



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	UserFirstName		stores the user's first name	Jamie
-	UserLastName	VARCHAR	32	NOT NULL			stores the user's last name	Lu
-	UserAddress	VARCHAR	255	NOT NULL			stores the user's address	123 Random Street
-	UserPhoneNum	VARCHAR 	32	NOT NULL			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	StaffFirstName		stores the staff's first name	John
-	StaffLastName	VARCHAR	32	NOT NULL			stores the staff's last name	Doe
-	StaffAddress	VARCHAR	255	NOT NULL			stores the staff's address	777 Heavenly Road
-	StaffPhoneNum	VARCHAR 	32	NOT NULL			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		describes why the ticket was generated	Nothing on screen
-	DateIssued	DATETIME	-	NOT NULL		date and time the ticket was issued	2019-07-11 04:27:07
-	DateResolved	DATETIME	-	NULL		date and time the ticket was resolved, null til resolved	2019-07-17 04:27:07
FK	 UserID	INT	11	NULL		references which user is involved in the ticket	1234567
FK	StaffID	INT	11	NULL		references which staff is involved in the ticket	1234567
FK	TicketCategoryID	INT	11	NOT NULL		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	TicketCategoryID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
-	CategoryName	VARCHAR	32	NOT NULL		stores the name of the ticket category	Hardware Issue
-	CategoryDescription	VARCHAR	255	NOT NULL		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	CommentID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567

Key	Comment Name	Date Type	Size	NULL/NOT NULL	Default	date and time comment was made	2019-07-04:27:07
-	CommentMade	VARCHAR	1024	NOT NULL		contains the comment/communication made	I would like more information on the issue.
FK	UserID	INT	11	NULL		references the user that made the comment	1234567
FK	StaffID	INT	11	NULL		references the staff that made the comment	1234567
FK	TicketID	INT	11	NOT NULL		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		stores the name of the task	Warranty Repair
-	TaskInformation	VARCHAR	255	NOT NULL		describes the task that has to be done	replace monitor and install it
-	DateSolved	DATETIME	-	NOT NULL	CURRENT DATE	the date the comment entry is made	2019-07-11 04:27:07
FK	TicketID	INT	11	NOT NULL		references which ticket the task belongs to	1234567
FK	StaffID	INT	11	NOT NULL		references which staff is assigned to the task	1234567

Hardware


Contains the information on a specific hardware that can be used to resolve a ticket

Key	Name	Type	Size	NULL/NOT NULL	Default	Description	Sample
PK	HardwareID	INT	11	NOT NULL	IDENTITY	<i>A unique sequential number</i>	1234567
						stores the	

- Key	HardwareName Name	VARCHAR Type	32 Size	NOT NULL NULL/NOT NULL	Default	 name of the Description item	monitor Sample
-	HardwareDescription	VARCHAR	80	NOT NULL		a short description of the item	19in x 34in screen
-	PurchaseDate	DATETIME	-	NOT NULL		stores the date the hardware was purchased	50.25
	SerialNumber	VARCHAR	32	NOT NULL		stores the hardware's serial number	AK07115477WQD

HardwareTicket

References the many to many relationship between Ticket and Hardware

Key	Name	Type	Size	NULL/NOT NULL	Default	 Description	Sample
PK FK	TicketID	INT	11	NOT NULL		<i>A unique sequential number</i>	1234567
PK FK	HardwareID	INT	11	NOT NULL		<i>A unique sequential number</i>	1234567