



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2021

INFORMATION TECHNOLOGY: PAPER I

INSTRUCTIONS TO TEACHERS AND CHIEF INVIGILATORS

TO THE TEACHER RESPONSIBLE FOR CANDIDATES OFFERING THE INFORMATION TECHNOLOGY PRACTICAL EXAMINATION

INSTRUCTIONS CONCERNING DATA FILES SUPPLIED IN THE IEB ELECTRONIC POSTBOX: ASSESSMENT MATERIAL

You have been supplied with files in the IEB Electronic Postbox. It is the responsibility of the Information Technology teacher to check **two days before the examination** that they can open the files and that the files can be read by the relevant applications. Printouts of the files are given, starting on page 3 of this document. The details of the files are as follows:

Files for learners: please consult the folders in the IEB Electronic Postbox. These are the important files only.

Section A:

DigitalNimbus.mdb
DigitalNimbus_JavaDB.sql
DigitalNimbus_MySQL.sql
SQLAnswerSheet.rtf
SQLBrowser.exe

Section B:

servers.txt
technicians.txt

If you have any problems with accessing the files in the IEB Electronic Postbox, please notify the IEB immediately.

Individual copies of these files will be required by each candidate writing the Information Technology Practical Examination (Paper I). Please copy the relevant files onto the disk space that will be used exclusively by each candidate.

Confidentiality is of the utmost importance. Under no circumstances should candidates have access to these files before the examination.

After the examination:

1. A backup of each candidate's work must also be made and kept at the school on suitable storage media until 28 February 2022 when the re-marking process has been completed.
2. The candidates must print a code listing of all the programs/classes they have coded. They will be given half an hour to print after the examination has been completed. These printouts must be placed in the electronic bag the question papers were delivered in.

FILES FOR LEARNERS

The following pages contain the hard-copy printouts of the data supplied to each of the candidates.

SECTION A

DigitalNimbus_Access.mdb

tblDomains Table

Data may be formatted differently on your computer depending on its settings.

DomainID	DomainName	VPN	DateSubscribed	PackageID
1	herculentertainment.co.cn	No	2015-10-30	6
2	kiwical.net	No	2010-09-09	2
3	triplelionresort.co.za	Yes	2014-11-17	6
4	asu.org	No	2013-11-29	3
5	yellowworks.co.ru	No	2019-10-24	7
6	honeywheels.org	No	2019-08-28	5
7	libertyresort.co.br	No	2019-02-17	5
8	surgesecurity.co.uk	No	2015-04-02	6
9	dynamico.co.cn	No	2015-08-26	8
10	outnip.co.ru	Yes	2016-02-20	3
11	blixin.org	Yes	2018-10-05	1
12	stoma.co.za	No	2016-10-05	8
13	scarvness.co.cn	No	2013-06-12	2
14	lionetworks.co.uk	No	2015-05-31	2
15	betaaid.co.ru	No	2013-01-28	5
16	maplesolutions.com	No	2013-02-09	7
17	ironwood.com	Yes	2011-12-06	7
18	whirlwindsports.com	No	2016-09-13	8
19	outlookhotel.co.uk	Yes	2018-05-25	6
20	unellco.in	Yes	2016-08-31	7
21	extraousco.in	No	2010-10-06	1
22	libertyhotelco.in	No	2015-09-21	1
23	lagoonpoint.org	No	2011-12-06	5
24	contraxout.co.uk	No	2014-10-04	4
25	greennetworks.net	No	2015-10-13	4
26	corecords.co.ru	No	2017-07-01	7
27	crowtechnologies.co.ru	No	2012-02-04	5
28	smilelectronics.co.cn	Yes	2012-09-17	3
29	obsidianblossommotel.com	No	2018-11-30	7
30	glacierelectronics.com	No	2015-08-19	6
31	crowngardensresort.co.br	No	2014-01-25	8
32	signwell.net	No	2019-04-11	5
33	pearlnavigations.co.br	Yes	2015-12-15	4
34	cannonics.co.ru	Yes	2017-07-05	1
35	vrildo.com	No	2013-04-07	1
36	mirrorhotel.co.cn	No	2011-10-16	3
37	motioncast.co.br	No	2019-01-29	2
38	quietpetalresort.co.ru	No	2013-05-05	1
39	modestpierhotel.co.uk	Yes	2012-06-02	4
40	xillo.net	No	2017-07-22	8

tblPackages Table

Data may be formatted differently on your computer depending on its settings.

PackageID	Platform	Package	Cost
1	linux	bronze	120.00
2	linux	silver	250.00
3	linux	gold	400.00
4	linux	platinum	650.00
5	windows	bronze	460.00
6	windows	silver	740.00
7	windows	gold	1150.00
8	windows	platinum	1450.00

tblServiceAgents Table

Data may be formatted differently on your computer depending on its settings.

