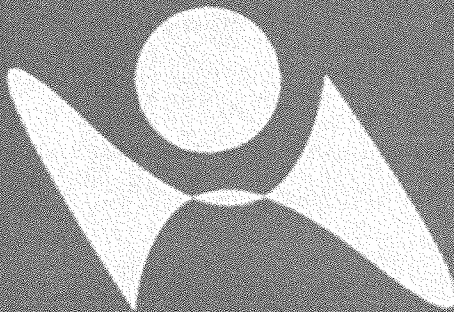


DESIGN PHASE REPORT

READY TO HELP COMPUTER SUPPORT SYSTEM



Durham, Dawson, Vailes, and Lowe
Business Software Solutions Inc.

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I. Executive Summary

The Executive Summary includes the summary of recommendation, the summary of problems, opportunities and directives, a brief statement of system improvement objectives and a brief explanation of report contents.

**Durham, Dawson, Vailes and Lowe
Business Software Solutions Inc.**



A. Summary of Recommendations:

D.D.V.L Business Software Solutions will create a centralized system for the “Ready to Help Computer Support” company which will allow for all five local branches of their business to coordinate inventory, billing, payroll, and technical offsite support. This report is a summary of our teams design phase is intended to fully describe the solution that our software development team will develop for your business.

B. Summary of Problems, Opportunities and Directives:

“Ready to Help Computer Support” is currently using a fragmented system which consists of spreadsheets, off the shelf accounting software, hand-written invoices, and procedures that are not standardized or written down.

- ✿ The current method of hand-written record keeping is antiquated and provides an environment that allows for errors and data redundancy.
 - ✿ The current inventory process does not accurately account for and maintain specific key items that are needed by stores and technicians.
 - ✿ Technician scheduling is handled inadequately and lacks a method for matching specialized technician skill sets with repair jobs requirements.
 - ✿ A centralized, comprehensive inventory management system is needed to ensure accurate count of retail items in stock and on order.
 - ✿ The methods currently in place to handle the accounts payable and payroll tracking are limited in functionality and dependability; allowing for inaccurate accounting of repair processes and billing.
-

C. Statement of System Improvement Objectives:

This report contains detailed information regarding the design of an all-encompassing system that our team has developed in order to improve the “Ready to Help Computer Support” company. This software solution will be a customized system contoured to your unique and specific business specifications. This streamlined, centralized web based system will ensure accurate standardized reporting, payroll support, off-site technician scheduling, and significantly ease the current burden of inventory management thus assisting in effective and efficient management of business procedures.

With this custom solution, we plan on improving the business process by:

- ✿ Decreasing the total times spent on the upkeep of information by 70 percent.
 - ✿ Decreasing the total time spent creating and editing reports by 60 percent.
 - ✿ Increasing reliability of information gathered from accumulated data.
 - ✿ Standardize processes and procedures to make functions more efficient.
 - ✿ Streamline the company's payroll management system.
-

D. Explanation of Report Contents:

- ✿ **Detailed Table Descriptions:** This section contains a comprehensive and detailed overview of the systems relational database tables as well as a relationship diagram of all the tables and how they relate to one another.
 - ✿ **Detailed System Hierarchy Charts:** This section contains a detailed overall system hierarchy chart as well as charts of all the sub-systems.
 - ✿ **Detailed System Screen Layouts:** This section contains all of the systems screens and menus along with a listing of the source for all of the data elements.
 - ✿ **Detailed System Reports Descriptions:** This section contains detailed examples of the system reports including a listing of their data sources.
 - ✿ **A Narrative Description of All Programs:** This section will describe all the systems programs and their interaction with the relational database.
 - ✿ **Appendixes:** This section contains the original request for analysis from "Ready to Help Computer Support", team member assignments, and meeting minutes of our systems analysis team meetings for both the study and design phase.
-

II. Detailed Table Descriptions

This section contains detailed table descriptions for the relational database designed for the new system including a comprehensive relationship diagram.

**Durham, Dawson, Vailes and Lowe
Business Software Solutions Inc.**



A. Description of all System Tables:

This section will document the composition of all relational database tables including specific validation information.

1. **Employee Table:** This table is designed to contain all the information necessary for the Human Resource department to manage payroll, personnel accounting, and for the systems administrator to manage system access including user privileges.

Field Name	Description	Data Type	Field Size	Default Value
EmpID(PK)	Employee Identification Number.	Integer	5	Not Null
LastName	Employee Last Name.	Varchar	25	Not Null
FirstName	Employee First Name.	Varchar	25	Not Null
Job_PositionID(FK)	Employee Job Position.	Integer	2	Not Null
Technician	A flag to identify a technician	Bit		Null
DateOfBirth	Employee Birth Date. (1)	Date		Not Null
DateOfHire	Employee Hire Date. (1)	Date		Not Null
EmployeeStatusID(FK)	Employee Current Employment Status ID.	Integer	2	Not Null
StoreLocationID(FK)	Employee Home Store Location ID.	Integer	2	Not Null
EmpStreetAddress	Employee Street Address.	Varchar	50	Not Null
ZipID(FK)	Zip Code ID.	Integer	3	Not Null
EmpHomePhone	Employee Home Phone. (1)	Varchar	13	Not Null
EmpOfficeExtention	Employee Office Phone Number.	Varchar	4	Not Null
EmpEmailAddress	Employee Company E-mail Address. (1)	Varchar	40	Not Null
LogInName	Employee Login for System.	Varchar	15	Not Null
Password	Employee Password for System. (2)	Varchar	15	Not Null
DateCreated	Employee Account Creation Date.	Date		Not Null
AccessID(FK)	Employee Account Access Level ID.	Integer	2	Not Null
TechSkillLevelID(FK)	Technician Skill Level ID.	Integer	2	Null

Validation Rules:

- (1) Entry will be masked to ensure correct format.
- (2) The Password field will be encrypted in the field.

2. **User Privilege Table:** This table contains the different user privilege levels for system access and will be used to populate a drop down menu for the Access field in the employee table.

Field Name	Description	Data Type	Field Size	Default Value
AccessID(PK)	Unique ID for access levels	Integer	2	Not Null
Access	User Access Levels. (1)	Varchar	10	Not Null

Validation Rules:

- (1) Data in this table will be hard coded and will only be editable by the systems administrator.

3. **Technician Skill Level Table:** This table contains the different technician skill levels held by each technician and will be used to populate a drop down menu for the TechSkillLevel field in the employee table.

Field Name	Description	Data Type	Field Size	Default Value
TechSkillLevelID(PK)	Unique ID for Technician Skills	Integer	2	Not Null
TechSkillLevel	Technician Skill Levels. (1)	Varchar	10	Not Null
TechCostPerHour	The per hour rate for Technician	Money	10	Not Null

Validation Rules:

- (1) Data in this table will be hard coded and will only be editable by the systems administrator.

4. **Zip Code Table:** This table will contain the city, state, and zip code information that will be used to populate both the employee and customer table zip, city and state fields.

Field Name	Description	Data Type	Field Size	Default Value
ZipId(PK)	Number used as a primary key field for the zip.	Integer	3	Not Null
Zip	The individual zip codes. (1)	Varchar	5	Not Null
City	The city associated with the zip code. (1)	Varchar	50	Not Null
State	The State associated with the zip code. (1)	Varchar	2	Not Null

Validation Rules:

- (1) Data in this table will be hard coded and will only be editable by the systems administrator.

5. **Employee Status:** This table will contain the two different employment status, active and inactive and will be used to populate the EmployeeStatus field in the Employee table.

Field Name	Description	Data Type	Field Size	Default Value
Employee_StatusID(PK)	Unique ID for Employment Status	Integer	2	Not Null
Employee_Status	Current Employment Status. (1)	Varchar	15	Not Null

Validation Rules:

- (1) This table will be hard coded and will only be editable by the systems administrator.

6. **Position:** This table will contain the individual job positions for the employee and will be used to populate the drop down menu for the Job_Position field in the Employee table.

Field Name	Description	Data Type	Field Size	Default Value
Job_PositionID(PK)	Unique ID for Job Position	Integer	2	Not Null
Job_Position	Current Employment Positions. (1)	Varchar	15	Not Null

Validation Rules:

- (1) This table will be hard coded and will only be editable by the systems administrator.

7. **Store Location Table:** This table will contain the unique store location name for each of the five store location and will be used to populate the drop down menu for the StoreLocation field in the Employee table.

Field Name	Description	Data Type	Field Size	Default Value
Store_LocationID(PK)	Unique ID for Job Position	Integer	2	Not Null
Store_Location	Store Location Identifier. (1)	Varchar	15	Not Null
Store_Street_Address	Store Location Street Address	Varchar	50	Not Null
ZipID(FK)	Zip Code ID.	Integer	3	Not Null

Validation Rules:

- (1) This table will be hard coded and will only be editable by the systems administrator.

8. **Inventory Table:** This table will contain all data on your company's inventory items and their respective levels.

Field Name	Description	Data Type	Field Size	Default Value
ItemID(PK)	The item ID for the product.	Integer	3	Not Null
ItemName	The name of the item.	Varchar	60	Not Null
SupplierID(FK)	The supplier ID for the item supplier.	Integer	3	Not Null
CategoryID(FK)	The category ID for the item.	Integer	3	Not Null
ItemPrice	The retail price of the item. ⁽¹⁾	Money	10	Not Null
ItemCost	The cost of the item from the supplier. ⁽¹⁾	Money	10	Not Null
Discontinued	Flag to indicate the whether the Item has been discontinued.	Bit		Null
ItemDescription	A narrative description for the item. ⁽²⁾	Varchar	255	Not Null
ItemImage	A JPEG image of the inventory item. ⁽³⁾	Image		Null

Validation Rules:

- ⁽¹⁾ Field cannot be less than zero.
- ⁽²⁾ Field will be a free text box.
- ⁽³⁾ Variable width binary string. Maximum two gigabytes.

9. **Item Category Table:** This table will contain unique item category identifiers for inventory items and will be used to populate the drop down menu for the CategoryID field in the Inventory table.

Field Name	Description	Data Type	Field Size	Default Value
CategoryID(PK)	The unique item category ID	Integer	3	Not Null
CategoryName	The category title for inventory items. ⁽¹⁾	Varchar	20	Not Null

Validation Rules:

- ⁽¹⁾ This table will be hard coded and will only be editable by the systems administrator.

- 10. Suppliers Table:** This table will contain all the suppliers that are currently used to purchase inventory items.

Field Name	Description	Data Type	Field Size	Default Value
SupplierID(PK)	The supplier ID for the item supplier.	Integer	3	Not Null
SupplierName	The company name for the supplier.	Varchar	60	Not Null
SupplierPhone	The phone number for the supplier. (1)	Varchar	13	Not Null
SupplierFax	The fax number for the supplier. (1)	Varchar	13	Not Null
SupplierWebAddress	The web site URL for the supplier.	Varchar	255	Null
ContactFirstName	First name for the supplier contact.	Varchar	25	Not Null
ContactLastName	Last name for the supplier contact.	Varchar	25	Not Null
ContactEmail	The email address for the supplier contact.	Varchar	40	Not Null
SupplierStreetAdd	Street address for the supplier.	Varchar	50	Not Null
ZipID(FK)	Supplier Zip.	Integer	3	Not Null

Validation Rules:

- (1) Entry will be masked to ensure correct format.

11. Inventory Bridge: This table will allow for a bridge between the Inventory table and the Store_Location table enabling inventory tracking at all stores.

Field Name	Description	Data Type	Field Size	Default Value
ItemID(PK)	The item ID for the product.	Integer	3	Not Null
StoreLocationID(PK)	Store Location Identifier.	Integer	2	Not Null
ReorderLevel	The lowest level an items physical inventory can be. (1)	Integer	3	Not Null
ItemsOnHand	The number of items physically in inventory. (1)	Integer	3	Not Null
ItemsOnOrder	The number of items currently on order. (1)	Integer	3	Not Null

Validation Rules:

(1) Field cannot be less than zero.

12. Customer Table: This table will contain all the historical customer data for every customer that the company interacts with.

Field Name	Description	Data Type	Field Size	Default Value
AccountNumber(PK)	Customer Account Number. (1)	Integer	10	Not Null
CustomerFirstName	Customer First Name.	Varchar	25	Not Null
CustomerLastName	Customer Last Name.	Varchar	25	Not Null
CustomerEmailAddress	Customer Email Address.	Varchar	40	Not Null
CustomerPhone	Customer Phone Number. (1)	Varchar	13	Not Null
CustomerCompanyName	Customer Company Name.	Varchar	60	Not Null
CustomerStreetAddress	Customer Street Address.	Varchar	50	Not Null
ZipID(FK)	Customer Zip Code.	Integer	3	Not Null

Validation Rules:

(1) Entry will be masked to ensure correct format.

13. Retail Sales: This table will contain all the daily sales data from each store location.

Field Name	Description	Data Type	Field Size	Default Value
SalesNumber(PK)	The unique sales number.	Integer	10	Not Null
AccountNumber(FK)	The customer account the sale was for.	Integer	10	Not Null
EmpID(FK)	The ID of the employee who made the sale.	Integer	5	Not Null
SaleDate	The date the sale was made. (2)	Date		Not Null
TotalCost	The total cost of the sale. (1)	Money	10	Not Null

Validation Rules:

- (1) The TotalCost field will be calculated and filled programmatically.
- (2) Entry will be masked to ensure correct format.

14. Retail Sales Detail Table: This table will allow for a bridge between the Retail_Sales table and the Retail_Sales_Detail table enabling tracking of daily sales for all stores.

Field Name	Description	Data Type	Field Size	Default Value
SalesNumber(PK)	The unique sales number. (1)	Integer	10	Not Null
ItemID(PK)	The unique item ID number. (2)	Integer	3	Not Null
ItemQuantity	The total quantity of each item purchase. (3)	Integer	3	Not Null
ItemSoldFor	The actual cost the item sold for	Money	10	Not Null

Validation Rules:

- (1) This unique sales number will be auto incremented.
- (2) Field will be populated using a view.
- (3) ItemQuantity field will be updated via the user.

15. Trouble Ticket Scheduling Table: This table will track all trouble tickets and their statuses.

Field Name	Description	Data Type	Field Size	Default Value
TroubleTicketNumber(PK)	Trouble Ticket Number.	Integer	10	Not Null
EmpID(FK)	Technician assigned.	Integer	3	Not Null
AccountNumber(FK)	Customer account number.	Integer	10	Not Null
TechSkillLevelID(FK)	Technician Skill level required. (1)	Integer	2	Not Null
TroubleTicketDescription	A narrative description of the problem and technician comments.	Varchar	255	Null
DateOfService	Date the service is scheduled. (2)	Date		Not Null
DateCompleted	The date the service was completed. (2)	Date		Null
JobStatusID(FK)	The current status of the service call. (2)	Integer	2	Not Null
HoursUsed	The number of hours used.	Integer	2	Null
TotalBilled	The total amount billed. (3)	Money	10	Null

Validation Rules:

- (1) This field is a drop down populated by another table.
- (2) Entry will be masked to ensure correct format.
- (3) TotalBilled field will be calculated and populated once the trouble call is complete.

16. Job Status Table: This table will populate a drop down for the ServiceStatus field in the Trouble_Ticket_Scheduling Table.

Field Name	Description	Data Type	Field Size	Default Value
JobStatusID(PK)	Unique ID for status.	Integer	2	Not Null
JobStatus	Simple text "In Process" or "Completed" (1)	Varchar	20	Not Null

Validation Rules:

- (1) This table will be hard coded and will only be editable by the systems administrator.

17. **Technician Repair Items Detail Table:** This table will allow for a bridge for the Trouble_Ticket_Scheduling table to accurately track for billing purposes multiple items used for repair jobs by the technician.

Field Name	Description	Data Type	Field Size	Default Value
TroubleTicketNumber(PK)	Trouble Ticket Number.	Integer	10	Not Null
ItemID(PK)	Item ID for the Item Used	Integer	3	Not Null
RepairItemSoldFor	The cost the item was sold for.	Money	10	Not Null
RepairItemQuantity	The number of this item used.	Integer	2	Not Null

B. Description of all System Tables:

1. **Main System Overall Relationship Diagram:** The full system physical relationship diagram (Figure 2-B-1) provides a descriptive view of the relational data structure.

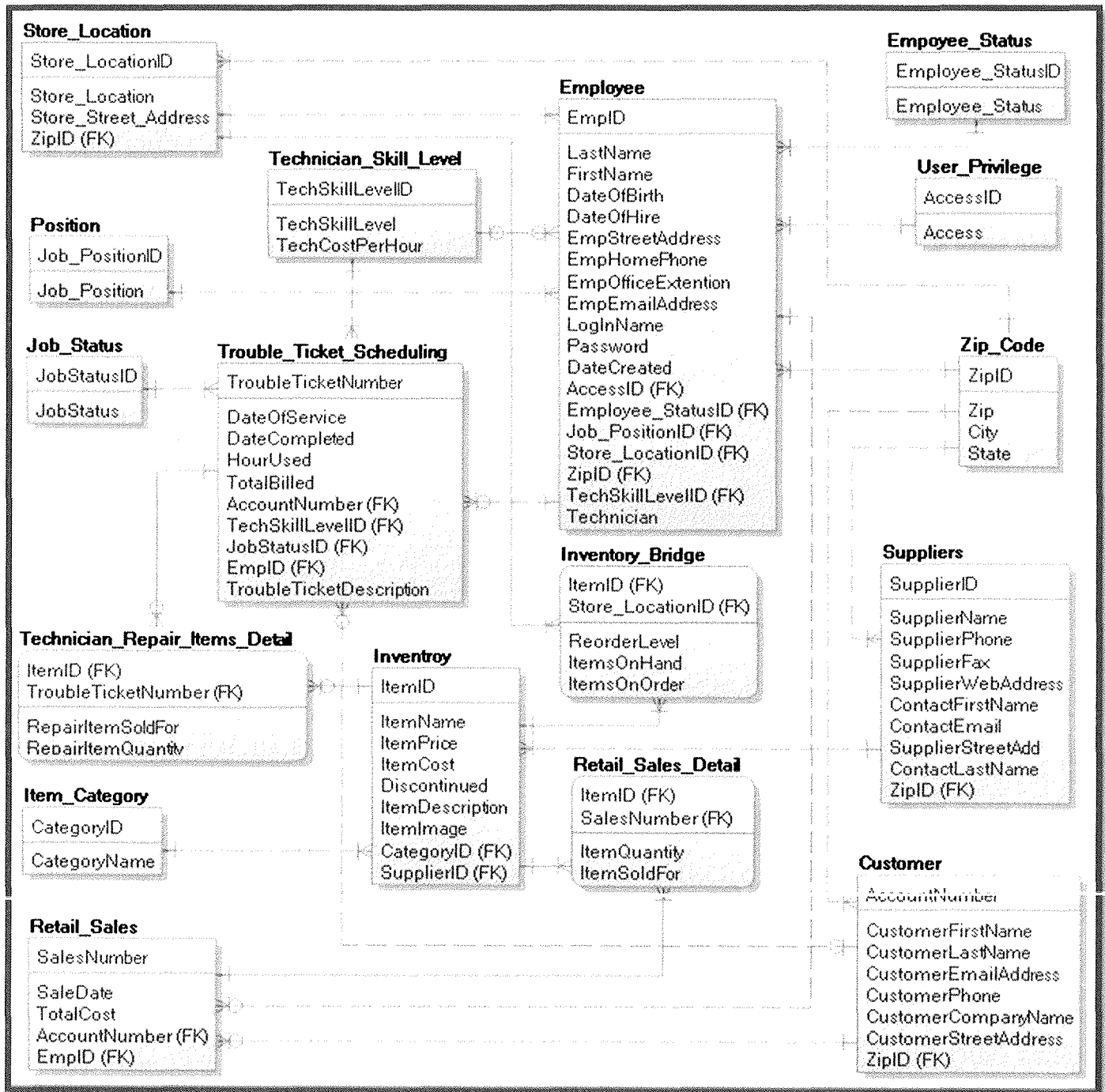


Figure 2-B- 1

2. **Employee Table Relationship Details:** The Employee Table Relationship Diagram in (Figure 2-B-2) provides a descriptive view of the relational data structure of the Employee Table and the tables that it is a child of. (Table 2-B-1) describes the details for each relationship.

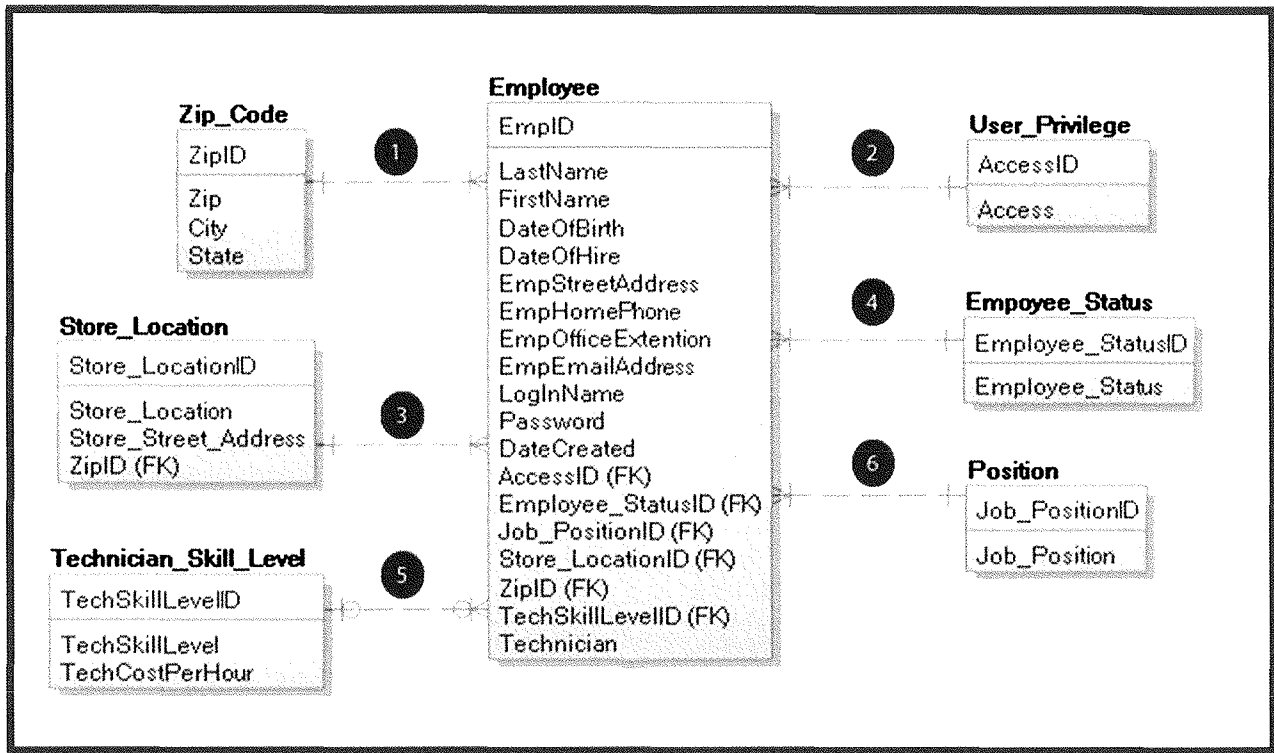


Figure 2-B- 2

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A zip code ID has many employee ID's.	An employee ID has only one zip code ID.
2	Non-Identifying	One-to-Many	An access ID has many employee ID's.	An employee ID has only one access ID.
3	Non-Identifying	One-to-Many	A store location ID has many employees.	An employee ID has only one store location ID.
4	Non-Identifying	One-to-Many	An employee status ID has many employees.	An employee ID has only one employee status ID.
5	Non-Identifying	Zero, One or More.	A tech skill level ID may have many employee ID's.	An employee ID may have only one tech skill level ID.
6	Non-Identifying	One-to-Many	A job position ID has many employee ID's.	An employee ID has only one job position ID.

