1. Create Login screen (user v admin password)
2. Open menu items for user v admin
3. Decide on the functionality of the program

-What does the user need?

-What does the admin need to do?

Features / actions

-Create dbase

-Insert dbase / Open ticket, insert ticketnum

-Update dbase /by ticketnum

-Delete (purge) dbase /by ticketnum

-View dbase /by ticketnum

-Close ticket! /by ticketnum