overview

Every year the IT departments are getting bigger by the year. There are so many technological devices that need to be custom-made, repaired, sold, and exchanged. That being said the workers that are working directly with the customer usually do not know what to do when the customer asks them simple questions, such as history report, managers direct extension, who's working, etc.

Objectives

The purpose of this document is to outline a database system that will help any worker in the IT department that works directly with the customer; whether the person is an employee or an independent Customer. This will allow the people who work directly with the customer to meet the customers need and helps things run smoother since there is so much going on, on the daily basis. This system was designed and tested on phpMyAdmin.

Customers

customerID
LastName
FirstName
Address
ZipCode
Email
Phone

Employee

EmployeeID
Type
Address
ZipCode
Email
Phone
CreateOn

Employee

EmployeetaskID
Position
Details
EmergencyNum
Address

OderDetails

OrderDetailID
OrderID
customerName
DeviceName

Whosin

whosinID
EmployeeID
start
Finish

Payment

PaymentID
Customers
PaymentType
Department

Department

DepartmentID
Location
Description

Diss

ShipperID
CompanyName
TrackNumebr
PhoneNumber

Employees Purpose

This table holds the information of everyone in the company. It includes employeeID,section, address, email and phone number.

Create Statement

CREATE TABLE employee **(**
employeeID int NOT NULL AUTO_INCREMENT**,**
Section **text not null,**
Address text **not null,**
ZipCode int **not null,**
Email text **not null,**
Phone text **not null,**
CreateOn **date not null,**
PRIMARY KEY (employeeID)
);

Functional Dependencies:

employeeID → Section, Address, ZipCode, Email, Phone, CreateOn

Sample Data

	EmployeeID	Section	Address	ZipCode	Email	Phone	CreateOn
Edit Copy Delete	10	Executive	5342 Kings Ave	10045	Andrew65@mope.com	646-904-3112	2016-11-04
Edit Copy Delete	11	Executive	5342 Main Ave	12821	esmeralda154@mope.com	646-580-5574	2016-08-05
Edit Copy Delete	12	executive	2333 valentine ave	10458	bigboot69@hotmail.com	91778878	0000-00-00
Edit Copy Delete	13	Tehnology	1295 Blind St	10025	Juancito_3@mope.com	646-683-9949	2015-03-23
Edit Copy Delete	14	Executive	3023 Fabuloso Ave	10021	Luis09@mope.com	646-245-9220	2016-05-15
Edit Copy Delete	15	executive	3409 Maggie St	10029	Orlanie98@mope.com	347-982-9821	2016-05-16
Edit Copy Delete	16	Executive	219 Monk Presserve	10027	Nelson6320@mope.com	347-924-0543	2016-07-17

Position Purpose

This table holds the information of all the employees and there jobs, what they're in charge of and emergency contact information.

Create Statement

CREATE TABLE Position (
Position ID int NOT NULL AUTO_INCREMENT,
task text not null,
details text not null,
EmergencyNum int not null,
Address text not null,
PRIMARY KEY (PositionID)
);

Functional Dependencies:

PositionID → task, details, emergencyNum,address, CreateOn

Sample Data

EmployeetaskID	TASK	details	EmergencyNum	Address
1	software dev	IT	718	24468 ryer ave
2	CIO	Call ONLY FOR SEV 1s	91778878	2333 valentine ave
3	Shareholder	ONLY IF TABITHA IS NOT AVALIABLE	646	1295 Blind St
4	Shareholder	ONLY CONTACT IF ESMERALDA IS NOT AVALIABLE	646	3023 Fabuloso Ave.
5	VP	ONLY IF CONTACT IF MANAGERS CANT SOLVE PROBLEMS	646	3409 Maggie St
6	CEO type Commercial executor	ONLY IF CONTACT IF MANAGERS CANT SOLVE PROBLEMS	646	232 MLK St

Task
Purpose

This table holds the information of what the worker does and who to contact in case of an emergency.