AgentID	Firstname	Lastname	Experience	Department
1	Lindani	Kolisi	1	Hosting
2	Fezeka	Langeni	5	Maintenance
3	Ethan	Dixon	4	Web Dev
4	Tobias	Moore	6	Web Dev
5	Timothy	Ross	7	Web Dev
6	John	Botha	7	Hosting
7	Stanley	Edwards	3	Admin
8	Phumzile	Mbuli	9	Web Dev
9	Zola	Cibane	5	Admin
10	Lindikhaya	Mbeki	6	Web Dev
11	Joel	Hunter	10	Web Dev
12	Zak	Lane	7	Admin
13	Ntokozo	Khumalo	3	Hosting
14	Kieran	Hunter	1	Web Dev
15	Simthandile	Yawa	4	Hosting
16	Ruan	Marais	1	Web Dev
17	Nomagugu	Buthelezi	9	Hosting
18	Lumka	Stofile	6	Hosting
19	Zandre	Barnard	8	Admin
20	Mateo	Andrews	6	Hosting
21	Marick	Watson	5	Hosting
22	Cebisile	Hadebe	6	Web Dev
23	Dansa	Ndlovu	3	Admin
24	Zonke	Vilakazi	5	Maintenance
25	Fundani	Makepula	10	Web Dev
26	Marcel	Smith	9	Admin
27	Hlomela	Mthobeni	5	Web Dev
28	Siphokazi	Gumede	5	Admin
29	Nobuhle	Tambo	7	Admin
30	Beunard	Jonker	8	Maintenance
31	Olwethu	Gqoba	8	Web Dev
32	Kian	Joubert	1	Hosting
33	John	Parker	3	Maintenance
34	Nocwaka	Ngubenani	1	Maintenance
35	Ekuseni	Dlamini	10	Hosting

36	Khethiwe	Langa	8	Maintenance
37	Francois	Rautenbach	8	Admin
38	Renier	Klerk	6	Maintenance

tblTickets Table

Data may be formatted differently on your computer depending on its settings.

TicketID	DomainID	AgentID	PriorityLevel	DateLogged	DateCompleted
1	16	23	C	2021-10-08 06:33:36	2021-10-13 12:53:19
2	37	37	C	2021-10-08 18:34:32	2021-10-14 14:08:56
3	19	37	A	2021-10-08 19:20:35	2021-10-13 01:18:47
4	3	7	E	2021-10-08 22:47:05	2021-10-13 00:59:40
5	28	23	E	2021-10-09 04:39:52	2021-10-14 17:57:43
6	33	29	D	2021-10-09 07:19:12	2021-10-13 17:34:06
7	3	34	C	2021-10-10 05:19:15	2021-10-16 18:06:27
8	36	26	D	2021-10-10 09:25:28	2021-10-15 23:15:31
9	15	31	C	2021-10-10 12:45:05	2021-10-16 04:31:26
10	35	12	E	2021-10-10 19:08:05	2021-10-16 17:52:50
11	18	3	F	2021-10-11 08:35:27	2021-10-13 11:45:22
12	30	17	D	2021-10-11 10:53:11	2021-10-18 16:28:55
13	3	18	D	2021-10-11 11:12:42	2021-10-18 02:14:47
14	34	33	A	2021-10-11 15:26:41	2021-10-16 22:28:25
15	26	9	B	2021-10-12 07:23:24	2021-10-18 12:39:23
16	37	14	B	2021-10-12 10:00:56	2021-10-18 14:41:58
17	3	4	B	2021-10-12 18:08:07	2021-10-16 23:24:34
18	24	13	C	2021-10-12 21:21:49	2021-10-17 12:23:25
19	15	5	D	2021-10-13 04:09:20	2021-10-18 21:07:33
20	36	5	F	2021-10-13 17:45:37	2021-10-18 02:20:16
21	35	38	F	2021-10-13 17:51:38	2021-10-18 18:12:52
22	22	23	B	2021-10-13 19:03:48	2021-10-18 01:08:58
23	31	8	F	2021-10-13 20:16:13	2021-10-16 03:05:32
24	33	31	C	2021-10-13 22:56:29	2021-10-18 02:34:48
25	9	14	E	2021-10-14 04:18:11	2021-10-18 01:22:22
26	13	1	D	2021-10-14 05:42:19	2021-10-18 12:42:28
27	29	33	B	2021-10-14 06:41:58	2021-10-18 21:30:09
28	37	23	F	2021-10-14 11:53:51	2021-10-16 19:06:38
29	5	28	C	2021-10-14 12:47:34	2021-10-17 15:24:52
30	29	31	E	2021-10-14 16:30:45	2021-10-18 13:11:59
31	9	6	B	2021-10-14 00:39:59	
32	31	11	A	2021-10-14 04:41:19	
33	29	32	E	2021-10-14 04:42:30	
34	34	13	C	2021-10-14 05:13:11	
35	18	6	F	2021-10-14 08:28:12	
36	34	34	E	2021-10-14 13:05:43	
37	20	31	C	2021-10-14 13:51:30	
38	40	34	B	2021-10-14 13:51:31	
39	26	13	B	2021-10-14 14:08:40	
40	38	22	B	2021-10-14 17:05:23	
41	34	2	E	2021-10-14 17:11:28	
42	16	22	F	2021-10-14 17:12:11	
43	5	27	B	2021-10-14 17:46:34	
44	9	29	F	2021-10-14 17:54:59	

