

# Tasks

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
1 - Default Help Desk	Please assist me	Steve Helpdesk Dispatcher	18.09.2017	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	Broken view	Steve Helpdesk Dispatcher	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	Error 404	Robert Kovacik	19.09.2017	New	0	0.00	0.00
New Help Desk Project	korong ondreje	Ondrej Ezr	30.11.2017	New	100	8.00	100
New Help Desk Project	korong manager-hu	Manager IT	29.11.2017	New	0	8.00	0
New Help Desk Project	korong consultant	Jordan Sales Director	04.01.2018	New	0	8.00	0
1 - Default Help Desk	Non-functional link	Dominka Helpdesk Coordinator	05.09.2017	New	0	50.00	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	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	System Design	Development Department	26.04.2017	New	0	15.00	0

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
Pure Waterfall Model	Maintenance	Customer Support Department	08.06.2017	New	0	15.00	0
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
VIP Clients	ss	Department		New	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
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
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
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

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
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
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		04.01.2018	New	33	24.00	33
Changeover	Feasibility study		04.01.2018	New	0	10.00	0
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

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

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

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
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
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
1 - Default Help Desk	Add a new setting	Maggie Helpdesk Operator	19.09.2017	Estimated	0	3.00	0
VIP Clients	Drag and drop sorting SLA keywords	Client Bohemia	29.09.2017	Estimated	0	6.00	0
VIP Clients	Action buttons + drop zones	Steve Helpdesk Dispatcher	25.08.2017	Approved	0	60.00	0
VIP Clients	New feature	Dominka Helpdesk Coordinator	01.10.2017	Approved	0	50.00	0
1 - Default Help Desk	Super serious bug	Steve Helpdesk Dispatcher	29.09.2017	Realisation	0	45.00	73
New Help Desk Project	Re: Center Stage Wines Redirect Issue	Peter Project Man	05.12.2017	Realisation	0	18.00	0
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	create image	Maggie Helpdesk Operator	01.10.2017	Realisation	100	20.00	1
1 - Default Help Desk	Internal error	Dominka Helpdesk Coordinator	19.09.2017	Realisation	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	Need Help	Ricky Account Manager	27.09.2017	Consultation	0	0.00	0.00
VIP Clients	critical	Manager Manager	28.09.2017	Consultation	0	0.00	0.00

Project	Subject	Assignee	Due date	Status	% Done	Total estimated time	Total spent time ratio
VIP Clients	Incorrect values in export	Maggie Helpdesk Operator	12.08.2017	Consultation	0		0.00
1 - Default Help Desk	Urgent!	Manager Manager	18.09.2017	To check	0	0.00	0.00
VIP Clients	Critical Ticket	Manager Manager	26.09.2017	To check	0	10.00	80
VIP Clients	Issue report	Maggie Helpdesk Operator	12.08.2017	To check	0		0.00
VIP Clients	statistic task		03.10.2017	To check	0	0.00	0.00