Create Statement

CREATE TABLE Task(
TaskID int NOT NULL AUTO_INCREMENT,
employeeID **int not null,**
contact ID **int not null,**
phone **text not null,**
personal number **text not null,**
reference **text not null,**
PRIMARY KEY (Task)
);

Functional Dependencies:

Task → TaskID, employeeID,ContactID,Phone, PersonalNumber,Reference

Sample Data

	TaskID	employeeID	contact	phone	personalnumber	reference
Edit Copy Delete	3	10	Andrew Brown(1)	646-904-3112	646-234-2321	Call person OC if not call Juan
Edit Copy Delete	4	11	Emeralda Diaz	646-580-5564	646-538-9281	Call person OC if not call Luis
Edit Copy Delete	5	12	Joseph Tomas	917-78878	646-234-2341	Call person OC if not call Juan
Edit Copy Delete	6	13	Juan Diaz	646-683-9949	646-547-3121	Call person OC if not call Esmeralda
Edit Copy Delete	7	14	Luis	646-245-9220	646-567-9273	Call person OC if not call Luis
Edit Copy Delete	8	15	Orlanie	646-982-9821	646-283-8374	Call person OC if not call Joseph
Edit Copy Delete	9	16	Nelson	347-924-0543	646-353-3498	Call person OC if not call Orlanie

Whosin

Purpose

This table holds the information of when the workers are scheduled to work including the dates and time.

Create Statement

CREATE TABLE Whosin(
WhosinID text NOT NULL AUTO_INCREMENT,
EmployeeID text not null,
start datetime,
finish datetime,
PRIMARY KEY(WhosinID)
);

Functional Dependencies:

Whosin —> WhosinID, EmployeeID, Start,Finish

Sample Data

whosinID	EmployeeID	start	finish
	10	2016-04-11 09:00:00	2016-04-25 05:00:00
Andrew Brown	10	2016-04-11 09:00:00	2016-04-25 05:00:00
Esmeralda Diaz	11	2016-04-11 05:00:00	2016-04-25 02:00:00
Joseph Tomas	12	2016-04-11 02:00:00	2016-04-25 11:00:00
Juan Diaz	13	2016-04-25 09:00:00	2016-05-09 05:00:00
Luis	14	2016-04-25 05:00:00	2016-05-09 02:00:00
Orlanie	15	2016-04-25 02:00:00	2016-05-09 10:00:00
Orlanie	15	2016-05-09 10:00:00	2016-05-23 07:00:00

Orders

Purpose

This table holds the information of the people who are using the company's services and the device they want to get fixed.

Create Statement

CREATE TABLE OrderDetails (
OrderDetailID int NOT NULL AUTO_INCREMENT,
OrderID int not null,
customerName int not null,
DeviceName int not null,
PRIMARY KEY (OrderDetailID)
);

Functional Dependencies:

OrderDetailID →OrderDetailID,CustomerName,DeviceName

Sample Data

	OrderDetailID	OrderID	customerName	DeviceName
— 🖉 Edit ⯐ Copy ⊖ Delete	1	10001	Keving Bruce	Macbook
☐ 🖉 Edit ⯐ Copy ⊖ Delete	2	10002	Talissa Tejada	Iphone5c
— 🖉 Edit ⯐ Copy ⊖ Delete	3	10045	Bernie Sanders	Lenovo
☐ 🖉 Edit ⯐ Copy ⊖ Delete	4	10046	Donald Trump	Windows
— 🖉 Edit ⯐ Copy ⊖ Delete	5	10047	Shawn Michaels	Sidekick 08
☐ 🖉 Edit ⯐ Copy ⊖ Delete	6	10047	KIna Fuente	Blackberry Peal

CUSTOMERS

Purpose

This table holds the information of all customers such as their first name, last name, address, email, date of birth, phone number.

Create Statement

CREATE TABLE Customers (
CustomerID int **NOT NULL AUTO_INCREMENT,**
LastName **text not null,**
FirstName **text not null,**
Address **text not null,**
ZipCode **int not null,**
Email **text not null,**
Phone **text not null,**
DateOfBirth **text not null,**
PaymentID **text not null,**
PRIMARY KEY (CustomerID)
);

Functional Dependencies:

CustomerID → LastName, FirstName, Address, ZipCode, Email, Phone, DateOfBirth, Payment

Sample Data

	CustomerID	LastName	FirstName	Address	ZipCode	Email	Phone
Edit Copy Delete	1	Shmurda	Bobby	911 Flatbush	10501	bobby.shmurda.49@gmail.com	84598322932
Edit Copy Delete	2	Keef	Chief	66 Chicago Ave	19200	chief.keef13@gmail.com	3873985598
Edit Copy Delete	3	Lamar	Kenderick	66 Saint Monica	10043	kendrick.Lamar2@gmail.com	9234358853
Edit Copy Delete	4	Montana	French	68 Gun Hill Road	10043	french.montana9@gmail.com	9219828834
Edit Copy Delete	5	Ruiz	David	133 Broadway Ave	10030	david.ruiz1@gmail.com	3479834992
Edit Copy Delete	6	Mill	Mill	233 Troy Ave	10320	meek.mill1@gmail.com	3472329321
Edit Copy Delete	7	Snupe	Lil	233 Troy Ave	10320	lil.snupe1@gmail.com	3479034832

Distributors

Purpose

This table holds the information of the company that ships products that the customer can't pick up the devices and also includes company name, phone number and track number.

