

## MEMORANDUM

Date: January 3, 2023

To: All ProVal Service Delivery Teams

Subject: Time Logging Adherence & Time Sheets Submissions

We have made significant changes within our PSA system over the course of last one year to improve working ability and help you become more efficient with using Autotask System. As we roll into 2023, we'd like to further dial into better time logging compliance, allowing for better reporting and visibility.

- At all times, when the work is performed on a client request/incident, all individuals must ensure to log the time under the actual client ticket versus using other internal categories such as quality audit, Dispatch, office hours, internal meetings, documentation.
  - a. Teams involved in performing quality audits on the actual client tickets must enter time on the same client ticket.
  - b. Members involved with the ticket dispatch, must have their individual time logged on the same ticket. We are expecting the team working to dispatch the tickets to our Support/Dev Teams should already be triaging the ticket and providing first response to the original requestor, we would expect this to become a standard practice.
  - c. Office Hours – We will be de-activating this category and would like all time entries to be clocked under the same ticket brought up the Support/Dev Team along with the documented notes with your proposed suggestions on the actual ticket.
  - d. Internal Meetings – For adhoc or on-demand discussions that involves actual client tickets, time should be logged under the client ticket instead of this category.
  - e. Documentation – All time to prepare documentations/SOPs for our Content/Service Offering for a Client, must be logged under the original request instead of internal time category.
- **Time sheets submission – Timesheets have to be filled in at the end of the working day, without any exceptions. Timesheets must be submitted for approval at the end of the week. Filling in timesheets the following day and not submitting timesheets at the end of the working week is a deviation from our policy. Your 2023 scorecard scores will reflect these deviations.**

PS – we will publish a document in IT Glue reflecting these guidelines and revising the scope of Timesheet Categories.

Hereby, wishing you all a very successful 2023.

Regards,

Vikram