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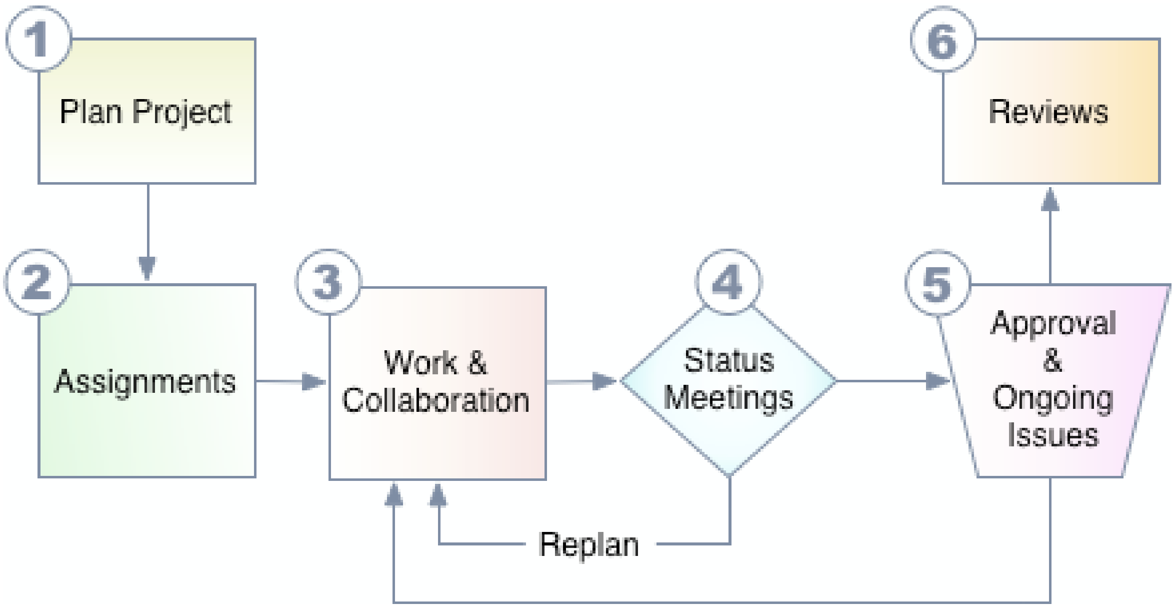
Project Management



1. **Plan**. Projects are defined by objectives, tasks, metrics, and resources. Tasks are planned and arranged to meet their objectives, given their available resources. Projects typically have a work breakdown structure (WBS), a budget, tasks that comprise the project, task dependencies, and a planned completion date.

2. **Make Assignments**. The project team makes assignments based on available skills and resources. Contentions for resources are reviewed and resolved in order to select the right people for the project.

3. **Work and Collaborate**. Team members both collaborate and coordinate by regularly posting the status of their own work, participating in discussions with team members, and providing feedback.

Roll-ups and status indicators are available to the entire team in real time, 24x7. This provides continuous, real-time visibility to team members and management.

Monitoring mission-critical metrics, such as status updates, elapsed hours, actual costs, and projected progress may be set up to track critical tasks and processes.

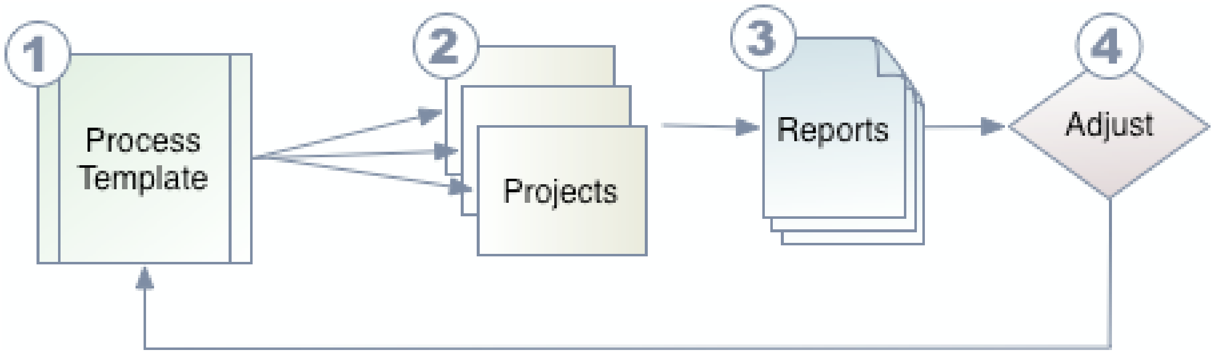
Earned Value ratios of CPI or SPI can be created to indicate the project's health.

