

users		
integer	id	PK
varchar	username	UK
varchar	role	

requests		
integer	id	PK
varchar	request_number	UK
varchar	status	
integer	creator_id	FK
integer	assigned_to	FK

comments		
integer	id	PK
integer	request_id	FK
integer	user_id	FK
text	comment_text	

status_history		
integer	id	PK
integer	request_id	FK
integer	user_id	FK
varchar	old_status	
varchar	new_status	