Table 2-B- 1

3. **Employee Status Table Relationship Details:** The Employee Status Table Relationship Diagram in (Figure 2-B-3) provides a descriptive view of the relational data structure of the Employee Status Table and the child table that it is a parent of. (Table 2-B-2) describes the details for each relationship.

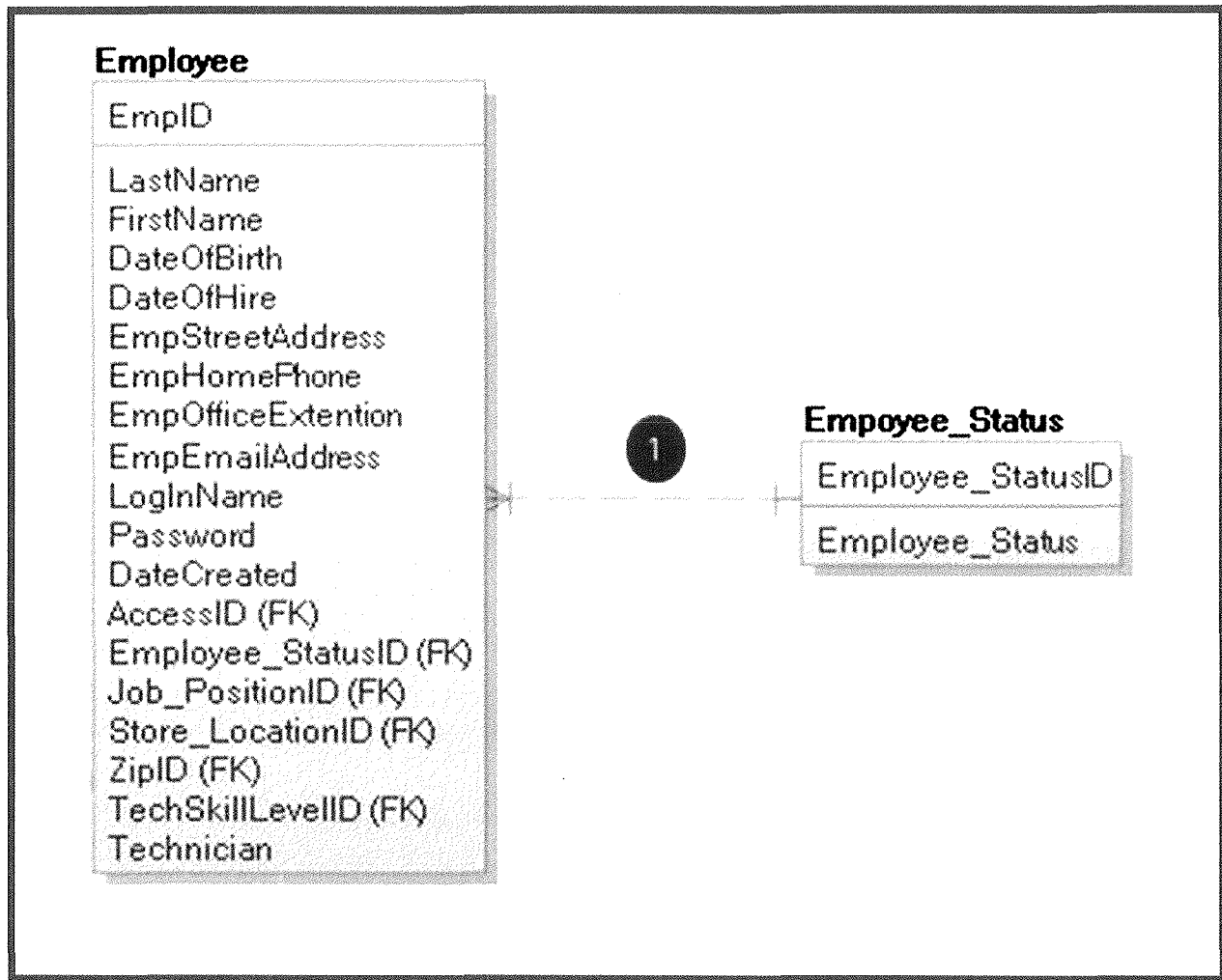


Figure 2-B- 3

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	An employee status ID has many employee ID's.	An employee ID has only one employee status ID.

Table 2-B- 2

4. **Position Table Relationship Details:** The Position Table Relationship Diagram in (Figure 2-B-4) provides a descriptive view of the relational data structure of the Position Table and the child table that it is a parent of. (Table 2-B-3) describes the details for each relationship.

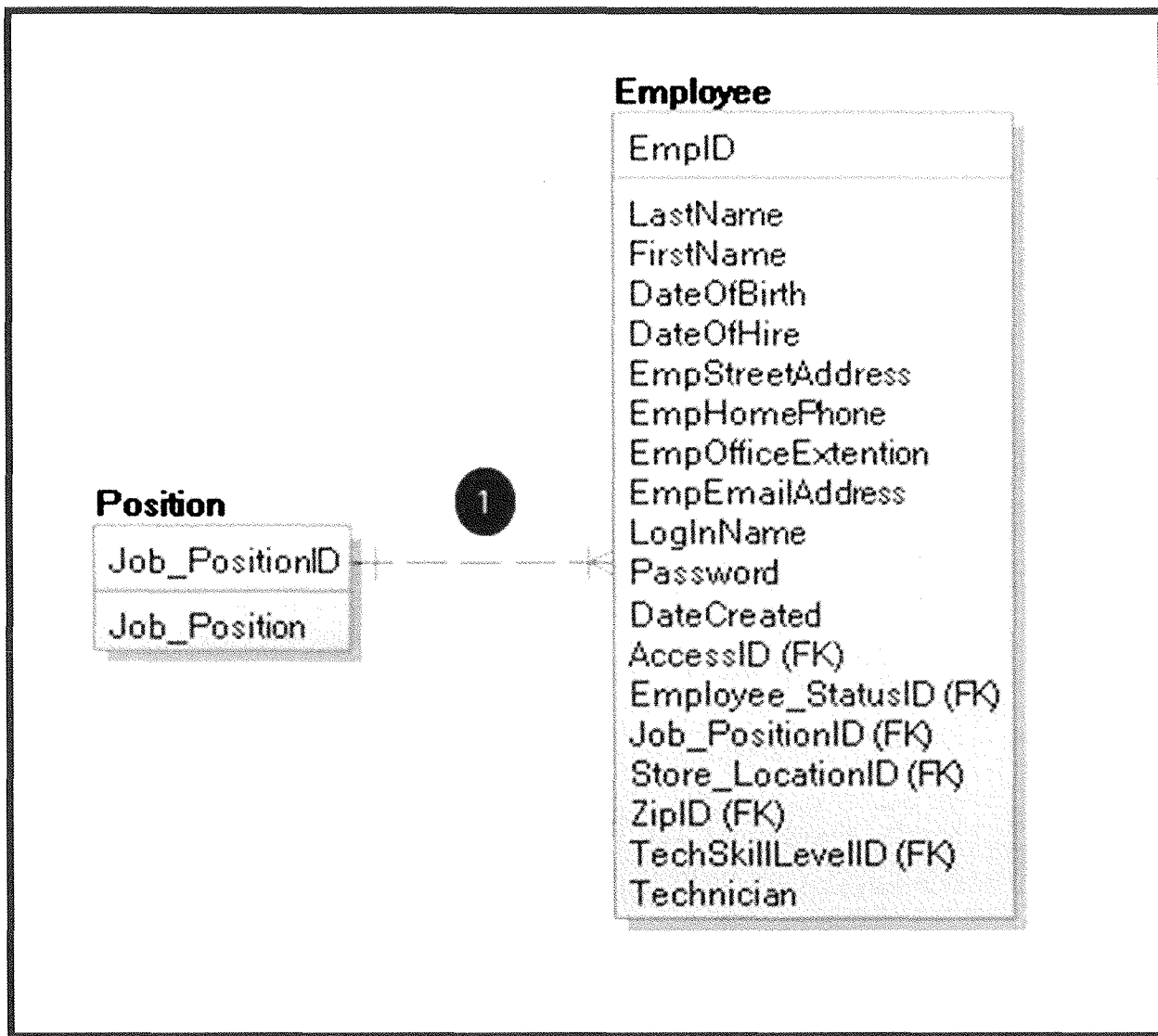


Figure 2-B- 4

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A position ID has many employee ID's.	An employee ID has only one position ID.

Table 2-B- 3

5. **Store Location Table Relationship Details:** The Store Location Table Relationship Diagram in (Figure 2-B-5) provides a descriptive view of the relational data structure of the Store Location Table and the child/parent tables that it is a parent/child of. (Table 2-B-4) describes the details for each relationship.

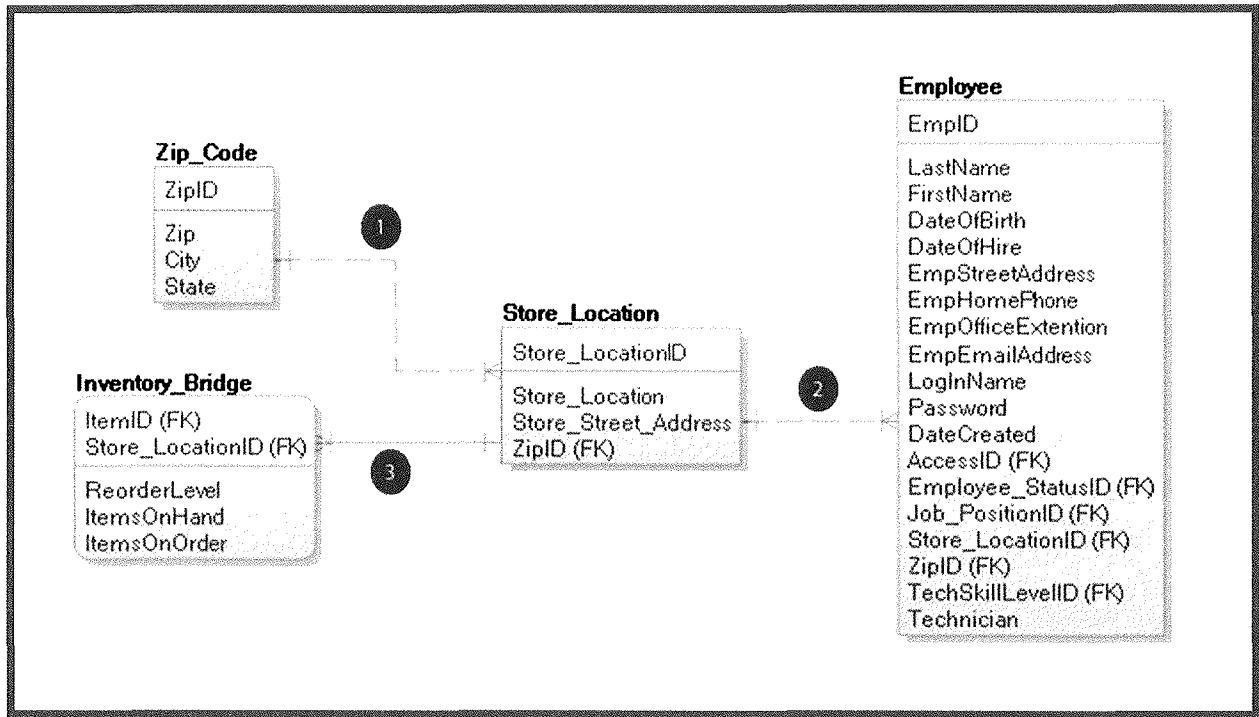


Figure 2-B- 5

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A zip code ID has many store location ID's.	A store location ID has only one zip code ID.
2	Non-Identifying	One-to-Many	A store location ID has many employee ID's	An employee ID has only one store location ID.
3	Identifying	One-to-Many	A store location ID can have many Item ID's.	An item ID based on a store location can have only one store location ID.

Table 2-B- 4

6. **User Privilege Table Relationship Details:** The User Privilege Table Relationship Diagram in (Figure 2-B-6) provides a descriptive view of the relational data structure of the User Privilege Table and the child table that it is a parent of. (Table 2-B-5) describes the details for each relationship.

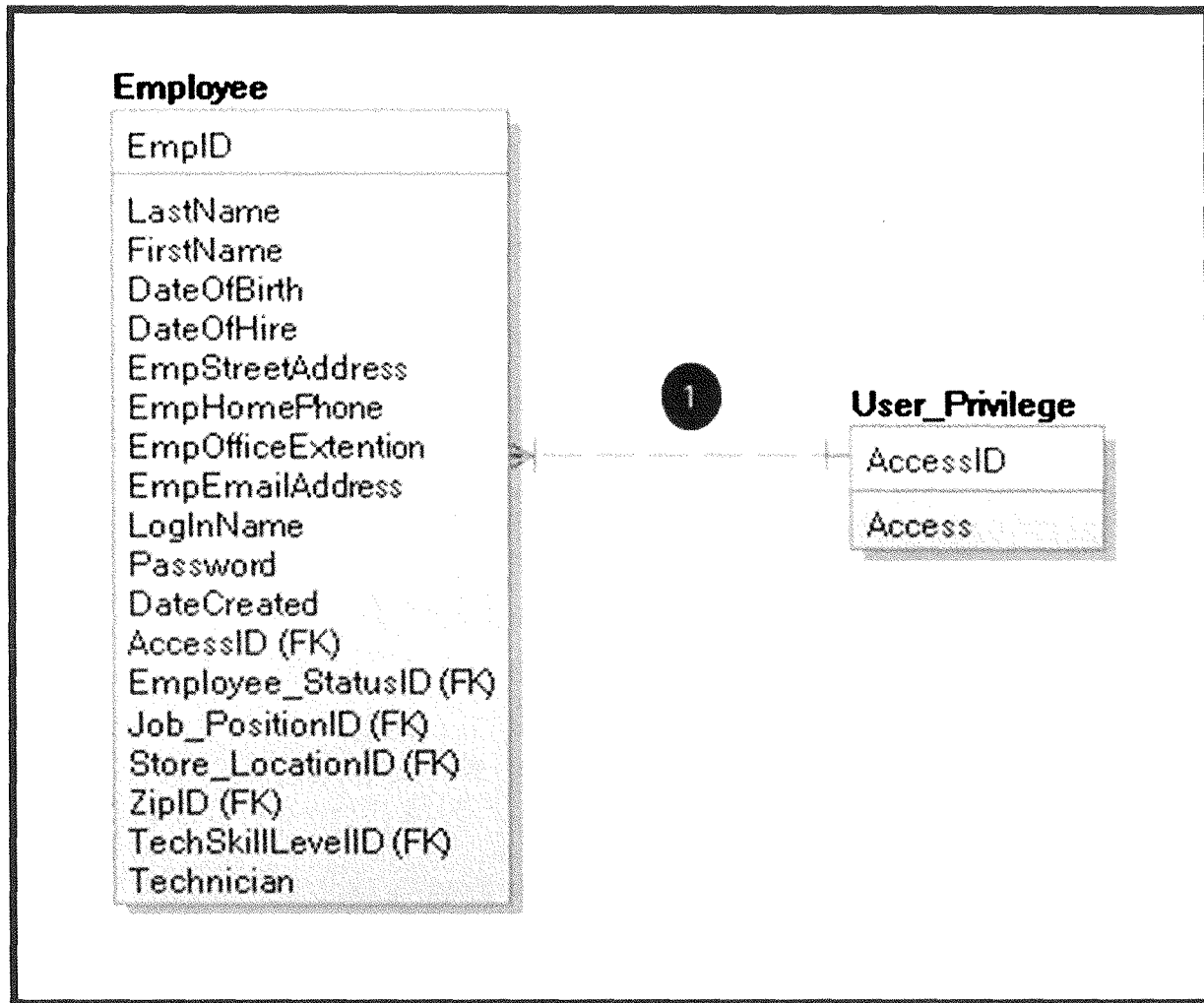


Figure 2-B- 6

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	An access ID has many employee ID's.	An employee ID has only one access ID.

Table 2-B- 5

7. **Technician Skill Level Table Relationship Details:** The Technician Skill Level Table Relationship Diagram in (Figure 2-B-7) provides a descriptive view of the relational data structure of the Technician Skill Level Table and the child tables that it is a parent of. (Table 2-B-6) describes the details for each relationship.

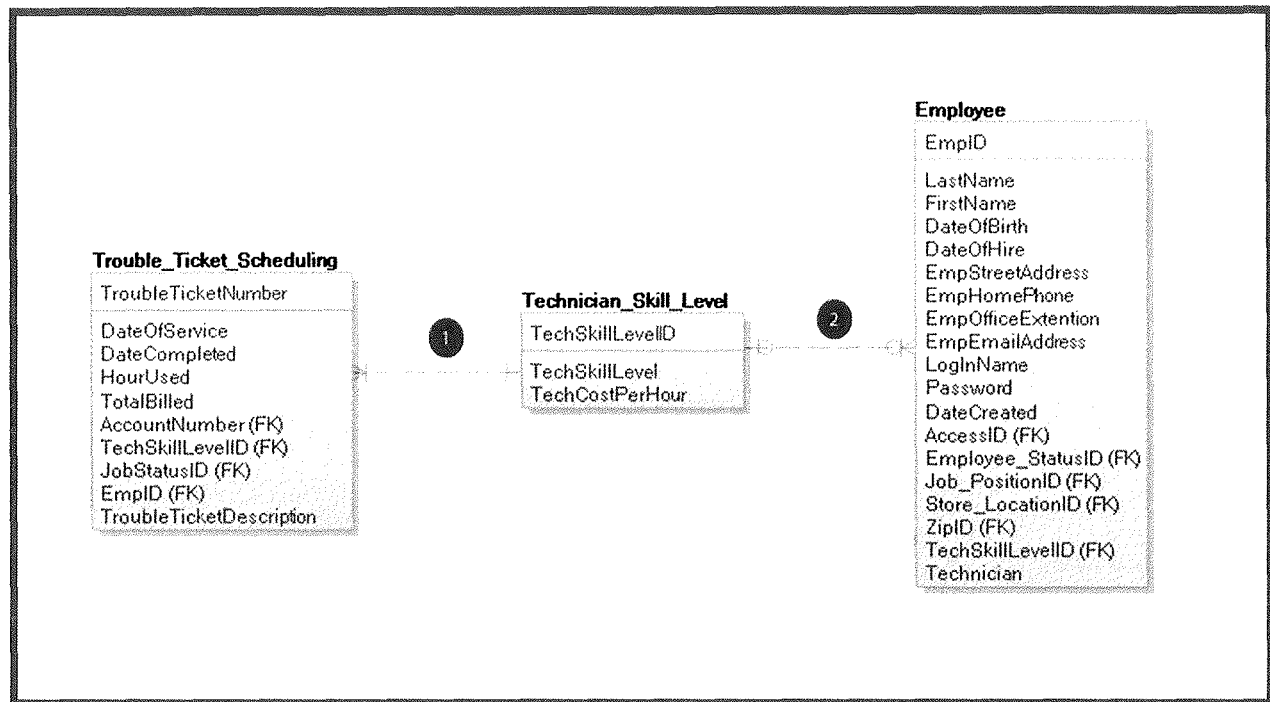


Figure 2-B- 7

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A technician skill level ID has many trouble ticket numbers.	A trouble ticket number has only one technician skill level ID.
2	Non-Identifying	Zero, One or More.	A technician skill level ID may have zero, one or many employee ID's.	An employee ID may have zero or only one technician skill level ID.

Table 2-B- 6

8. **Zip Code Table Relationship Details:** The Zip Code Table Relationship Diagram in (Figure 2-B-8) provides a descriptive view of the relational data structure of the Zip Code Table and the child tables that it is a parent of. (Table 2-B-7) describes the details for each relationship.

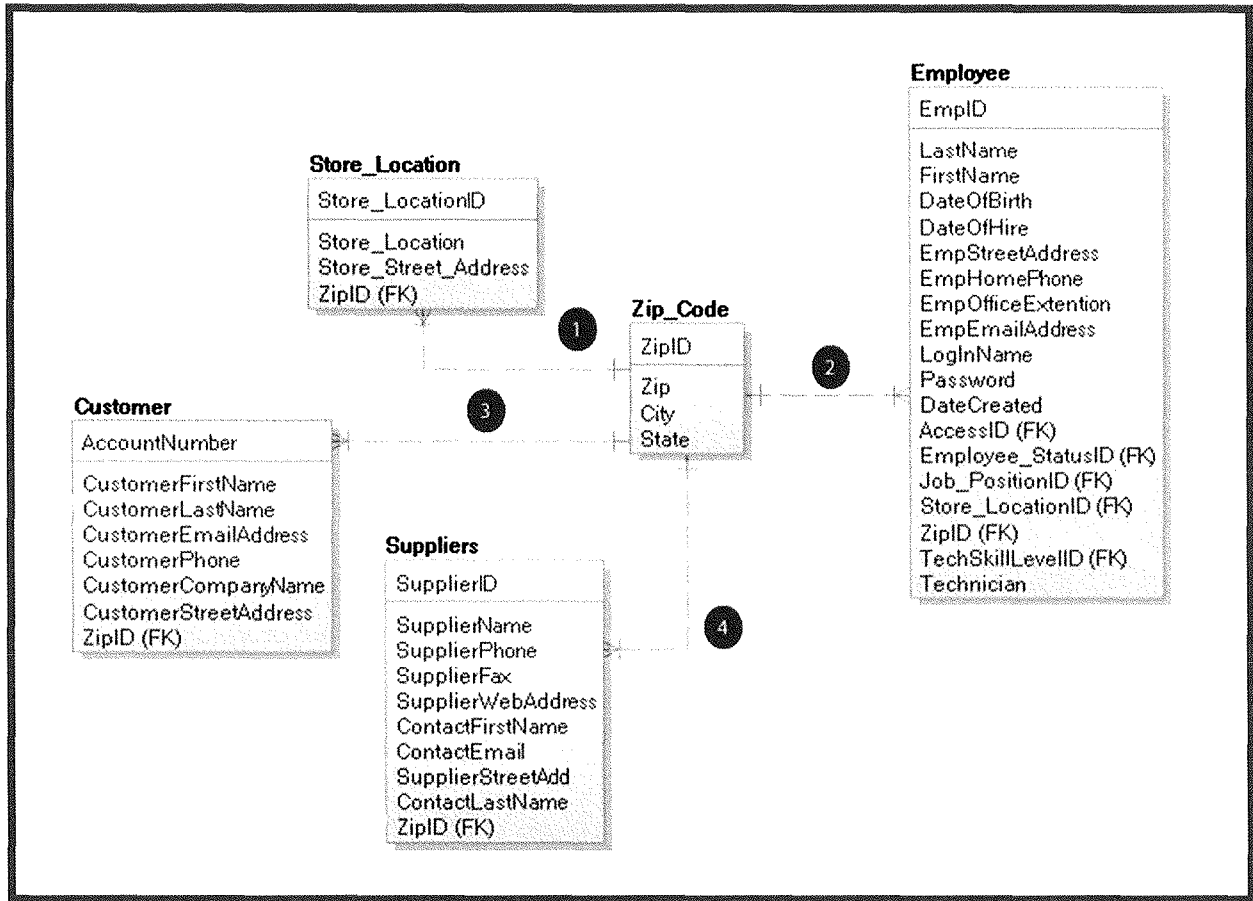


Figure 2-B- 8

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A zip code ID has many store location ID's.	A store location ID has only one zip code ID.
2	Non-Identifying	One-to-Many	A zip code ID has many employee ID's.	An employee ID has only one zip code ID.
3	Non-Identifying	One-to-Many	A zip code ID has many account numbers.	An account number has only one zip code ID.
4	Non-Identifying	One-to-Many	A zip code ID has many supplier ID's.	A supplier ID has only one zip code ID.