4. **Status Meetings.** Because team members have the same project status information, meetings can quickly and accurately determine which corrective measures need to be taken. Projects needing replanning and mid-course corrections get the attention they need to produce the desired results, as quickly as possible.

5. **Approval and Ongoing Issues**. Tracking ongoing issues makes your team responsive to changes in conditions or specifications. Team members may readily collaborate to create resolutions as well as give approvals to those changes. Regular discussions of issues help identify and resolve issues.

6. **Reviews**. Project "post-mortems" attended by all contributors improves planning and processes for all future projects. Reviews compare estimated costs and hours to their actuals along the entire WBS structure.

PROCESS IMPROVEMENT



1. **Process Templates**. Process templates may include tasks, dependencies, assignments, hours, documents, milestones, or costing. Once a template has been defined, it can be used to create new projects or can be attached to existing projects.

2. **Projects**. The accuracy of a process may be determined by comparing the results it predicts to what it actually produces. Where variations exist, the elements of the process, i.e., tasks, dependencies, assignments, hours, etc. may be adjusted to reflect best practices.

3. **Reports**. A comparison of projects or tasks that is based on the same template allows managers to understand how projects normally perform against expectations in a common, 'apples to apples' scenario. Reporting on such differences provides information that helps managers find and reduce down time, refine projections, and better utilize best practices throughout the company.

4. **Adjustments**. Improvements and adjustments to any process or sequence may be made quickly either to one template or to a group of them. The ease in which process templates can be created or modified allows managers to improve their processes easily, and continuously.

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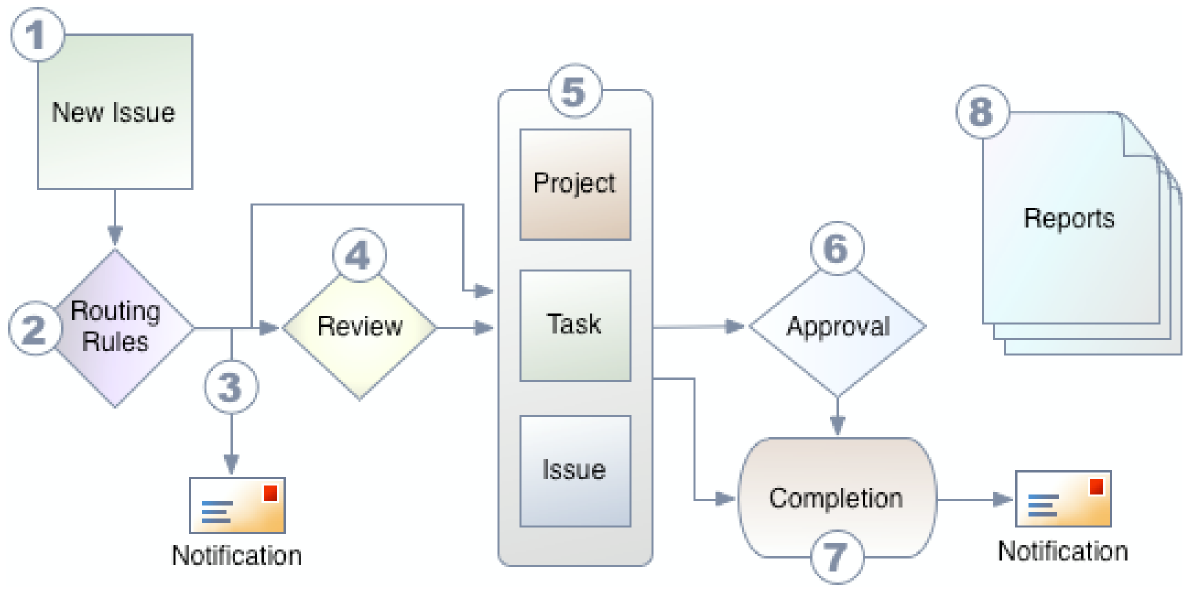
ISSUE TRACKING



1. **New Issues** may originate nearly anywhere within an enterprise. They may appear in current projects, customer service departments, help desk groups, and external systems. Highly diverse issues may be tracked even if they contain data or data structures that are unique to the organization, or to the project itself.

2. **Routing Rules** define the resolution path for that issue. Assignments, roles, flow, placement, review, approval process, and other requirements for success are determined here.

3. **Notification** by email may be sent automatically as needed to facilitate collaboration and synchronization via user-defined software settings.

4. **Review**. Issues may be automatically routed to projects, tasks, teams, individuals, or may be routed to a person who evaluates and re-routes them. Further, if a review is not required at the time for certain issues, they may be automatically linked together for ease of approval later on.

