

Enhancing Customer Service Excellence: A Comprehensive Incident Management Solution

Milestone: Logical Modelling

Group 2

Aniruthan SA

Aravind Anbazhagan

617-238-8857 (Tel of Aniruthan)

629-899-0339 (Tel of Aravind)

swaminathanarulmur.a@northeastern.edu

anbazhagan.a@northeastern.edu

Percentage of Effort Contributed by Student1: 50%

Percentage of Effort Contributed by Student2: 50%

Signature of Student 1: Aniruthan SA

Signature of Student 2: Aravind Anbazhagan

Submission Date: 10/29/2023

Logical Model

- Employees (Emp ID, Email, Contact number, Team Email)
Primary Key: Emp ID
Foreign Key: Team email refers to Team PDL and it's NOT NULL
- Team PDL (Team Email, Assignment group)
Primary Key: Team Email
- Knowledge Articles (Article Type, Article Number, created by, Article content, Emp ID)
Primary Key: Article Number
Foreign Key: EMP ID refers to Team Employees and it's NOT NULL
- L1 Engineers (Emp ID), L2 Engineers (Emp ID), Problem Management (Emp ID), Change Management (Emp ID), Change Managers (Emp ID), Change Approvers (Emp ID)
Emp ID is the primary key for the above entities
- Incidents (Incident_Ticket_Number, Case_Ticket_number)
Primary Key: Incident_Ticket_Number
Foreign Key: Case_Ticket_Number refers to Cases. NULL values are allowed
- Cases (Case_Ticket_Number, PRB_Ticket_Number)
Primary Key: Case_Ticket_Number
Foreign Key: PRB_Ticket_Number refers to Problems. NULL values are allowed
- Problems (PRB_Ticket_Number, CHG_Ticket_Number)
Primary Key: PRB_Ticket_Number
Foreign Key: CHG_Ticket_Number refers to Changes. NULL values are allowed
- Changes (CHG_Ticket_Number)
Primary Key: CHG_Ticket_Number

- Tickets (Ticket Number, Case status, Short Description, Description, Severity, Store Number, Issue Type, Assigned to, Resolution Code)

Primary Key: Ticket Number

Foreign Key: Resolution code refers to Resolution. NULL values not allowed.

- Resolution (Resolution Code, Resolution Notes)

Primary Key: Resolution Code

- Comments (Ticket Number, Follow up Number, Troubleshooting steps, Plan of Action, Next Follow up)

Primary Key: Ticket Number, Follow up Number

Foreign Key: Ticket Number refers to Comments. NULL values not allowed.

- Works_on_L1 (Emp ID, Incident_Ticket_Number)

Primary Key: Emp ID, Incident_Ticket_Number

Foreign Key: Emp Id refers to L1 Engineers and Incident ticket number refers to Incidents

- Works_on_L2 (Emp ID, Case_Ticket_Number)

Primary Key: Emp ID, Case_Ticket_Number

Foreign Key: Emp Id refers to L2 Engineers and Case ticket number refers to Cases

- Works_on_L3 (Emp ID, PRB_Ticket_Number)

Primary Key: Emp ID, PRB_Ticket_Number

Foreign Key: Emp Id refers to Problem management and EMP ID number refers to Problems

- Works_on_changes (Emp ID, CHG_Ticket_Number)

Primary Key: Emp ID, CHG_Ticket_Number

Foreign Key: Emp Id refers to changes and EMP ID number refers to change managers

- Approve changes (Emp ID, CHG_Ticket_Number)
Primary Key: Emp ID, CHG_Ticket_Number
Foreign Key: Emp Id refers to changes and EMP ID number refers to change approvers
- Customer (Customer ID, Name, Email, Phone Number)
Primary Key: Customer ID
- Can be (Emp ID, Customer ID)
Primary Key: Emp ID, Customer ID
Foreign Key: Emp Id refers to change approvers and Customer ID refers to customer
- Associated _to (Ticket number, Customer ID)
Primary Key: Ticket Number and Customer ID
Foreign Key: Ticket Number refers to tickets and Customer ID refers to customer