Table 2-B- 7

9. **Customer Table Relationship Details:** The Customer Table Relationship Diagram in (Figure 2-B-9) provides a descriptive view of the relational data structure of the Customer Table and the table that it is a child of. (Table 2-B-8) describes the details for each relationship.

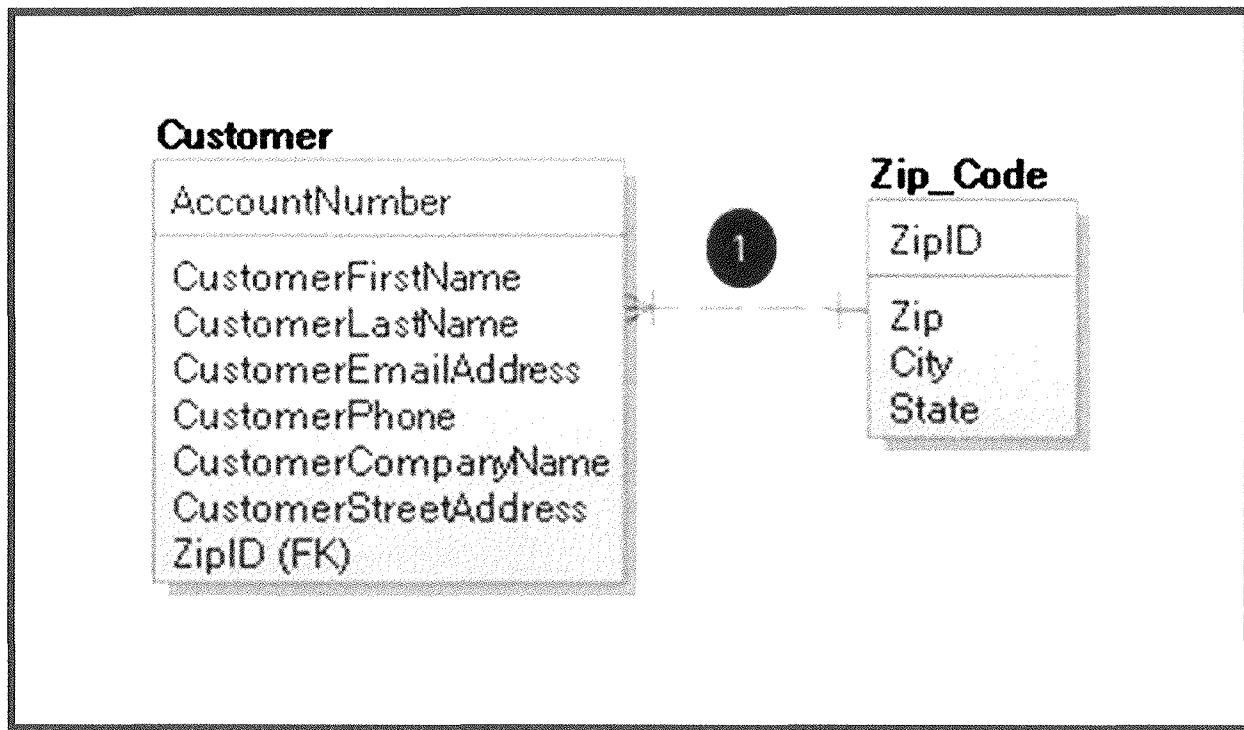


Figure 2-B- 9

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A zip code ID has many account numbers.	An account number has only one zip code ID.

Table 2-B- 8

10. Customer Table Relationship Details: The Customer Table Relationship Diagram in (Figure 2-B-10) provides a descriptive view of the relational data structure of the Customer Table and the table that it is a child of. (Table 2-B-9) describes the details for each relationship.

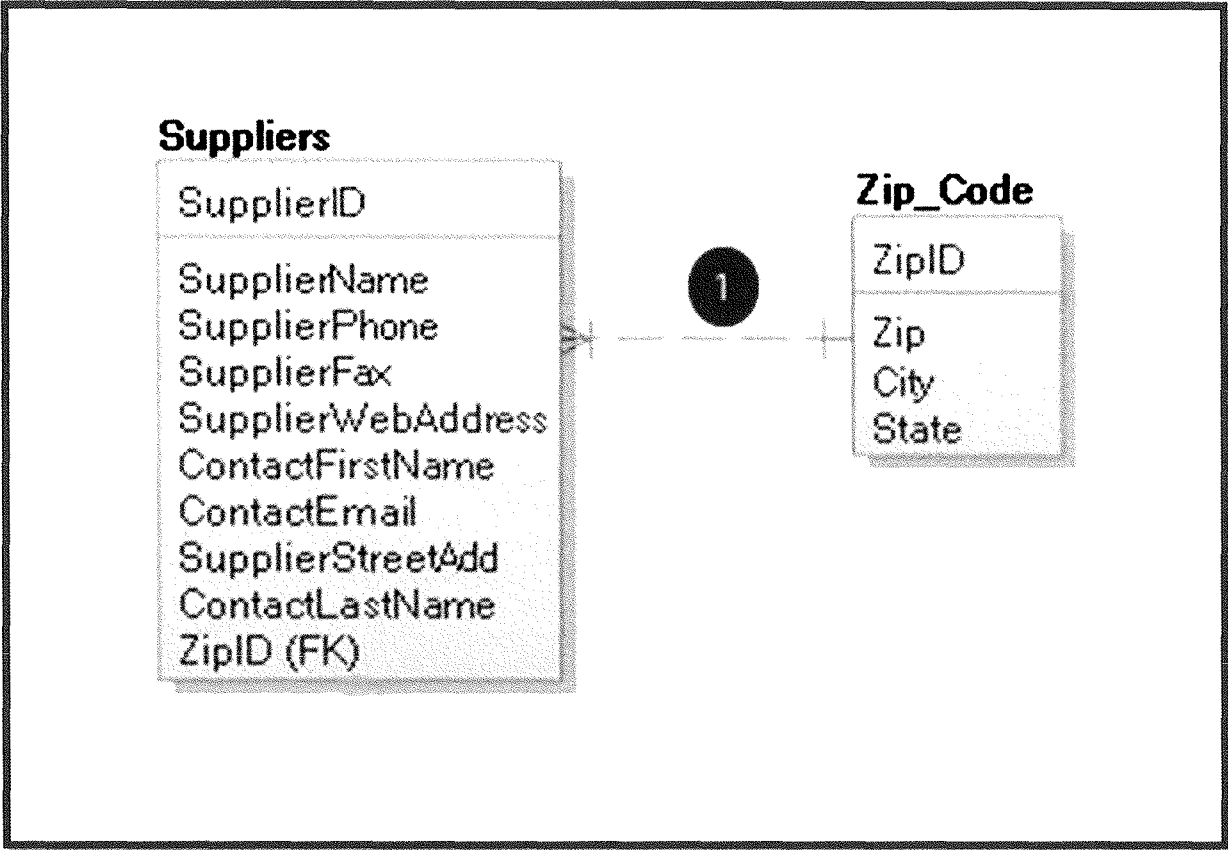


Figure 2-B- 10

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A zip code ID has many supplier ID's.	A supplier ID has only one zip code ID.

Table 2-B- 9

11. Trouble Ticket Scheduling Table Relationship Details: The Trouble Ticket Scheduling Table Relationship Diagram in (Figure 2-B-11) provides a descriptive view of the relational data structure of the Trouble Ticket Scheduling Table and the tables that it is a child of. (Table 2-B-10) describes the details for each relationship.

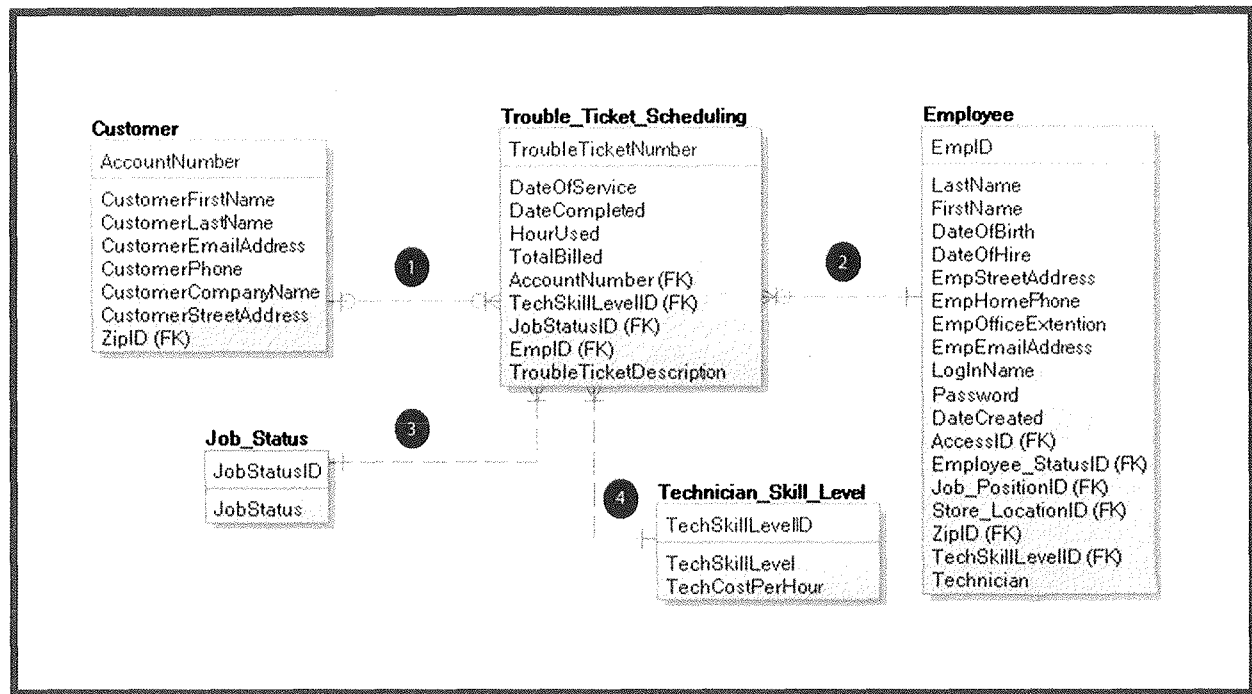


Figure 2-B- 11

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	Zero, One or More	An account number may have many trouble ticket numbers.	A trouble ticket number may have zero or only one account numbers.
2	Non-Identifying	Zero, One or More	An employee ID may has many trouble ticket numbers.	A trouble ticket has only one employee ID.
3	Non-Identifying	One-to-Many	A job status ID has many trouble ticket numbers.	A trouble ticket number has only one job status ID.
4	Non-Identifying	One-to-Many	A technician skill level ID has many trouble ticket numbers.	A trouble ticket number has only one technician skill level ID.

Table 2-B- 10

12. Technician Repair Items Detail Table Relationship Details: The Technician Repair Items Detail Table Relationship Diagram in (Figure 2-B-12) provides a descriptive view of the relational data structure of the Technician Repair Items Detail Table and the table that it is a child of. (Table 2-B-11) describes the details for each relationship.

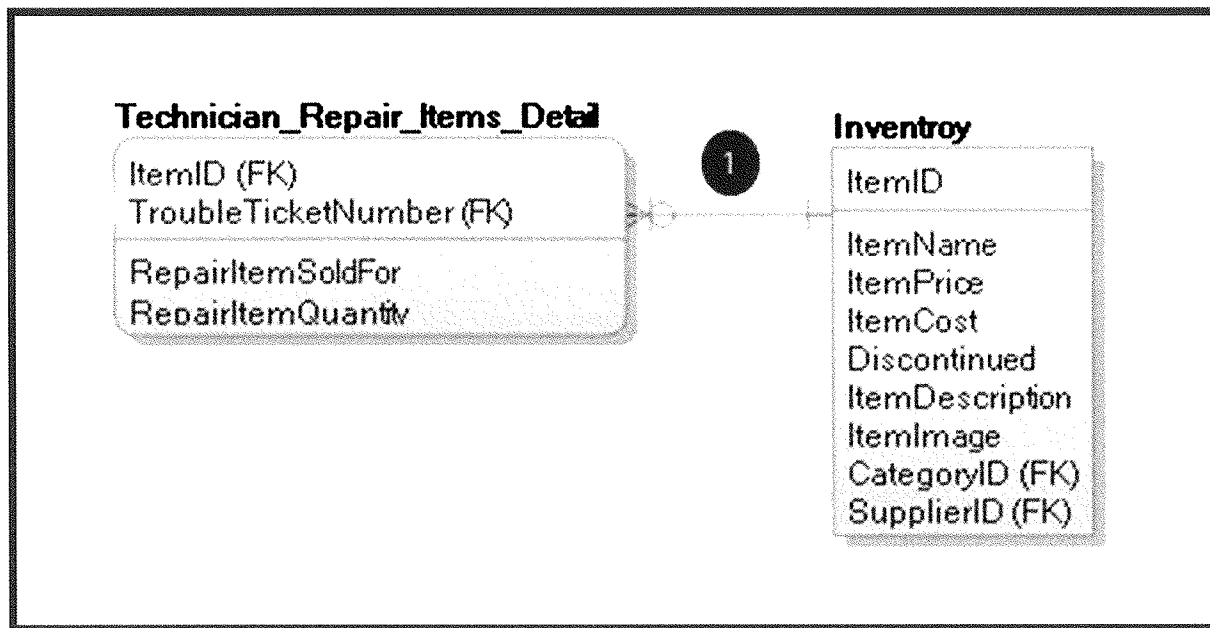


Figure 2-B- 12

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Identifying	Zero, One or More	An item ID may have many trouble ticket numbers associated with it.	An item ID and a trouble ticket number may have many item ID's.

Table 2-B- 11

13. Inventory Table Relationship Details: The Inventory Table Relationship Diagram in (Figure 2-B-13) provides a descriptive view of the relational data structure of the Inventory Table and the tables that it is a child of. (Table 2-B-12) describes the details for each relationship.

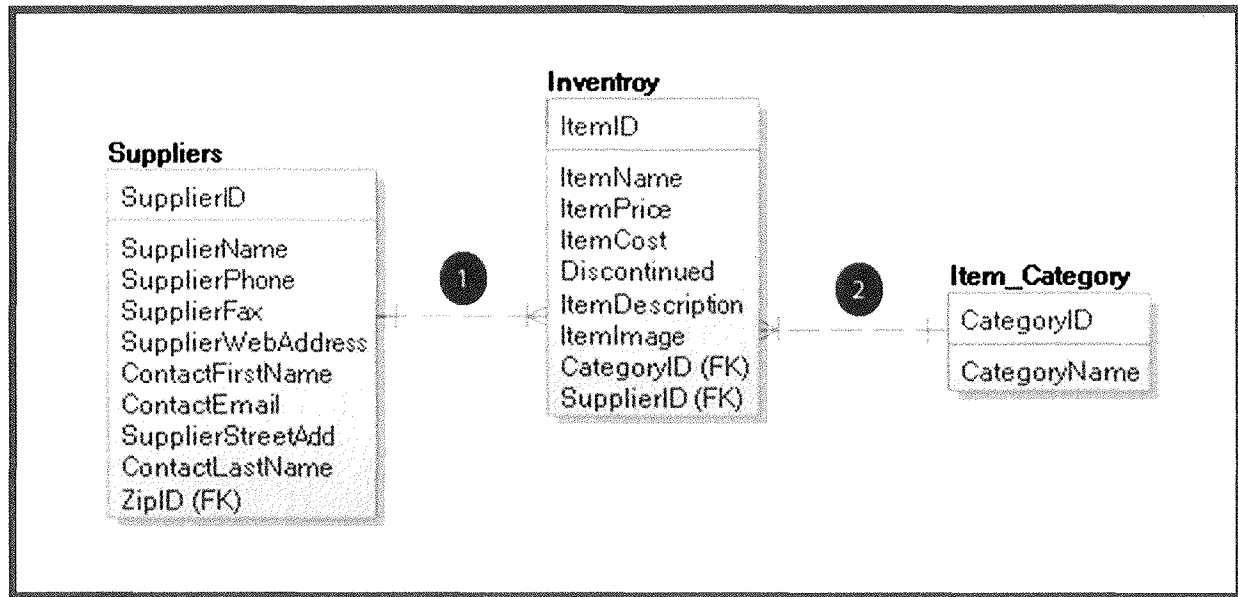


Figure 2-B- 13

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A supplier ID may have many item ID's.	An item ID will have only one supplier ID.
2	Non-Identifying	One-to-Many	An item category may have many item ID's.	An item ID will have only one category ID.

Table 2-B- 12

14. Inventory Bridge Table Relationship Details: The Inventory Bridge Table Relationship Diagram in (Figure 2-B-14) provides a descriptive view of the relational data structure of the Inventory Bridge Table and the tables that it is a child of. (Table 2-B-13) describes the details for each relationship.

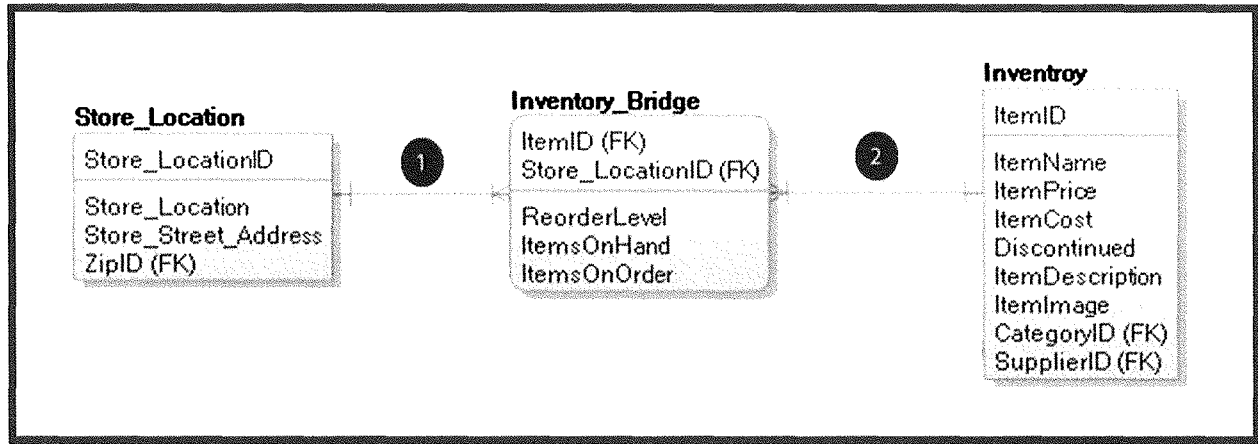


Figure 2-B- 14

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Identifying	One-to-Many	A store location may have many item ID's at an associated store location ID.	An item ID associated with a store location will have only one store location ID.
2	Identifying	One-to-Many	An item ID may have many store locations associated with it.	A store location will have many items associated with it.

Table 2-B- 13

15. Retail Sales Table Relationship Details: The Retail Sales Table Relationship Diagram in (Figure 2-B-15) provides a descriptive view of the relational data structure of the Retail Sales Table and the tables that it is a child of. (Table 2-B-14) describes the details for each relationship.

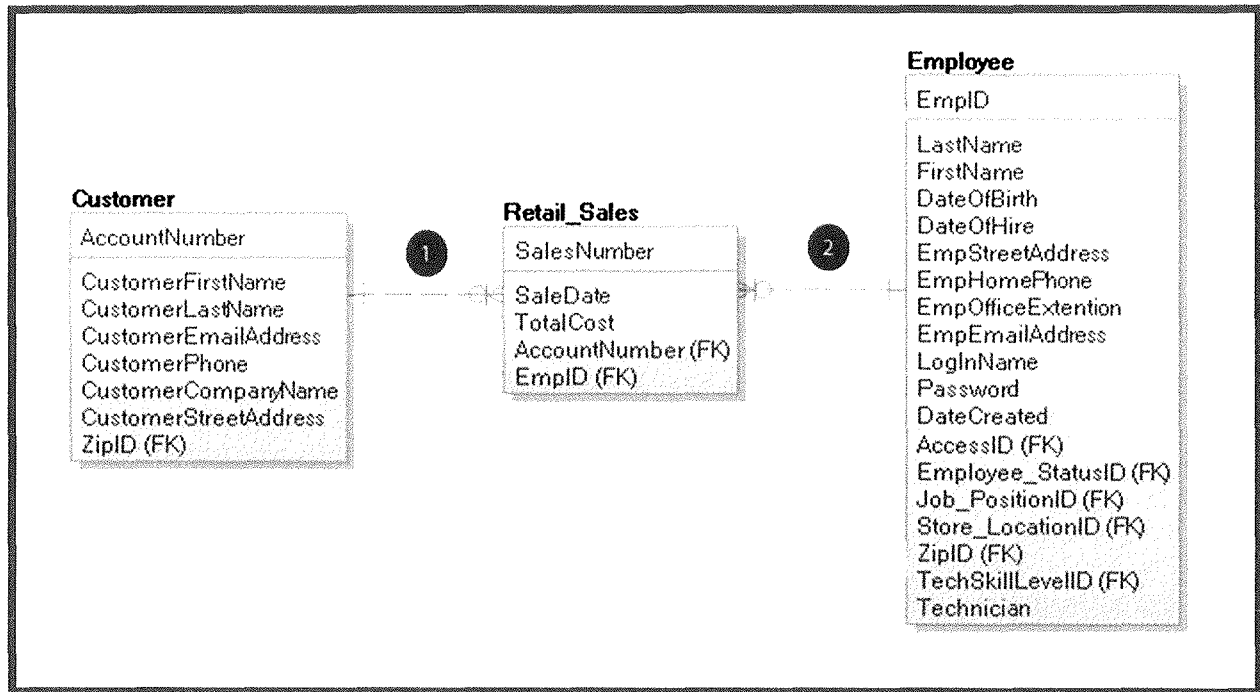


Figure 2-B- 15

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	Zero, One or More	An account number may have zero, one, or many sales numbers.	A sales number will have only one account number.
2	Non-Identifying	Zero, One or More	An employee ID may have zero, one, or many sales numbers.	A sales number will have only one employee ID.

Table 2-B- 14

16. Retail Sales Detail Table Relationship Details: The Retail Sales Detail Table Relationship Diagram in (Figure 2-B-16) provides a descriptive view of the relational data structure of the Retail Sales Detail Table and the tables that it is a child of. (Table 2-B-15) describes the details for each relationship.

