

LICENSE MANAGEMENT

The following Licenses should be requested submitting a ticket in TrackStudio:

- Holidays
- Exam Day
- Compensation Day
- Marriage
- Birth
- Maternity
- House Moving
- Blood Donation
- Licenses Without Payment
- Others

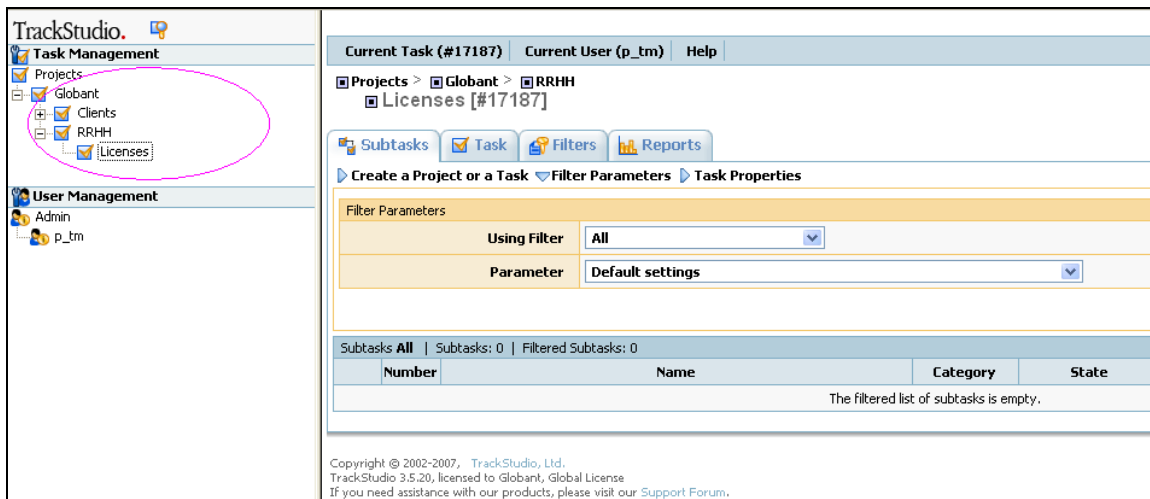
Create a License request

To launch TrackStudio, open a browser and type:

<http://tickets.globant.com>.

Use your domain user name and password to log in.

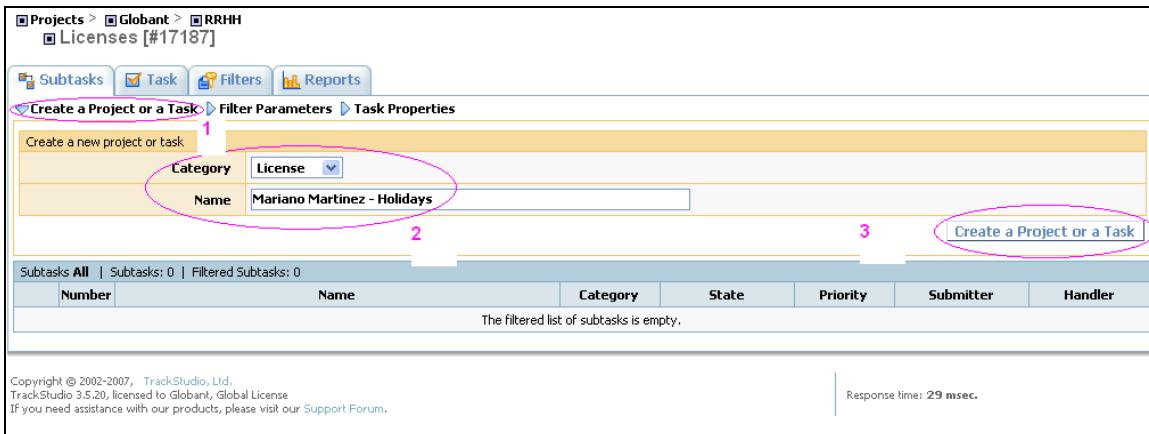
In the Task Management panel, select Projects / Globant / RRHH / Licenses (click Licenses).