45	34	38	C	2021-10-14 17:59:43	
46	27	4	D	2021-10-14 18:54:07	
47	5	4	F	2021-10-14 19:50:42	
48	20	23	F	2021-10-14 20:15:36	
49	20	33	A	2021-10-14 20:25:33	
50	11	11	E	2021-10-14 20:50:36	
51	28	29	E	2021-10-14 20:55:21	
52	11	26	B	2021-10-14 23:04:43	
53	10	19	F	2021-10-15 01:46:54	
54	17	23	F	2021-10-15 03:00:36	
55	36	36	E	2021-10-15 04:10:04	
56	22	27	D	2021-10-15 04:16:56	
57	29	17	B	2021-10-15 05:00:55	
58	4	14	C	2021-10-15 11:23:15	

DigitalNimbus_JavaDB.sql

```
CREATE TABLE tblDomains (  
DomainID INTEGER NOT NULL PRIMARY KEY  
GENERATED ALWAYS AS IDENTITY  
(START WITH 1, INCREMENT BY 1),  
DomainName VARCHAR(60),  
VPN BOOLEAN,  
DateSubscribed DATE,  
PackageID INTEGER  
);
```

```
CREATE TABLE tblPackages (  
PackageID INTEGER NOT NULL PRIMARY KEY  
GENERATED ALWAYS AS IDENTITY  
(START WITH 1, INCREMENT BY 1),  
Platform VARCHAR(60),  
Package VARCHAR(60),  
Cost DOUBLE  
);
```

```
CREATE TABLE tblServiceAgents (  
AgentID INTEGER NOT NULL PRIMARY KEY  
GENERATED ALWAYS AS IDENTITY  
(START WITH 1, INCREMENT BY 1),  
Firstname VARCHAR(60),  
Lastname VARCHAR(60),  
Experience INT,  
Department VARCHAR(60)  
);
```

```
CREATE TABLE tblTickets (  
TicketID INTEGER NOT NULL PRIMARY KEY  
GENERATED ALWAYS AS IDENTITY  
(START WITH 1, INCREMENT BY 1),  
DomainID INTEGER,  
AgentID INTEGER,  
PriorityLevel VARCHAR(1),  
DateLogged TIMESTAMP,  
DateCompleted TIMESTAMP  
);
```

```
INSERT INTO tblDomains(DomainName, VPN, DateSubscribed,PackageID) VALUES  
( 'herculentertainment.co.cn',FALSE,'2015-10-30',6),  
( 'kiwical.net',FALSE,'2010-09-09',2),  
( 'triplelionresort.co.za',TRUE,'2014-11-17',6),  
( 'asu.org',FALSE,'2013-11-29',3),  
( 'yellowworks.co.ru',FALSE,'2019-10-24',7),  
( 'honeywheels.org',FALSE,'2019-08-28',5),  
( 'libertyresort.co.br',FALSE,'2019-02-17',5),  
( 'surgesecurity.co.uk',FALSE,'2015-04-02',6),  
( 'dynamico.co.cn',FALSE,'2015-08-26',8),  
( 'outnip.co.ru',TRUE,'2016-02-20',3),  
( 'blixin.org',TRUE,'2018-10-05',1),  
( 'stoma.co.za',FALSE,'2016-10-05',8),  
( 'scarvness.co.cn',FALSE,'2013-06-12',2),  
( 'lionnetworks.co.uk',FALSE,'2015-05-31',2),  
( 'betaaid.co.ru',FALSE,'2013-01-28',5),  
( 'maplesolutions.com',FALSE,'2013-02-09',7),  
( 'ironwood.com',TRUE,'2011-12-06',7),  
( 'whirlwindsports.com',FALSE,'2016-09-13',8),  
( 'outlookhotel.co.uk',TRUE,'2018-05-25',6),  
( 'unellco.in',TRUE,'2016-08-31',7),
```

```
('extraousco.in',FALSE,'2010-10-06',1),
('libertyhotelco.in',FALSE,'2015-09-21',1),
('lagoonpoint.org',FALSE,'2011-12-06',5),
('contraxout.co.uk',FALSE,'2014-10-04',4),
('greenetworks.net',FALSE,'2015-10-13',4),
('corecords.co.ru',FALSE,'2017-07-01',7),
