



## Job Management/tracking

Audit trail/event history tracks all activity

Ad hoc notes, queries, instructions and documents

Production of forms and letters

Helpdesk operation and monitoring for response jobs:

- Request creation
- Request decision
- Service selection
- Priority setting (assisted by system)
- Service provider selection (supported by system)
- Alert service supplier (e-mail, SMS, via system in-tray)

Job progression for all jobs (PPM, response, projects)

- Approval if needed
- Planned start and completion vs. target vs. actuals
- Assign resources (including start date, time and duration)
- Actuals capture
- Exception management during work in progress, etc., extensions of time and variations
- Practical completion

Job conclusion for all jobs

- Sign off (customer, internal, etc.)
- Final costing's
- Financial signoff/audit
- Invoicing/applications for payment

Thu 04/10/07 15:48	Cost Breakdown Submitted	MR
02/07/07 08:25	Work Signed Off	LB
18/06/07 08:31	Note	LB
Mon 18/06/07 09:30	Work Completed	LB
Thu 14/06/07 11:49	Note	BH
Wed 13/06/07 08:30	Work Started	LB
Wed 05/06/07 13:40	Start Date Arranged	ET
Mon 04/06/07 12:49	Customer contact note	ET
Mon 04/06/07 11:47	Note	SH
Tue 29/05/07 14:09	Note	JK
Tue 29/05/07 13:55	Excess Collected	JB
Wed 25/05/07 11:15	Customer contact note	BH
Wed 25/05/07 09:03	Note <b>(Warning!)</b>	LB
	Job set to On-Hold	CS
	Note	CS
	Excess Collection Letter Generated	CS
	Authorised Repair Letter Generated	CS