

ticket_log		
PK	log_id	mediumint
FK	ticket_id	mediumint
	update_date	date
	update_value	varchar(1000)

feedback		
PK	feedback_id	mediumint
FK	ticket_id	mediumint
	date	date
	feedback	varchar(1000)
FK	employee_id	mediumint

account		
PK,FK	user_id	mediumint
AK	username	varchar(50)
	password	varchar(50)

hardware		
PK	hardware_id	mediumint
	name	varchar(100)

ticketHardware		
FK	hardware_id	mediumint
FK	ticket_id	mediumint

software		
PK	software_id	mediumint
	name	varchar(100)

ticketSoftware		
FK	software_id	mediumint
FK	ticket_id	mediumint

os		
PK	os_id	mediumint
	name	varchar(100)

ticketOs		
FK	os_id	mediumint
FK	ticket_id	mediumint

ticket		
PK	ticket_id	mediumint
PK,FK	employee_id	mediumint
	status	enum(12)
	description	varchar(300)
	notes	varchar(1000)
FK	handler_id	mediumint

solution		
PK	solution_id	mediumint
FK	ticket_id	mediumint
	date	date
	solution	varchar(1000)
	solution_status	enum(12)
FK	handler_id	mediumint

employee		
PK	employee_id	mediumint
	name	varchar(150)
	job	varchar(100)
	department	varchar(100)
	telephone	char(10)

handler		
PK,FK	handler_id	mediumint
	internal	tinyint

handlerExpertise		
FK	handler_id	mediumint
FK	expertise_id	mediumint

ticketExpertise		
FK	expertise_id	mediumint
FK	ticket_id	mediumint

expertise		
PK	expertise_id	mediumint
	name	varchar(100)