**IT Service Management**

1. Front page - User Login
2. Home Page - Create Tickets

View Tickets

Updates

Resolved

1. Create Tickets – Employee ID, Name, email, Date, Phone, Problems.
2. View Tickets- Employee ID, Name, email, Date, Phone, Problems, Action,

Assignment

1. Updates - Employee ID, Name, email, Date, Phone, Problems, Assignment

1. Resolved - Employee ID, Name, email, Date, Phone, Problems, Assignment, Status

**Database – IT Services**

Table – Credentials, Employees, Engineer

**Credentials** – username password

**Employees** – employee\_id, Name, Email, Date, Phone, Problems, Assignment, Status

**Engineer** – Engineer\_id, Eng\_Name, Eng\_Email, Availablility