

# Tasks

| Project               | Subject                            | Assignee                      | Due date   | Status       | % Done | Total estimated time | Total spent time ratio |
|-----------------------|------------------------------------|-------------------------------|------------|--------------|--------|----------------------|------------------------|
| VIP Clients           | ss                                 |                               |            | New          | 0      |                      | 0.00                   |
| 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                      |
| 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  | Create testing scenarios           | Implementation Department     | 17.05.2017 | New          | 0      | 5.00                 | 0                      |
| Pure Waterfall Model  | Deployment of System               | Implementation Department     | 28.05.2017 | New          | 0      | 20.00                | 0                      |
| Pure Waterfall Model  | Training of the users              | Implementation Department     | 28.05.2017 | New          | 0      | 5.00                 | 0                      |
| Pure Waterfall Model  | Maintenance                        | Customer Support Department   | 08.06.2017 | New          | 0      | 15.00                | 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           | 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           | Action buttons + drop zones        | Steve Helpdesk Dispatcher     | 25.08.2017 | Approved     | 0      | 60.00                | 0                      |
| 1 - Default Help Desk | Non-functional link                | Dominka Helpdesk Coordinator  | 05.09.2017 | New          | 0      | 50.00                | 0                      |
| 1 - Default Help Desk | Urgent!                            | Manager Manager               | 18.09.2017 | To check     | 0      | 0.00                 | 0.00                   |
| 1 - Default Help Desk | Please assist me                   | Steve Helpdesk Dispatcher     | 18.09.2017 | New          | 0      | 0.00                 | 0.00                   |

| Project               | Subject  | Assignee                     | Due date   | Status       | % Done | Total estimated time | Total spent time ratio |
|-----------------------|--|------------------------------|------------|--------------|--------|----------------------|------------------------|
| 1 - Default Help Desk | Internal error   | Dominka Helpdesk Coordinator | 19.09.2017 | Realisation  | 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 | Broken view  | Steve Helpdesk Dispatcher    | 19.09.2017 | New          | 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 Kovacik               | 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 | Add a new setting  | Maggie Helpdesk Operator     | 19.09.2017 | Estimated    | 0      | 3.00                 | 0                      |
| 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                   |
| VIP Clients           | Critical Ticket  | Manager Manager              | 26.09.2017 | To check     | 0      | 10.00                | 80                     |
| VIP Clients           | Need Help  | Ricky Account                | 27.09.2017 | Consultation | 0      | 0.00                 | 0.00                   |
| VIP Clients           | test222  | Manager Manager              | 27.09.2017 | Realisation  | 0      | 0.00                 | 0.00                   |
| VIP Clients           | Ticket - priorit Normal  | Manager Manager              | 27.09.2017 | Realisation  | 0      | 0.00                 | 0.00                   |
| VIP Clients           | critical   | Manager Manager              | 28.09.2017 | Consultation | 0      | 0.00                 | 0.00                   |
| 1 - Default Help Desk | Super serious bug  | Steve Helpdesk Dispatcher    | 29.09.2017 | Realisation  | 0      | 45.00                | 73                     |
| 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                   |
| VIP Clients           | Support request  |                              | 29.09.2017 | New          | 0      | 0.00                 | 0.00                   |
| 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           | Button missing   |                              | 29.09.2017 | New          | 0      | 0.00                 | 0.00                   |
| VIP Clients           | Drag and drop sorting SLA keywords                               | Client Bohemia               | 29.09.2017 | Estimated    | 0      | 6.00                 | 0                      |
| 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                   |