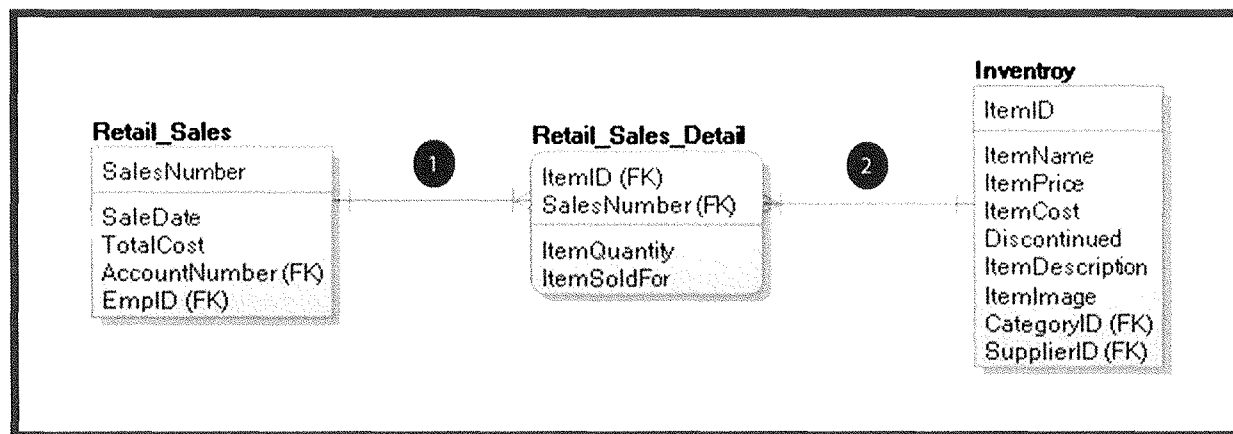


Figure 2-B- 16

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Identifying	One-to-Many	A sales number will have many item ID's on one sales number.	An item ID associated with a sales number will have only one sales number.
2	Identifying	One-to-Many	An item ID will have many sales numbers.	An item ID associated with a sales number will have one item ID.

Table 2-B- 15

17. Job Status Table Relationship Details: The Job Status Table Relationship Diagram in (Figure 2-B-17) provides a descriptive view of the relational data structure of the Job Status Table and the child table that it is a parent of. (Table 2-B-16) describes the details for each relationship.

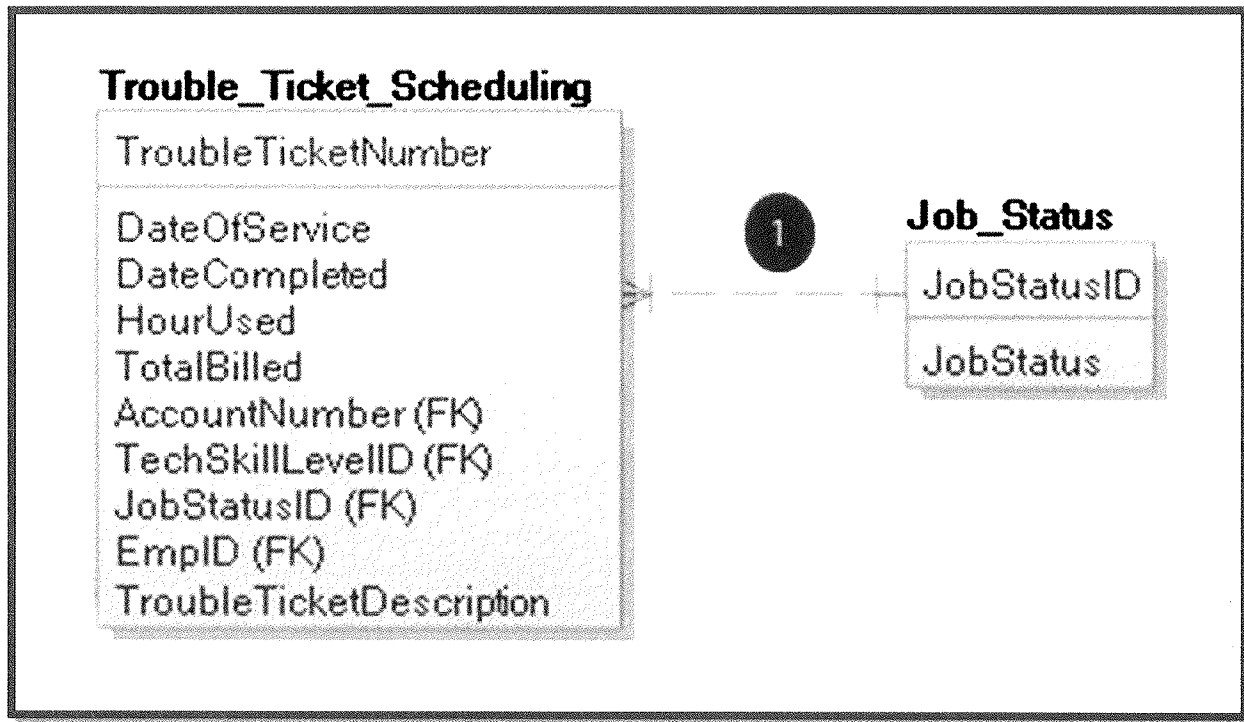


Figure 2-B- 17

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A Job Status ID will have many trouble ticket numbers.	A trouble ticket number has only one job status ID.

Table 2-B- 16

18. Item Category Table Relationship Details: The Item Category Table Relationship Diagram in (Figure 2-B-18) provides a descriptive view of the relational data structure of the Item Category Table and the child table that it is a parent of. (Table 2-B-17) describes the details for each relationship.

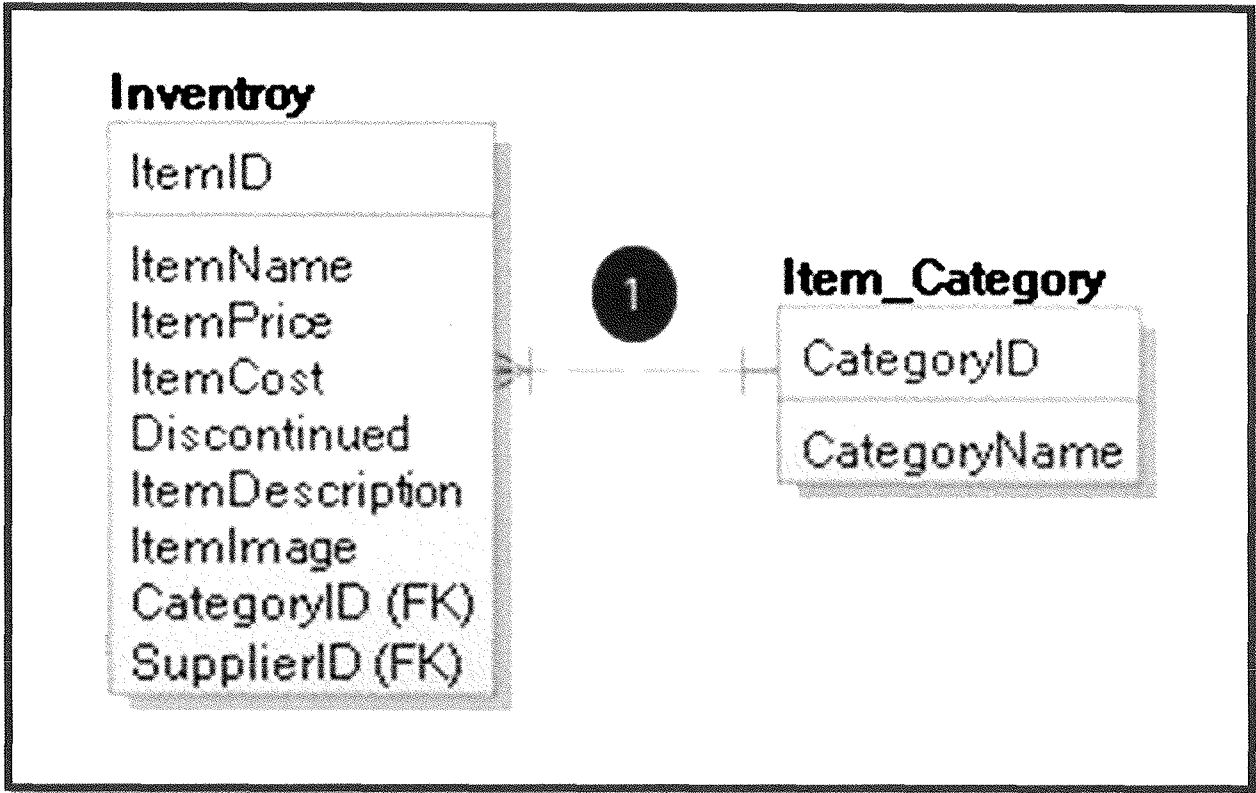


Figure 2-B- 18

ID	Relationship Type	Cardinality	Parent Properties	Child Properties
1	Non-Identifying	One-to-Many	A category ID will have many item ID's.	An item ID has only one category ID.

Table 2-B- 17

III. Detailed System Hierarchy Charts

This section contains a detailed set of system hierarchy charts that detail the program flow from home screen, login and through each of your employee roles.

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A. Hierarchy Chart of the System:

- 1. Full Overall System Hierarchy Chart:** The full overall system hierarchy chart shown in (Figure 3-A-1) provides a complete, “top-down” diagram of the new system flow starting from the home page, through the individual user roles and the associated menus and screens that each role has access to.

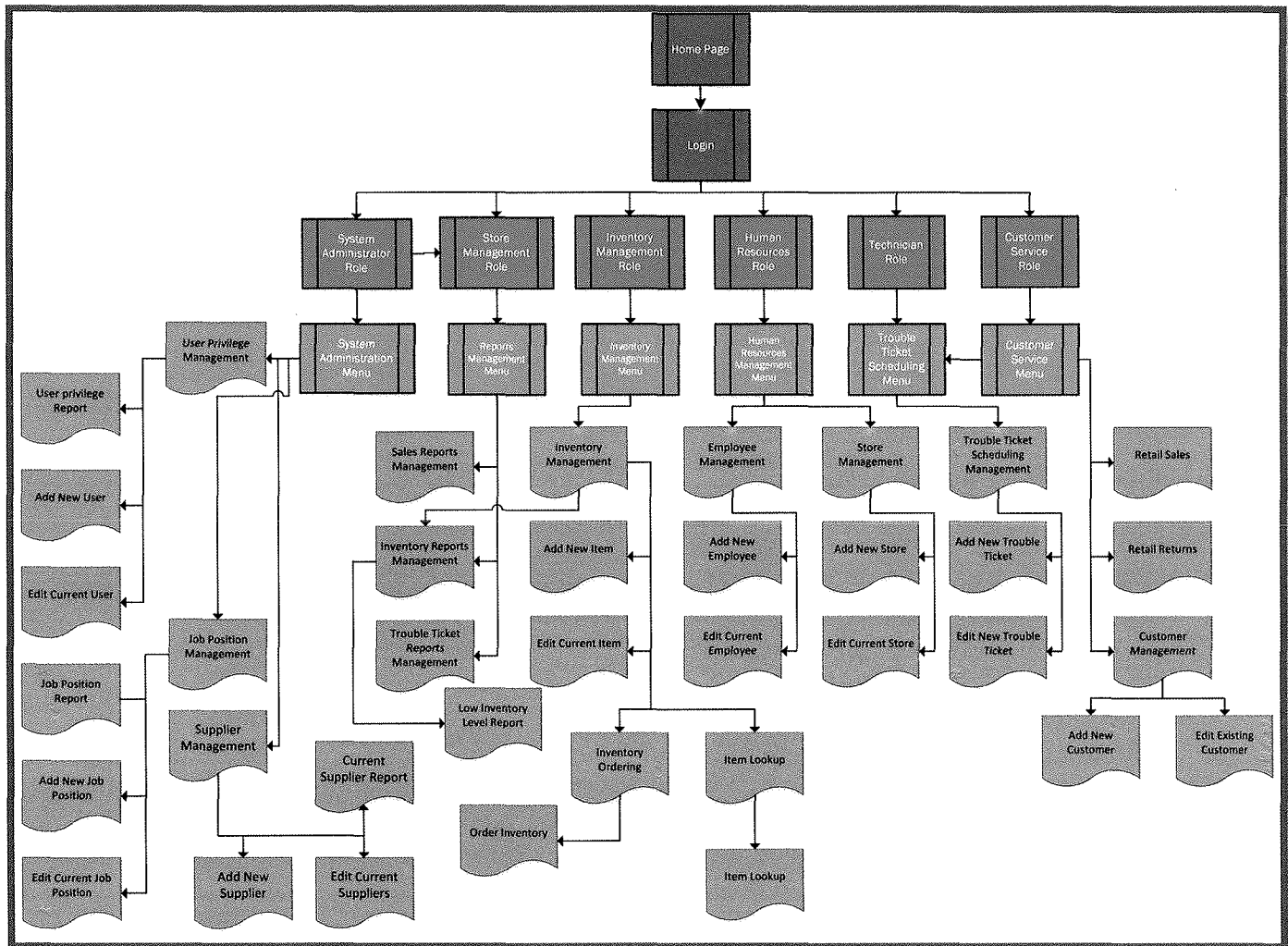


Figure 3-A- 1

B. Subsystem Hierarchy Charts:

1. **User Roles and Associated Menus:** The User Roles and Associated Menus diagram displayed in (Figure 3-B-1) provides a complete flow of the user roles and the associated menus that the users are able to access. (Table 3-B-1) describes the individual system menus that each user roll is able to access.

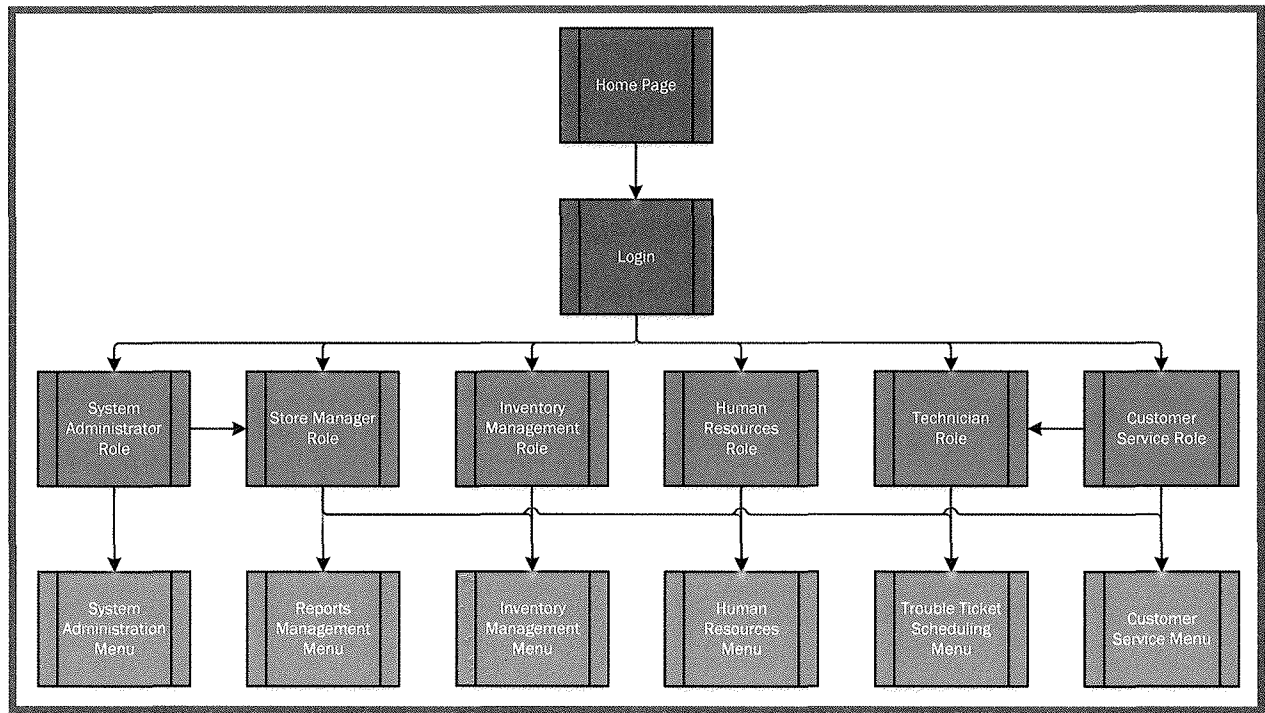


Figure 3-B- 1

User Role	Associated Menus
Systems Administrator Role	System Administration Menu, Reports Management Menu Inventory Management Menu, Human Resources Menu Trouble Ticket Scheduling Menu, Customer Service Menu
Store Manager Role	Reports Management Menu, Inventory Management Menu Human Resources Menu, Trouble Ticket Scheduling Menu Customer Service Menu
Inventory Management Role	Inventory Management Menu
Human Resources Role	Human Resources Menu
Technician Role	Trouble Ticket Scheduling Menu
Customer Service Role	Customer Service Menu, Trouble Ticket Scheduling Menu

Table 3-B- 1

2. **System Administrator Role, Menu and Screens:** The System Administrator Role, Menu and Screens diagram displayed in (Figure 3-B-2) provides a complete flow of the System Administrators Role with the menu and screens that are associated with that user's role.

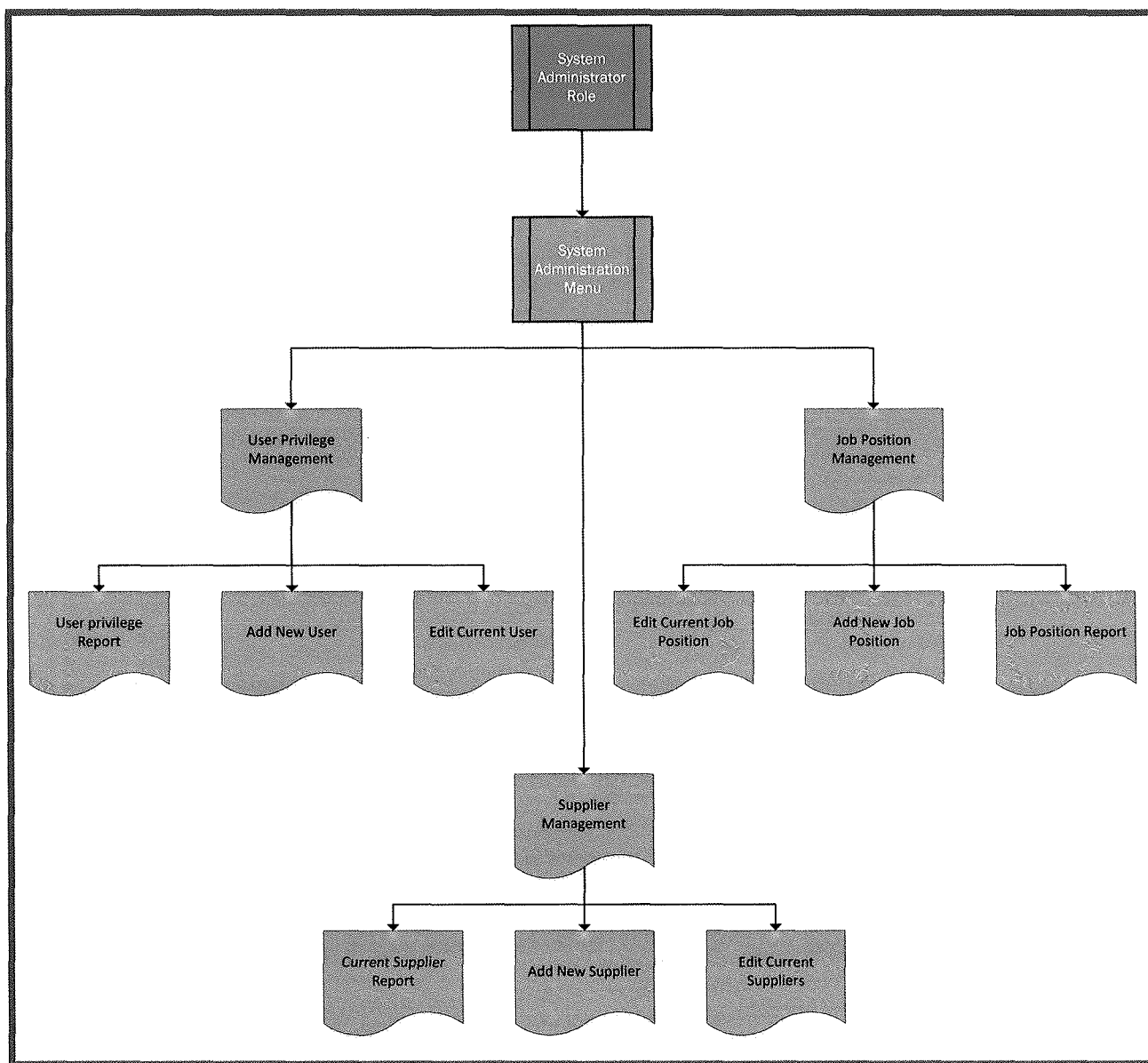


Figure 3-B- 2

3. **Store Manager Role, Menus and Screens:** The Store Manager Role, Menus and Screens diagram displayed in (Figure 3-B-3) provides a complete flow of the Store Managers Role with the menus and screens that are associated with that user's role.

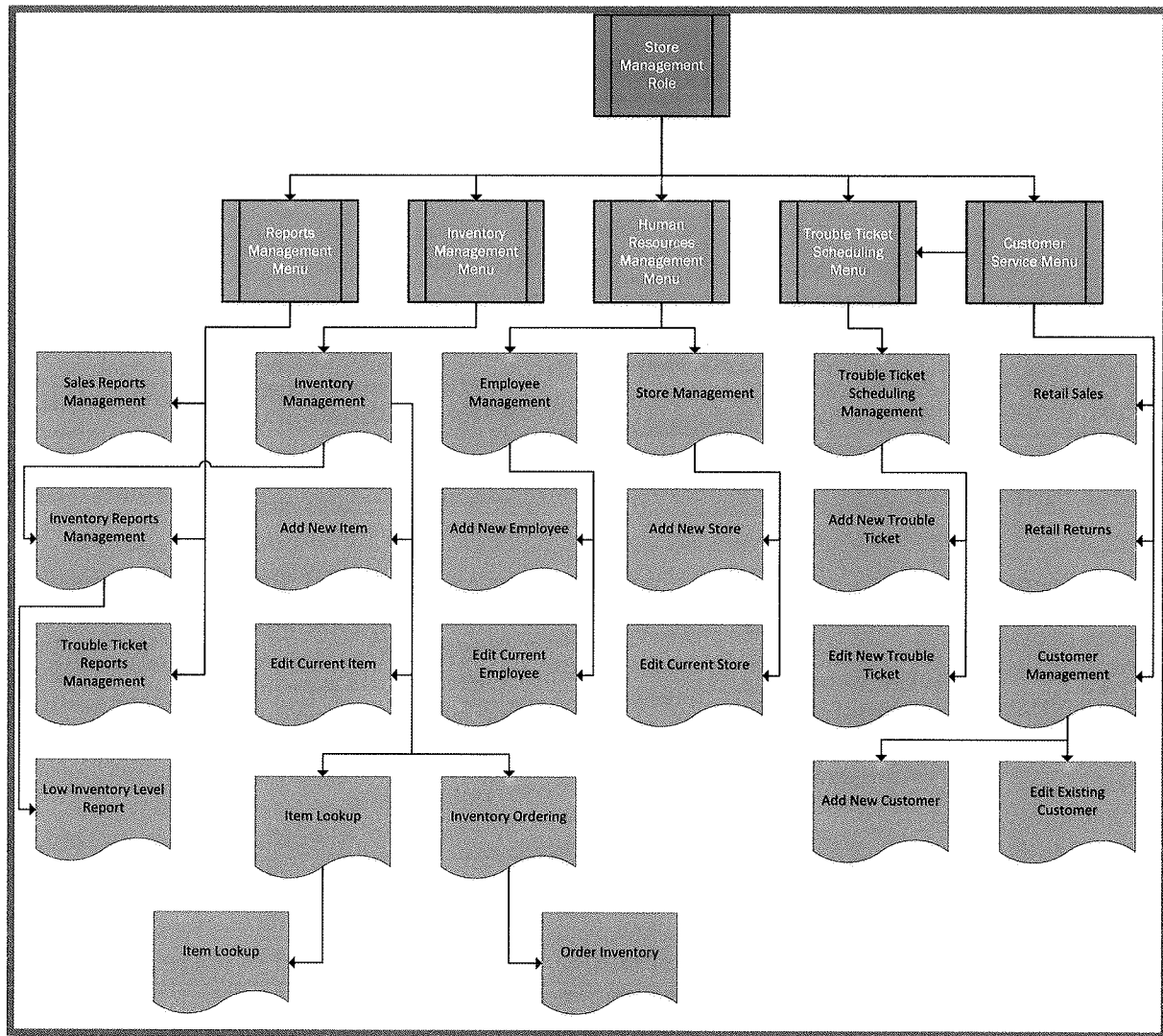


Figure 3-B- 3

4. **Inventory Management Role, Menu and Screens:** The Inventory Management Role, Menus and Screens diagram displayed in (Figure 3-B-4) provides a complete flow of the Inventory Management Role with the menu and screens that are associated with that user's role.

