IT Service Portal Content Model

<<enumeration>> Action
- STARTWORK
- SUBMITSOLUTION
- ACCEPTSOLUTION
- REJECTSOLUTION
- ADDKNOWLEDGE
- REMOVEKNOWLEDGE
- COMMENT

Notification
- -notificationID: Integer
- -date: Date
- -userID: Integer
- -ticketID: Integer

IssueDetail
- -issueDetailID: Integer
- -question: String
- -response: String

<<enumeration>> Role
- USER
- STAFF

User
- -userID: Integer
- -email: String
- -firstName: String
- -lastName: String
- -contactNumber: String

SupportTicket
- -ticketID: Integer
- -title: String
- -description: String
- -reportedOn: Date
- -resolvedOn: Date
- -knowledgeBase: Boolean
- -resolutionDetails: String

<<enumeration>> State
- NEW
- INPROGRESS
- COMPLETED
- RESOLVED

<<enumeration>> Category
- NETWORK
- SOFTWARE
- HARDWARE
- ACCOUNT
- EMAIL

Comment
- -commentID: Integer
- -commentText: String
- -createdOn: Date

Relationships/labels:
- -action
- -issueDetails 0...*
- -role
- -reportedBy 1...1 / 0...*
- -resolvedBy 0...1 / 0...*
- -createdBy 1...1
- -comments
- -state
- -category
- 0...5
- 0....10
- 1...1
- 0...*