Create Statement

CREATE TABLE Diss (
ShipperID int NOT NULL AUTO_INCREMENT,
CompanyName text not null,
TrackNumber int not null,
PhoneNumber text not null,
PRIMARY KEY (ShipperID)
);

Functional Dependencies:

ShipperID → CompanyName, TrackNumber, PhoneNumber

Sample Data

	ShipperID	CompanyName	TrackNumber	PhoneNumber
Edit Copy Delete	1	UPS	3OANPFNAS	84598322932
Edit Copy Delete	2	UPS	5OSJONDF4	3873985598
Edit Copy Delete	3	UPS	3UISDUNI96	92343558853
Edit Copy Delete	4	UPS	5ISNROEM65	3479834992
Edit Copy Delete	5	UPS	4JZIBASOIU5	3479034832
Edit Copy Delete	6	UPS	7BBAULID9	9219828834

PAYMENT

Purpose

This table holds the information of payment type.

Create Statement

CREATE TABLE Payment **(**
PaymentID **int not null,**
customers **text not null,**
PaymentType **text not null,**
department **text not null,**

PRIMARY KEY (PaymentID)
);

Functional Dependencies:

PaymentID → PaymentType

Sample Data

	PaymentID	Customers	PaymentType	Department
Edit Copy Delete	1	Bobby Shmurda	Visa Master Card	Independent
Edit Copy Delete	2	Chief Keef	Visa Master Card	Independent
Edit Copy Delete	3	kendrick lamar	American Express	Independent
Edit Copy Delete	4	French Montana	American Express	Independent
Edit Copy Delete	5	David Ruiz	Paypal	Indepedent
Edit Copy Delete	6	Meek Mill	Visa Mastercard	Independent
Edit Copy Delete	7	Lil Snupe	Visa MasterCard	Independent

VIEWS

Organization

Purpose

Most Help Desk workers cannot memorize the extensions of their boss. This view displays all the executive and their time of arrival.

Create Statement

```
CREATE VIEW EmployeeSOS AS
SELECT   EmployeeID,
         Type,
         phone,
          Whosin
FROM     Emplyee
ORDER BY  LastName ASC;
```

Device 1

Purpose

This views provides a list of orders that has 1 or more devices.

Create Statement

```
CREATE VIEW D1 AS
SELECT   OrderID,
         Quantity,
         UnitPrice
FROM     OrderDetails
WHERE    Quantity > 1;
```

Locations

Purpose

This view provides a list people who are in charge if anything gets out of hand and or the employee needs assistance in dealing with a very important problem.

Create Statement

CREATE VIEW Locations AS
SELECT Start,
            Finish,
            EmployeeID,
            Phone,
            Details,
            EmergencyNum,
FROM   whosin,
WHERE   location= locations;

REPORTS

Customer History

Purpose

Not every worker knows about your problem and many customers want to know the root of the problem so they wont make the same mistake. This view displays the customers history on the device they bring in.

Create Statement

CREATE VIEW CusH AS
SELECT CustomerID,
         LastName,
         FirstName,
         address,
         email,

FROM   Customers
ORDER BY Lastname**;**

	CustomerID	LastName	FirstName	Address	ZipCode	Email	Phone
Edit Copy Delete	2	Keef	Chief	66 Chicago Ave	19200	chief.keef13@gmail.com	3873985598
Edit Copy Delete	3	Lamar	Kenderick	66 Saint Monica	10043	kendrick.Lamar2@gmail.com	9234358853
Edit Copy Delete	6	Mill	Mill	233 Troy Ave	10320	meek.mill1@gmail.com	3472329321
Edit Copy Delete	4	Montana	French	68 Gun Hill Road	10043	french.montana9@gmail.com	9219828834
Edit Copy Delete	5	Ruiz	David	133 Broadway Ave	10030	david.ruiz1@gmail.com	3479834992
Edit Copy Delete	1	Shmurda	Bobby	911 Flatbush	10501	bobby.shmurda.49@gmail.com	84598322932
Edit Copy Delete	7	Snupe	Lil	233 Troy Ave	10320	lil.snupe1@gmail.com	3479034832