

# Tasks

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

| Project                | Subject                                      | Assignee                      | Due date   | Status      | % Done | Total estimated time | Total spent time ratio |
|------------------------|--|-------------------------------|------------|-------------|--------|----------------------|------------------------|
| 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  | Re: Center Stage Wines Redirect Issue        | Peter Project Man             | 05/12/2017 | Realisation | 0      | 18.00                | 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 ondreje                               | Ondrej Ezr                    | 30/11/2017 | New         | 100    | 8.00                 | 100                    |
| 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                      |
| 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                      |

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

| Project                        | Subject  | Assignee                     | Due date   | Status       | % Done | Total estimated time | Total spent time ratio |
|--------------------------------|--|------------------------------|------------|--------------|--------|----------------------|------------------------|
| Small scale serial production  | Approval of the prototype (by the customer)                      |                              | 02/03/2019 | 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                    | 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                    | Need Help  | Ricky Account                | 27/09/2017 | Consultation | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | Normal Help Ticket   | Manager                      | 29/09/2017 | New          | 0      | 5.00                 | 0                      |
| VIP Clients                    | create image   | Maggie Helpdesk Operator     | 01/10/2017 | Realisation  | 100    | 20.00                | 1                      |
| 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                    | 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                    | New feature  | Dominka Helpdesk Coordinator | 01/10/2017 | Approved     | 0      | 50.00                | 0                      |
| VIP Clients                    | Remove obsolete function   |                              | 29/09/2017 | New          | 0      | 0.00                 | 0.00                   |
| VIP Clients                    | Action buttons + drop zones                                      | Steve Helpdesk Dispatcher    | 25/08/2017 | Approved     | 0      | 60.00                | 0                      |
| 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 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                   |
| 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                      |

| Project                        | Subject   | Assignee                  | Due date   | Status | % Done | Total estimated time | Total spent time ratio |
|--------------------------------|---|---------------------------|------------|--------|--------|----------------------|------------------------|
| Work Allocation and Management | Tracking work items   | Back-office               | 30/10/2017 | New    | 0      | 15.00                | 0                      |
| Work Allocation and Management | Managers' lack of visibility into bottlenecks               | Department<br>Back-office | 13/11/2017 | New    | 0      | 20.00                | 0                      |
| Work Allocation and Management | Consulting  | Department<br>Back-office | 13/11/2017 | New    | 0      | 5.00                 | 0                      |
| Work Allocation and Management | Measuring and assessing the quality of work items completed | Department<br>Back-office | 20/11/2017 | New    | 0      | 15.00                | 0                      |
| Work Allocation and Management | Measuring employee productivity and output                  | Department<br>Back-office | 27/11/2017 | New    | 0      | 20.00                | 0                      |
| Work Allocation and Management | Delivering scorecards                                       | Department<br>Back-office | 27/11/2017 | New    | 0      | 5.00                 | 0                      |