Name: “Database of entry and service report

: Database

Name: ”Weather Machine”

: Device

Technician

Process: “Site Visit”

Maintenance: Site Visit

Site manager

Jon Clark: Site manager

Technician

Process: “Through phone”

Maintenance: Phone

Technician

Technician

Term: “Entry about specific WS”

File Report: Entry of WS

Term: “Maintenance Report”

File Report: Service Report

John Smith: Technician