General Processes

Yearly

* Development and creation of customer projects
* Development and creation of internal projects
* Development and creation of products for sale
* General support for existing projects
* Feature development for existing projects
* Bug discovery and development process for bugs
* Potential client outreach
* Networking
* Employment
* Staff development
* Project contract negotiations

Development and Creation of Customer/Internal/Products for Sale projects

* Project Plan
  + Resource Allocation
    - Development Team
    - Testing Team
    - UX Team
    - Project Manager
    - Product Owner
  + Budget allocation
    - Server fees
    - Resource budget
    - Support budget
    - Marketing budget
  + Profit Potential (Customer/PFS only)
  + Amount of Features
  + Contract length
  + Proposed Timelines
  + Technologies use
  + Market Research (Customer/PFS only)
* Employee handling negotiations (Customer/PFS only)

General support for existing projects

* Support budget
* Number of tickets created
* Average time taken for ticket resolution
* Customer satisfaction rating
* Calls handled for customers

Feature development for existing projects

* Market research (Similar product features)
* Customer advised features
  + Within the development budget?
  + Resources available
* Feature Development Plan
  + Team resources
  + Timeline
  + Testing
* Ticket creation
* Actual time

Bug discovery and development process for bugs