Task Lists:

Work areas: Employee, Supervisor, Team Leader, Support System

1. Employee
   1. Manage Hours
   2. Manage Project
   3. Manage Colleague Authorizations
   4. Request Help/Support
2. Supervisor
   1. Verify Employee Time
   2. Check Employee Profile
   3. Check Project Progress
3. Team Leader
   1. Manage Project
4. Support System
   1. Manage Support Requests

Task Descriptions:

* + - 1. Employee:

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| 1. Manage Hours   Start: An employee wants to manage his work hours.  End: The employee successfully manages his work hours.  Frequency: 2 to 6 times daily.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Record In/out time by swiping in through the card reader |  |
| Record in/out time manually |  |
| Add/Delete leave |  |
| Add/Delete unproductive hours |  |
| Check manual work hour count |  |
| Check Flexi- Time |  |

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| 1. Manage Project   Start: An employee wants to work with his project.  End: The employee successfully completes his work with the project.  Frequency: 10 to 20 times a day.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Check upcoming milestones |  |
| Update current milestone status |  |
| Post milestone updates |  |
| Check achievement status |  |

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| 1. Manage Colleague Authorizations   Start: An employee wants to manage an authorized task (or) authorize a task to a colleague  End: The employee successfully manages the authorized task (or) authorizes the task  Frequency: 0.1 times a week.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Authorize colleague to update your information |  |
| Update information of a colleague who has authorized you to update |  |

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| 1. Request Help/Support   Start: An employee requires assistance with a task (or) problem.  End: The employee got successfully assisted for his task.  Frequency: Once in a month.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Request help in accomplishing a task |  |
| Raise a problem ticket |  |

* + - 1. **Supervisor**

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| 1. Verify Employee Hours   Start: A supervisor wants to check the hours of an employee.  End: The supervisor successfully checks the hours of the employee.  Frequency: Once a week.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Check manual entries count of employee |  |
| Report manual entry limit to user |  |
| Reduce RewardPoints of employee whose hours are not authentic |  |

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| 1. Check Employee Profile   Start: A supervisor wants to check the working track of an employee.  End: The supervisor successfully checked the employee’s working track and/or managed RewardPoints.  Frequency: Once in a week for each employee.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Check employee milestones |  |
| Review employee achievements |  |
| Increase/Decrease RewardPoints based on employee milestones/achievements |  |

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| 1. Check Project Progress   Start: A supervisor wants to check the progress of a project.  End: The supervisor successfully checks the progress of the project.  Frequency: Once in a week.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Check project milestones |  |
| Notify on project progress |  |

* + - 1. **Team Leader**

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| 1. Manage Project   Start: A Team Leader wants to manage his project.  End: The team leader successfully manages his project.  Frequency: 20 to 30 times a week.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Add/Delete milestones |  |
| Update/Modify an existing milestone |  |
| Add/Delete a milestone deadline |  |
| Update/Modify a milestone deadline |  |
| Add/Delete Project meetings |  |

* + - 1. **Support System**

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| 1. Manage Support Requests   Start: A service person wants to manage a support request.  End: The service person successfully manages the request.  Frequency: 20 to 30 times a week.  Difficult: Never | |
| Subtasks | **Example Solutions** |
| Solve solvable issues |  |
| Raise problem ticket to developers |  |