('crowtechnologies.co.ru',FALSE,'2012-02-04',5),
('smilelectronics.co.cn',TRUE,'2012-09-17',3),
('obsidianblossommotel.com',FALSE,'2018-11-30',7),
('glacierelectronics.com',FALSE,'2015-08-19',6),
('crowngardensresort.co.br',FALSE,'2014-01-25',8),
('signwell.net',FALSE,'2019-04-11',5),
('pearlnavigations.co.br',TRUE,'2015-12-15',4),
('cannonics.co.ru',TRUE,'2017-07-05',1),
('vrildo.com',FALSE,'2013-04-07',1),
('mirrorhotel.co.cn',FALSE,'2011-10-16',3),
('motioncast.co.br',FALSE,'2019-01-29',2),
('quietpetalresort.co.ru',FALSE,'2013-05-05',1),
('modestpierhotel.co.uk',TRUE,'2012-06-02',4),
('xillo.net',FALSE,'2017-07-22',8);
```

```
INSERT INTO tblPackages(Platform, Package, Cost) VALUES
('linux','bronze',120.00),
('linux','silver',250.00),
('linux','gold',400.00),
('linux','platinum',650.00),
('windows','bronze',460.00),
('windows','silver',740.00),
('windows','gold',1150.00),
('windows','platinum',1450.00);
```

```
INSERT INTO tblServiceAgents(Firstname, Lastname, Experience, Department)
VALUES
('Lindani','Kolisi',1,'Hosting'),
('Fezeka','Langeni',5,'Maintenance'),
('Ethan','Dixon',4,'Web Dev'),
('Tobias','Moore',6,'Web Dev'),
('Timothy','Ross',7,'Web Dev'),
('John','Botha',7,'Hosting'),
('Stanley','Edwards',3,'Admin'),
('Phumzile','Mbuli',9,'Web Dev'),
('Zola','Cibane',5,'Admin'),
('Lindikhaya','Mbeki',6,'Web Dev'),
('Joel','Hunter',10,'Web Dev'),
('Zak','Lane',7,'Admin'),
('Ntokozo','Khumalo',3,'Hosting'),
('Kieran','Hunter',1,'Web Dev'),
('Simthandile','Yawa',4,'Hosting'),
('Ruan','Marais',1,'Web Dev'),
('Nomagugu','Buthelezi',9,'Hosting'),
('Lumka','Stofile',6,'Hosting'),
('Zandre','Barnard',8,'Admin'),
('Mateo','Andrews',6,'Hosting'),
('Marick','Watson',5,'Hosting'),
('Cebisile','Hadebe',6,'Web Dev'),
('Dansa','Ndlovu',3,'Admin'),
('Zonke','Vilakazi',5,'Maintenance'),
('Fundani','Makepula',10,'Web Dev'),
('Marcel','Smith',9,'Admin'),
('Hlomela','Mthobeni',5,'Web Dev'),
('Siphokazi','Gumede',5,'Admin'),
('Nobuhle','Tambo',7,'Admin'),
('Beunard','Jonker',8,'Maintenance'),
```



```
('Olwethu','Gqoba',8,'Web Dev'),  
( 'Kian','Joubert',1,'Hosting'),  
( 'John','Parker',3,'Maintenance'),  
( 'Nocwaka','Ngubenani',1,'Maintenance'),  
( 'Ekuseni','Dlamini',10,'Hosting'),  
( 'Khethiwe','Langa',8,'Maintenance'),  
( 'Francois','Rautenbach',8,'Admin'),  
( 'Renier','Klerk',6,'Maintenance');
```

```
INSERT INTO tblTickets (DomainID, AgentID, PriorityLevel, DateLogged,  
DateCompleted) VALUES
```

```
(16,23,'C','2021-10-08 6:33:36','2021-10-13 12:53:19'),  
(37,37,'C','2021-10-08 18:34:32','2021-10-14 14:08:56'),  
(19,37,'A','2021-10-08 19:20:35','2021-10-13 1:18:47'),  
(3,7,'E','2021-10-08 22:47:05','2021-10-13 0:59:40'),  