The screenshot shows the TrackStudio web application. On the left, the 'Task Management' sidebar is visible, with a tree view showing 'Projects' > 'Globant' > 'RRHH' > 'Licenses'. The 'Licenses' item is highlighted with a pink oval. The main content area shows the 'Current Task (#17187)' and 'Current User (p_tm)' at the top. Below this, the breadcrumb path is 'Projects > Globant > RRHH > Licenses [#17187]'. There are tabs for 'Subtasks', 'Task', 'Filters', and 'Reports'. The 'Create a Project or a Task' button is visible. Below this, there are filter parameters: 'Using Filter' set to 'All' and 'Parameter' set to 'Default settings'. At the bottom, there is a table with columns 'Number', 'Name', 'Category', and 'State'. The table is currently empty, with a message 'The filtered list of subtasks is empty.' at the bottom right. The footer contains copyright information: 'Copyright © 2002-2007, TrackStudio, Ltd. TrackStudio 3.5.20, licensed to Globant, Global License. If you need assistance with our products, please visit our Support Forum.'

Click "Create a project or a Task" (1), and select Category License to ask for a new License. Provide a name for the ticket (it will be automatically modified once your license is processed)(2).

Click "Create a project or a Task" button to display the License form (3).



Projects > Globant > RRRHH
Licenses [#17187]

Subtasks Task Filters Reports

Create a Project or a Task Filter Parameters Task Properties

Create a new project or task

Category License

Name Mariano Martinez - Holidays

Create a Project or a Task

Subtasks All | Subtasks: 0 | Filtered Subtasks: 0

Number	Name	Category	State	Priority	Submitter	Handler
The filtered list of subtasks is empty.						

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If you need assistance with our products, please visit our Support Forum.

Response time: 29 msec.

In the License form provide the following information:

License Requested: choose Holidays, Exam Day, Compensation Day, Marriage, Birth, Maternity, House Moving, Blood Donation, Licenses Without Payment or Others.

Subject Name (Exam licenses): only for exam licenses, provide the exam you are about to take (course).

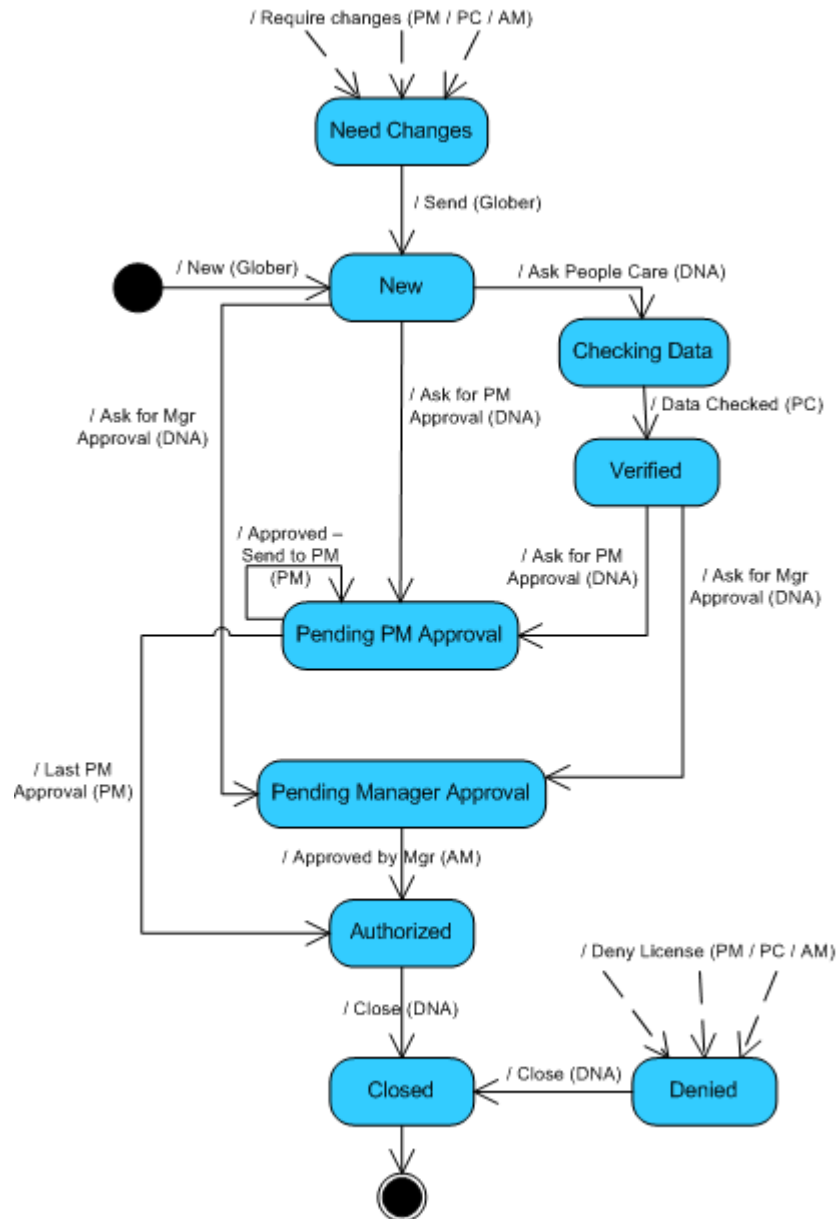
From (including): indicate the day your license starts.