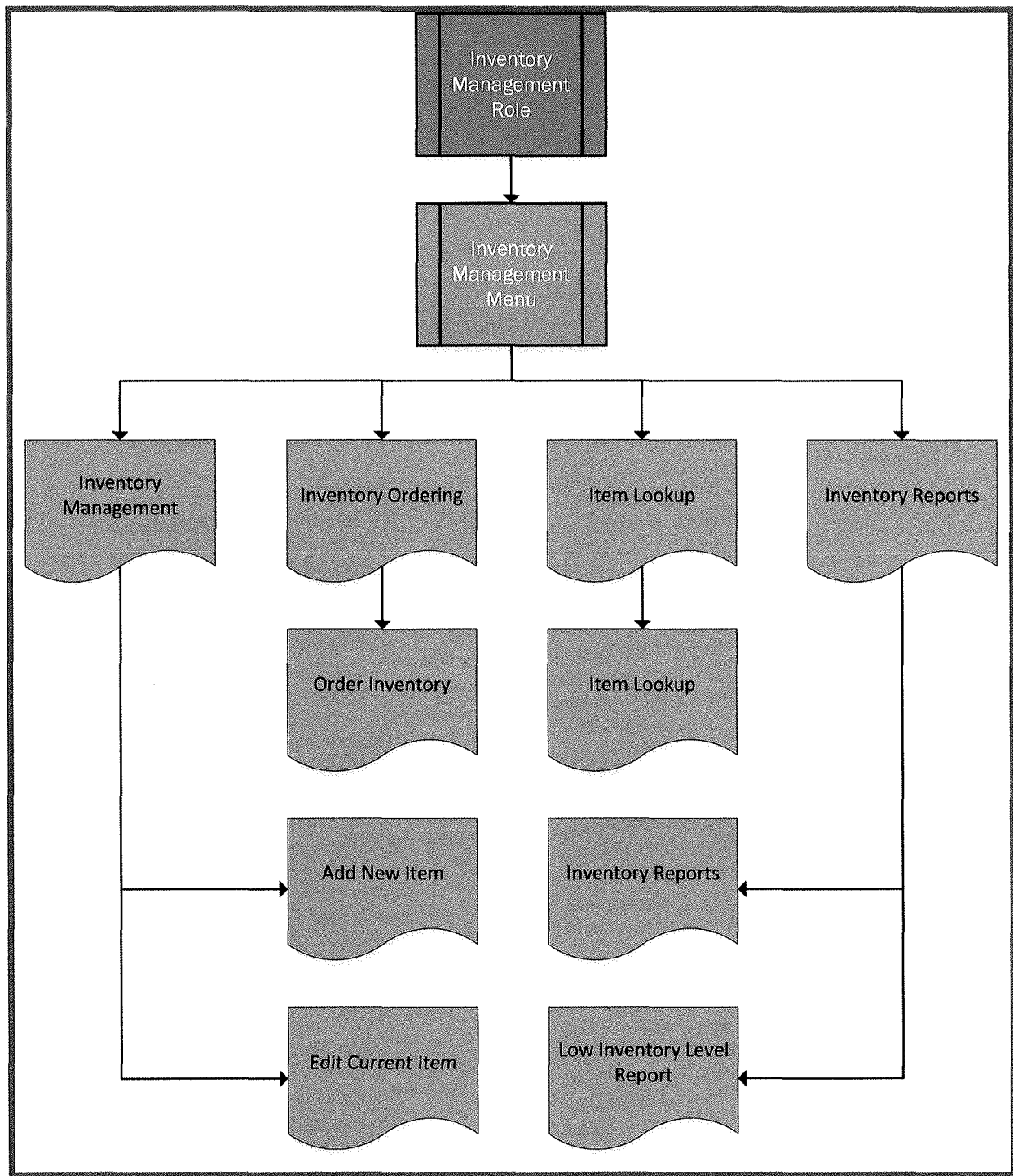


Figure 3-B- 4

5. **Human Resources Role, Menu and Screens:** The Human Resource Management Role, Menus and Screens diagram displayed in (Figure 3-B-5) provides a complete flow of the Human Resource Management Role with the menu and screens that are associated with that user's role.

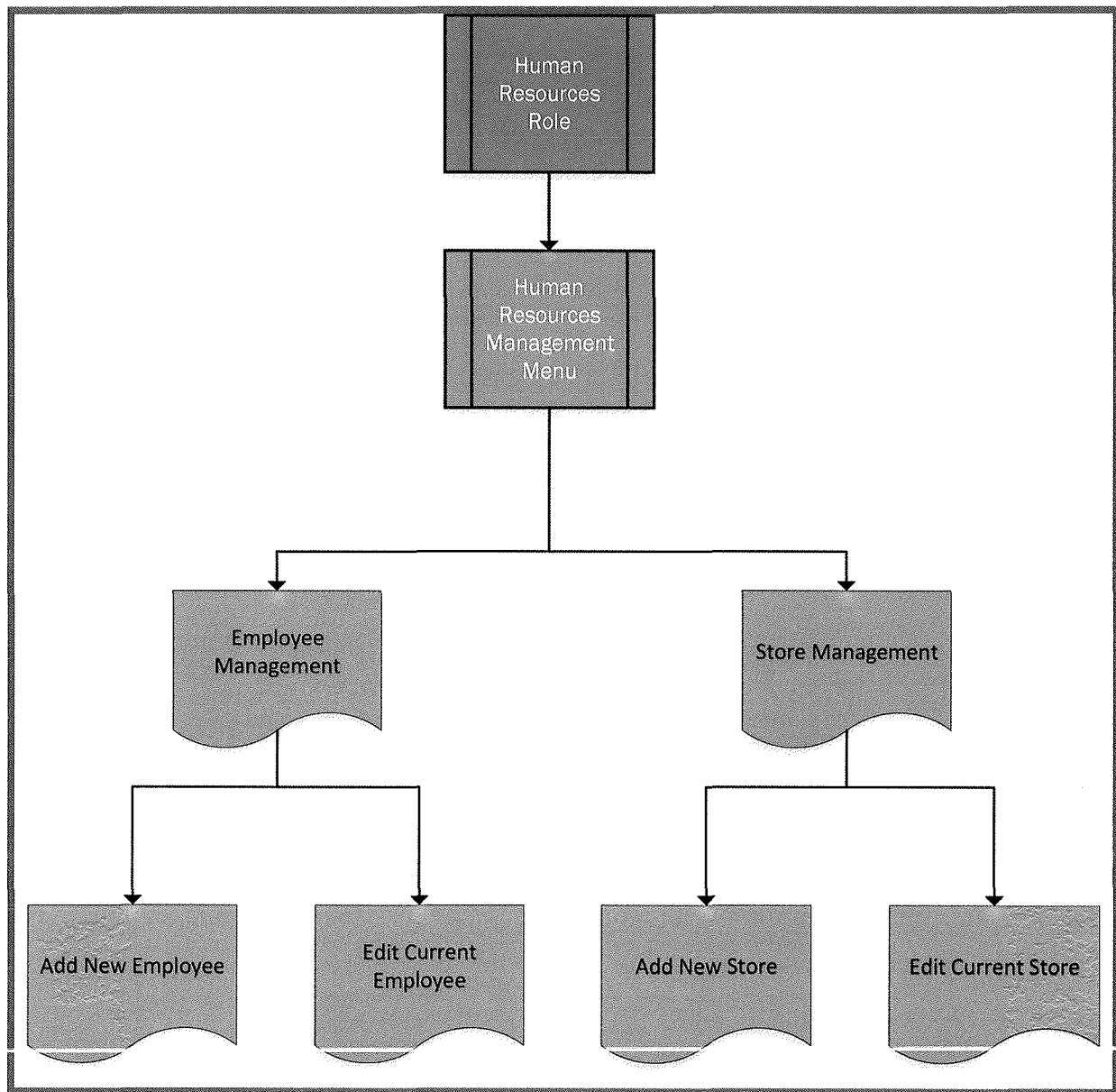


Figure 3-B- 5

6. **Technician Role, Menu and Screens:** The Technician Role, Menus and Screens diagram displayed in (Figure 3-B-6) provides a complete flow of the Technician Role with the menu and screens that are associated with that user's role.

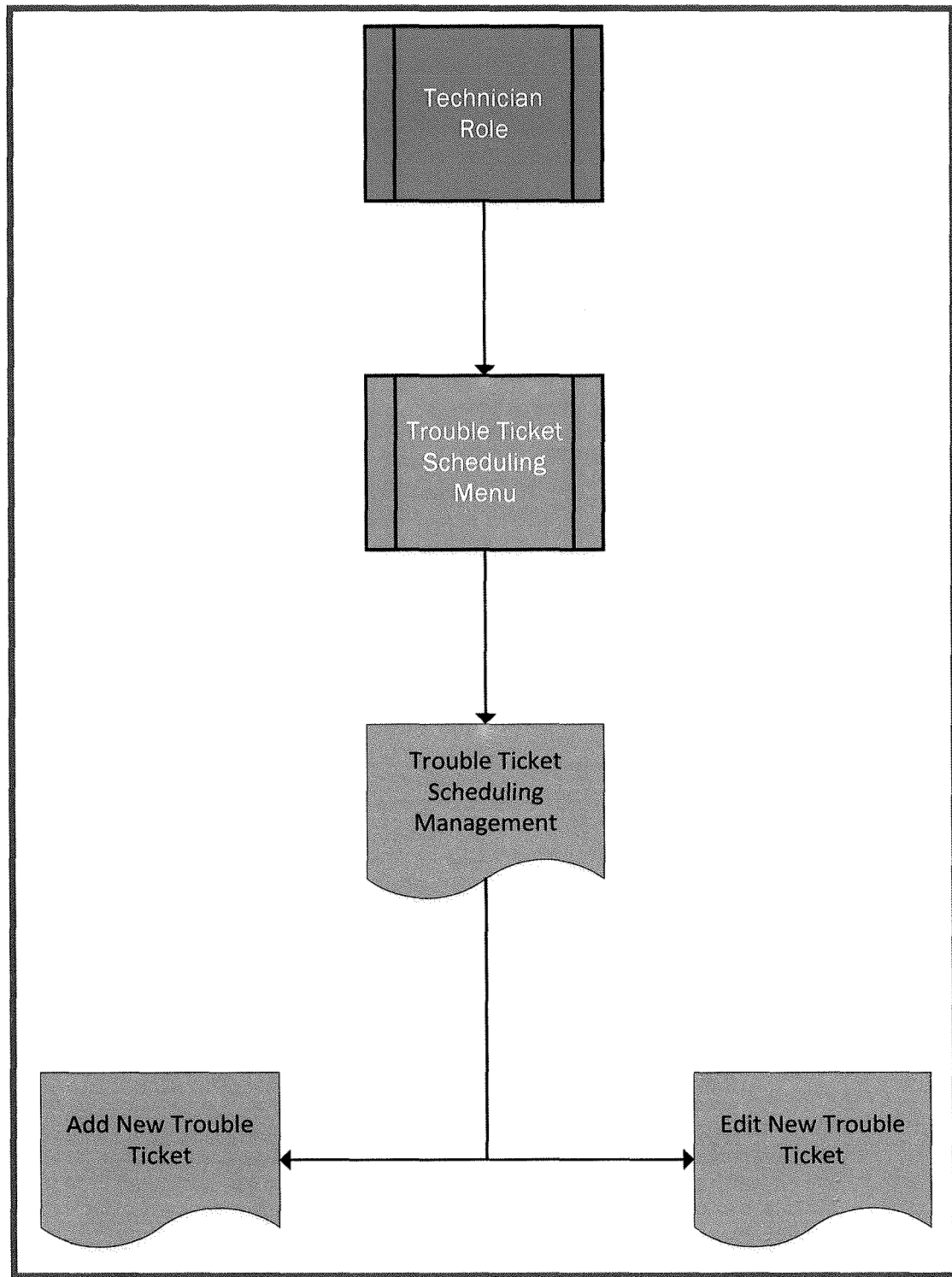


Figure 3-B- 6

7. **Customer Service Role, Menu and Screens:** The Customer Service Role, Menus and Screens diagram displayed in (Figure 3-B-7) provides a complete flow of the Customer Service Role with the menus and screens that are associated with that user's role.

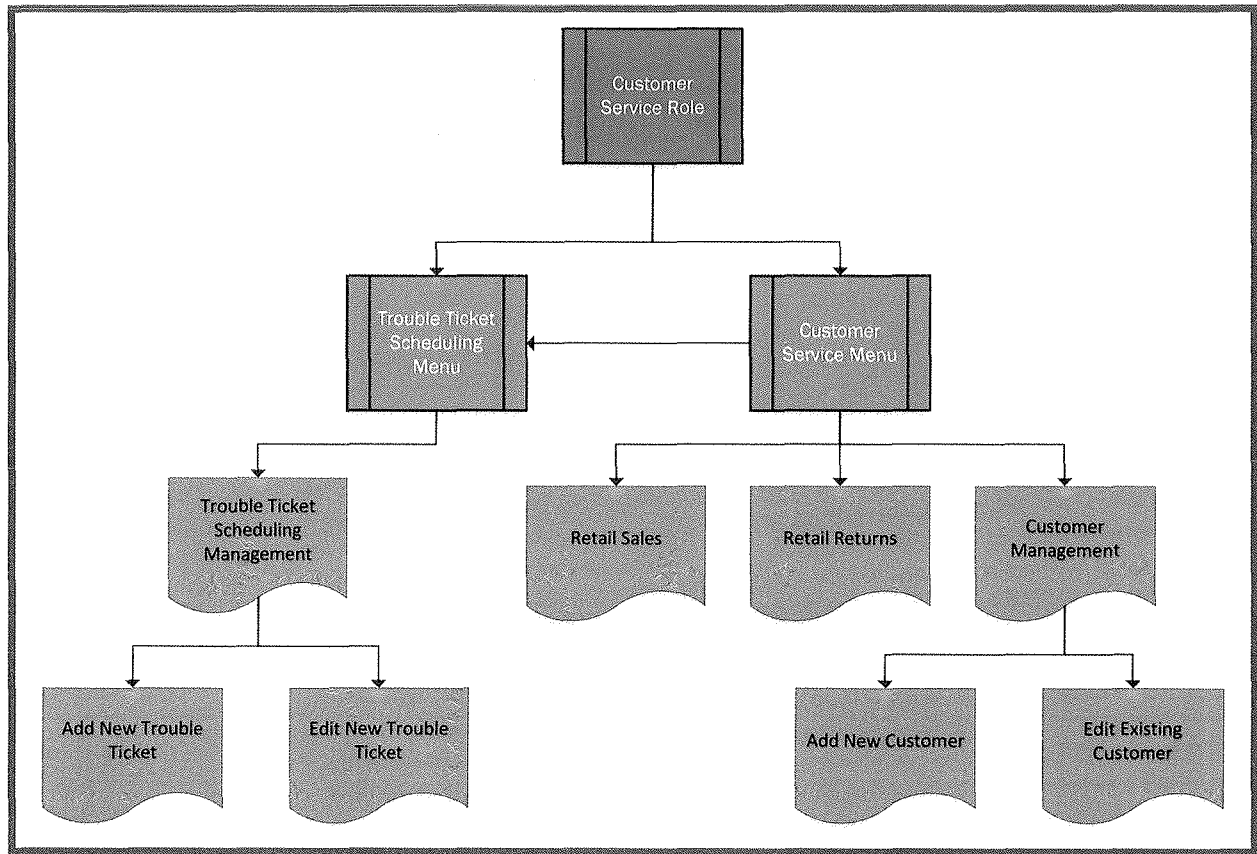
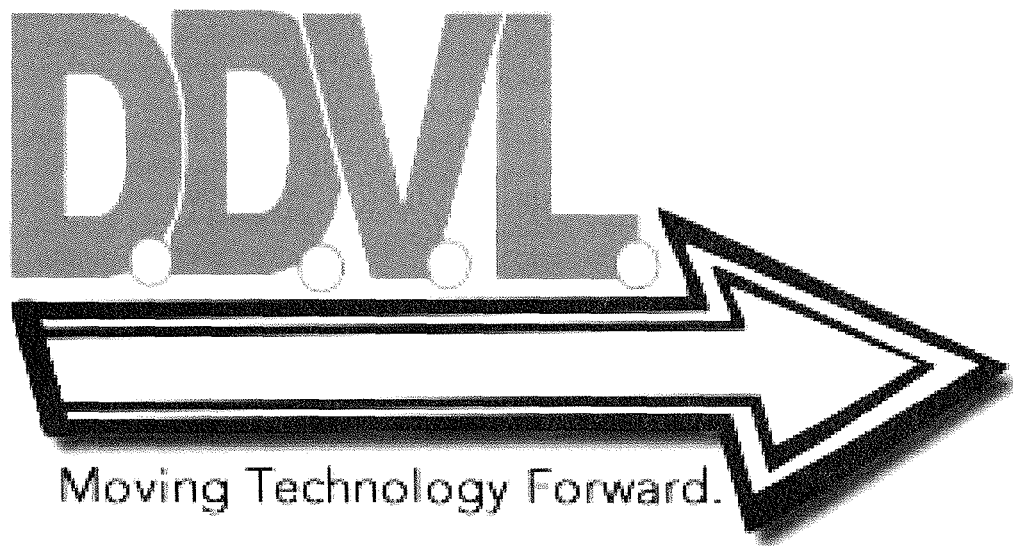


Figure 3-B- 7

IV. Detailed Screen Layouts

This section is a display of all system menus and screens along with a detailed description of their data elements.

**Durham, Dawson, Vailes and Lowe
Business Software Solutions Inc.**



A. Screen Layouts and Data Element Sources:

1. **Homepage:** The screen layout in (Figure 4-A-1) is the first screen that the employee will encounter upon navigating to the system. It provides a login hyperlink at the upper right corner which will direct the user to the log in screen.

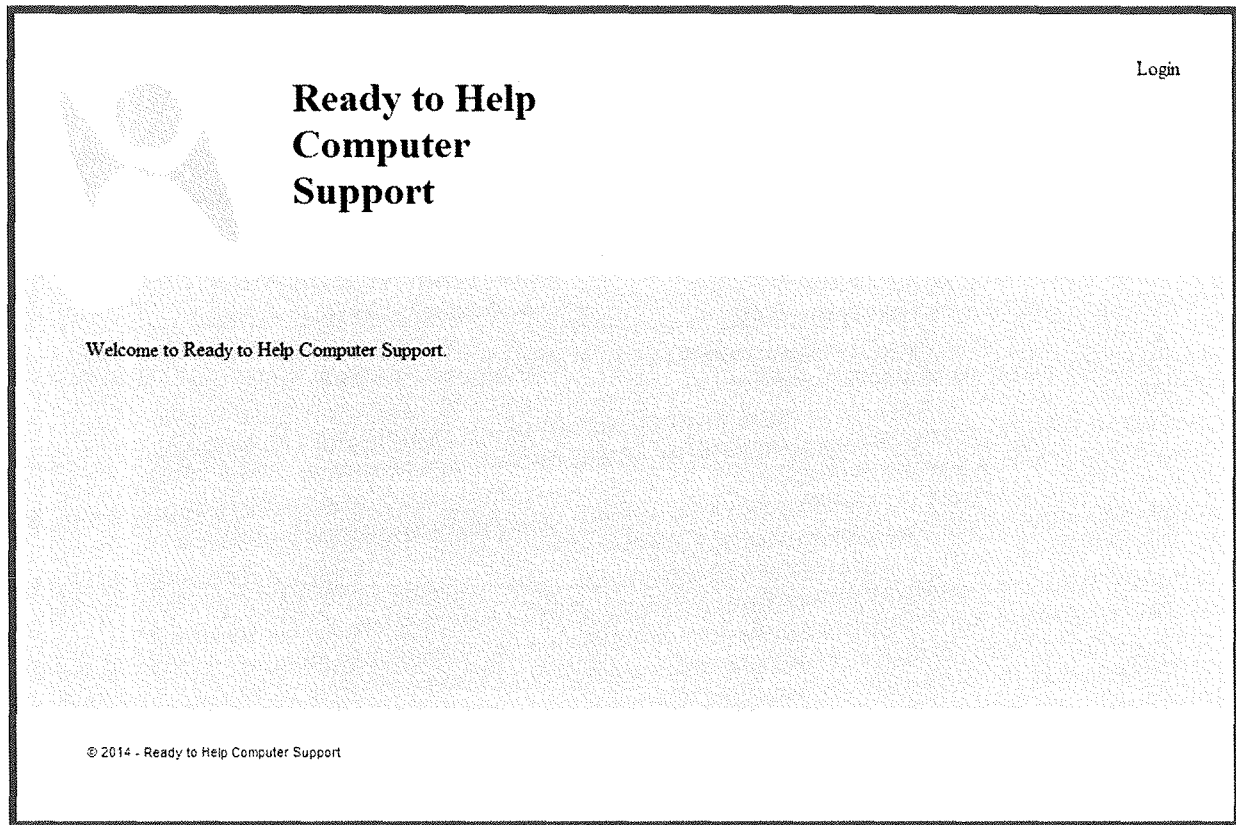


Figure 4-A- 1

2. **Login Screen:** The screen layout in (Figure 4-A-2) is the user log in screen that employees will enter their user name and password. Upon successful log in, the user will be presented the systems main menu. (Table 4-A-1) provides a listing of database elements that are the data source for the screen input.