(28,23,'E','2021-10-09 4:39:52','2021-10-14 17:57:43'),  
(33,29,'D','2021-10-09 7:19:12','2021-10-13 17:34:06'),  
(3,34,'C','2021-10-10 5:19:15','2021-10-16 18:06:27'),  
(36,26,'D','2021-10-10 9:25:28','2021-10-15 23:15:31'),  
(15,31,'C','2021-10-10 12:45:05','2021-10-16 4:31:26'),  
(35,12,'E','2021-10-10 19:08:05','2021-10-16 17:52:50'),  
(18,3,'F','2021-10-11 8:35:27','2021-10-13 11:45:22'),  
(30,17,'D','2021-10-11 10:53:11','2021-10-18 16:28:55'),  
(3,18,'D','2021-10-11 11:12:42','2021-10-18 2:14:47'),  
(34,33,'A','2021-10-11 15:26:41','2021-10-16 22:28:25'),  
(26,9,'B','2021-10-12 7:23:24','2021-10-18 12:39:23'),  
(37,14,'B','2021-10-12 10:00:56','2021-10-18 14:41:58'),  
(3,4,'B','2021-10-12 18:08:07','2021-10-16 23:24:34'),  
(24,13,'C','2021-10-12 21:21:49','2021-10-17 12:23:25'),  
(15,5,'D','2021-10-13 4:09:20','2021-10-18 21:07:33'),  
(36,5,'F','2021-10-13 17:45:37','2021-10-18 2:20:16'),  
(35,38,'F','2021-10-13 17:51:38','2021-10-18 18:12:52'),  
(22,23,'B','2021-10-13 19:03:48','2021-10-18 1:08:58'),  
(31,8,'F','2021-10-13 20:16:13','2021-10-16 3:05:32'),  
(33,31,'C','2021-10-13 22:56:29','2021-10-18 2:34:48'),  
(9,14,'E','2021-10-14 4:18:11','2021-10-18 1:22:22'),  
(13,1,'D','2021-10-14 5:42:19','2021-10-18 12:42:28'),  
(29,33,'B','2021-10-14 6:41:58','2021-10-18 21:30:09'),  
(37,23,'F','2021-10-14 11:53:51','2021-10-16 19:06:38'),  
(5,28,'C','2021-10-14 12:47:34','2021-10-17 15:24:52'),  
(29,31,'E','2021-10-14 16:30:45','2021-10-18 13:11:59');
```

```
INSERT INTO tblTickets (DomainID, AgentID, PriorityLevel, DateLogged) VALUES
```

```
(9,6,'B','2021-10-14 0:39:59'),  
(31,11,'A','2021-10-14 4:41:19'),  
(29,32,'E','2021-10-14 4:42:30'),  
(34,13,'C','2021-10-14 5:13:11'),  
(18,6,'F','2021-10-14 8:28:12'),  
(34,34,'E','2021-10-14 13:05:43'),  
(20,31,'C','2021-10-14 13:51:30'),  
(40,34,'B','2021-10-14 13:51:31'),  
(26,13,'B','2021-10-14 14:08:40'),  
(38,22,'B','2021-10-14 17:05:23'),  
(34,2,'E','2021-10-14 17:11:28'),  
(16,22,'F','2021-10-14 17:12:11'),  
(5,27,'B','2021-10-14 17:46:34'),  
(9,29,'F','2021-10-14 17:54:59'),  
(34,38,'C','2021-10-14 17:59:43'),
```

```
(27,4,'D','2021-10-14 18:54:07'),  
(5,4,'F','2021-10-14 19:50:42'),  
(20,23,'F','2021-10-14 20:15:36'),  
(20,33,'A','2021-10-14 20:25:33'),  
(11,11,'E','2021-10-14 20:50:36'),  
(28,29,'E','2021-10-14 20:55:21'),  
(11,26,'B','2021-10-14 23:04:43'),  
(10,19,'F','2021-10-15 1:46:54'),  
(17,23,'F','2021-10-15 3:00:36'),  
(36,36,'E','2021-10-15 4:10:04'),  
(22,27,'D','2021-10-15 4:16:56'),  
(29,17,'B','2021-10-15 5:00:55'),  
(4,14,'C','2021-10-15 11:23:15');
```

