

Users				
primary key?	field	type	required?	extra
PK	ID	INT(9)	NOT NULL	auto_increment
	permissions	INT(9)	NOT NULL	
	department	INT(9)	NOT NULL	
	first_name	VARCHAR(60)	NOT NULL	
	last_name	VARCHAR(60)	NOT NULL	
	email	VARCHAR(255)	NOT NULL	
	phone	VARCHAR(10)	NOT NULL	

Permissions				
primary key?	field	type	required?	extra
PK	ID	INT(9)	NOT NULL	auto_increment
	permission_name	INT(9)	NOT NULL	

ticket				
primary key?	field	type	required?	extra
PK	ID	INT(9)	NOT NULL	auto_increment
	title	VARCHAR(60)	NOT NULL	
	user_id	INT(9)	NOT NULL	
	name_of_reporter	VARCHAR(60)		
	category	INT(9)	NOT NULL	
	description	VARCHAR(255)		
	severity	INT(9)	NOT NULL	
	location	VARCHAR(255)	NOT NULL	
	date_opened	DATETIME	NOT NULL	
	picture	BLOB		
	video	LONGBLOB		
	is_closed	BOOL	NOT NULL	
	date_closed	DATETIME		
	closing_comment	VARCHAR(255)		

open_tickets				
primary key?	field	type	required?	extra
PK	ID	INT(9)	NOT NULL	auto_increment
	ticket_id	INT(9)	NOT NULL	

user_permissions				
primary key?	field	type	required?	extra
PK	ID	INT(9)	NOT NULL	auto_increment
	user_id	INT(9)	NOT NULL	
	permission_id	INT(9)	NOT NULL	

categories				
primary key?	field	type	required?	extra
PK	ID	INT(9)	NOT NULL	auto_increment
	description	VARCHAR(25)	NOT NULL	

closed_tickets										
primary key?	field	type	required?	extra						
PK	ID	INT(9)	NOT NULL	auto_increment						
	ticket_id	INT(9)	NOT NULL							