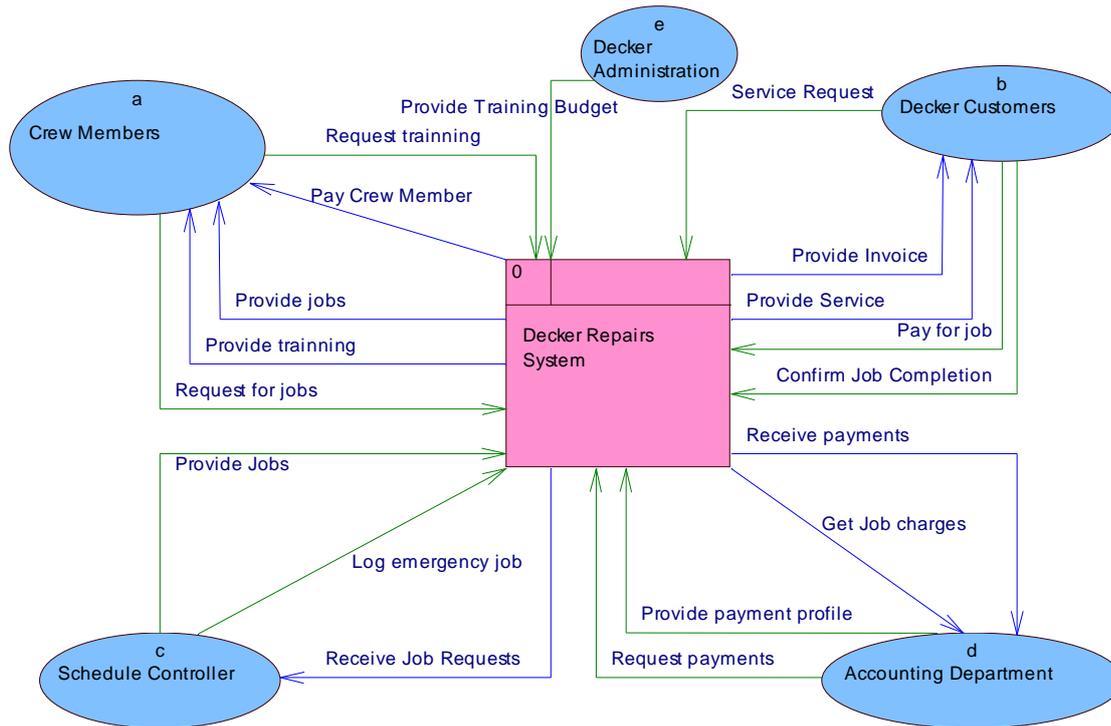


Decker Repairs System - Context Diagram



Decker repair's context diagram (DFD Level 0) consists of five external entities the central processing system.

1. Crew Members:

Request for jobs from the central process and in return receive jobs according to their expertise. Training and development needs of the crew are identified and provided by the administrators in a systematic way thereby eliminating the problem of redundancy of other members of the team whilst some are being trained.

2. Schedule Controller:

The schedule controller receives jobs and allocates jobs to teams according to their expertise. They also log emergency calls and prioritise them according to agreed service levels.

3. The Accounting department.

Payment requests are sent out by the department together with a profile of what jobs should cost including taxation policy. The department is then feed with the charges from each job and finally receives payment for the job.

4. Decker Repairs Customers

The customers submit a service request. Once the service has been provided, the customers confirm service completion, receive an invoice and make payment.

5. Administrators

Oversee the running of the whole process and see to the training and development of crew members