DigitalNimbus_MySQL.sql

```
CREATE TABLE tblDomains (  
DomainID INT PRIMARY KEY AUTO_INCREMENT,  
DomainName VARCHAR(60),  
VPN BOOLEAN,  
DateSubscribed DATE,  
PackageID INT  
);  
  
CREATE TABLE tblPackages (  
PackageID INT PRIMARY KEY AUTO_INCREMENT,  
Platform VARCHAR(60),  
Package VARCHAR(60),  
Cost DOUBLE  
);  
  
CREATE TABLE tblServiceAgents (  
AgentID INT PRIMARY KEY AUTO_INCREMENT,  
Firstname VARCHAR(60),  
Lastname VARCHAR(60),  
Experience INT,  
Department VARCHAR(60)  
);  
  
CREATE TABLE tblTickets (  
TicketID INT PRIMARY KEY AUTO_INCREMENT,  
DomainID INT,  
AgentID INT,  
PriorityLevel VARCHAR(1),  
DateLogged DATETIME,  
DateCompleted DATETIME  
);  
  
INSERT INTO tblDomains(DomainID, DomainName, VPN, DateSubscribed,PackageID)  
VALUES  
(1,'herculentertainment.co.cn',FALSE,'2015-10-30',6),  
(2,'kiwical.net',FALSE,'2010-09-09',2),  
(3,'triplelionresort.co.za',TRUE,'2014-11-17',6),  
(4,'asu.org',FALSE,'2013-11-29',3),  
(5,'yellowworks.co.ru',FALSE,'2019-10-24',7),  
(6,'honeywheels.org',FALSE,'2019-08-28',5),  
(7,'libertyresort.co.br',FALSE,'2019-02-17',5),  
(8,'surgesecurity.co.uk',FALSE,'2015-04-02',6),  
(9,'dynamico.co.cn',FALSE,'2015-08-26',8),  
(10,'outnip.co.ru',TRUE,'2016-02-20',3),  
(11,'blixin.org',TRUE,'2018-10-05',1),  
(12,'stoma.co.za',FALSE,'2016-10-05',8),  
(13,'scarvness.co.cn',FALSE,'2013-06-12',2),
```

```
(14, 'lionetworks.co.uk', FALSE, '2015-05-31', 2),
(15, 'betaaid.co.ru', FALSE, '2013-01-28', 5),
(16, 'maplesolutions.com', FALSE, '2013-02-09', 7),
(17, 'ironwood.com', TRUE, '2011-12-06', 7),
(18, 'whirlwindsports.com', FALSE, '2016-09-13', 8),
(19, 'outlookhotel.co.uk', TRUE, '2018-05-25', 6),
(20, 'unellco.in', TRUE, '2016-08-31', 7),
(21, 'extraousco.in', FALSE, '2010-10-06', 1),
(22, 'libertyhotelco.in', FALSE, '2015-09-21', 1),
(23, 'lagoonpoint.org', FALSE, '2011-12-06', 5),
(24, 'contraxout.co.uk', FALSE, '2014-10-04', 4),
(25, 'greenetworks.net', FALSE, '2015-10-13', 4),
(26, 'corecords.co.ru', FALSE, '2017-07-01', 7),
(27, 'crowtechnologies.co.ru', FALSE, '2012-02-04', 5),
(28, 'smilelectronics.co.cn', TRUE, '2012-09-17', 3),
(29, 'obsidianblossommotel.com', FALSE, '2018-11-30', 7),
(30, 'glacierelectronics.com', FALSE, '2015-08-19', 6),
(31, 'crowngardensresort.co.br', FALSE, '2014-01-25', 8),
(32, 'signwell.net', FALSE, '2019-04-11', 5),
(33, 'pearlnavigations.co.br', TRUE, '2015-12-15', 4),
(34, 'cannonics.co.ru', TRUE, '2017-07-05', 1),
(35, 'vrildo.com', FALSE, '2013-04-07', 1),
(36, 'mirrorhotel.co.cn', FALSE, '2011-10-16', 3),
(37, 'motioncast.co.br', FALSE, '2019-01-29', 2),
(38, 'quietpetalresort.co.ru', FALSE, '2013-05-05', 1),
(39, 'modestpierhotel.co.uk', TRUE, '2012-06-02', 4),
(40, 'xillo.net', FALSE, '2017-07-22', 8);
```

