5: getServRequest()

4. createServRequest()

File Report: Service Request

16.1: getServRep(): text

16: getServRep()

: Checking

Johnny Smith: Technician Head

12: createServRep()

13: readServRep()

14: updateServRep()

15: deleteServRep()

6: getName()

9: getErrorCode()

10: getSchedule()

11: getLocation()

6.1: getName(): string

7.1: getProcedures(): text

8.1: getContact(): varchar

9.1: getErrorCode(): varchar

1.1: getStatus(): string

2.1: getDataConnection(): string

3.1: getConfirmation(): string

1: getStatus()

2: getDataConnection()

3: getConfirmation()

Jan Slark: Data Quality Team

: Confirmation

: Device

9.1 getErrorCode(): string

10.1: getSchedule(): Date

11.1: getLocation(): string

7: getProcedures()

8: getContact()

Jon Clark: Site manager

Maintenance: Site Visit

Scheduling: Site Visit

Maintenance: Phone

File Report: Service Report

: Maintenance

John Smith: Technician