Database Tables:

users (userID, username, firstName, lastName, department, privLevel, email)

tickets (ticketID, userID, status, category, assignedTo, issue, priority, timestamp)

ticketComments (ticketID, comment, timestamp)

equipment (equipID, equipSerial, equipType, equipDesc)

software (softwareID, softwareName, softwareSerial, equipID)

equipAssignment (userID, equipID, department)