

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 | | 04/01/2018 | New | 33 | 24.00 | 33 |
| 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 | 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 |
| 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 |

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| 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 |
| 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 |

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| 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 |
| 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 |

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| 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 |
| 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 | create image | Maggie Helpdesk Operator | 01/10/2017 | Realisation | 100 | 20.00 | 1 |
| 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 - priorit 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 Kovacik | 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 |

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| Work Allocation and Management | Managers' lack of visibility into bottlenecks | 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 |
| Work Allocation and Management | Delivering scorecards | Department Back-office | 27/11/2017 | New | 0 | 5.00 | 0 |

Department