

# Tasks

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
1 - Default Help Desk	Simple bug		19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Alerts tweaking		19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Change current functionality		19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Feature suggestion		19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Non-functional link	Dominka Helpdesk Coordinator	05/09/2017	New	0	50.00	0
1 - Default Help Desk	Internal error	Dominka Helpdesk Coordinator	19/09/2017	Realisation	0	0.00	0.00
1 - Default Help Desk	Add a new setting	Maggie Helpdesk Operator	19/09/2017	Estimated	0	3.00	0
1 - Default Help Desk	Urgent!	Manager Manager	18/09/2017	To check	0	0.00	0.00
1 - Default Help Desk	Error 404	Robert Kovacik	19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	A standard question	Steve Helpdesk Dispatcher	19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Another ticket	Steve Helpdesk Dispatcher	19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Please assist me	Steve Helpdesk Dispatcher	18/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Broken view	Steve Helpdesk Dispatcher	19/09/2017	New	0	0.00	0.00
1 - Default Help Desk	Super serious bug	Steve Helpdesk Dispatcher	29/09/2017	Realisation	0	45.00	73
1 - Default Help Desk	Timeout error	Steve Helpdesk Dispatcher	19/09/2017	New	0	0.00	0.00
Changeover	Acceptance of change request		10/12/2017	New	0	1.00	0
Changeover	Establishment of the change request		13/12/2017	New	0	2.00	0
Changeover	Preparation of documents for the presentation of the change request		20/12/2017	New	0	4.00	0
Changeover	Presentation of the change request		21/12/2017	New	0	4.00	0
Changeover	Approval of the change request		28/12/2017	New	0	4.00	0
Changeover	Feasibility study		04/01/2018	New	0	10.00	0
Changeover	Planning and resource management		11/01/2018	New	0	4.00	0

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Changeover	Arrange relations with suppliers		25/01/2018	New	0	8.00	0
Changeover	Arrange relations with subscribers		25/01/2018	New	0	8.00	0
Changeover	Edit price list		25/01/2018	New	0	4.00	0
Changeover	Edit marketing materials		25/01/2018	New	0	8.00	0
Changeover	Edit documentation (production, safety, QA)		25/01/2018	New	0	10.00	0
Changeover	Insert data into ERP system		24/02/2018	New	0	4.00	0
Changeover	Purchase		24/02/2018	New	0	4.00	0
Changeover	Preparation of production		24/02/2018	New	0	20.00	0
Changeover	Liquidation of the old products		24/02/2018	New	0	10.00	0
Changeover	Liquidation of the old raw materials		24/02/2018	New	0	10.00	0
Changeover	Preparation of the new production warehouse		24/02/2018	New	0	10.00	0
Changeover	Preparation of the new warehouse of final products		24/02/2018	New	0	10.00	0
Changeover	Preparation of security warehouse		24/02/2018	New	0	10.00	0
Changeover	Project evaluation		17/03/2018	New	0	4.00	0
Changeover	Final touches		17/03/2018	New	0	10.00	0
Changeover	Project completion		21/03/2018	New	0	2.00	0
Custom-made production	Acceptance of the demand		10/12/2017	New	0	1.00	0
Custom-made production	Establishment of the project		13/12/2017	New	0	2.00	0
Custom-made production	The mechanical part: Preparation of materials for the offer, composition resources		20/12/2017	New	0	4.00	0
Custom-made production	The electrical part: Preparation of materials for the offer, composition resources		20/12/2017	New	0	4.00	0
Custom-made production	The assembling of the offer for a customer		27/12/2017	New	0	4.00	0
Custom-made production	Transmission of the complete offer to customer		27/12/2017	New	0	1.00	0
Custom-made production	The approval of the offer by the customer		10/01/2018	New	0	0.00	0.00
Custom-made production	The mechanical part: Product design		09/02/2018	New	0	80.00	0
Custom-made production	The electrical part: Product design		09/02/2018	New	0	80.00	0
Custom-made production	Insert data into ERP system		11/03/2018	New	0	4.00	0
Custom-made production	Purchase		11/03/2018	New	0	4.00	0
Custom-made production	Preparation of production		11/03/2018	New	0	20.00	0
Custom-made production	Preparation of logistics		11/03/2018	New	0	4.00	0

