Fyi, regarding the definition and working of a trouble ticket system for any help desk, note the following:

A trouble ticket (sometimes called a *trouble report*) is a mechanism used in an organization to track the detection, reporting, and resolution of some type of problem. Trouble ticketing systems originated in manufacturing as a paper-based reporting system; now most are Web-based and associated with customer relationship management \*([CRM](http://searchcrm.techtarget.com/definition/CRM)) environments, such as [call center](http://searchcrm.techtarget.com/definition/call-center)s or [e-business](http://searchcio.techtarget.com/definition/e-business) Web sites, or with high-level technology environments such as network operations centers (NOCs).

\*taken from <http://searchcrm.techtarget.com/definition/trouble-ticket>

So basically for the IT help desk your looking at creating a trouble ticket system/tracker that helps the department track items that represent trouble to some user.

Ex. I am an accountant for the company and I call the help desk to state I am having trouble with my PC. So the Help Desk creates a trouble ticket noting the problem. And until the problem gets fixed, the ticket really remains active.

Think from now!

**Complete App Ideation**

THE DB

So think of creating a dbase table(s) that will help track a problem.

Ex. Users table, Ticket Table, Ticket History Table…

Think of the needed fields for the table that will help store data needed for reporting tickets that maybe active or even inactive.

What fields are needed ALWAYS depend on the reports that need to be generated.

THE UI

What will be needed for Windows

Ex. login screen, report screens, data entry screens…

Be specific—plot or draw out a visuals even a storyboard for navigations

What controls or objects will be needed for UI.

OTHER

Think of the full process of your app. The workflow for user entry to the backend!

Security…