
Table of contents

1 activity_log_t	Page number: 2
2 attachment_t	Page number: 3
3 faq_article_t	Page number: 4
4 faq_subcategory_t	Page number: 5
5 notification_t	Page number: 6
6 request_details_t	Page number: 7
7 returns_t	Page number: 8
8 service_ticket_t	Page number: 9
9 sla_t	Page number: 10
10 ticket_status_t	Page number: 11
11 ticket_t	Page number: 12
12 token_t	Page number: 13
13 user_access_ticket_t	Page number: 14
14 user_t	Page number: 15
15 Relational schema	Page number: 16

1 activity_log_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
activity_log_id	int(5)		No		auto_increment			
ticket_id	int(3)	UNSIGNED ZEROFILL	No			-> ticket_t.ticket_id ON UPDATE CASCADE ON DELETE CASCADE		
activity_log_details	text		No					
timestamp	timestamp		No	CURRENT_TIMESTAMP	on update CURRENT_TIMESTAMP			
logger	int(11)		No					

2 attachment_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
file_id	int(11)		No		auto_increment			
file	text		Yes	NULL				
user_id	int(5)		No			-> user_t.user_id ON UPDATE CASCADE ON DELETE CASCADE		
ticket_id	int(3)	UNSIGNED ZEROFILL	No			-> ticket_t.ticket_id ON UPDATE CASCADE ON DELETE CASCADE		
description	varchar(255)		Yes	NULL				

3 faq_article_t

Creation: Mar 14, 2018 at 01:26 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
article_id	int(3)		No		auto_increment			
subcategory_id	int(11)		No					
category	enum('Technicals', 'Access', 'Network')		No					
article_title	varchar(100)		No					
article_body	longtext		No					

4 faq_subcategory_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
subcategory_id	int(11)		No		auto_increment			
subcategory_name	char(40)		No					
category	enum('Technicals', 'Access', 'Network')		No					

5 notification_t

Creation: Mar 17, 2018 at 10:09 PM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
notification_id	int(4)		No		auto_increment			
ticket_id	int(3)	UNSIGNED ZEROFILL	Yes	NULL				
user_id	int(5)		No			-> user_t.user_id ON UPDATE CASCADE ON DELETE CASCADE		
notification_description	varchar(100)		No					
isRead	tinyint(1)		No	0				
isSeen	tinyint(1)		No	0				
timestamp	timestamp		No	CURRENT_TIMESTAMP				

6 request_details_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
details_id	int(11)		No					
ticket_id	int(4)	UNSIGNED ZEROFILL	No			-> ticket_t.ticket_id ON UPDATE CASCADE ON DELETE CASCADE		
name	char(40)		No					
request_type	enum('New', 'Additional', 'Reset Password', 'Deactivate')		No					
application_name	varchar(40)		No					

7 returns_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
return_id	int(11)		No		auto_increment			
ticket_id	int(4)	UNSIGNED ZEROFILL	No			-> ticket_t.ticket_id ON UPDATE CASCADE ON DELETE CASCADE		
reason	varchar(255)		No					

8 service_ticket_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
ticket_id	int(3)	UNSIGNED ZEROFILL	No			-> ticket_t.ticket_id ON UPDATE CASCADE ON DELETE CASCADE		
findings	varchar(250)		Yes	NULL				
request_details	varchar(250)		Yes	NULL				

9 sla_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(3)		No		auto_increment			
severity_level	varchar(4)		No					
description	varchar(30)		No					
resolution_time	int(2)		No					

10 ticket_status_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
status_id	int(1)		No		auto_increment			
ticket_status	varchar(15)		Yes	NULL				
description	varchar(255))		Yes	NULL				

11 ticket_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
ticket_id	int(4)	UNSIGNED ZEROFILL	No		auto_increment			
ticket_number	int(11)		No					
ticket_title	varchar(40)		No					
date_prepared	timestamp		No	CURRENT_TIMESTAMP				
ticket_type	enum('Service', 'User Access')		Yes	NULL				
ticket_category	enum('Technicals', 'Access', 'Network')		Yes	NULL				
severity_level	int(1)		Yes	NULL		-> sla_t.id ON UPDATE CASCADE ON DELETE CASCADE		
ticket_status	int(1)		Yes	NULL		-> ticket_status_t.status_id ON UPDATE CASCADE ON DELETE CASCADE		
date_assigned	datetime		No					
date_required	datetime		Yes	NULL				
remarks	varchar(250)		Yes	NULL				
resolution_date	datetime		Yes	NULL				
auto_close_date	datetime		Yes	NULL				
user_id	int(5)		No			-> user_t.user_id ON UPDATE CASCADE ON DELETE CASCADE		
ticket_agent_id	int(5)		Yes	NULL				
it_group_manager_id	int(5)		Yes	NULL				
return_reason	varchar(250)		No					

12 token_t

Creation: Mar 14, 2018 at 01:25 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
email_address	varchar(50)		No					
token	varchar(40)		No					
is_used	tinyint(1)		No					

13 user_access_ticket_t

Creation: Mar 19, 2018 at 12:05 PM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
ticket_id	int(4)	UNSIGNED ZEROFILL	No			-> ticket_t.ticket_id ON UPDATE CASCADE ON DELETE CASCADE		
company	varchar(45)		No					
dept_proj	char(20)		No					
rc_no	int(5)		No					
name	text		No					
access_type	enum('New', 'Additional', 'Reset Password', 'Deactivate')		No					
application_name	varchar(40)		Yes	NULL				
expiry_date	date		Yes	NULL				
approver	int(11)		Yes	NULL				
isApproved	tinyint(1)		Yes	NULL				
checker	int(11)		Yes	NULL				
isChecked	tinyint(1)		Yes	NULL				

14 user_t

Creation: Mar 14, 2018 at 02:19 AM

Column	Type	Attributes	Null	Default	Extra	Links to	Comments	MIME
user_id	int(5)		No		auto_increment			
first_name	char(30)		No					
last_name	char(20)		No					
userid	char(20)		No					
password	varchar(100)		No					
email_address	varchar(50)		No					
user_type	enum('Administrator', 'Requestor', 'Technicals Group Manager', 'Access Group Manager', 'Network Group Manager', 'Technician', 'Network Engineer')		No					
is_firstlogin	tinyint(1)		Yes	NULL				
isActive	tinyint(1)		No	1				
deactivation_date	timestamp		Yes	CURRENT_TIMESTAMP				
reactivation_date	datetime		Yes	NULL				
next_update	datetime		Yes	NULL				
last_update	datetime		Yes	NULL				

