Reynaldo Junior - April 2020

Data Dictionary - Speeding Tickets ERD

Ticket

Key	Name	type	Size	Default	Description	Sample Data
PK	TicketID	INT	-	IDENTITY	Unique sequential Integer.	123456
-	Title	VARCHAR	-	-	Title of the ticket given by the author	I cannot connect to internet
FK	CategoryID	INT	-	-	What category ID the ticket is under (**from Category**)	03
FK	UserID	INT	-	-	The ID of the user - The target of the ticket (**from User_info**)	2212
FK	AssignTechnicianID	INT	-	-	The ID of the technician in charge of the ticket (**from Technician_info**)	3343
DF	Date	DATETIME	-	GETDATE()	The date when the ticket was created	2020-01-23 15:30:23
CK	IsSolved	CHAR	1	-	Y if the issue was solved and N if the issue is still open	Y

Key	Name	type	Size	Default	Description	Sample Data
-	SolvedDate	DATETIME	-	NULL	The date when the ticket was closed	2020-01-23 15:30:23
-	DetailsOfTheIssue	VARCHAR	255	-	Detailed explanation of the issue	Everytime I close a "x" software the Windows shuts down
FK	AuthorTechnicianID	INT	-	-	The name of the technician who generate/created the ticket (**from Technician_info**)	2321

Category

Key	Name	type	Size	Default	Description	Sample Data
PK	CategoryID	INT	-	IDENTITY	Unique sequential Integer.	03
-	Name	VARCHAR	80	-	What category the ticket is under	Hardware issue, Software installation

UserInfo

Key	Name	type	Size	Default	Description	Sample Data
PK	UserInfoID	INT	-	-	Unique sequential Integer.	03
-	Name	VARCHAR	80	-	The name of the user	Erica
-	LastName	VARCHAR	80	-	The name of the user	Silva

Key	Name	type	Size	Default	Description	Sample Data
-	Department	VARCHAR	32	-	Which dept the user works	Human Resources
-	Contact	VARCHAR	32	-	The user contact/email	erica@hr.ca

TechnicianInfo

Key	Name	type	Size	Default	Description	Sample Data
PK	TechnicianInfoID	INT	-	IDENTITY	Unique sequential Integer.	03
-	Name	VARCHAR	80	-	The name of the technician	Bob
CK/AK/IX	Contact	VARCHAR	32	-	The technician contact/email	bob@info.ca

Comment

Key	Name	type	Size	Default	Description	Sample Data
PK	CommentID	INT	-	IDENTITY	Unique sequential Integer.	11213
FK	TicketID	INT	-	-	The ID of the ticket(**from Ticket**)	03
FK	Technician_ID	INT	-	-	The ID of the technician(**from Technician_info**)	03
FK	UserID	INT	-	NULL	The ID of the user(**from User_info**)	03

Key	Name	type	Size	Default	Description	Sample Data
-	Comment	VARCHAR	255	-	A chat/comment between the user and the technician	"When exactly the issue started?"

HardwareInfo

Key	Name	type	Size	Default	Description	Sample Data
PK	HardwareInfoID	INT	-	IDENTITY	Unique sequential Integer.	11213
-	HardwareDetails	VARCHAR	255	-	Information about the hardware, so any warranty repairs can be dealt with	Dell - Serial: 121221

TicketHardwareInfo

Key	Name	type	Size	Default	Description	Sample Data
PK/FK	TicketID	INT	-	-	The ID of the ticket(**from Ticket**)	03
PK/FK	HardwareID	INT	-	-	The ID of the hardware info (**from Hardware_info**)	03

ActionsToDoInFuture (New Table)

Key	Name	type	Size	Default	Description	Sample Data
PK	ActionsToDoInFutureID	INT	-	-	The ID of the task	03
-	TicketID	INT	-	-	The ID of the ticket(**from Ticket**)	03

Key	Name	type	Size	Default	Description	Sample Data
-	Action	VARCHAR	255	-	The description of the task (action) to be performed to solve the related issue	Buy a new mouse/phone/e
FK	AssignTechnicianID	INT	-	-	The ID of the technician responsible for the task	4