INSERT INTO tblPackages(PackageID, Platform, Package, Cost) VALUES

```
(1, 'linux', 'bronze', 120.00),
(2, 'linux', 'silver', 250.00),
(3, 'linux', 'gold', 400.00),
(4, 'linux', 'platinum', 650.00),
(5, 'windows', 'bronze', 460.00),
(6, 'windows', 'silver', 740.00),
(7, 'windows', 'gold', 1150.00),
(8, 'windows', 'platinum', 1450.00);
```

INSERT INTO tblServiceAgents(AgentID, Firstname, Lastname, Experience, Department) VALUES

```
(1, 'Lindani', 'Kolisi', 1, 'Hosting'),
(2, 'Fezeka', 'Langeni', 5, 'Maintenance'),
(3, 'Ethan', 'Dixon', 4, 'Web Dev'),
(4, 'Tobias', 'Moore', 6, 'Web Dev'),
(5, 'Timothy', 'Ross', 7, 'Web Dev'),
(6, 'John', 'Botha', 7, 'Hosting'),
(7, 'Stanley', 'Edwards', 3, 'Admin'),
(8, 'Phumzile', 'Mbuli', 9, 'Web Dev'),
(9, 'Zola', 'Cibane', 5, 'Admin'),
(10, 'Lindikhaya', 'Mbeki', 6, 'Web Dev'),
(11, 'Joel', 'Hunter', 10, 'Web Dev'),
(12, 'Zak', 'Lane', 7, 'Admin'),
(13, 'Ntokozo', 'Khumalo', 3, 'Hosting'),
(14, 'Kieran', 'Hunter', 1, 'Web Dev'),
(15, 'Simthandile', 'Yawa', 4, 'Hosting'),
(16, 'Ruan', 'Marais', 1, 'Web Dev'),
(17, 'Nomagugu', 'Buthelezi', 9, 'Hosting'),
(18, 'Lumka', 'Stofile', 6, 'Hosting'),
(19, 'Zandre', 'Barnard', 8, 'Admin'),
(20, 'Mateo', 'Andrews', 6, 'Hosting'),
(21, 'Marick', 'Watson', 5, 'Hosting'),
(22, 'Cebisile', 'Hadebe', 6, 'Web Dev'),
(23, 'Dansa', 'Ndlovu', 3, 'Admin'),
(24, 'Zonke', 'Vilakazi', 5, 'Maintenance'),
```

```
(25,'Fundani','Makepula',10,'Web Dev'),  
(26,'Marcel','Smith',9,'Admin'),  
(27,'Hlomela','Mthobeni',5,'Web Dev'),  
(28,'Siphokazi','Gumede',5,'Admin'),  
(29,'Nobuhle','Tambo',7,'Admin'),  
(30,'Beaunard','Jonker',8,'Maintenance'),  
(31,'Olwethu','Gqoba',8,'Web Dev'),  
(32,'Kian','Joubert',1,'Hosting'),  
(33,'John','Parker',3,'Maintenance'),  
(34,'Nocwaka','Ngubenani',1,'Maintenance'),  
(35,'Ekuseni','Dlamini',10,'Hosting'),  
(36,'Khethiwe','Langa',8,'Maintenance'),  
(37,'Francois','Rautenbach',8,'Admin'),  
(38,'Renier','Klerk',6,'Maintenance');
```

```
INSERT INTO tblTickets (TicketID, DomainID, AgentID, PriorityLevel, DateLogged,  
DateCompleted) VALUES
```

```
(1,16,23,'C','2021-10-08 6:33:36','2021-10-13 12:53:19'),  
(2,37,37,'C','2021-10-08 18:34:32','2021-10-14 14:08:56'),  
(3,19,37,'A','2021-10-08 19:20:35','2021-10-13 1:18:47'),  
(4,3,7,'E','2021-10-08 22:47:05','2021-10-13 0:59:40'),  
(5,28,23,'E','2021-10-09 4:39:52','2021-10-14 17:57:43'),  
(6,33,29,'D','2021-10-09 7:19:12','2021-10-13 17:34:06'),  
(7,3,34,'C','2021-10-10 5:19:15','2021-10-16 18:06:27'),  
(8,36,26,'D','2021-10-10 9:25:28','2021-10-15 23:15:31'),  
(9,15,31,'C','2021-10-10 12:45:05','2021-10-16 4:31:26'),  
(10,35,12,'E','2021-10-10 19:08:05','2021-10-16 17:52:50'),  
(11,18,3,'F','2021-10-11 8:35:27','2021-10-13 11:45:22'),  
(12,30,17,'D','2021-10-11 10:53:11','2021-10-18 16:28:55'),  
(13,3,18,'D','2021-10-11 11:12:42','2021-10-18 2:14:47'),  
(14,34,33,'A','2021-10-11 15:26:41','2021-10-16 22:28:25'),  
(15,26,9,'B','2021-10-12 7:23:24','2021-10-18 12:39:23'),  
(16,37,14,'B','2021-10-12 10:00:56','2021-10-18 14:41:58'),  
(17,3,4,'B','2021-10-12 18:08:07','2021-10-16 23:24:34'),  
(18,24,13,'C','2021-10-12 21:21:49','2021-10-17 12:23:25'),  
(19,15,5,'D','2021-10-13 4:09:20','2021-10-18 21:07:33'),  
(20,36,5,'F','2021-10-13 17:45:37','2021-10-18 2:20:16'),  
(21,35,38,'F','2021-10-13 17:51:38','2021-10-18 18:12:52'),  
(22,22,23,'B','2021-10-13 19:03:48','2021-10-18 1:08:58'),  
(23,31,8,'F','2021-10-13 20:16:13','2021-10-16 3:05:32'),  
(24,33,31,'C','2021-10-13 22:56:29','2021-10-18 2:34:48'),  
(25,9,14,'E','2021-10-14 4:18:11','2021-10-18 1:22:22'),  
(26,13,1,'D','2021-10-14 5:42:19','2021-10-18 12:42:28'),  
(27,29,33,'B','2021-10-14 6:41:58','2021-10-18 21:30:09'),  
(28,37,23,'F','2021-10-14 11:53:51','2021-10-16 19:06:38'),  
(29,5,28,'C','2021-10-14 12:47:34','2021-10-17 15:24:52'),  
(30,29,31,'E','2021-10-14 16:30:45','2021-10-18 13:11:59');
```

```
INSERT INTO tblTickets (TicketID, DomainID, AgentID, PriorityLevel, DateLogged)  
VALUES
```

```
(31,9,6,'B','2021-10-14 0:39:59'),  
(32,31,11,'A','2021-10-14 4:41:19'),  
(33,29,32,'E','2021-10-14 4:42:30'),  
(34,34,13,'C','2021-10-14 5:13:11'),  
(35,18,6,'F','2021-10-14 8:28:12'),  
(36,34,34,'E','2021-10-14 13:05:43'),  
(37,20,31,'C','2021-10-14 13:51:30'),  
(38,40,34,'B','2021-10-14 13:51:31'),  
(39,26,13,'B','2021-10-14 14:08:40'),  
(40,38,22,'B','2021-10-14 17:05:23'),
```