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Custom-made production	Production		08/04/2018	New	0	120.00	0
Custom-made production	Mechanical assembly of product		08/04/2018	New	0	16.00	0
Custom-made production	Electrical assembly of product		08/04/2018	New	0	16.00	0
Custom-made production	Product outgoing inspection		22/04/2018	New	0	2.00	0
Custom-made production	Check product against certification/standard		22/04/2018	New	0	2.00	0
Custom-made production	Mechanical installation at the customer´s		13/05/2018	New	0	16.00	0
Custom-made production	Electrical installation at the customer´s		08/04/2018	New	0	16.00	0
Custom-made production	Approval of the handover protocol		22/04/2018	New	0	2.00	0
Custom-made production	Preparation of the handover protocol		13/05/2018	New	0	3.00	0
Custom-made production	Project evaluation		03/06/2018	New	0	4.00	0
Custom-made production	Final touches		03/06/2018	New	0	20.00	0
Custom-made production	Project completion		03/06/2018	New	0	2.00	0
New Help Desk Project	login error		13/02/2018	New	0	0.00	0.00
New Help Desk Project	korong consultant	Jordan Sales Director	04/01/2018	New	0	8.00	0
New Help Desk Project	korong manager-hu	Manager IT	29/11/2017	New	0	8.00	0
New Help Desk Project	Re: Center Stage Wines Redirect Issue	Peter Project Man	05/12/2017	Realisation	0	18.00	0
Pure Waterfall Model	Maintenance	Customer Support Department	08/06/2017	New	0	15.00	0
Pure Waterfall Model	System Design	Development Department	26/04/2017	New	0	15.00	0
Pure Waterfall Model	Implementation	Implementation Department	07/05/2017	New	0	15.00	0
Pure Waterfall Model	Integration and Testing	Implementation Department	17/05/2017	New	0	20.00	0
Pure Waterfall Model	Deployment of System	Implementation Department	28/05/2017	New	0	20.00	0
Pure Waterfall Model	Create testing scenarios	Implementation Department	17/05/2017	New	0	5.00	0
Pure Waterfall Model	Training of the users	Implementation Department	28/05/2017	New	0	5.00	0
Pure Waterfall Model	Requirement Gathering and Analysis	Project Management Department	16/04/2017	New	0	20.00	0
Pure Waterfall Model	Market research	Project Management Department	16/04/2017	New	0	5.00	0

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
Serial production	Acceptance of the demand		10/12/2017	New	0	1.00	0
Serial production	Establishment of the project		13/12/2017	New	0	2.00	0
Serial production	Preparation of documents for the offer, composition resources		20/12/2017	New	0	4.00	0
Serial production	The assembling of the offer for a customer		27/12/2017	New	0	4.00	0
Serial production	Transmission of the complete offer to customer		27/12/2017	New	0	1.00	0
Serial production	The approval of the offer by the customer		10/01/2018	New	0	0.00	0.00
Serial production	Product design		09/02/2018	New	0	80.00	0
Serial production	Production technology		09/02/2018	New	0	40.00	0
Serial production	Insert data into ERP system		11/03/2018	New	0	4.00	0
Serial production	Purchase		11/03/2018	New	0	40.00	0
Serial production	Preparation of production		11/03/2018	New	0	20.00	0
Serial production	Preparation of logistics		11/03/2018	New	0	4.00	0
Serial production	Preparation of the warehouse of final products		11/03/2018	New	0		0.00
Serial production	Preparation of production warehouse		11/03/2018	New	0	10.00	0
Serial production	Preparation of security warehouse		11/03/2018	New	0	10.00	0
Serial production	Production		08/04/2018	New	0	120.00	0
Serial production	Product outgoing inspection		22/04/2018	New	0	2.00	0
Serial production	Check product against certification/standard		22/04/2018	New	0	2.00	0
Serial production	Evaluation of the project		02/06/2018	New	0	4.00	0
Serial production	Change request		02/06/2018	New	0	10.00	0
Serial production	Liquidation of the remaining products		02/06/2018	New	0	10.00	0
Serial production	Liquidation of warehouse of final products		02/06/2018	New	0	10.00	0
Serial production	Liquidation of production warehouse		02/06/2018	New	0	10.00	0
Serial production	Liquidation of raw materials		02/06/2018	New	0	10.00	0
Serial production	Project completion		03/06/2018	New	0	2.00	0
Serial production	Logistics of final product		13/05/2018	New	0	2.00	0
Small scale serial production	Acceptance of the demand		10/12/2017	New	0	1.00	0
Small scale serial production	Establishment of the project		13/12/2017	New	0	2.00	0
Small scale serial production	Preparation of documents for the offer, composition resources		20/12/2017	New	0	4.00	0
Small scale serial production	The assembling of the offer for a customer		24/12/2017	New	0	4.00	0