| 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                    | create image   | Maggie Helpdesk Operator     | 01.10.2017 | Realisation | 100    | 20.00                | 1                      |
| VIP Clients                    | statistic task   |                              | 03.10.2017 | To check    | 0      | 0.00                 | 0.00                   |
| Work Allocation and Management | Receiving paper items  | Back-office                  | 16.10.2017 | New         | 0      | 20.00                | 0                      |
| Work Allocation and Management | Collecting, counting, copying  | Department Back-office       | 16.10.2017 | New         | 0      | 5.00                 | 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 | Consulting   | Department Back-office       | 13.11.2017 | New         | 0      | 5.00                 | 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 | Delivering scorecards  | Department Back-office       | 27.11.2017 | New         | 0      | 5.00                 | 0                      |
| New Help Desk Project          | korong manager-hu  | Department Manager IT        | 29.11.2017 | New         | 0      | 8.00                 | 0                      |
| New Help Desk Project          | korong ondreje   | Ondrej Ezr                   | 30.11.2017 | New         | 100    | 8.00                 | 100                    |
| New Help Desk Project          | Re: Center Stage Wines Redirect Issue  | Peter Project Man            | 05.12.2017 | Realisation | 0      | 18.00                | 0                      |
| Changeover                     | Acceptance of change request   |                              | 10.12.2017 | New         | 0      | 1.00                 | 0                      |
| Custom-made production         | Acceptance of the demand   |                              | 10.12.2017 | New         | 0      | 1.00                 | 0                      |
| Small scale serial production  | Acceptance of the demand   |                              | 10.12.2017 | New         | 0      | 1.00                 | 0                      |
| Serial production              | Acceptance of the demand   |                              | 10.12.2017 | New         | 0      | 1.00                 | 0                      |
| Changeover                     | Establishment of the change request  |                              | 13.12.2017 | New         | 0      | 2.00                 | 0                      |
| Custom-made production         | Establishment of the project   |                              | 13.12.2017 | New         | 0      | 2.00                 | 0                      |
| Small scale serial production  | Establishment of the project   |                              | 13.12.2017 | New         | 0      | 2.00                 | 0                      |
| Serial production              | Establishment of the project   |                              | 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                      |
| 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                      |
| Small scale serial production  | Preparation of documents for the offer, composition resources                      |                              | 20.12.2017 | New         | 0      | 4.00                 | 0                      |
| Serial production              | Preparation of documents for the offer, composition resources                      |                              | 20.12.2017 | New         | 0      | 4.00                 | 0                      |

| Project                       | Subject  | Assignee              | Due date   | Status | % Done | Total estimated time | Total spent time ratio |
|-------------------------------|--|-----------------------|------------|--------|--------|----------------------|------------------------|
| Changeover                    | Presentation of the change request             |                       | 21.12.2017 | 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                      |
| 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                      |
| Small scale serial production | Transmission of the complete offer to customer |                       | 27.12.2017 | New    | 0      | 1.00                 | 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                      |
| Changeover                    | Approval of the change request                 |                       | 28.12.2017 | New    | 0      | 4.00                 | 0                      |
| New Help Desk Project         | korong consultant                              | Jordan Sales Director | 04.01.2018 | New    | 0      | 8.00                 | 0                      |
| Changeover                    | Feasibility study                              |                       | 04.01.2018 | New    | 0      | 10.00                | 0                      |
| New Help Desk Project         | korong   |                       | 04.01.2018 | New    | 33     | 24.00                | 33                     |
| Custom-made production        | The approval of the offer by the customer      |                       | 10.01.2018 | New    | 0      | 0.00                 | 0.00                   |
| Small scale serial production | The approval of the offer by the customer      |                       | 10.01.2018 | New    | 0      | 0.00                 | 0.00                   |
| Serial production             | The approval of the offer by the customer      |                       | 10.01.2018 | New    | 0      | 0.00                 | 0.00                   |
| Changeover                    | Planning and resource management               |                       | 11.01.2018 | New    | 0      | 4.00                 | 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 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                      |
| 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                      |
| 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                   |
| Serial production             | Product design                                 |                       | 09.02.2018 | New    | 0      | 80.00                | 0                      |
| Serial production             | Production technology                          |                       | 09.02.2018 | New    | 0      | 40.00                | 0                      |
| New Help Desk Project         | login error                                    |                       | 13.02.2018 | New    | 0      | 0.00                 | 0.00                   |
| Small scale serial production | Production of the prototype                    |                       | 23.02.2018 | 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                      |

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

| Project                       | Subject                                       | Assignee | Due date   | Status | % Done | Total estimated time | Total spent time ratio |
|-------------------------------|---|----------|------------|--------|--------|----------------------|------------------------|
| Custom-made production        | Electrical installation at the customer´s     |          | 08.04.2018 | New    | 0      | 16.00                | 0                      |
| Serial production             | Production                                    |          | 08.04.2018 | New    | 0      | 120.00               | 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                      |
| 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                      |
| 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                      |
| 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                      |
| Custom-made production        | Mechanical installation at the customer´s     |          | 13.05.2018 | New    | 0      | 16.00                | 0                      |
| Custom-made production        | Preparation of the handover protocol          |          | 13.05.2018 | New    | 0      | 3.00                 | 0                      |
| Serial production             | Logistics of final product                    |          | 13.05.2018 | 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                      |
| 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                      |
| 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                      |
| Serial production             | Project completion                            |          | 03.06.2018 | New    | 0      | 2.00                 | 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                      |

| Project                       | Subject                                     | Assignee | Due date   | Status | % Done | Total estimated time | Total spent time ratio |
|-------------------------------|---|----------|------------|--------|--------|----------------------|------------------------|
| 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 | Approval of the prototype (by the customer) |          | 02.03.2019 | New    | 0      | 0.00                 | 0.00                   |