**Backup Time Logging Accuracy**

**Objective**: Time Logged by Engineers should be audited to ensure they are accurately logged. This helps to Calculate time spent on the project and profitability.

**Process:**

Time accuracy should be audited on both PSA Manage/Zendesk/ServiceNow and Autotask to ensure there are no deviations in the actual time spent on work and time logged.

The following process should be followed to ensure Time entries are accurate:

**PSA:**

Backup Tickets are being audited Weekly for all Engineers

Engineers are rated out of 5 as per the time logged on the ticket.

Link to Audit Tracker:

<https://provaltech.sharepoint.com/:x:/r/sites/Management/Shared%20Documents/Service%20Coordinators%20Report/Year%202024/Quality%20Audit/Quality%20Audit(2024)%20-%20Backups.xlsx?d=w148eb9c2279d4545981ebe917308b209&csf=1&web=1&e=aD8YP5>

Feedback to be shared with Engineers.

**Autotask:**

1. Log in to Autotask
2. Check the Recurring ticket for the Project default name **Monthly Client Worked Hours (PROJECT)**
3. Randomly check the time logged on the ticket for 2-3 days.
4. Validate the time locked on the Monthly Utilization (Backup Metrics Sheet) and client PSA are accurate.
5. If inaccuracy is seen update the instance on Backup Audit Tracker
6. Feedback to be shared with Engineers.