(41,34,2,'E','2021-10-14 17:11:28'),
(42,16,22,'F','2021-10-14 17:12:11'),
(43,5,27,'B','2021-10-14 17:46:34'),
(44,9,29,'F','2021-10-14 17:54:59'),
(45,34,38,'C','2021-10-14 17:59:43'),
(46,27,4,'D','2021-10-14 18:54:07'),
(47,5,4,'F','2021-10-14 19:50:42'),
(48,20,23,'F','2021-10-14 20:15:36'),
(49,20,33,'A','2021-10-14 20:25:33'),
(50,11,11,'E','2021-10-14 20:50:36'),
(51,28,29,'E','2021-10-14 20:55:21'),
(52,11,26,'B','2021-10-14 23:04:43'),
(53,10,19,'F','2021-10-15 1:46:54'),
(54,17,23,'F','2021-10-15 3:00:36'),
(55,36,36,'E','2021-10-15 4:10:04'),
(56,22,27,'D','2021-10-15 4:16:56'),
(57,29,17,'B','2021-10-15 5:00:55'),
(58,4,14,'C','2021-10-15 11:23:15');

SECTION B

servers.txt

B674#C10#Security#Email
DF8F#A12#Updates#File
6B1A#I2#Security#Print
5F67#B15#Updates#Custom
CD71#A13#Power#Email
8AE6#G12#Power#Custom
E1B0#C8#Hardware#Email
C23F#E3#Temp#Custom
47EC#C5#Power#Email
DC97#I11#Power#Custom
2A3F#I3#Security#Custom
87D4#A6#Security#Custom
336D#F11#Temp#Print
F667#G10#Temp#Custom
E32F#J3#Temp#Email
7B13#B10#Power#Custom
34E9#H11#Hardware#File
431D#C1#Security#Email
2D21#D13#Temp#Email
4145#J10#Security#Custom
4A25#A11#Security#Print
2E39#A7#Temp#Custom
3E0F#H13#Temp#Email
5FB1#E11#Power#Print
E6B0#F6#Hardware#Custom
9387#H5#Power#Print
CEAD#D2#Security#File
C0C8#G14#Updates#Print
AAAD#H8#Temp#Custom
2DD7#C6#Temp#Custom
3217#B7#Updates#Email
E901#H9#Hardware#Email
A74F#F9#Temp#Email
56D8#J12#Security#Custom
F5FF#I9#Updates#Custom
78BA#C13#Temp#Print
5932#A9#Security#Print

technicians.txt

T-A1#Lindani Kolisi#1#File
T-FE#Fezeka Langeni#5#Print
T-EF#Ethan Dixon#4#Email
T-D8#Tobias Moore#6#Custom
T-D1#Timothy Ross#7#Custom
T-F8#John Botha#7#Email
T-D0#Stanley Edwards#3#Print
T-BD#Phumzile Mbuli#9#File
T-C6#Zola Cibane#5#Print
T-A9#Lindikhaya Mbeki#6#Custom