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CIS 103

May 28th, 2021

Plan a Database Project

Description

In a computer training center, there are eight training rooms. In each training room, there are stations which consist of multiple computers and accessories from different manufacturers.

Users will create trouble tickets to communicate with the IT staff and ask for their help. The users (students, teachers, visitors) will fill out a ticket if there are any issues with the equipment or their accounts. An IT staff member will be assigned the ticket and use it to resolve any problems. Our job is to create a database to help the IT staff manage the equipment, user accounts, and trouble tickets.

Business Rules

* Our training center has eight laboratories; each laboratory has one or multiple stations.
* Each station can have many computers and accessories.
* A member of the IT staff can be assigned to one laboratory to look over operations and

solve quick questions or situations.

* A member of the IT staff (or multiple) can have an IT ticket assigned.
* The user can create an IT ticket (or multiple) for their device or account.
* Each user is assigned one role (administrator, student, etc.)
* The IT staff maintains records on when the user’s accounts were created and modified.