IT Service Portal EER Diagram

tbl_SupportTicket

PK	TicketID: INT

	Title: VARCHAR
	Description: VARCHAR
	State (new, inprogress, etc)
	ReportedOn TIMESTAMP
	ResolvedOn: TIMESTAMP
	IsKnowledgeBase: TINYINT
	ResolutionDetailsText: VARCHAR
FK	CreatedByUserID: INT
FK	ResolvedByUserID: INT
FK	CategoryID: INT

tbl_Category

PK	CategoryID: INT

	Name: VARCHAR

tbl_User

PK	UserID: INT

	Email: VARCHAR
	Password: VARCHAR
	FirstName: VARCHAR
	LastName: VARCHAR
	ContactNum: CHAR(10)
	Role (User, Staff) : VARCHAR

tbl_IssueDetails

PK	IssueDetailsID: INT

	QuestionText: VARCHAR
	ResponseText: VARCHAR
FK	TicketID: INT

tbl_Comment

PK	CommentID: INT

	CommentText: VARCHAR
FK	UserID: INT
FK	TicketID: INT

Relationships:
- tbl_User 1...1 — Creates > — 0...* tbl_SupportTicket
- tbl_User 1...1 — IT Support Resolves> — 0...* tbl_SupportTicket
- tbl_SupportTicket 0...* — Categorised To > — 1...1 tbl_Category
- tbl_SupportTicket 1...1 — Includes > — 1...* tbl_IssueDetails
- tbl_SupportTicket 1...1 — Added To ^ — 0...* tbl_Comment
- tbl_User 1...1 — Adds > — 0...* tbl_Comment