

Speeding Ticket Database

Data Dictionary

This is an effective help desk ticket system that is used in a standard IT department to manage issues.

User Table

Contains data about the user

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	UserID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	UserFirstName	VARCHAR	32	NOT NULL	NAME	stores the user's first name	Jamie
-	UserLastName	VARCHAR	32	NOT NULL	NAME	stores the user's last name	Lu
-	UserAddress	VARCHAR	255	NOT NULL	ADDRESS	stores the user's address	123 Random Street
-	UserPhoneNum	INT	11	NOT NULL	IDENTITY	stores the user's contact number	19021234567

Staff Table

Contains data about the staff

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	StaffID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	StaffFirstName	VARCHAR	32	NOT NULL	NAME	stores the staff's first name	John
-	StaffLastName	VARCHAR	32	NOT NULL	NAME	stores the staff's last name	Doe
-	StaffAddress	VARCHAR	255	NOT NULL	ADDRESS	stores the staff's address	777 Heavenly Road
-	StaffPhoneNum	INT	11	NOT NULL	IDENTITY	stores the staff's phone number	19021234567

Ticket Table

Contains data about the tickets generated

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	TicketID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	Issue	VARCHAR	1024	NOT NULL	ISSUE	describes why the ticket was generated	Nothing on screen
-	DateIssued	DATETIME	-	NOT NULL	DATETIME	date and time the ticket was issued	2019-07-11 04:27:07
-	DateResolved	DATETIME	-	NULL	DATETIME	date and time the ticket was resolved, null til resolved	2019-07-17 04:27:07
-	Hardware	VARCHAR	32	NULL	NAME	the part/hardware that has an issue, if any	Monitor
FK	UserID	INT	11	NOT NULL	IDENTITY	references which user is involved in the ticket	1234567
FK	StaffID	INT	11	NOT NULL	IDENTITY	references which staff is involved in the ticket	1234567
FK	CategoryID	INT	11	NOT NULL	IDENTITY	references which category the ticket belongs to	1234567

TicketCategory

Contains data on the different categories of tickets

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	CategoryID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	CategoryName	VARCHAR	32	NOT NULL	NAME	stores the name of the ticket category	Hardware Issue
-	CategoryDescription	VARCHAR	255	NOT NULL	DESCRIPTION	stores information on the ticket category	problem with the physical aspects

Comment

Contains the thread between the user and the staff member, if any.

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample

PK Key	CommentID Name	INT Type	11 Size	NOT NULL/NOT NULL	IDENTITY Default	<i>A unique sequential number</i> Description	1234567 Sample
-	CommentDate	DATETIME	-	NOT NULL	DATE	date and time comment was made	2019-07-11 04:27:07
-	Comment	VARCHAR	1024	NOT NULL	COMMENT	contains the comment/communication made	I would like more information on the issue.
-	Commenter	BIT	-	NOT NULL	IDENTITY	describes who made the comment(user/staff)	User
FK	TicketID	INT	11	NOT NULL	IDENTITY	references which ticket the comment belongs to	1234567

Task

Contains what task needs to be done to resolve the ticket

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	TaskID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	TaskName	VARCHAR	32	NOT NULL	NAME	stores the name of the task	Warranty Repair
-	TaskInformation	VARCHAR	255	NOT NULL	DESCRIPTION	describes the task that has to be done	replace monitor and install it
FK	TicketID	INT	11	NOT NULL	IDENTITY	references which ticket the task belongs to	1234567

Item

Contains the information on a specific item that can be used to resolve a ticket through a task

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	ItemID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	ItemName	VARCHAR	32	NOT NULL	NAME	stores the name of the item	monitor
-	ItemDescription	VARCHAR	80	NOT NULL	DESCRIPTION	a short description of the item	19in x 34in screen
						price per unit of	

-	ItemPrice	SMALLMONEY	-	NOT NULL NULL/NOT NULL	AMOUNT	the item	50.25
Key	Name	Type	Size		Default	Description	Sample

Purchase

Contains the information on the purchase made (if any) to get the item/s needed for the ticket to be resolved

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	PurchaseID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	Quantity	INT	11	NOT NULL	IDENTITY	contains the number of items ordered to supplement the task	12
-	PurchaseTotal	SMALLMONEY	-	NOT NULL	AMOUNT	contains the cost of the items ordered	100.50
FK	TaskID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
FK	ItemID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567