To (including): indicate the day your license ends.

Click Save to submit your license request.

Status of a License

The license request will be processed according to the following workflow.



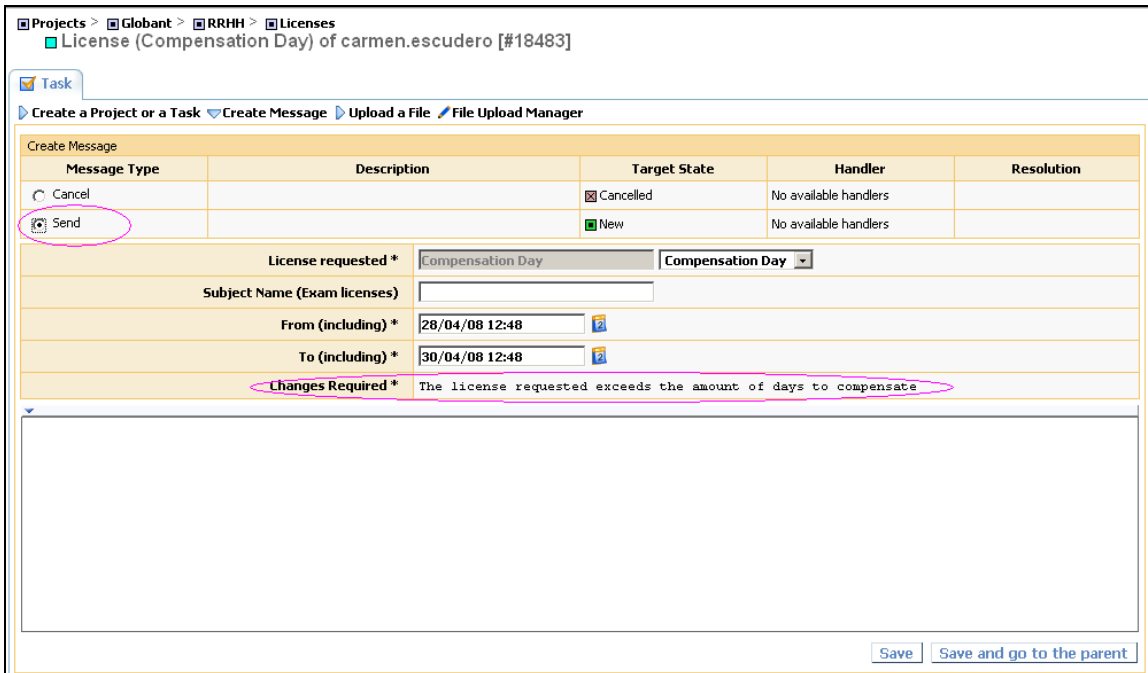
You can check the status of your license anytime. We encourage you to pursue your Project Manager or Area Manager to authorize your license in TrackStudio.

CHECK YOUR LICENSE REQUESTS: if your license request reaches the "Need Changes" status, **you will need to modify the license information** in order

to continue the process. If someone asks you to make changes to the license information, an email will notify you. Open the ticket and read carefully what it's required.

To change your license information, click "Create Message" and select Send.

The data that can be edited will be displayed. Change the data and click Save. The license will be re-sent for evaluation.



Projects > Globant > RRHH > Licenses
License (Compensation Day) of carmen.escudero [#18483]

Task

Create a Project or a Task Create Message Upload a File File Upload Manager

Create Message

Message Type	Description	Target State	Handler	Resolution
<input type="radio"/> Cancel		<input checked="" type="checkbox"/> Cancelled	No available handlers	
<input checked="" type="radio"/> Send		<input checked="" type="checkbox"/> New	No available handlers	

License requested * Compensation Day Compensation Day

Subject Name (Exam licenses)

From (including) * 28/04/08 12:48

To (including) * 30/04/08 12:48

Changes Required * The license requested exceeds the amount of days to compensate

Save Save and go to the parent

Final Status

Once the license is assessed, it will reach one of these statuses: Authorized or Denied.

In both cases, an email will notify you about the status.

The ticket will be closed automatically after being processed.

If you need assistance using Trackstudio, please send an email to soporte-track@globant.com