Idea 1

This database serves to detail an IT repair desk which deals with repairing and servicing person computers. The database for the repair desk consists of seven entities; Employees, Job Title, Skill Set, Degree/Certification, Assignment, PCs To Be Repaired, and IT Repair Desk. The repair desk takes in end-user data in the form of the customer's PC problem and the date the computer was given to the IT desk. Once this computer is given to the support team details surrounding the issue will determine the skill set required, creating a unique assignment for the computer. This assignment will draw on employees who have the particular skills required to combat the issue with the computer. For a particular employee to fit under the required skill group they will have to have a certain degree and or certification to their name, ensuring that the proper staff is working on an issue that fits their knowledge base. The Job Title entity is meant to give a description for each of the employees, such as their title, pay, and date of hire. Employees will have an assignment within their respective entity so that you can ensure the workload is distributed more evenly across the company and that not only one employee is tasked with all the repairs. Assignments may also require more than one employee based on the needs of the problem identified. The repair queue, represented by the PCs To Be Repaired entity, will ensure that repairs and done in a timely manner in the time they were received. Finally, the main IT Repair Desk entity will house the current que, hours of the business based on the date, and location(s) of the business.

