



Notes on total / partial participation on Service-Request

They are the ones that depend on our design choice. The others are clear. We provide the reasoning:

- (1) **Service-Request (total)** - Occurs-in → Geographic-Area: Every request must happen somewhere
- (2) **Service-Request (total)** - Handled-by → Agency: Every request must be assigned when created
- (3) **Service-Request (partial)** - Responded-by → Resolution: Not every request has resolution yet at creation time