

Help Desk Normalization Project

Computers are US (CUS) is in need for us to develop a help desk tracking system. CUS is unwilling to hire us without a logical layout for the project. After interviewing CUS, we are able to piece together the following information. CUS wants the following documentation:

- Object Diagram
- Entity-Relationship Diagram (ER diagram)
- Shorthand Notation

Problem Description:

The customer places a call into the help desk center. An official record of the call is opened and a category is assigned to the call. The category is for tracking purposes and will help management determine “problem areas.” Management is also concerned with providing excellent customer service. For this reason, a technician is assigned to the call. Due to the limited technical expertise of each technician, if it is determined that the problem is a complicated one that requires the skills of multiple technicians, then the multiple technicians are assigned to the call. If multiple technicians are assigned to the call, then general comments must be placed for the call as well as comments for each of the technicians assigned to the call (what each technician will be doing for the call).

Assumptions:

Each call placed will be a new call, and since we have excellent technicians, each call is completed before the customer hangs up.

Work due:

- Complete the Object Diagram.
- Complete the ER diagram.
- Complete the Shorthand Notation.