ER Diagram
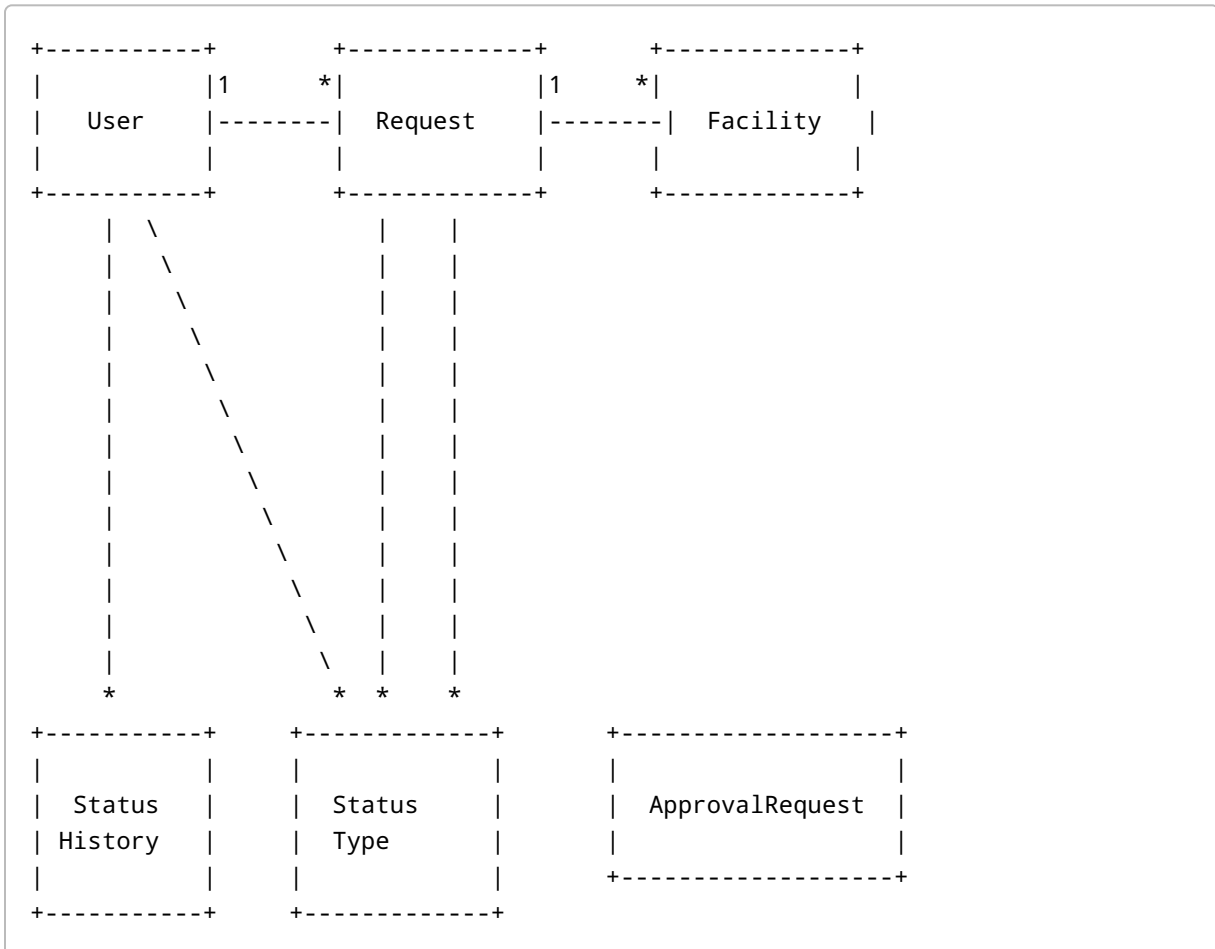
The Entity-Relationship (ER) Diagram for the Online Help Desk (OHD) System captures the key entities and their relationships:

```
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|          |1        *|            |1        *|             |
|   User   |--------|   Request   |--------|   Facility   |
|          |          |            |          |             |
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     *               *   *       *
+----------+          +-------------+          +-------------------+
|          |          |             |          |                   |
|  Status  |          |   Status    |          |   ApprovalRequest |
| History  |          |   Type      |          |                   |
|          |          |             |          +-------------------+
+----------+          +-------------+
```

Entities:

- **User** (`UserId` , `FullName` , `Username` , `Email` , `PasswordHash` , `Role` , `IsActive` , `DateCreated`)
- **Facility** (`FacilityId` , `Name` , `Location`)
- **Request** (`RequestId` , `Title` , `Description` , `Status` , `UserId` , `FacilityId` , `AssignedToUserId` , `CreatedAt` , `UpdatedAt`)
- **StatusHistory** (`HistoryId` , `RequestId` , `UpdatedByUserId` , `Status` , `UpdatedAt`)
- **ApprovalRequest** (`ApprovalId` , `UserId` , `IsApproved` , `IsRejected` , `RequestedAt` , `ReviewedAt`)

Relationships:

- A **User** can create many **Requests** (1\:N).
- A **Facility** can have many **Requests** associated (1\:N).
- A **Request** may be assigned to an **Assignee** (subset of User), forming a self-relationship via `AssignedToUserId`.
- Each **Request** has multiple **StatusHistory** entries (1\:N) to track its progress.
- **ApprovalRequest** is linked to **User** (1:1 or 1\:N depending on registration requests).

This ER model supports:

- Tracking request creation, assignment, and status updates.
- Managing facility metadata.
- Capturing user roles and registration approvals.