5. **Issue Assignment**. Issues can control workflow by being linked to projects, tasks, or other issues.

6. **Issue Approval**. Issue tracking may or may not be set to require a final approval before being declared complete.

7. **Issue Completion**. Users are automatically notified of any relevant status changes including completion. Approval flows may be set up in almost any manner. For example, a group of linked issues may be declared complete whenever one of the linked issues is marked as completed.

8. **Reports** can be generated quickly and easily by searching the enterprise's project databases. The project manager may wish to report on outstanding issues or on issues completed this week. Timely reports help project stakeholders and organization managers stay up to date and in the business loop. Search capabilities include grouping, filtering, and/or aggregating the information.

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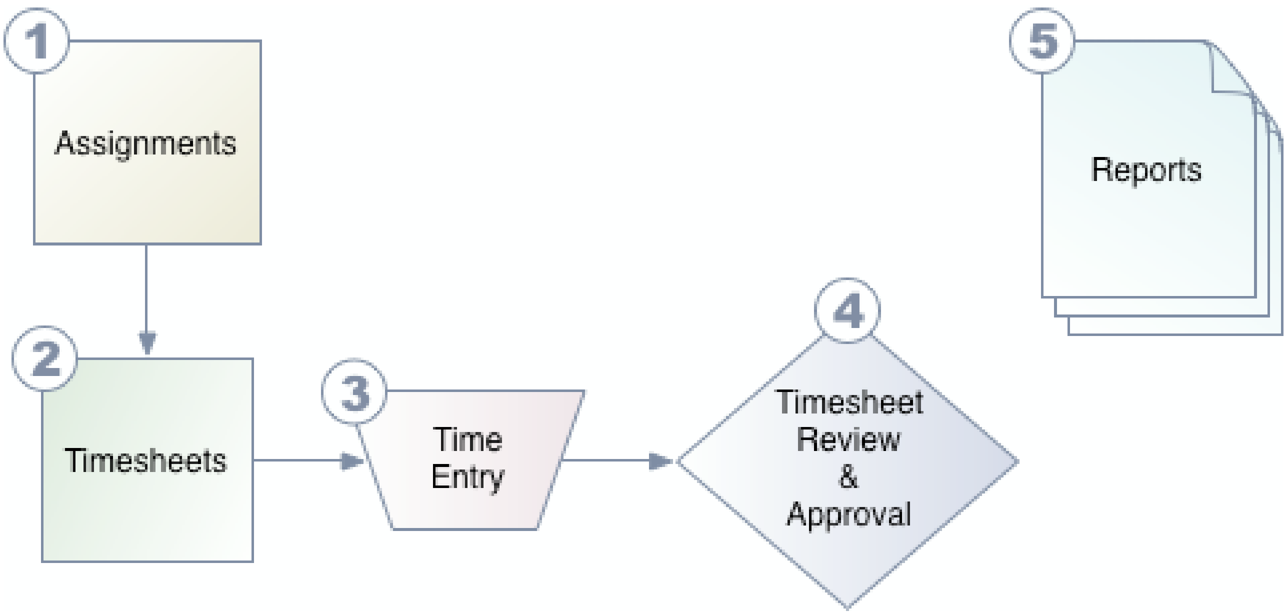
Time Tracking



1. **Assignments**. Workers, users, and team leaders are assigned to projects, tasks, and/or issues.

2. **Timesheets** are created according to payroll periods and pay rates.

3. **Time** is entered and allocated to project, task, or issue assignments. Time may also be allocated to user-defined categories such as vacation time or sick hours.

4. **Review and Approval**. Time entries including overtime calculations are totaled, checked, and approved. Final Timesheets are then generated, reviewed, and approved or reworked.

5. **Reports**. User timesheets can be searched, aggregated, ordered, filtered, charted and/or turned into reports.

