

# Tasks

| Project               | Subject  | Assignee                     | Due date   | Status      | % Done | Total estimated time | Total spent time ratio |
|-----------------------|--|------------------------------|------------|-------------|--------|----------------------|------------------------|
| 1 - Default Help Desk | Non-functional link                                | Dominka Helpdesk Coordinator | 05.09.2017 | New         | 0      | 50.00                | 0                      |
| 1 - Default Help Desk | Super serious bug                                  | Steve Helpdesk Dispatcher    | 29.09.2017 | Realisation | 0      | 45.00                | 73                     |
| 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 | 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 | Internal error                                     | Dominka Helpdesk Coordinator | 19.09.2017 | Realisation | 0      | 0.00                 | 0.00                   |
| 1 - Default Help Desk | Simple bug   |                              | 19.09.2017 | New         | 0      | 0.00                 | 0.00                   |
| 1 - Default Help Desk | Error 404  | Robert Kovacic               | 19.09.2017 | New         | 0      | 0.00                 | 0.00                   |
| 1 - Default Help Desk | Timeout error                                      | Steve Helpdesk Dispatcher    | 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                   |
| Changeover            | Preparation of production                          |                              | 24.02.2018 | New         | 0      | 20.00                | 0                      |
| Changeover            | Feasibility study                                  |                              | 04.01.2018 | New         | 0      | 10.00                | 0                      |
| Changeover            | Edit documentation (production, safety, QA)        |                              | 25.01.2018 | New         | 0      | 10.00                | 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                      |

| Project                | Subject  | Assignee | Due date   | Status | % Done | Total estimated time | Total spent time ratio |
|------------------------|--|----------|------------|--------|--------|----------------------|------------------------|
| Changeover             | Preparation of security warehouse  |          | 24.02.2018 | New    | 0      | 10.00                | 0                      |
| Changeover             | Final touches  |          | 17.03.2018 | New    | 0      | 10.00                | 0                      |
| 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 marketing materials   |          | 25.01.2018 | New    | 0      | 8.00                 | 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             | Planning and resource management   |          | 11.01.2018 | New    | 0      | 4.00                 | 0                      |
| Changeover             | Edit price list  |          | 25.01.2018 | New    | 0      | 4.00                 | 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             | Project evaluation   |          | 17.03.2018 | New    | 0      | 4.00                 | 0                      |
| Changeover             | Establishment of the change request  |          | 13.12.2017 | New    | 0      | 2.00                 | 0                      |
| Changeover             | Project completion   |          | 21.03.2018 | New    | 0      | 2.00                 | 0                      |
| Changeover             | Acceptance of change request   |          | 10.12.2017 | New    | 0      | 1.00                 | 0                      |
| Custom-made production | Production   |          | 08.04.2018 | New    | 0      | 120.00               | 0                      |
| 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 | Preparation of production  |          | 11.03.2018 | New    | 0      | 20.00                | 0                      |
| Custom-made production | Final touches  |          | 03.06.2018 | New    | 0      | 20.00                | 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 | 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 | 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 | Insert data into ERP system  |          | 11.03.2018 | New    | 0      | 4.00                 | 0                      |

| Project                | Subject  | Assignee                      | Due date   | Status      | % Done | Total estimated time | Total spent time ratio |
|------------------------|--|-------------------------------|------------|-------------|--------|----------------------|------------------------|
| Custom-made production | Purchase                                       |                               | 11.03.2018 | New         | 0      | 4.00                 | 0                      |
| Custom-made production | Preparation of logistics                       |                               | 11.03.2018 | New         | 0      | 4.00                 | 0                      |
| Custom-made production | Project evaluation                             |                               | 03.06.2018 | New         | 0      | 4.00                 | 0                      |
| Custom-made production | Preparation of the handover protocol           |                               | 13.05.2018 | New         | 0      | 3.00                 | 0                      |
| Custom-made production | Establishment of the project                   |                               | 13.12.2017 | New         | 0      | 2.00                 | 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 | Approval of the handover protocol              |                               | 22.04.2018 | New         | 0      | 2.00                 | 0                      |
| Custom-made production | Project completion                             |                               | 03.06.2018 | New         | 0      | 2.00                 | 0                      |
| Custom-made production | Acceptance of the demand                       |                               | 10.12.2017 | New         | 0      | 1.00                 | 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                   |
| New Help Desk Project  | Re: Center Stage Wines Redirect Issue          | Peter Project Man             | 05.12.2017 | Realisation | 0      | 18.00                | 0                      |
| 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  | login error                                    |                               | 13.02.2018 | New         | 0      | 0.00                 | 0.00                   |
| Pure Waterfall Model   | Requirement Gathering and Analysis             | Project Management Department | 16.04.2017 | New         | 0      | 20.00                | 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   | 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   | Maintenance                                    | Customer Support Department   | 08.06.2017 | New         | 0      | 15.00                | 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   | 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             | Production  |          | 08.04.2018 | New    | 0      | 120.00               | 0                      |
| 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             | 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 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             | 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             | 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             | Insert data into ERP system                                   |          | 11.03.2018 | New    | 0      | 4.00                 | 0                      |
| Serial production             | Preparation of logistics                                      |          | 11.03.2018 | New    | 0      | 4.00                 | 0                      |
| Serial production             | Evaluation of the project                                     |          | 02.06.2018 | New    | 0      | 4.00                 | 0                      |
| Serial production             | Establishment of the project                                  |          | 13.12.2017 | New    | 0      | 2.00                 | 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             | Project completion  |          | 03.06.2018 | New    | 0      | 2.00                 | 0                      |
| Serial production             | Logistics of final product                                    |          | 13.05.2018 | New    | 0      | 2.00                 | 0                      |
| Serial production             | Acceptance of the demand                                      |          | 10.12.2017 | New    | 0      | 1.00                 | 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             | Preparation of the warehouse of final products                |          | 11.03.2018 | New    | 0      |                      | 0.00                   |
| Small scale serial production | Production  |          | 22.04.2018 | New    | 0      | 120.00               | 0                      |
| Small scale serial production | Product design  |          | 09.02.2018 | New    | 0      | 80.00                | 0                      |
| Small scale serial production | Preparation of production                                     |          | 29.03.2018 | New    | 0      | 20.00                | 0                      |
| Small scale serial production | Change request  |          | 17.06.2018 | New    | 0      | 20.00                | 0                      |

