DATABASE DIAGRAM
KLF - TICKETING SYSTEM

users
- id_user
- name — t
- last_name — t
- id_type_user
- id_department
- telephone — t
- email — t
- password — t

id_type_user

type_user
- id_type_user
- name — t
- description — t

id_user

software_property
- id_software_property
- name — t
- description — t
- id_user

id_department

department
- id_department
- name — t
- description — t

id_user(assigned champion)
requested_by

tickets
- id_ticket
- id_status
- id_software_property
- title — t
- description — t
- id_user(assigned champion)
- timestamp — d
- promise_date — d
- completion_date — d
- requested_by
- id_priority
- id_type_service
- id_category
- attachements — t
- solution — t
- id_sla

id_software_property
id_priority

priority
- id_priority
- name — t
- description — t

- High
- Medium
- Low

id_sla

sla
- id_sla
- name — t
- description — t
- time_to_resolve — d

id_category
id_type_service
id_status

category
- id_category
- name — t
- description — t

- Hardware
- Software
- Operation
- Login&Account
- Development
- Etc

id_ticket

history
- id_history — #
- id_ticket
- id_status
- date_time — d

id_status

status
- id_status
- name — t
- description — t

- Open
- In Progress
- In Test
- Resolved
- Closed
- Reopened

type_service
- id_type_service
- name — t
- description — t

- Incident
- Problem
- Change