

# Service request sr-ta-001

[Technology, Information Technology](#)



Service Request SR-ta-001 Number Considering the growth of Taylor Ambulance, there is a need for a computerized system that will integrate all the scheduled services offered by the company and store all the information in a centralized database. The company needs a computerized database system. Taylor Ambulance needs a relational database management system.

RDBMS is the most appropriate computerized system for Taylor Ambulance because it enables the company to manage different classes of scheduling information as a single database. The information is stored in tables and the tables are interconnected to allow navigation across various tables.

Moreover, the model needs are designed in a manner that remarkably few assumptions concerning the data therein is needed. As such, the database system is immensely powerful. The most notable feature about a relational database management system is that it enables the user to spread a single database across multiple tables. This feature simplifies the management of the database.

With a relational database, the company is able to make a sound decision since all the data is centralized. The database system is linked to a customer relationship management system that has various modules. The computerized system will be developed using a modular approach.

With the use of the modular approach, the developers will ensure that the system change over is executed without interfering with the company's business process. The system change over will also take place in one department at a time. This gives users the opportunity to test the system real time. In case of any error, the programming team can correct before

when the implementation process is still early. This will fatal errors that can accrue in the late stages of system implementation. In addition, the maintenance and troubleshooting process will be easy since the module that has developed a problem can be attended to while the other subsystem are operational.

A very crucial task in a database system is the migration of the data from the existing database to the new database system. Considering that the company has been using a paper based database system, a lot work work has to be done (Adiba & Delobel, 2011). This entails conversion of the data contained in the paper files to the soft copies so that they can be fed to the computerized database system. The diagram below illustrates how the data is migrated from the paper system to relational database systems.

Applying the above process ensures that effective data validation and verification before storage in the required data tables. In this case, the source system is the paper files that are used to store all the information concerning ambulance and personnel scheduling. The BILLING and the INCIDENT tables are examples of specific data tables in the system. A relational database system contains different tools used for cleaning data. In addition, the system has high scalability. The high scaling capability enables the company to accommodate the fast increasing operations of the company (Esakkirajan, 2009). A relational database can store up to terabytes of information.

## Conclusion

The modular approach of programming makes the work of the project manager and the entire development team darned easy. The users also

embrace the process as it makes them feel that their contribution to the new system are taken into consideration. This will eliminate the prevalent issue where the employees sabotage the implementation of the new system due to different reasons.

#### References

Adiba, M., & Delobel, C. (2011). Relational database systems. North-Holland.

Esakkirajan, S. (2009). Fundamentals of Relational Database Management Systems. Springer.