accept mo trigger ni og change state to
PROCESSING unya mo log in og
datetimeaccepted;
Trigger to allow checkin;
Require pictd staff or by default ang nag login

Changes state to RRESOLVED dayon log
datetimeresolved require diagnosis and
resolution enable checkout

ACCPET	RESOLVE	CANCEL	ITEM CHECKN	ITEM CHECKOUT

Ticket no	FIELD
employeename	FIELD
Employee office	FIELD
Service type	FIELD
particulars	FIELD

PENDING	FIELD
Datetime filed	FIELD

Priority

Low
Medium
HIGH
Mission Cirtical

PICTD STAFF	FIELD
Diagnosis	
Resolution	FIELD

CHECKIN

SN	FIELD	description	FIELD

LIASON OFFICER CHECKIN	LIASON OFFICER CHECKOUT
POSITION	POSITION

PHOTO

tagabukid_pictd

pictd_master_servicetypes

PK	objid
	name
	code
	description

pictd_servicetickets_item

PK	objid
	checkin_datetime
	checkin_laisonname
	checkin_laiasonposition
	checkout_datetime
	checkout_laisonname
	checkout_laisonposition
	serialno
	description

image_chunk

PK	objid
	file

image_header

PK	objid
	title

pictd_servicetickets

PK	objid
	state
	ticketno
	employee_objid
	employee_lastname
	employee_firstname
	employee_middlename
	employee_fullname
	employee_org_objid
	employee_org_name
	employee_org_code
	servicetype_objid
	particulars
	priority
	datetimefiled
	datetimeaccepted
	datetimeresolved
	diagnosis
	resolution
	recordlog_createdyuserid
	recordlog_createdbyusername
	recordlog_datecreated
	recordlog_updatedbyuserid
	recordlog_updatedbyusername
	recordlog_dateupdate