9.1: getName(): string

11.1: getErrorCode(): varchar

13.1: getProcedures(): text

14.1: getContact(): varchar

15.1: getConfirmation(): string

16.1. getStatus (): string

17.1. getDataConnection(): string

16. getStatus()

17. getDataConnection()

15: getConfirmation()

Jan Slark: Data Quality Team

: Confirmation

: Device

11.1 getErrorCode(): string

10.1: getLocation(): string

12.1: getSchedule (): Date

13: getProcedures()

14: getContact()

Jon Clark: Site manager

Maintenance: Site Visit

Scheduling: Site Visit

9: getName()

10: getLocation()

11: getErrorCode()

12: getSchedule()

Maintenance: Phone

File Report: Service Report

: Maintenance

1: createServRep()

2: readServRep()

3: updateServRep()

4: deleteServRep()

John Smith: Technician