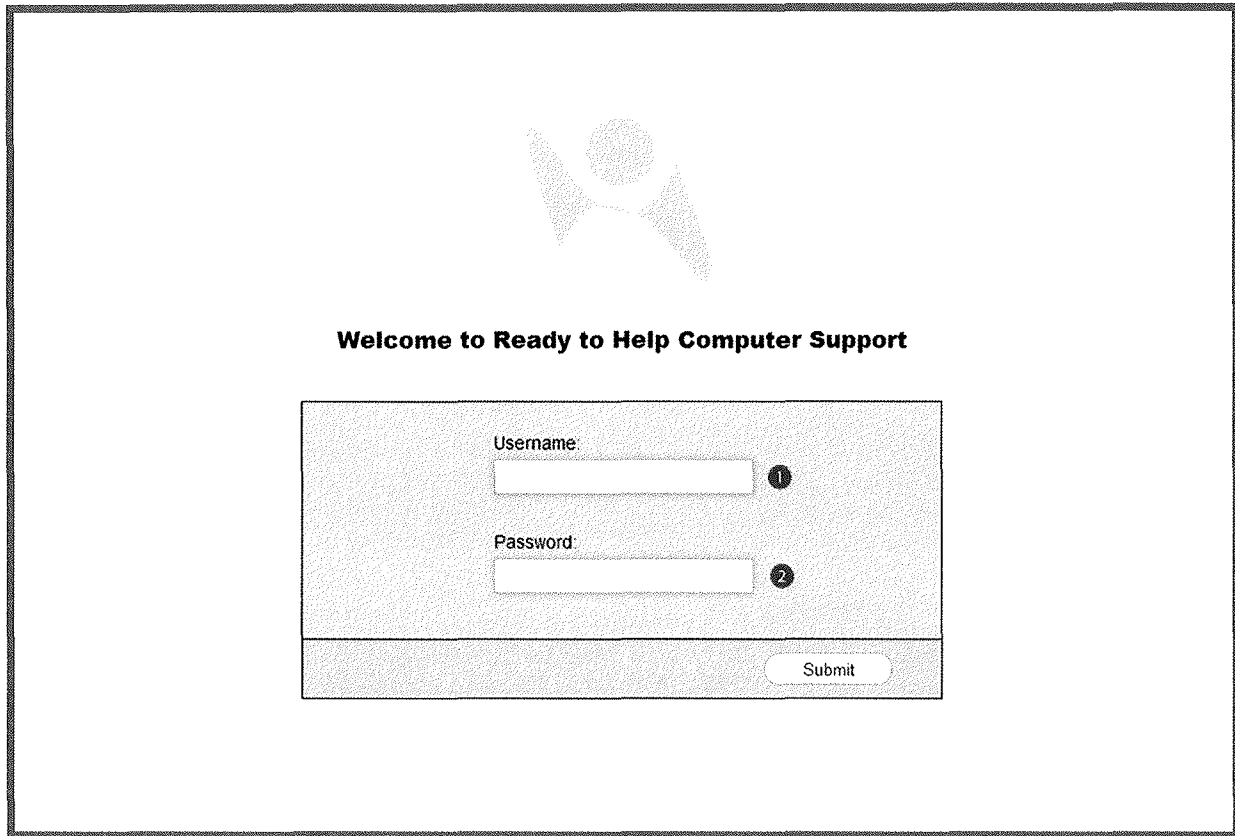


Figure 4-A- 2

ID	Screen Field Name	Table Name	Field Name
1	Username	Customer	LogInName
2	Password	Customer	Password

Table 4-A- 1

3. **Main Menu:** The screen layout in (Figure 4-A-3) is the main menu that the user will be presented with after successfully logging into the system. From here an employee can access all necessary system screens based on their user role.

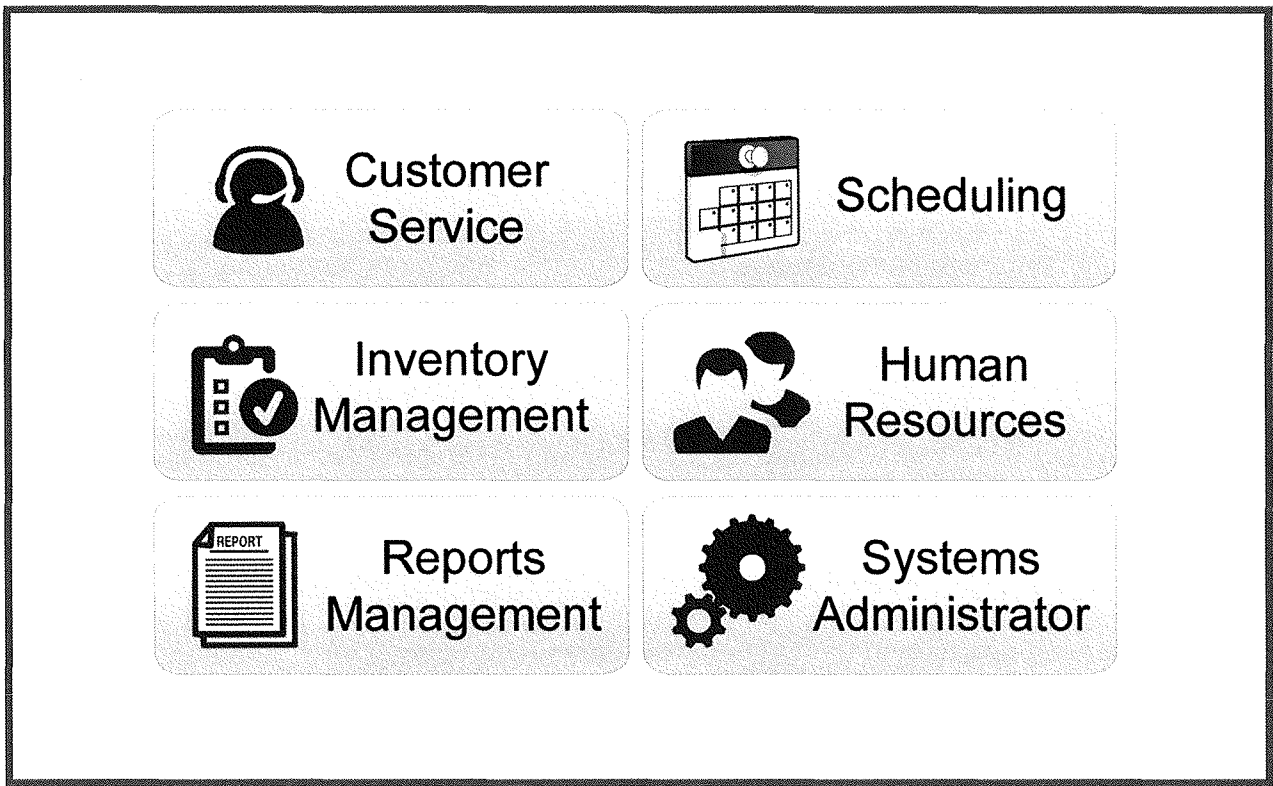


Figure 4-A- 3

4. **Systems Administrator – Add New User Access Privilege:** The screen layout in (Figure 4-A-4) is the screen that the systems administrator will be presented with after clicking on Systems Administrator button from the main menu. (Table 4-A-2) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 4

ID	Screen Field Name	Table Name	Field Name
1	First Name	Customer	FirstName
2	Last Name	Customer	LastName
3	Job	Customer	JobPosition
4	Location	Customer	StoreLocation
5	Log in Name:	Customer	LogInName
6	Password	Customer	Password
7	Customer Service	Customer	AccessID
8	Scheduling	Customer	AccessID
9	Inventory Management	Customer	AccessID
10	Human Resources	Customer	AccessID
11	Reports Management	Customer	AccessID
12	Systems Administrator	Customer	AccessID

Table 4-A- 2

5. **Systems Administrator – Edit User Access Privilege:** The screen layout in (Figure 4-A-5) is the screen that the systems administrator will be presented with after clicking on Edit User Privileges button from the New User Access Privilege Screen. (Table 4-A-3) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 5

ID	Screen Field Name	Table Name	Field Name
1	First Name	Customer	FirstName
2	Last Name	Customer	LastName
3	Job	Customer	JobPosition
4	Location	Customer	StoreLocation
5	Access ID	Customer	AccessID
6	Log in Name:	Customer	LogInName
7	Password	Customer	Password

Table 4-A- 3

6. **Systems Administrator – User Access Reports:** The screen layout in (Figure 4-A-6) is the screen that the systems administrator will be presented with after clicking on the User Access Reports button from either the New User Access Privilege Screen or the Edit User Privileges Screen. (Table 4-A-4) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 6

ID	Screen Field Name	Table Name	Field Name
1	Privilege Level (Dropdown)	User Privilege	Access
2	Date Created	None	System Generated
3	Emp ID	Employee	EmpID
4	First Name	Employee	FirstName
5	Last Name	Employee	LastName

Table 4-A- 4

7. **Systems Administrator – New Job Position:** The screen layout in (Figure 4-A-7) is the Add New Job screen that the systems administrator will be presented with after clicking on Job Position Management button. (Table 4-A-5) provides a listing of database elements that are the data source for the screen input.

Main Menu Logout

User Privilege Management Supplier Management Job Position Management

New Job Edit Job Position Reports

Create New Job Position

Position Info

Position ID: 1

Position Name: 2

Submit

List of Jobs

Job ID	Job Name	Job Description
1	Software Engineer	Design and develop software applications.
2	System Administrator	Manage and maintain the organization's computer systems.
3	Network Engineer	Design and implement network infrastructure.
4	Database Administrator	Manage and maintain the organization's databases.
5	IT Support	Provide technical support to users.

Submit

Figure 4-A- 7

ID	Screen Field Name	Table Name	Field Name
1	Position ID	Position	Job_PositionID
2	Position Name	Position	Job_Position

Table 4-A- 5

8. **Systems Administrator – Edit Job Position:** The screen layout in (Figure 4-A-8) is the Edit Job screen that the systems administrator will be presented with after clicking on Edit Job button from the Add New Job Screen. (Table 4-A-6) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 8

ID	Screen Field Name	Table Name	Field Name
1	Position ID	Position	Job_PositionID
2	Position Name	Position	Job_Position

Table 4-A- 6

9. **Systems Administrator – Job Position Report:** The screen layout in (Figure 4-A-9) is the Job Position Report screen that the systems administrator will be presented with after clicking on Position button from either the Add New Job Screen or Edit Job Position. (Table 4-A-7) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 9

ID	Screen Field Name	Table Name	Field Name
1	Emp ID	Employee	EmpID
2	First Name	Employee	FirstName
3	Last Name	Employee	LastName
4	Employee Status	Employee	EmployeeStatus
5	Store Location	Employee	StoreLocationID
6	Date of Hire	Employee	DateOfHire

Table 4-A- 7

10. Systems Administrator – Add New Supplier: The screen layout in (Figure 4-A-10) is the Add New Supplier screen that the systems administrator will be presented with after clicking on Supplier Management button. (Table 4-A-8) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 10

ID	Screen Field Name	Table Name	Field Name
1	Supplier ID	Suppliers	SupplierID
2	Company Name	Suppliers	SupplierName
3	Address	Suppliers	SupplierStreetAdd
4	City	Zip_Code	City
5	State	Zip_Code	State
6	Zip	Zip_Code	Zip
7	Company Website	Suppliers	SupplierWebAddress
8	First Name	Suppliers	ContactFirstName
9	Last Name	Suppliers	ContactLastName
10	Email	Suppliers	ContactEmail
11	Phone	Suppliers	SupplierPhone
12	Fax	Suppliers	SupplierFax

Table 4-A- 8

- 11. Systems Administrator – Edit Supplier:** The screen layout in (Figure 4-A-11) is the Edit Supplier screen that the systems administrator will be presented with after clicking on Edit Supplier button from the Add New Supplier Screen. (Table 4-A-9) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 11

ID	Screen Field Name	Table Name	Field Name
1	Supplier ID	Suppliers	SupplierID
2	Company Name	Suppliers	SupplierName
3	Address	Suppliers	SupplierStreetAdd
4	City	Zip_Code	City
5	State	Zip_Code	State
6	Zip	Zip_Code	Zip
7	Company Website	Suppliers	SupplierWebAddress
8	First Name	Suppliers	ContactFirstName
9	Last Name	Suppliers	ContactLastName
10	Email	Suppliers	ContactEmail
11	Phone	Suppliers	SupplierPhone
12	Fax	Suppliers	SupplierFax

Table 4-A- 9

- 12. Systems Administrator – Supplier Reports:** The screen layout in (Figure 4-A-12) is the Supplier Reports screen that the systems administrator will be presented with after clicking on the Supplier Reports button from either the Edit Supplier Screen or from the Add New Supplier Screen. (Table 4-A-10) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 12

ID	Screen Field Name	Table Name	Field Name
1	SupplierID	Suppliers	SupplierID
2	Supplier Name	Suppliers	SupplierName
3	Supplier Phone	Suppliers	SupplierPhone
4	Supplier Fax	Suppliers	SupplierFax
5	Contact First Name	Suppliers	ContactFirstName
6	Contact Last Name	Suppliers	ContactLastName
7	Zip Code	Suppliers	Zip_Code

Table 4-A- 10

13. Reports Management – All Item Sales Report: The screen layout in (Figure 4-A-13) is the All Item Report Screen for the Sales Report that the user will be presented with after clicking on the Reports Management button from the Main Menu Screen (Table 4-A-11) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 13

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Inventory	ItemPrice
5	Quantity	Inventory_Bridge	ItemsOnHand
6	Store Location	Inventory_Bridge	StoreLocationID

Table 4-A- 11

14. Reports Management – Single Item Sales Report: The screen layout in (Figure 4-A-14) is the Single Item Report Screen for Sales Reports that the user will be presented with after clicking on the Single Item Report button from the All Items Report Screen. (Table 4-A-12) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 14

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Inventory	ItemPrice
5	Quantity	Inventory Bridge	ItemsOnHand
6	Store Location	Inventory Bridge	StoreLocationID
7	Item ID	Inventory	ItemID

Table 4-A- 12

- 15. Reports Management – Inventory Reports:** The screen layout in (Figure 4-A-15) is the Inventory Reports Screen that the user will be presented with after clicking on the Inventory Reports button. (Table 4-A-13) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 15

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Inventory	ItemPrice
5	Supplier	Inventory	SupplierID
6	QOH	Inventory_Bridge	ItemsOnHand
7	Cost	Inventory	ItemCost
8	Location	Inventory_Bridge	StoreLocationID
9	Category	Inventory	CategoryID
10	Quantity	Inventory_Bridge	ItemsOnOrder

Table 4-A- 13

16. Reports Management – Low Inventory Reports: The screen layout in (Figure 4-A-15) is the Low Inventory Reports Screen that the user will be presented with after clicking on the Low Inventory Reports button from the Inventory Reports Screen. (Table 4-A-13) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 16

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Inventory	ItemPrice
5	Supplier	Inventory	SupplierID
6	QOH	Inventory_Bridge	ItemsOnHand
7	Cost	Inventory	ItemCost
8	Location	Inventory_Bridge	StoreLocationID
9	Category	Inventory	CategoryID
10	Quantity	Inventory_Bridge	ItemsOnOrder

Table 4-A- 14

- 17. Reports Management – Trouble Ticket Reports:** The screen layout in (Figure 4-A-16) is the Trouble Ticket Reports Screen that the user will be presented with after clicking on the Trouble Ticket Reports button. (Table 4-A-14) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 17

ID	Screen Field Name	Table Name	Field Name
1	Trouble Ticket Number	Trouble Ticket Scheduling	TroubleTicketNumber
2	Date of Service	Trouble Ticket Scheduling	DateOfService
3	Description	Trouble Ticket Scheduling	TroubleTicketDescription
4	Hours Billed	Trouble Ticket Scheduling	HoursUsed
5	Customer	Trouble Ticket Scheduling	AccountNumber
6	Technician	Trouble Ticket Scheduling	EmpID

Table 4-A- 15

18. Inventory Management – Add Item: The screen layout in (Figure 4-A-17) is the Add Item Screen that the user will be presented with after clicking on the Inventory Management button from Main Menu Screen. (Table 4-A-15) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 18

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Qty	Inventory Bridge	ItemsOnHand
3	Item Image	Inventory	ItemImage
4	Item Name	Inventory	ItemName
5	Category	Inventory	CategoryID
6	Item Price	Inventory	ItemPrice
7	Item Description	Inventory	ItemDescription
8	Supplier	Inventory	SupplierID
9	Supplier Cost	Inventory	ItemCost
10	Reorder Level	Inventory Bridge	ReorderLevel
11	Category	Inventory	CategoryID
12	Item Price	Inventory	ItemPrice
13	Discontinued	Inventory	Discontinued

Table 4-A- 16

19. Inventory Management – Edit Item: The screen layout in (Figure 4-A-18) is the Edit Item Screen that the user will be presented with after clicking on the Edit Item button from the Add Item Screen. (Table 4-A-16) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 19

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Qty	Inventory_Bridge	ItemsOnHand
3	Item Image	Inventory	ItemImage
4	Item Name	Inventory	ItemName
5	Category	Inventory	CategoryID
6	Item Price	Inventory	ItemPrice
7	Item Description	Inventory	ItemDescription
8	Supplier	Inventory	SupplierID
9	Supplier Cost	Inventory	ItemCost
10	Reorder Level	Inventory_Bridge	ReorderLevel
11	Category	Inventory	CategoryID
12	Item Price	Inventory	ItemPrice
13	Discontinued	Inventory	Discontinued

Table 4-A- 17

20. Inventory Management – Ordering: The screen layout in (Figure 4-A-19) is the Ordering Screen that the user will be presented with after clicking on the Ordering button from anywhere in the Inventory Management Menu. (Table 4-A-17) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 20

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	QOH	Inventory_Bridge	ItemsOnHand
4	Cost	Inventory	ItemCost
5	Total	None	System Generated
6	Item ID	Inventory	ItemID

Table 4-A- 18

21. Inventory Management – Item Lookup: The screen layout in (Figure 4-A-21) is the Item Lookup Screen that the user will be presented with after clicking on the Item Lookup button. (Table 4-A-19) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 21

ID	Screen Field Name	Table Name	Field Name
1	Lookup Item By	None	System Generated
2	Criteria Based on 1	None	System Generated
3	Item ID	Inventory	ItemID
4	Item Name	Inventory	ItemName
5	Item Description	Inventory	ItemDescription
6	Item Price	Inventory	ItemPrice
7	Image Item	Inventory	ItemImage
8	Supplier	Inventory	SupplierID
9	Supplier Cost	Inventory	ItemCost
10	Number on Hand	Inventory_Bridge	ItemsOnHand
11	Items on Order	Inventory_Bridge	ItemsOnOrder

Table 4-A- 19

22. Human Resources Management – Add Employee: The screen layout in (Figure 4-A-22) is the Add Employee Screen that the user will be presented with after clicking on the Human Resources button from the Main Menu Screen. (Table 4-A-20) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 22

ID	Screen Field Name	Table Name	Field Name
1	Date	None	System Generated
2	Active	Employee	EmployeeStatusID
3	DOB	Employee	DateOfBirth
4	First Name	Employee	FirstName
5	LastName	Employee	LastName
6	Address	Employee	EmpStreetAddress
7	City	Zip_Code	City
8	State	Zip_Code	State
9	Zip	Zip_Code	Zip
10	Email	Employee	EmpEmailAddress
11	Phone	Employee	EmpHomePhone
12	Ext	Employee	EmpOfficeExtension
13	Job	Employee	Job_PositionID
14	Location	Employee	StoreLocationID
15	Skill Level	Employee	TechSkillLevel
16	Technician	Employee	Technician

Table 4-A- 20

23. Human Resources Management – Edit Employee: The screen layout in (Figure 4-A-23) is the Edit Employee Screen that the user will be presented with after clicking on the Human Resources button from the Add Employee Screen. (Table 4-A-21) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 23

ID	Screen Field Name	Table Name	Field Name
1	Date	None	System Generated
2	Active	Employee	EmployeeStatusID
3	DOB	Employee	DateOfBirth
4	First Name	Employee	FirstName
5	Last Name	Employee	LastName
6	Address	Employee	EmpStreetAddress
7	City	Zip_Code	City
8	State	Zip_Code	State
9	Zip	Zip_Code	Zip
10	Email	Employee	EmpEmailAddress
11	Phone	Employee	EmpHomePhone
12	Ext	Employee	EmpOfficeExtension
13	Job	Employee	Job_PositionID
14	Location	Employee	StoreLocationID
15	Skill Level	Employee	TechSkillLevel
16	Technician	Employee	Technician

Table 4-A- 21

24. Human Resources Management – Add New Store Location: The screen layout in (Figure 4-A-24) is the Add New Store Screen that the user will be presented with after clicking on the Store Management button from the either the Add Employee Screen or the Edit Employee Screen. (Table 4-A-22) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 24

ID	Screen Field Name	Table Name	Field Name
1	Location	Store_Location	Store_Location
2	Address	Store_Location	Store_Street_Address
3	City	Zip_Code	City
4	State	Zip_Code	State
5	Zip	Zip_Code	Zip

Table 4-A- 22

25. Human Resources Management – Edit Store Location: The screen layout in (Figure 4-A-25) is the Edit Store Location Screen that the user will be presented with after clicking on the Edit Store Location button from the Add Store Location Screen. (Table 4-A-23) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 25

ID	Screen Field Name	Table Name	Field Name
1	Location	Store_Location	Store_Location
2	Address	Store_Location	Store_Street_Address
3	City	Zip_Code	City
4	State	Zip_Code	State
5	Zip	Zip_Code	Zip

Table 4-A- 23

26. Trouble Ticket Scheduling – Add New Trouble Ticket: The screen layout in (Figure 4-A-26) is the New Trouble Ticket Screen that the user will be presented with after clicking on the Scheduling button on the Main Menu. (Table 4-A-24) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 26

ID	Screen Field Name	Table Name	Field Name
1	Date	Trouble Ticket Scheduling	DateOfService
2	Skill Level	Technician Skill Level	TechSkillLevelID
3	Employee	Employee	EmplID
4	Total Hours	Trouble Ticket Scheduling	HoursUsed
5	Total Billed	Trouble Ticket Scheduling	HoursBilled
6	Comments	Trouble Ticket Scheduling	TroubleTicketDescription
7	Date Completed	Trouble Ticket Scheduling	DateCompleted
8	Account #	Customer	AccountNumber
9	First Name	Customer	CustomerFirstName
10	Last Name	Customer	CustomerLastName
11	Street Address	Customer	CustomerStreetAddress
12	City	Zip Code	City
13	State	Zip Code	State
14	Zip	Zip Code	Zip
15	Repair Items Total	None	System Generated

Table 4-A- 24

27. Trouble Ticket Scheduling – Edit Trouble Ticket: The screen layout in (Figure 4-A-27) is the Edit Trouble Ticket Screen that the user will be presented with after clicking on the Edit Trouble Ticket button on the New Trouble Ticket Screen. (Table 4-A-25) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 27

ID	Screen Field Name	Table Name	Field Name
1	Date	Trouble Ticket Scheduling	DateOfService
2	Skill Level	Technician Skill Level	TechSkillLevelID
3	Employee	Employee	EmplID
4	Total Hours	Trouble Ticket Scheduling	HoursUsed
5	Total Billed	Trouble Ticket Scheduling	HoursBilled
6	Comments	Trouble Ticket Scheduling	TroubleTicketDescription
7	Date Completed	Trouble Ticket Scheduling	DateCompleted
8	Account #	Customer	AccountNumber
9	First Name	Customer	CustomerFirstName
10	Last Name	Customer	CustomerLastName
11	Street Address	Customer	CustomerStreetAddress
12	City	Zip Code	City
13	State	Zip Code	State
14	Zip	Zip Code	Zip
15	Repair Items Total	None	System Generated

Table 4-A- 25

28. Customer Service – Retail Sale: The screen layout in (Figure 4-A-28) is the Retail Sale Screen that the user will be presented with after clicking on the Customer Service button on the Main Menu. (Table 4-A-26) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 28

ID	Screen Field Name	Table Name	Field Name
1	Today's Date	Retail_Sales	SaleDate
2	Account #	Customer	AccountNumber
3	First Name	Customer	CustomerFirstName
4	Last Name	Customer	CustomerLastName
5	Item ID	Retail_Sales_Detail	ItemID
6	Qty	Retail_Sales_Detail	ItemQuantity
7	Total	Retail_Sales	TotalCost

Table 4-A- 26

29. Customer Service – Return Item: The screen layout in (Figure 4-A-29) is the Return Item Screen that the user will be presented with after clicking on the Return Item button on the Retail Sale Screen. (Table 4-A-27) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 29

ID	Screen Field Name	Table Name	Field Name
1	Today's Date	Retail Sales	SaleDate
2	Account #	Customer	AccountNumber
3	First Name	Customer	CustomerFirstName
4	Last Name	Customer	CustomerLastName
5	Item ID	Retail Sales Detail	ItemID
6	Qty	Retail Sales Detail	ItemQuantity
7	Total	Retail Sales	TotalCost

Table 4-A- 27

30. Customer Service – Add Customer: The screen layout in (Figure 4-A-30) is the Add Customer Screen that the user will be presented with after clicking on the Customer Management button from the either the Retail Sale Screen or the Return Item Screen. (Table 4-A-28) provides a listing of database elements that are the data source for the screen input.

