Fyi, regarding the definition and working of a trouble ticket system for any help desk, note the following:

A trouble ticket (sometimes called a *trouble report*) is a mechanism used in an organization to track the detection, reporting, and resolution of some type of problem. Trouble ticketing systems originated in manufacturing as a paper-based reporting system; now most are Web-based and associated with customer relationship management ([CRM](http://searchcrm.techtarget.com/definition/CRM)) environments, such as [call center](http://searchcrm.techtarget.com/definition/call-center)s or [e-business](http://searchcio.techtarget.com/definition/e-business) Web sites, or with high-level technology environments such as network operations centers (NOCs).

taken from <http://searchcrm.techtarget.com/definition/trouble-ticket>

So basically for the IT help desk your looking at creating a trouble ticket system/tracker that helps the department track items that represent trouble to some user. Ex. I am an accountant for the company and I call the help desk to state I am having trouble with my PC. So the Help Desk creates a trouble ticket noting the problem. And until the problem gets fixed, the ticket really remains active.

So think of creating a dbase table that will help track a problem. Think of the needed fields for the table that will help store data needed for reporting tickets that maybe active or even inactive.  What fields are needed ALWAYS depend on the reports that need to be generated.

We'll cover more on this next class, so start thinking of possible fields for the data to be included in your table that will make for a great, rockin trouble ticket system!