Database Tables:

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

emails (emailAddr, userID)

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

ticketComments (ticketID, comment)

equipment (equipID, equipSerial, department, equipType, itemDesc)

software (softwareID, softwareName, softwareSerial, equipID)

userEquip (userID, equipSerial)