Figure 4-A- 30

ID	Screen Field Name	Table Name	Field Name
1	Account #	Customer	AccountNumber
2	First Name	Customer	CustomerFirstName
3	Last Name	Customer	CustomerLastName
4	Address	Customer	CustomerStreetAddress
5	City	Zip_Code	City
6	State	Zip_Code	State
7	Zip Code	Zip_Code	Zip
8	Phone	Customer	CustomerPhone
9	Email Address	Customer	CustomerEmailAddress
10	Company	Customer	CustomerCompanyName

Table 4-A- 28

31. Customer Service – Edit Customer: The screen layout in (Figure 4-A-31) is the Edit Customer Screen that the user will be presented with after clicking on the Edit Customer button from the Add Customer Screen. (Table 4-A-29) provides a listing of database elements that are the data source for the screen input.

The screenshot shows the 'Edit Customer' screen. At the top right are links for 'Main Menu' and 'Logout'. Below these are four main menu buttons: 'Sales', 'Returns', 'Customer Management', and 'Schedule Trouble Ticket'. Under 'Customer Management' are 'Add Customer' and 'Edit Customer' buttons. The 'Edit Customer' section contains a 'Search Customer' button and a form with fields for Account #, First Name, Last Name, Address, City, State, Zip Code, Phone Number, Email Address, and Company. Each field is numbered 1 through 10. A 'Submit' button is at the bottom right.

Figure 4-A- 31

ID	Screen Field Name	Table Name	Field Name
1	Account #	Customer	AccountNumber
2	First Name	Customer	CustomerFirstName
3	Last Name	Customer	CustomerLastName
4	Address	Customer	CustomerStreetAddress
5	City	Zip_Code	City
6	State	Zip_Code	State
7	Zip Code	Zip_Code	Zip
8	Phone	Customer	CustomerPhone
9	Email Address	Customer	CustomerEmailAddress
10	Company	Customer	CustomerCompanyName
11	Account #	Customer	CustomerAccountNumber

Table 4-A- 29

V. Detailed System Report Diagrams and Descriptions

Detailed System Report Diagrams and Descriptions includes sample report formats and the source data elements for each.

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A. Report Descriptions and Data Element Sources:

1. **Systems Administrator – User Access Report:** The report layout in (Figure 5-A-1) is the basic report layout for the User Access Report that is available to the Systems Administrator. (Table 5-A-1) provides a listing of database elements that are the data sources for the User Access Report.

USER ACCESS REPORT				
User Access				
EMP ID ①	First Name ②	Last Name ③	Access Level ④	Date Created ⑤
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XX/XX/XXXX
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XX/XX/XXXX
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XX/XX/XXXX
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XX/XX/XXXX
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XX/XX/XXXX

Figure 5-A- 1

ID	Screen Field Name	Table Name	Field Name
1	Emp ID	Employee	EmpID
2	First Name	Employee	FirstName
3	Last Name	Employee	LastName
4	Access Level	Employee	AccessID
5	Date Created	Employee	DateCreated

Table 5-A- 1

2. **Systems Administrator – Job Position Report:** The report layout in (Figure 5-A-2) is the basic report layout for the Job Position Report that is available to the Systems Administrator. (Table 5-A-2) provides a listing of database elements that are the data sources for the Job Position Report.

EMPLOYEE JOB POSITION REPORT						
Job Position Report						
EMP ID ①	First Name ②	Last Name ③	Job Position ④	Employee Status ⑤	Store Location ⑥	Date of Hire ⑦
XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XX/XX/XXXX
XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XX/XX/XXXX
XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XX/XX/XXXX
XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XX/XX/XXXX
XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XXXXXXXX	XX/XX/XXXX

Figure 5-A- 2

ID	Screen Field Name	Table Name	Field Name
1	Emp ID	Employee	EmpID
2	First Name	Employee	FirstName
3	Last Name	Employee	LastName
4	Job Position	Employee	Job PositionID
5	Employee State	Employee	EmployeeStatusID
6	Store Location	Employee	StoreLocationID
7	Date of Hire	Employee	DateOfHire

Table 5-A- 2

3. **Systems Administrator – Supplier Report:** The report layout in (Figure 5-A-3) is the basic report layout for the Supplier Report that is available to the Systems Administrator. (Table 5-A-3) provides a listing of database elements that are the data sources for the Supplier Report.

SUPPLIER REPORT						
Supplier Report						
Supplier ID ①	Supplier Name ②	Supplier Phone ③	Supplier Fax ④	Contact First Name ⑤	Contact Last Name ⑥	Zip Code ⑦
xxx	xxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxx
xxx	xxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxx
xxx	xxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxx
xxx	xxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxx
xxx	xxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxx

Figure 5-A- 3

ID	Screen Field Name	Table Name	Field Name
1	Supplier ID	Supplier	SupplierID
2	Supplier Name	Supplier	SupplierName
3	Supplier Phone	Supplier	SupplierPhone
4	Supplier Fax	Supplier	SupplierFax
5	Contact First Name	Supplier	ContactFirstName
6	Contact Last Name	Supplier	ContactLastName
7	Zip Code	Zip_Code	Zip

Table 5-A- 3

4. **Reports Management/Inventory Reports Management – Inventory Report:** The report layout in (Figure 5-A-4) is the basic report layout for the Inventory Report that is available to both the Store Manager and the Inventory Manager. (Table 5-A-4) provides a listing of database elements that are the data sources for the Inventory Report.

INVENTORY REPORT						
Inventory Report						
Item ID ①	Item Name ②	Description ③	Price ④	Supplier ⑤	QOH ⑥	Cost ⑦
xxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxx	xxxxxxxxxx
xxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxx	xxxxxxxxxx
xxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxx	xxxxxxxxxx
xxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxx	xxxxxxxxxx
xxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxx	xxxxxxxxxx

Figure 5-A- 4

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Inventory	ItemPrice
5	Supplier	Inventory	SupplierID
6	QOH	Inventory_Bridge	ItemsOnHand
7	Cost	Inventory	ItemCost

Table 5-A- 4

5. **Reports Management/Inventory Reports Management – Low Inventory Report:** The report layout in (Figure 5-A-5) is the basic report layout for the Low Inventory Report which is generated based on a trigger event that compares the current inventory level with the established reorder level. This report is available to both the Store Manager and the Inventory Manager. (Table 5-A-5) provides a listing of database elements that are the data sources for the Inventory Report.

LOW INVENTORY REPORT						
Low Inventory Report						
Item ID ①	Item Name ②	Description ③	Price ④	Supplier ⑤	QOH ⑥	Cost ⑦
XXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXX	XXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXX	XXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXX	XXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXX	XXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXX	XXXXXXXXXX

Figure 5-A- 5

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Inventory	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Inventory	ItemPrice
5	Supplier	Inventory	SupplierID
6	QOH	Inventory_Bridge	ItemsOnHand
7	Cost	Inventory	ItemCost

Table 5-A- 5

6. **Reports Management – Annual Trouble Tickets Report:** The report layout in (Figure 5-A-6) is the basic report layout for the Annual Trouble Ticket Report and is available to the Store Manager. (Table 5-A-6) provides a listing of database elements that are the data sources for the Annual Trouble Tickets Report.

Trouble Ticket Number ①	Date of Service ②	Description ③	Hours Billed ④	Customer ⑤
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX

Figure 5-A- 6

ID	Screen Field Name	Table Name	Field Name
1	Trouble Ticket Number	Trouble Ticket Scheduling	TroubleTicketNumber
2	Date of Service	Trouble Ticket Scheduling	DateOfService
3	Description	Trouble Ticket Scheduling	TroubleTicketDecription
4	Hours Billed	Trouble Ticket Scheduling	HoursUsed
5	Customer	Trouble Ticket Scheduling	AccountNumber

Table 5-A- 6

7. **Reports Management – Monthly Trouble Tickets Report:** The report layout in (Figure 5-A-7) is the basic report layout for the Monthly Trouble Ticket Report and is available to the Store Manager. (Table 5-A-7) provides a listing of database elements that are the data sources for the Monthly Trouble Tickets Report.

Trouble Ticket Number 1	Date of Service 2	Description 3	Hours Billed 4	Customer 5
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX

Figure 5-A- 7

ID	Screen Field Name	Table Name	Field Name
1	Trouble Ticket Number	Trouble_Ticket_Scheduling	TroubleTicketNumber
2	Date of Service	Trouble_Ticket_Scheduling	DateOfService
3	Description	Trouble_Ticket_Scheduling	TroubleTicketDecription
4	Hours Billed	Trouble_Ticket_Scheduling	HoursUsed
5	Customer	Trouble_Ticket_Scheduling	AccountNumber

Table 5-A- 7

8. **Reports Management – Weekly Trouble Tickets Report:** The report layout in (Figure 5-A-8) is the basic report layout for the Weekly Trouble Ticket Report and is available to the Store Manager. (Table 5-A-8) provides a listing of database elements that are the data sources for the Weekly Trouble Tickets Report.

WEEKLY TROUBLE TICKETS REPORT

Trouble Tickets

Trouble Ticket Number ①	Date of Service ②	Description ③	Hours Billed ④	Customer ⑤
XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XX	XXXXXXXXXX

Figure 5-A- 8

ID	Screen Field Name	Table Name	Field Name
1	Trouble Ticket Number	Trouble_Ticket_Scheduling	TroubleTicketNumber
2	Date of Service	Trouble_Ticket_Scheduling	DateOfService
3	Description	Trouble_Ticket_Scheduling	TroubleTicketDecription
4	Hours Billed	Trouble_Ticket_Scheduling	HoursUsed
5	Customer	Trouble_Ticket_Scheduling	AccountNumber

Table 5-A- 8

9. **Reports Management – Daily Trouble Tickets Report:** The report layout in (Figure 5-A-9) is the basic report layout for the Daily Trouble Ticket Report and is available to the Store Manager. (Table 5-A-9) provides a listing of database elements that are the data sources for the Daily Trouble Tickets Report.

DAILY TROUBLE TICKETS REPORT

Trouble Tickets

Trouble Ticket Number ①	Date of Service ②	Description ③	Hours Billed ④	Customer ⑤
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX
XXXXXXXXXX	XX/XX/XX	XXXXXXXXXX	XX	XXXXXXXXXX

Figure 5-A- 9

ID	Screen Field Name	Table Name	Field Name
1	Trouble Ticket Number	Trouble_Ticket_Scheduling	TroubleTicketNumber
2	Date of Service	Trouble_Ticket_Scheduling	DateOfService
3	Description	Trouble_Ticket_Scheduling	TroubleTicketDecription
4	Hours Billed	Trouble_Ticket_Scheduling	HoursUsed
5	Customer	Trouble_Ticket_Scheduling	AccountNumber

Table 5-A- 9

- 10. Reports Management – Annual Sales (All Items):** The report layout in (Figure 5-A-10) is the basic report layout for the Annual Sales Report for all Items and is available to the Store Manager. (Table 5-A-10) provides a listing of database elements that are the data sources for the Annual Sales Report.

ANNUAL SALES: ALL ITEMS				
All Items				
Item ID 1	Item Name 2	Description 3	Price 4	Quantity 5
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

Figure 5-A- 10

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail_Sales_Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail_Sales_Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 10

- 11. Reports Management – Monthly Sales (All Items):** The report layout in (Figure 5-A-11) is the basic report layout for the Monthly Sales Report for all Items and is available to the Store Manager. (Table 5-A-11) provides a listing of database elements that are the data sources for the Monthly Sales Report.

MONTHLY SALES: ALL ITEMS

All Items

Item ID ①	Item Name ②	Description ③	Price ④	Quantity ⑤
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

Figure 5-A- 11

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail Sales Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail Sales Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 11

- 12. Reports Management – Weekly Sales (All Items):** The report layout in (Figure 5-A-12) is the basic report layout for the Weekly Sales Report for all Items and is available to the Store Manager. (Table 5-A-12) provides a listing of database elements that are the data sources for the Weekly Sales Report.

WEEKLY SALES: ALL ITEMS				
All Items				
Item ID 1	Item Name 2	Description 3	Price 4	Quantity 5
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

Figure 5-A- 12

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail_Sales_Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail_Sales_Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 12

- 13. Reports Management – Daily Sales (All Items):** The report layout in (Figure 5-A-13) is the basic report layout for the Daily Sales Report for all Items and is available to the Store Manager. (Table 5-A-13) provides a listing of database elements that are the data sources for the Daily Sales Report.

DAILY SALES: ALL ITEMS

All Items

Item ID ①	Item Name ②	Description ③	Price ④	Quantity ⑤
xxx	xxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx
xxx	xxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx
xxx	xxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx
xxx	xxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx
xxx	xxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx

Figure 5-A- 13

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail_Sales_Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail_Sales_Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 13

- 14. Reports Management – Annual Sales (Single Items):** The report layout in (Figure 5-A-14) is the basic report layout for the Annual Sales Report for single Items and is available to the Store Manager. (Table 5-A-14) provides a listing of database elements that are the data sources for the Annual Sales Report.

Item ID ①	Item Name ②	Description ③	Price ④	Quantity ⑤
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXX	XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

Figure 5-A- 14

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail Sales Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail Sales Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 14

- 15. Reports Management – Monthly Sales (Single Items):** The report layout in (Figure 5-A-15) is the basic report layout for the Monthly Sales Report for single Items and is available to the Store Manager. (Table 5-A-15) provides a listing of database elements that are the data sources for the Monthly Sales Report.

MONTHLY SALES: SINGLE ITEMS

All Items

Item ID ①	Item Name ②	Description ③	Price ④	Quantity ⑤
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX

Figure 5-A- 15

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail_Sales_Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail_Sales_Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 15

- 16. Reports Management – Weekly Sales (Single Items):** The report layout in (Figure 5-A-16) is the basic report layout for the Weekly Sales Report for single Items and is available to the Store Manager. (Table 5-A-16) provides a listing of database elements that are the data sources for the Weekly Sales Report.

WEEKLY SALES: SINGLE ITEMS

All Items

Item ID	① Item Name ②	Description ③	Price ④	Quantity ⑤
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX

Figure 5-A- 16

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail Sales Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail Sales Detail	ItemSoldFor
5	Quantity	Retail Sales Detail	ItemQuantity

Table 5-A- 16

- 17. Reports Management – Daily Sales (Single Items):** The report layout in (Figure 5-A-17) is the basic report layout for the Daily Sales Report for single Items and is available to the Store Manager. (Table 5-A-17) provides a listing of database elements that are the data sources for the Daily Sales Report.

DAILY SALES: SINGLE ITEMS

All Items

Item ID ①	Item Name ②	Description ③	Price ④	Quantity ⑤
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
XXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX

Figure 5-A- 17

ID	Screen Field Name	Table Name	Field Name
1	Item ID	Retail_Sales_Detail	ItemID
2	Item Name	Inventory	ItemName
3	Description	Inventory	ItemDescription
4	Price	Retail_Sales_Detail	ItemSoldFor
5	Quantity	Retail_Sales_Detail	ItemQuantity

Table 5-A- 17

VI. A Narrative Description of All Programs

This section contains a narrative description of each of the system processes.

**Durham, Dawson, Vailes and Lowe
Business Software Solutions Inc.**



A. A Narrative Description of the Common System Screens:

1. **Homepage:** (Figure 6-A-1) is the initial screen that the user will be presented with once navigating to the web address of the system. This is basically just a welcome screen and allows the user to navigate to the login screen by clicking on the login hyperlink located in the upper right hand corner of the homepage.

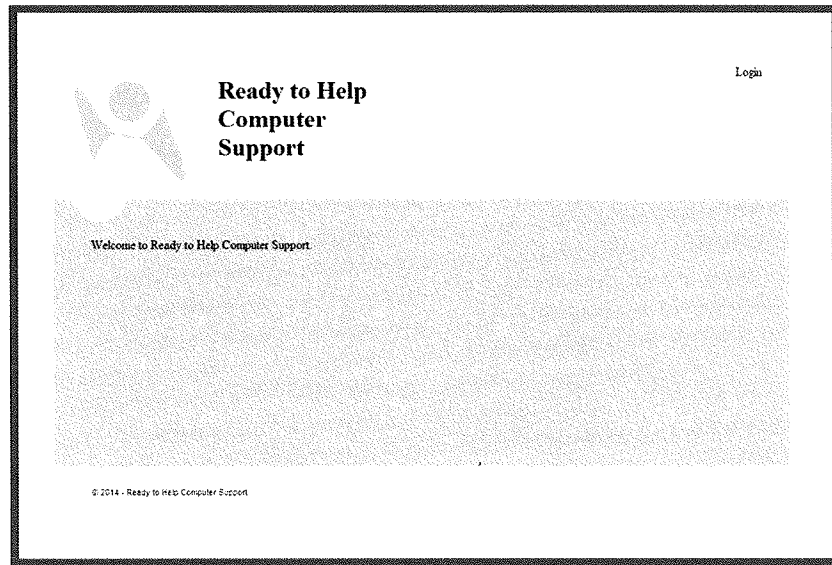


Figure 6-A- 1

2. **Login Screen:** The system user will be required to login at this page (Figure 6-A-2) with their credentials in order to access the system. The user will enter their username and password, both of which will be provided to them by the systems administrator.

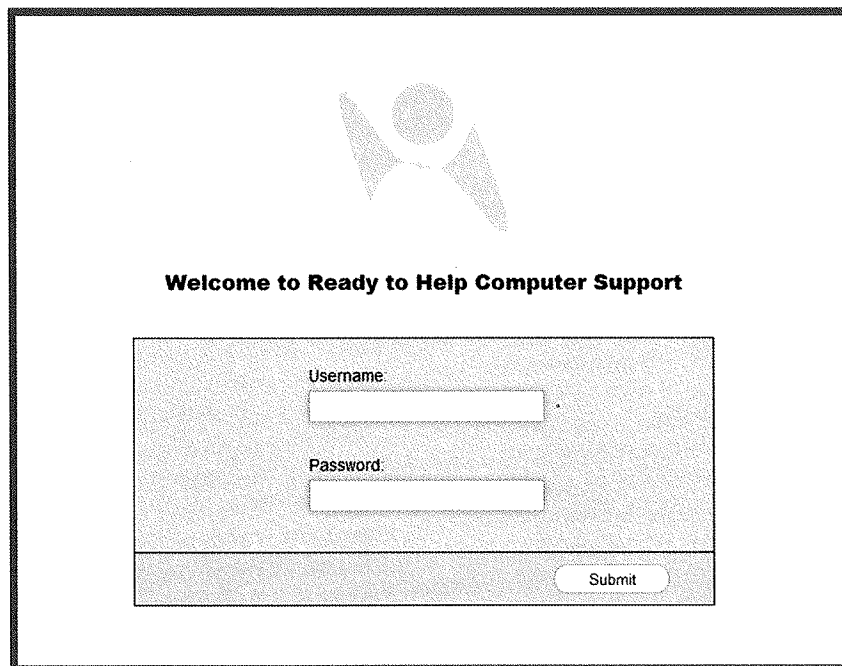


Figure 6-A- 2

3. **Main Menu:** The main system menu (Figure 6-A-3) will be presented to the user after successfully logging into the system from the login screen. From this menu, the user will be able to, based on their access role assigned, access Customer Service, Scheduling, Inventory Management, Human Resources, Reports Management and Systems Administrator.

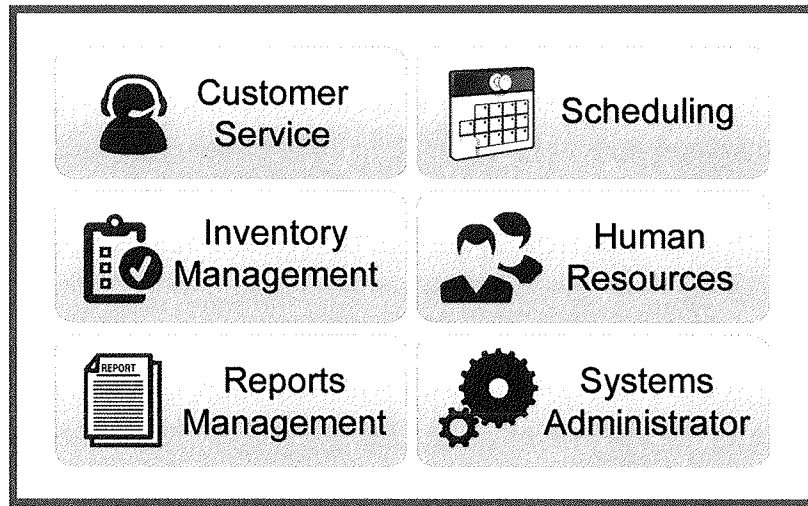


Figure 6-A- 3

B. A Narrative Description of the Systems Administrator Screens:

1. **Systems Administrator – Add New User Access Privileges:** This screen (Figure 6-B-1) will be presented to the user with the systems administrator role upon selecting the Systems Administrator button from the Main Menu. The user will be able to search for a new employee, provide them with a login name and password and determine their user role.

 A screenshot of the "Add New User Access Privileges" screen. At the top right are links for "Main Menu" and "Logout". Below these are three buttons: "User Privilege Management", "Supplier Management", and "Job Position Management". Under "User Privilege Management" are three sub-buttons: "Edit User Privileges", "New User Access Privilege", and "User Access Reports". The "New User Access Privilege" button is active. The main area is titled "Create New Access" and contains:

- A "Search for User" button.
- A "User Info" section with input fields for "First Name", "Last Name", "Job", and "Location".
- An "Access Info" section with input fields for "Log in Name" and "Password".
- A "Privileges" section with a list of roles and checkboxes:

Privileges	Access
Customer Service	<input checked="" type="checkbox"/>
Scheduling	<input checked="" type="checkbox"/>
Inventory Management	<input checked="" type="checkbox"/>
Human Resources	<input checked="" type="checkbox"/>
Reports Management	<input checked="" type="checkbox"/>
Systems Administrator	<input checked="" type="checkbox"/>

 A "Submit" button is located at the bottom right of the form area.

Figure 6-B- 1

2. **Systems Administrator – Edit User Access Privileges:** This screen (Figure 6-B-2) is presented to the user upon them selecting the Edit User Access button from the Add New User Access Privileges screen. The user can edit a specific employee's username, password and access role from this screen.

Figure 6-B- 2

3. **System Administrator – User Access Report:** This screen (Figure 6-B-2) is displayed to the user upon them selecting the User Access Report button from either the Add New User Access Privileges Screen or Edit User Access Privileges screen. From here the user is able to run a report that will provide them with a current list of employee access levels and date access was created. This report can be filter using a drop down for privilege level or by date created. The default action for this report is to output initially to screen, however the user as the option to print a physical copy of the report.

