Project Name: I.T Support Ticketing System

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# Key Entities:

* **User**: Stores details about customers and IT staff, including roles.
* **Ticket**: Stores all information related to support tickets (issue description, priority, status).
* **Ticket Comment**: Stores comments added by users on a ticket.
* **Audit Log**: Tracks all critical actions for accountability.
* **Attachment**: Manages file uploads related to tickets