| Project                       | Subject   | Assignee                  | Due date   | Status   | % Done | Total estimated time | Total spent time ratio |
|-------------------------------|---|---------------------------|------------|----------|--------|----------------------|------------------------|
| Small scale serial production | Prototype design  |                           | 23.02.2019 | New      | 0      | 20.00                | 0                      |
| Small scale serial production | Audit of production process (by the customer)                 |                           | 22.04.2018 | New      | 0      | 16.00                | 0                      |
| Small scale serial production | Logistics of final product                                    |                           | 27.05.2018 | New      | 0      | 16.00                | 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 | 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 | Production of the prototype                                   |                           | 23.02.2018 | New      | 0      | 10.00                | 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                      |
| Small scale serial production | Insert data into ERP system                                   |                           | 29.03.2018 | New      | 0      | 4.00                 | 0                      |
| Small scale serial production | Preparation of logistics                                      |                           | 29.03.2018 | New      | 0      | 4.00                 | 0                      |
| Small scale serial production | Project evaluation  |                           | 17.06.2018 | New      | 0      | 4.00                 | 0                      |
| Small scale serial production | Preparation of the handover protocol                          |                           | 27.05.2018 | New      | 0      | 3.00                 | 0                      |
| Small scale serial production | Establishment of the project                                  |                           | 13.12.2017 | New      | 0      | 2.00                 | 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 | Approval of the handover protocol                             |                           | 27.05.2018 | New      | 0      | 2.00                 | 0                      |
| Small scale serial production | Project completion  |                           | 20.06.2018 | 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 | 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 | Production technology   |                           | 09.02.2018 | New      | 0      |                      | 0.00                   |
| Small scale serial production | Purchase  |                           | 29.03.2018 | New      | 0      |                      | 0.00                   |
| Small scale serial production | Approval of the prototype (by the customer)                   |                           | 02.03.2019 | New      | 0      | 0.00                 | 0.00                   |
| VIP Clients                   | Action buttons + drop zones                                   | Steve Helpdesk Dispatcher | 25.08.2017 | Approved | 0      | 60.00                | 0                      |

| Project                        | Subject  | Assignee                     | Due date   | Status       | % Done | Total estimated time | Total spent time ratio |
|--------------------------------|--|------------------------------|------------|--------------|--------|----------------------|------------------------|
| VIP Clients                    | New feature  | Dominka Helpdesk Coordinator | 01.10.2017 | Approved     | 0      | 50.00                | 0                      |
| VIP Clients                    | Critical Ticket  | Manager Manager              | 26.09.2017 | To check     | 0      | 10.00                | 80                     |
| VIP Clients                    | Drag and drop sorting SLA keywords                               | Client Bohemia               | 29.09.2017 | Estimated    | 0      | 6.00                 | 0                      |
| VIP Clients                    | Normal Help Ticket   |                              | 29.09.2017 | New          | 0      | 5.00                 | 0                      |
| VIP Clients                    | Some early results and questions on the All Tribes deployment... | Robert Kovacik               | 29.09.2017 | Consultation | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | test222  | Manager Manager              | 27.09.2017 | Realisation  | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | Ticket - prioritized Normal                                      | Manager Manager              | 27.09.2017 | Realisation  | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | Need Help  | Ricky Account Manager        | 27.09.2017 | Consultation | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | Question   |                              | 29.09.2017 | New          | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | critical   | Manager Manager              | 28.09.2017 | Consultation | 0      | 0.00                 | 0.00                   |
| 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                    | 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                    | My salary has inconsistent 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                   |
| Work Allocation and Management | Receiving paper items  | Back-office                  | 16.10.2017 | New          | 0      | 20.00                | 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 employee productivity and output                       | Department Back-office       | 27.11.2017 | 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 | Measuring and assessing the quality of work items completed      | Department Back-office       | 20.11.2017 | New          | 0      | 15.00                | 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                      |

| Project                        | Subject               | Assignee                 | Due date   | Status      | % Done | Total estimated time | Total spent time ratio |
|--------------------------------|-----------------------|--------------------------|------------|-------------|--------|----------------------|------------------------|
| 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                      |