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
Small scale serial production	Transmission of the complete offer to customer		27/12/2017	New	0	1.00	0
Small scale serial production	The approval of the offer by the customer		10/01/2018	New	0	0.00	0.00
Small scale serial production	Product design		09/02/2018	New	0	80.00	0
Small scale serial production	Production technology		09/02/2018	New	0		0.00
Small scale serial production	Insert data into ERP system		29/03/2018	New	0	4.00	0
Small scale serial production	Purchase		29/03/2018	New	0		0.00
Small scale serial production	Preparation of production		29/03/2018	New	0	20.00	0
Small scale serial production	Preparation of logistics		29/03/2018	New	0	4.00	0
Small scale serial production	Preparation of the warehouse of final products		29/03/2018	New	0	10.00	0
Small scale serial production	Preparation of production warehouse		29/03/2018	New	0	10.00	0
Small scale serial production	Preparation of security warehouse		29/03/2018	New	0	10.00	0
Small scale serial production	Production		22/04/2018	New	0	120.00	0
Small scale serial production	Audit of production process (by the customer)		22/04/2018	New	0	16.00	0
Small scale serial production	Product outgoing inspection		06/05/2018	New	0	2.00	0
Small scale serial production	Check product against certification/standard		06/05/2018	New	0	2.00	0
Small scale serial production	Check product against customer requirements		06/05/2018	New	0	2.00	0
Small scale serial production	Logistics of final product		27/05/2018	New	0	16.00	0
Small scale serial production	Approval of the handover protocol		27/05/2018	New	0	2.00	0
Small scale serial production	Preparation of the handover protocol		27/05/2018	New	0	3.00	0
Small scale serial production	Project evaluation		17/06/2018	New	0	4.00	0
Small scale serial production	Change request		17/06/2018	New	0	20.00	0
Small scale serial production	Liquidation of the remaining products		17/06/2018	New	0	10.00	0
Small scale serial production	Liquidation of production warehouse		17/06/2018	New	0	10.00	0
Small scale serial production	Liquidation of warehouse of final products		17/06/2018	New	0	10.00	0
Small scale serial production	Project completion		20/06/2018	New	0	2.00	0
Small scale serial production	Prototype design		23/02/2019	New	0	20.00	0
Small scale serial production	Production of the prototype		23/02/2018	New	0	10.00	0
Small scale serial production	Approval of the prototype (by the customer)		02/03/2019	New	0	0.00	0.00
VIP Clients	Normal Help Ticket		29/09/2017	New	0	5.00	0
VIP Clients	Question		29/09/2017	New	0	0.00	0.00

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VIP Clients	Button missing		29/09/2017	New	0	0.00	0.00
VIP Clients	Idea for a new feature		29/09/2017	New	0	0.00	0.00
VIP Clients	Remove obsolete function		29/09/2017	New	0	0.00	0.00
VIP Clients	Can't add new project member		29/09/2017	New	0	0.00	0.00
VIP Clients	Support request		29/09/2017	New	0	0.00	0.00
VIP Clients	statistic task		03/10/2017	To check	0	0.00	0.00
VIP Clients	My salary has incosistet figures		22/08/2017	New	0		0.00
VIP Clients	prueba desde cliente		23/08/2017	New	0		0.00
VIP Clients	ss			New	0		0.00
VIP Clients	Drag and drop sorting SLA keywords	Client Bohemia	29/09/2017	Estimated	0	6.00	0
VIP Clients	New feature	Dominka Helpdesk Coordinator	01/10/2017	Approved	0	50.00	0
VIP Clients	Issue report	Maggie Helpdesk Operator	12/08/2017	To check	0		0.00
VIP Clients	Incorrect values in export	Maggie Helpdesk Operator	12/08/2017	Consultation	0		0.00
VIP Clients	test222	Manager Manager	27/09/2017	Realisation	0	0.00	0.00
VIP Clients	Ticket - priorita Normal	Manager Manager	27/09/2017	Realisation	0	0.00	0.00
VIP Clients	Critical Ticket	Manager Manager	26/09/2017	To check	0	10.00	80
VIP Clients	critical	Manager Manager	28/09/2017	Consultation	0	0.00	0.00
VIP Clients	Need Help	Ricky Account	27/09/2017	Consultation	0	0.00	0.00
VIP Clients	Some early results and questions on the All Tribes deployment...	Manager Robert Kovacic	29/09/2017	Consultation	0	0.00	0.00
VIP Clients	Action buttons + drop zones	Steve Helpdesk Dispatcher	25/08/2017	Approved	0	60.00	0
Work Allocation and Management	Receiving paper items	Back-office	16/10/2017	New	0	20.00	0
Work Allocation and Management	Distributing work	Department Back-office	23/10/2017	New	0	15.00	0
Work Allocation and Management	Tracking work items	Department Back-office	30/10/2017	New	0	15.00	0
Work Allocation and Management	Managers' lack of visibility into bottlenecks	Department Back-office	13/11/2017	New	0	20.00	0
Work Allocation and Management	Measuring and assessing the quality of work items completed	Department Back-office	20/11/2017	New	0	15.00	0
Work Allocation and Management	Measuring employee productivity and output	Department Back-office	27/11/2017	New	0	20.00	0
Work Allocation and Management	Consulting	Department Back-office	13/11/2017	New	0	5.00	0
Work Allocation and Management	Collecting, counting, copying	Department Back-office	16/10/2017	New	0	5.00	0
		Department					

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Work Allocation and Management	Delivering scorecards	Back-office	27/11/2017	New	0	5.00	0
New Help Desk Project	korong	Department	04/01/2018	New	33	24.00	33
New Help Desk Project	korong ondreje	Ondrej Ezr	30/11/2017	New	100	8.00	100
VIP Clients	create image	Maggie Helpdesk Operator	01/10/2017	Realisation	100	20.00	1