Figure 6-B- 3

4. **Systems Administrator – New Job Position:** This screen (Figure 6-B-4) will be displayed to the user upon them selecting the Job Position Management button from any of the systems administrator screens. This screen will allow the user to create a new job position for the system.

The screenshot shows a web application interface for 'Systems Administrator'. At the top right, there are links for 'Main Menu' and 'Logout'. Below these are three main navigation buttons: 'User Privilege Management', 'Supplier Management', and 'Job Position Management'. Under 'Job Position Management', there are three sub-buttons: 'New Job', 'Edit Job', and 'Position Reports'. The 'New Job' button is highlighted. The main content area is titled 'Create New Job Position'. It contains a 'Position Info' section with input fields for 'Position ID' and 'Position Name', and a 'List of Jobs' section with a table of existing jobs. A 'Submit' button is located at the bottom right of the form.

Figure 6-B- 4

5. **Systems Administrator – Edit Job Position:** This screen (Figure 6-B-5) will be displayed to the user upon them selecting the Edit Job button from the New Job Position Screen. From here the user will be able to edit a current job position in the system.

The screenshot shows the 'Edit Job Position' screen. It has the same top navigation and sub-navigation as Figure 6-B-4. The 'Edit Job' button under 'Job Position Management' is highlighted. The main content area is titled 'Create New Job Position'. It contains a 'Search for Job' button, a 'Position Info' section with input fields for 'Position ID' and 'Position Name', and a 'List of Jobs' section with a table of existing jobs. A 'Submit' button is located at the bottom right of the form.

Figure 6-B- 5

6. **Systems Administrator – Job Position Report:** This screen (Figure 6-B-6) will be displayed to the user upon them selecting the Position Report Button from either the New Job Position Screen or the Edit Job Position Screen. From here the user will be able to generate a report of all employees and their respective job positions. The default action is to display the report on the screen but the user has the option to print a physical copy of the report.

Figure 6-B- 6

7. **Systems Administrator – Add New Supplier:** This screen (Figure 6-B-7) will be displayed to the user upon them selecting the Supplier Management Button from anyone of the systems administrator screens. From here the user will be able to add a new supplier to the system.

Figure 6-B- 7

8. **Systems Administrator – Edit Supplier:** This screen (Figure 6-B-8) will be displayed to the user upon them selecting the Edit Supplier button from the Add New Supplier Screen. From here a current supplier's information can be edited.

Figure 6-B- 8

9. **Systems Administrator –Supplier Reports:** This screen (Figure 6-B-9) will be displayed to the user upon them selecting the Supplier Reports button from the either the Add New Supplier Screen or the Edit Supplier Screen. From here the user can generate a report of all suppliers in the system. The default action is the display to display the report on the screen but the user has the option to print a physical copy of the report.

Figure 6-B- 9

C. A Narrative Description of the Reports Management Screens:

1. **Reports Management – All Items Sales Report:** This screen (Figure 6-C-1) will be presented to the user with the store manager role upon selecting the Reports Management button from the Main Menu. The user will be able to generate a sales report on all item sold, filtered by a specific period and or by store location.

Figure 6-C- 1

2. **Reports Management – Single Item Sales Report:** This screen (Figure 6-C-2) will be presented to the user upon them selecting the Single Items Report from the All Items Sales Report Screen. The user will be able to generate a sales report based on a single item sold, filtered by a specific period and or by store location.

Figure 6-C- 2

3. **Reports Management – Inventory Reports:** This screen (Figure 6-C-3) will be presented to the user upon them selecting the Inventory Reports button from anyone of the Reports Management Screens. The user will be able to generate a report of all inventory items, filtered on quantity, category, and store location.

Figure 6-C- 3

4. **Reports Management – Low Inventory Reports:** This screen (Figure 6-C-4) will be presented to the user upon them selecting the Low Inventory Reports button from the Inventory Reports Screen. The user will be able to generate a report of all low inventory items, filtered on quantity, category, and store location.

Figure 6-C- 4

5. **Reports Management – Trouble Ticket Reports:** This screen (Figure 6-C-5) will be presented to the user upon them selecting the Trouble Ticket Report button from anyone of the Reports Management Screen. The user will be able to generate a report of all trouble tickets, filtered by the periodicity of the completion date and the technician.

Main Menu Logout

Inventory Reports Trouble Ticket Reports Sales Reports

Trouble Ticket Reports

Print Report

Search Trouble Tickets

Completed Within: 30 Days Technician:

Trouble Ticket Number	Date of Service	Description	Hours Billed	Customer

Create Report

Figure 6-C- 5

D. A Narrative Description of the Inventory Management Screens:

1. **Inventory Management – Add Item:** This screen (Figure 6-D-1) will be presented to the user with the inventory management role upon selecting the Inventory Management button from the Main Menu. From here the user will be able to add a new inventory item to the system.

The screenshot shows the 'Add Item' screen. At the top right are links for 'Main Menu' and 'Logout'. Below these are four buttons: 'Inventory Management', 'Item Lookup', 'Ordering', and 'Inventory Reports'. Under 'Inventory Management' are two sub-buttons: 'Add Item' and 'Edit Item'. The main form area is titled 'Add Item' and contains two columns of input fields. The left column, labeled 'Product Info', includes fields for 'Item ID', 'Qty' (with a dropdown arrow), 'Item Image' (with a 'Select Image' button), 'Item Name', 'Category' (with a dropdown arrow), 'Item Price', and 'Item Description'. The right column, labeled 'Supplier Info', includes fields for 'Supplier' and 'Supplier Cost'. Below these is an 'Order Info' section with fields for 'Reorder Level', 'Category' (with a dropdown arrow), and 'Item Price'. A 'Submit' button is located at the bottom right of the form area.

Figure 6-D- 1

2. **Inventory Management – Edit Item:** This screen (Figure 6-D-2) will be presented to the user upon them selecting the Edit Item button from the Add Item Screen. From here the user will be able to edit an inventory item currently in the system.

The screenshot shows the 'Edit Item' screen. It has the same top navigation and buttons as Figure 6-D-1. The main form area is titled 'Edit Item' and includes a 'Search' button at the top left. The 'Product Info' section on the left has the same fields as in Figure 6-D-1, but with a 'Discontinued' checkbox at the bottom. The 'Supplier Info' and 'Order Info' sections on the right are identical to those in Figure 6-D-1. A 'Submit' button is at the bottom right.

Figure 6-D- 2

3. **Inventory Management – Ordering:** This screen (Figure 6-D-3) will be presented to the user upon them selecting the Ordering button from anyone of the Inventory Management Screens. From here the user will be able to place an order for a current or new inventory item.

Figure 6-D- 3

4. **Inventory Management – Item Lookup:** This screen (Figure 6-D-4) will be presented to the user upon them selecting the Item Lookup button from anyone of the Inventory Management Screens. From here the user will be able to query any particular item along with the description, price, image, supplier, cost, quantity on hand, and the number currently on order.

Figure 6-D- 4

E. A Narrative Description of the Human Resource Management Screens:

1. **Human Resource Management – Add Employee:** This screen (Figure 6-E-1) will be presented to the user with the human resource management role upon selecting the Human Resources button from the Main Menu. From here the user will be able to add a new employee to the system.

Figure 6-E- 1

2. **Human Resource Management – Edit Employee:** This screen (Figure 6-E-2) will be presented to the user upon them selecting the Edit Employee button from the Add Employee Screen. From here the user will be able to edit the unique information in reference to a current employee in the system.

Figure 6-E- 2

3. **Human Resource Management – Add New Store:** This screen (Figure 6-E-3) will be presented to the user upon them selecting the Store Management button from anyone of the Human Resource Management Screens. From here the user will be able to create a new store location for the company.

Figure 6-E- 3

4. **Human Resource Management – Edit Store Location:** This screen (Figure 6-E-4) will be presented to the user upon them selecting the Edit Store Location button from the Add New Store Screen. From here the user will be able to edit a current stores information.

Figure 6-E- 4

F. A Narrative Description of the Technician Screens:

1. **Trouble Ticket Scheduling – Add New Trouble Ticket:** This screen (Figure 6-F-1) will be presented to the user with the Technician or Customer Service role upon selecting the Scheduling button from the Main Menu. From here the user will be able to add a new trouble ticket and schedule a technician.

Figure 6-F- 1

2. **Trouble Ticket Scheduling – Edit Trouble Ticket:** This screen (Figure 6-F-2) will be presented to the user upon selecting the Edit Trouble Ticket button from the Add New Trouble Ticket Screen. From here the user will be able to edit a current trouble ticket from updating the hours billed, to commenting on the trouble ticket, to updating the status.

Figure 6-F- 2

G. A Narrative Description of the Customer Service Screens:

1. **Customer Service – Retail Sale:** This screen (Figure 6-G-1) will be presented to the user with the Customer Service role upon selecting the Customer Service button from the Main Menu. From here the user will be able to add a retail sale of an inventory item to the system.

The screenshot shows the 'Retail Sale' screen. At the top right are links for 'Main Menu' and 'Logout'. Below these are four large buttons: 'Sales', 'Returns', 'Customer Management', and 'Schedule Trouble Ticket'. Under the 'Sales' button are two smaller buttons: 'Retail Sale' (highlighted) and 'Return Item'. The main form area is titled 'Sales' and contains several input fields: 'Today's Date' (with a date picker showing 00/00/00), 'Customer Info' (with fields for 'Account #', 'First Name', and 'Last Name', and a 'Search for Customer' button), 'Product Info' (with 'Item ID' and 'Qty' fields, and a list of items below), and a 'Total' field showing '\$ 0.00'. A 'Submit' button is located at the bottom right of the form.

Figure 6-G- 1

2. **Customer Service – Return Item:** This screen (Figure 6-G-2) will be presented to the user upon them selecting the Return Item from the Retail Sale Screen. From here the user will be able to register an item return from a customer.

The screenshot shows the 'Return Item' screen. It has the same top navigation and buttons as Figure 6-G-1. The main form area is titled 'Return' and contains input fields: 'Today's Date' (with a date picker showing 00/00/00), 'Customer Info' (with fields for 'Account #', 'First Name', and 'Last Name', and a 'Search for Customer' button), 'Product Info' (with 'Item ID' and 'Qty' fields, and an 'Add Item' button below), and a 'Total' field showing '\$ 0.00'. A 'Submit' button is located at the bottom right of the form.

Figure 6-G- 2

3. **Customer Service – Add Customer:** This screen (Figure 6-G-3) will be presented to the user upon them selecting the Customer Management button from anyone of the Customer Service Screens. From here the user will be able to add a new customer to the system.

Figure 6-G- 3

4. **Customer Service – Edit Customer:** This screen (Figure 6-G-4) will be presented to the user upon them selecting the Edit Customer button from the Add Customer Screen. From here the user will be able to edit the unique information for a current customer in the system.

Figure 6-G- 4

VI. Appendix

Contains the Information Technology Request, Initial Interview Questions with Company Contact and Meeting Minutes of the Analysis Team.

**Durham, Dawson, Vailes and Lowe
Business Software Solutions Inc.**



Memorandum

To: Bruce Myers

From: Elizabeth Carter, President
Ready To Help Computer Support

Date: 1/27/2014

Re: Computer Support for Business Operation

Our company performs computer hardware repair and setup as well as network installation and maintenance at each of our five locations. Our computerized support for record keeping, scheduling, and parts inventory is limited. We use some spreadsheets, a basic accounting software program, and lots of manual records to manage our business. We sell some hardware components at retail and also maintain an inventory of components for use in our own repair work. We have an inventory at each store and often want to check with all of stores to determine the availability of a needed component. We need better record keeping to regularly stock certain key items and we have no way of combining needs at our different stores and automatically placing orders when inventory is low for a particular component. We feel that there is an opportunity to greatly increase the sale of components with the proper computer support.

Finally, we need to be able to better account for the work of our technicians and to charge their work to the particular job that they work on. Technicians may work at one or more stores during a given day or week. They also may be sent on calls to work on equipment at the customer's location. Timely reports on the scheduling of technicians are badly needed. Technicians have various areas of expertise that are needed at different locations and we are not able to match the most skilled people to key jobs because of scheduling.

We can continue to work with our current accounting and payroll systems but we badly need support in the areas that I have mentioned above. Please schedule a meeting with a team of people from your company to evaluate our situation and determine how we might better involve computer processing in our business.

General

1. What problem is this business having that you hope to solve by developing this project?
2. What is the business doing at present to alleviate or solve the issue? What has been tried in the past?
3. Who are the clients? Are they Small businesses, average consumers, or both?
4. What is the overall purpose of the product or project?
5. What is the client's goal with this product or project?
6. Is there any existing documentation or other introductory information for this project? (This could include users manuals, functional specifications, design specifications, or even memos and e-mails.)
7. How much, if any, of this project is already complete or underway?
8. What's the environment in which this product will be used?

Process

1. What is the process of the day to day work?
2. What kind of data/information do they collect? What do you do with that info? How is that information used?
3. How do you currently do your records keeping? What sorts of applications are used for record keeping?
4. How do you currently manage your employees' schedules?
5. Do you have specific business policies?
6. What are the state and Local Tax Laws?
7. What are the current Throughput times?

System

1. Who is managing the system after implementation? What are the post-development support needs?
2. What inside resources (IT department, servers, and updating current server?) will this project be utilizing?
3. Does the company currently have an IT department?
4. What kind of documentation does the client expect you to create? (If developing software, this could range from simply using comments freely within the code to writing the user's manual.)
5. How frequently is the current software updated?

6. What operating system is used? What browser software is used? What version?
7. Where are the servers located?
8. Do you do any retail from a virtual storefront?
9. Where is the company headquarters located?

Users

1. How many users will there be?
2. Who is the end user? What support will they have?
3. Who are the primary users of the product, and what is their technical level? Are they familiar with this technology already?
4. What Privileges will the users need?

Technicians / Employees

1. How many technicians are currently employed? What is the anticipated growth of technicians?
2. What relationship is held between the expertise in technicians to key jobs? Example: What specific expertise are needed or called upon?
3. What are the categories needed or currently used for specialization of workers?

Inventory

1. How do you currently manage your inventory?
 2. Which key items are needed to be kept in stock? What numbers are needed? Which locations are these needed at?
 3. How is shipping handled? Who transports these items from store to store?
 4. How are transactions with other businesses Handled?
 5. Will integration be needed for Business to Business Commerce?
 6. Is there a central warehouse that the stores replenish their inventory from?
-

Project Timeline:

Implementation Phase:

- ✿ **March 28, 2014:** Begin Implementation Phase.
 - ✿ **April 3, 2014:** Progress Report 1 due to Bruce Myers.
 - ✿ **April 8, 2014:** Progress Report 2 due to Bruce Myers.
 - ✿ **April 15, 2014:** Progress Report 3 due to Bruce Myers.
 - ✿ **April 22, 2014:** Progress Report 4 due to Bruce Myers.
 - ✿ **April 24, 2014:** Progress Report 5 due to Bruce Myers.
 - ✿ **May 6, 2014:** Presentation of implemented system.
-

Must be Completed

***D.D.V.L. Team 1
Meeting Minutes***

January 28, 2014

I. Call to order

Ashley Durham called to order the regular meeting of the systems analysis Team 1 at 1600 on February 28, 2014 at Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of Request to Study

Robert Dawson read the Memorandum from Ready to Help Computer Support. The request was approved and a schedule was devised.

IV. Open issues

- a) Schedule devised, regular meetings at 1600 on Tuesdays and Thursdays.
- b) Plan of action to evaluate Ready TO Help Computer Support's business process.

V. New business

- a) Study the business problem for Ready to Help Computer Support.
- b) Devise a list of questions to present at the initial meeting.

VI. Adjournment

Ashley Durham Adjourned the meeting at 1800.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

January 30, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1245 on February 30, 2014 in the Bruce Myers Conference room at Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Questions need to be revised for the initial contact meeting with Bruce Myers.
- b) Approval of questions and initial meeting with Bruce Myers Scheduled for February 4, 2014 at 1600 in the Bruce Myers Conference room at Austin Peay State University's Maynard Building.

V. New business

- a) Send a copy of the questions regarding the problems that Ready to Help Computer Support is having with their information system, how the company currently operates, and what direction the company is currently seeking in order to resolve the current issues.

VI. Adjournment

Ashley Durham adjourned the meeting at 1400.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1

Meeting Minutes

February 4, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 4, 2014 in the Bruce Myers Conference room at Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, Kevin Lowe, and Bruce Myers, Ready to Help Computer Support contact person.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Questions reviewed and answered by Bruce Myers.

V. New business

- a) Research for methods to resolve or design a new centralized information system for Ready to Help Computer Support.

VI. Adjournment

Ashley Durham adjourned the meeting at 1700.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

February 11, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 11, 2014 in the Computer Lab at Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Review of information gathered from the analysis of Ready to Help Computer Support's day-to-day process.

V. New business

- a) Gather and begin the first draft of the study phase report. This encompasses organizing the data collected by our individual team members into a detailed outline of our proposal.

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

February 16, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 16, 2014 in room 130 of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Review and edit the first draft of the study phase report and discuss the format for the presentation due on February 25, 2014.

V. New business

- a) Continue to edit the Format on the study phase report.
- b) Prepare to finalize the study phase report for the projected due date of February 20, 2014.

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

February 17, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 17, 2014 in room 130 of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Finalize the Format on the study phase report for the projected due date of February 20, 2014.

V. New business

- a) Perform Final edits to the report and have it ready to be submitted by February 20, 2014.

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1

Meeting Minutes

February 18, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 18, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Perform final edits on the study phase report for the projected due date of February 20, 2014.

V. New business

- a) Perform final review of the study phase report prior to delivery to the Ready to Help Computer Support contact person, Bruce Myers.
- b) Begin designing the power point presentation for the projected due date of February 25, 2014.

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

February 19, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 19, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Final review of the study phase report prior to delivery to the Ready to Help Computer Support contact person, Bruce Myers.

V. New business

- a) Deliver the study phase report directly to Ready to Help Computer Support contact person, Bruce Myers.
- b) Continue designing the power point presentation for the projected due date of February 25, 2014.

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1

Meeting Minutes

February 27, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on February 27, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

a) Discussed a tentative timeline for the completion of the design phase.

V. New business

a) Begin work on screen design.

b) Finish working up the timeline and meeting schedule for the design phase.

c) Start working on the Executive Summary of the Design Phase report.

VI. Adjournment

Ashley Durham adjourned the meeting at 1700.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

March 8, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 8, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Continue work on main screen design.
- b) Review timeline and meeting schedule for design phase.
- c) Continue work on design phase report.

V. New business

- a) Begin work on hierarchy charts.
- b) Continued working on the Executive Summary of the Design Phase report.

VI. Adjournment

Ashley Durham adjourned the meeting at 1900.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 11, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 11, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Continue work on hierarchy charts
- b) Finished main site screens and login screens for design phase
- c) Started updating Section 2, Detailed Table Descriptions section of the Design phase report.

V. New business

- a) Begin working on main menu screens.
- b) Hierarchy charts design

VI. Adjournment

Ashley Durham adjourned the meeting at 1900.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

March 13, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 13, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Continued work on hierarchy charts and design
- b) Prototyped the database structure
- c) Continued work on the main menu screens

V. New business

- a) Start work on the ER Diagram.
- b) Start the Detailed Hierarchy chart.

VI. Adjournment

Ashley Durham adjourned the meeting at 2000.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

March 15, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 15, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Started the Detailed Hierarchy chart.
- b) Continued work on the main menu screens.
- c) Revised some of the Hierarchy charts.

V. New business

- a) Finish main screens
- b) Continue revising hierarchy charts

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 16, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 16, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Begin work on screen forms.
- b) Continued work on the main menu screens.
- c) Work on table relationship, table design, and hierarchy design

V. New business

- a) Learn the fireworks software program to work on screen forms.
- b) More on hierarchy revision.

VI. Adjournment

Ashley Durham adjourned the meeting at 1900.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

March 17, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 17, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Continued the Detailed Hierarchy chart.
- b) Continued work on the main menu screens.
- c) Continued work on the screen forms.

V. New business

- a) Finish main screens
- b) Continue revising hierarchy charts
- c) ER diagram design

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 18, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 18, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Work on main screens
- a) Continued work on the main menu forms in fireworks.

V. New business

- b) Continue revising hierarchy charts
- c) Continue ER diagram design

VI. Adjournment

Ashley Durham adjourned the meeting at 1900.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 19, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 19, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Continue working on main screens
- b) Continued work on the main menu forms in fireworks.

V. New business

- a) Continue ER diagram design.
- b) Start getting report ready.

VI. Adjournment

Ashley Durham adjourned the meeting at 2000.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 20, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 20, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Began designing screens, Technician Scheduling and System Administrator
- b) Continued work on the main menu forms in fireworks.

V. New business

- a) Continue ER diagram design.
- b) Continue putting report together.
- c) Continue table design.

VI. Adjournment

Ashley Durham adjourned the meeting at 1900.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes
March 21, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 21, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Reviewed table info and approved.
- b) Continued work on table design and forms.

V. New business

- a) Start customer service screen forms.
- b) Continue putting report together.
- c) Continue table design.

VI. Adjournment

Ashley Durham adjourned the meeting at 1800.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 22, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 22, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Put more of the report together.
- b) Add number layering to screens for reports.

V. New business

- a) Make sure all the relationships work together.
- b) Make a flow chart.
- c) Get all new hierarchy charts finished.

VI. Adjournment

Ashley Durham adjourned the meeting at 2200.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 23, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 23, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Finished flow chart
- b) Finished hierarchy tables

V. New business

- a) Continue working on report.
- b) Update screen designs

VI. Adjournment

Ashley Durham adjourned the meeting at 2359.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 24, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 24, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Updated meeting minutes.
- b) Continue formatting the report.
- c) Continue working on the updated screens.

V. New business

- a) Continue working on report.
- b) Continue getting report formatted and the screen designs updated.

VI. Adjournment

Ashley Durham adjourned the meeting at 2359.

Minutes submitted by: Michael Vailes

Minutes approved by: Ashley Durham, Project Manager

D.D.V.L. Team 1
Meeting Minutes

March 25, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 25, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Finalized Screens.
- b) Finalized Hierarchy.
- c) Finalized Reports (Screens and Printouts).

V. New business

- a) Finish working on report document.
- b) Start working PowerPoint presentation.
- c) Finish Narrative Description of Programs.

VI. Adjournment

Ashley Durham adjourned the meeting at 0020.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager

***D.D.V.L. Team 1
Meeting Minutes***

March 26, 2014

I. Call to order

Ashley Durham called to order the meeting of the systems analysis Team 1 at 1600 on March 26, 2014 in computer lab of Austin Peay State University's Maynard Building.

II. Roll call

Robert Dawson conducted a roll call. The following persons were present: Ashley Durham, Robert Dawson, Michael Vailes, and Kevin Lowe.

III. Approval of minutes from last meeting

Robert Dawson read the minutes from the last meeting. The minutes were approved as read.

IV. Open issues

- a) Finish Narrative Description of Programs.
- b) Finish report document.
- c) Continue work on PowerPoint Presentation.

V. New business

- a) Delivery of finished Design Phase Report.
- b) Continue working PowerPoint presentation.

VI. Adjournment

Ashley Durham adjourned the meeting at 2200.

Minutes submitted by: Robert Dawson

Minutes approved by: Ashley Durham, Project Manager