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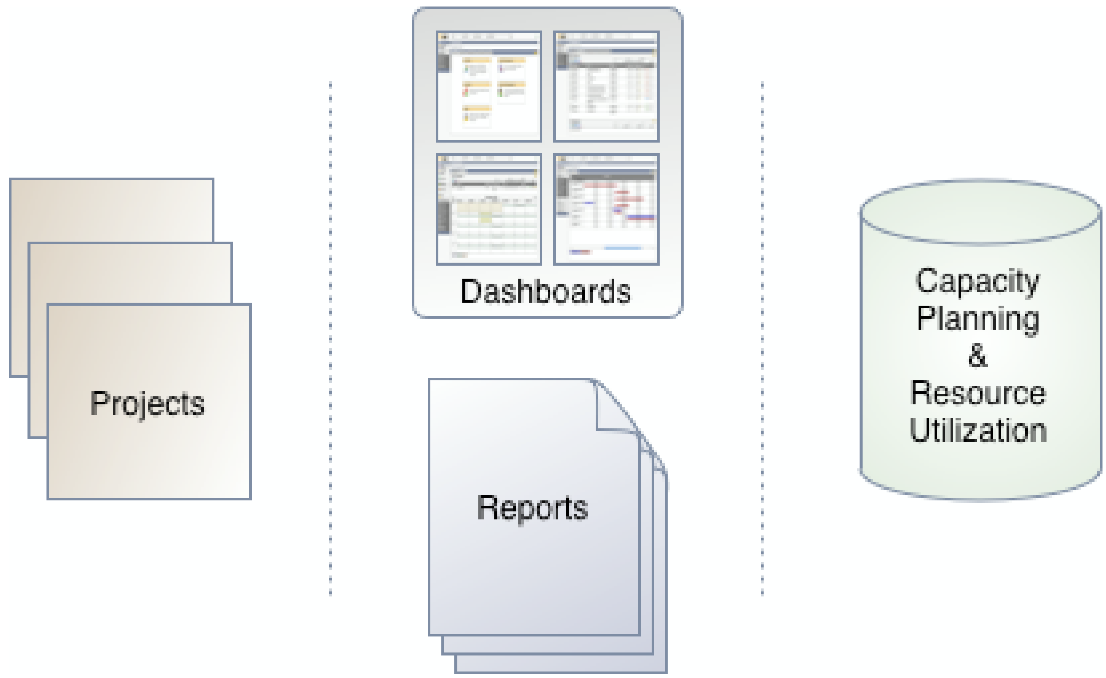
PORTFOLIO MANAGEMENT

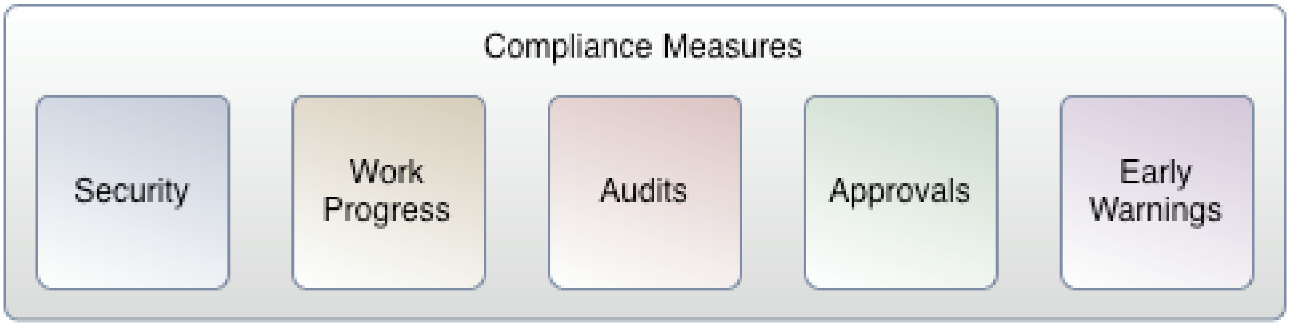


Projects and tasks are created and linked to normalizing categories, viz., milestone paths, groups, objectives, and so forth. Projects may be current or planned.

Dashboards & Reports. Project data may be searched, grouped, charted, aggregated, and displayed in user-defined reports. Links to custom report generators may be added to the user's dashboard.

Capacity Planning & Resource Utilization. Project managers may access resource grids and other allocation information in order to quantify overall capacity and locate possible resource conflicts.

Compliance Measures



Security measures limit user accesses to needed information only. Sensitive information is protected from view.

Work Progress. Progress, in terms of hours and costs, may be tracked in real time and are available 24X7. Such real-time progress information may used to create charts, reports, or project summaries, either manually or automatically, once the report template is created.

Audits. Changes to projects, processes, tasks are logged with user, date, time, and with the information that was changed.

Approvals may be done by one or several team members. Once approved, no further changes can be made. Approvals are linked with the approver and given a date, time and reason. Audits and Approvals form a solid foundation for compliance requirements, such as Sarbanes Oxley,

Early Warnings

- Earned Value Analysis (EVA) may be used to detect positive or negative leading indicators of project schedules and costs.
- Tracking estimated vs. actual costs provide early indications of budget overages.
- Schedule Performance Index (SPI) and schedule projections provide early notification of an extending deadline.