The goal of this system is to allow users to create tokens for specific departments or sub-departments, assign them to users within those departments, and track the progress of the token as it moves through the organization.

**Entities:**

* Department: represents a department within the organization, with a name and department head.
* DepartmentHead: represents the head of a department, with a name.
* SubDepartment: represents a sub-department within a department, with a name, department it belongs to, and sub-department head.
* SubDepartmentHead: represents the head of a sub-department, with a name.
* User: represents a user within the organization, with a name, department ID, and sub-department ID.
* Token: represents a token created by a user, with a description, department or sub-department ID, assigned user ID, token status ID, and creator user ID.
* TokenStatus: represents the status of a token, with a name.

**Relationships:**

* A Department has zero or more Users.
* A Department has one or many DepartmentHead.
* A SubDepartment has zero or more Users.
* A SubDepartment has one or many SubDepartmentHead.
* A User belongs to one Department.
* A User belongs to zero or one SubDepartment.
* A Token belongs to one Department or SubDepartment.
* A Token is assigned to one User.
* A Token has one TokenStatus.
* A Token is created by one User.

**Table: Department**

* DepartmentID (Primary Key, Integer)
* DepartmentName (String)

**Table: DepartmentHead**

* DepartmentHeadID (primary key)
* DepartmentHeadName
* DepartmentID (foreign key)

**Table: Team**

* TeamID (Primary Key, Integer)
* SubDepartmentName (String)
* DepartmentID (Foreign Key to Department table)

**Table: TeamHead**

* TeamHeadID (primary key)
* TeamHeadName
* TeamID (foreign key)

**Table: User**

* UserID (Primary Key, Integer)
* UserName (String)
* DepartmentID (Foreign Key to Department table)
* TeamID (Foreign Key to SubDepartment table)

**Table: Token**

* TokenID (Primary Key, Integer)
* TokenDescription (String)
* target\_resolution\_date
* actual\_resolution\_date
* created\_timeAndDate
* ticket\_type
* DepartmentID (Foreign Key to Department table)
* TeamID (Foreign Key to SubDepartment table)
* DepartmentHeadID FK
* TeamHeadID FK
* TokenAttachmentID (Foreign Key to TokenAttachment table)
* AssignedToUserID (Foreign Key to User table)
* TokenStatusID (Foreign Key to TokenStatus table)
* prirorityID (Foreign Key to Prirority table)
* CreatorUserID (Foreign Key to User table)

**Table: TokenAttachment**

* TokenAttachmentID (Primary Key, Integer)
* Filename (String)
* FileType (String)
* Size (Integer)
* Content (Binary)

**Table: TokenStatus**

* TokenStatusID (Primary Key, Integer)
* TokenStatusName (String)

**Table: Prirority**

* prirorityID (Primary Key, Integer)
* name (String)