OMNI**TRACKER**

Task Management
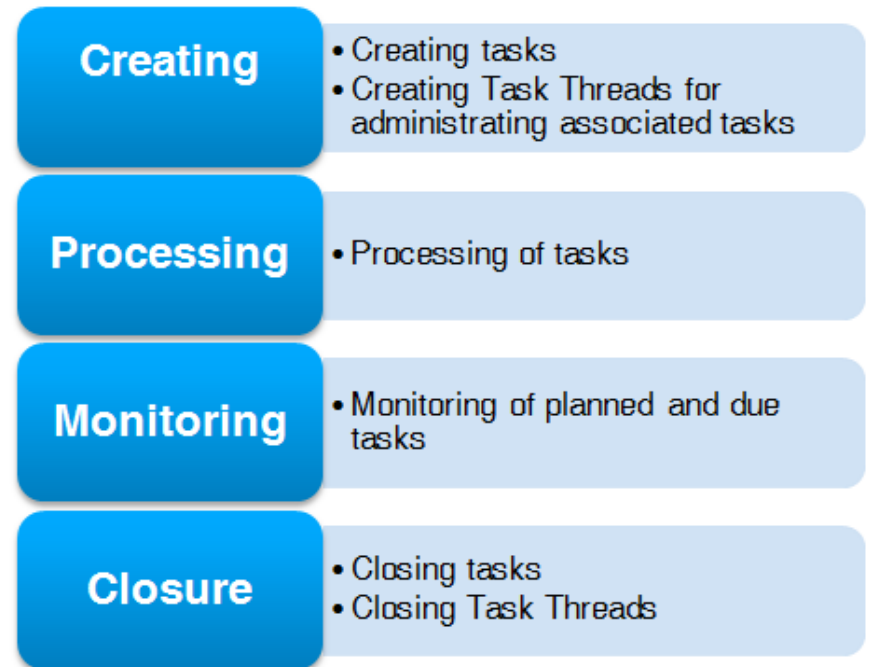
Overview

Contents

- OMNITRACKER Task Management at a glance
- Technical features
- Processes
  - Creating
  - Processing
  - Monitoring
  - Closure
- Roles and Privileges
- Workflows
- Reports
- Extensibilities

Efficient, target-oriented implementation of projects with OMNITRACKER Task Management

- Software to support planning, creating, administrating and monitoring of tasks
- Administrating, coordinating and monitoring of activities within an organization

OMNITRACKER

OMNITRACKER Task Management integrates the following processes:

- Creating
- Processing
- Monitoring
- Closure

Creating	• Creating tasks • Creating Task Threads for administrating associated tasks
Processing	• Processing of tasks
Monitoring	• Monitoring of planned and due tasks
Closure	• Closing tasks • Closing Task Threads

OMNITRACKER

Creating and monitoring

- Create, process and depute tasks
- Assign task priorities
- Allocate tasks to projects or customers
- View and monitor own tasks as well as deputed tasks at a glance
- Create subtasks
- Create task threads to manage tasks that belong together
- Define types of tasks
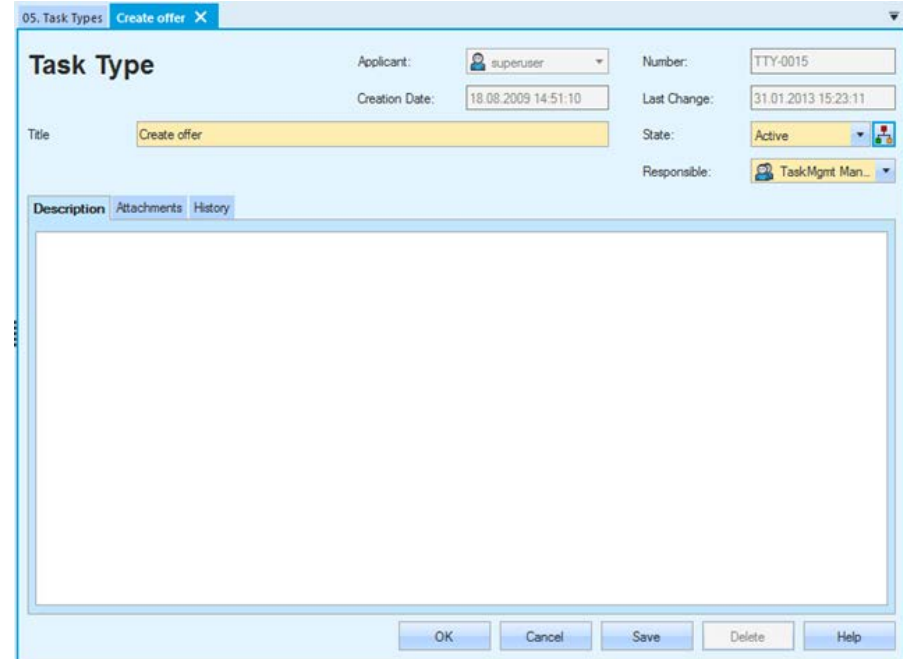- Define automated escalation

Interface and display

- Create management reports

Miscellaneous

- Web interface
- Integration in Microsoft Outlook
- Integration of further OMNITRACKER solutions e.g. OMNITRACKER Sales Management

OMNITRACKER

- A task may be initiated by creation of:
    - Task Thread: Task packages
    - Managing of all steps referring to a common project
    - Comprise several tasks belonging together
    - Tasks: individual task
- Categorization of tasks using predefined task types
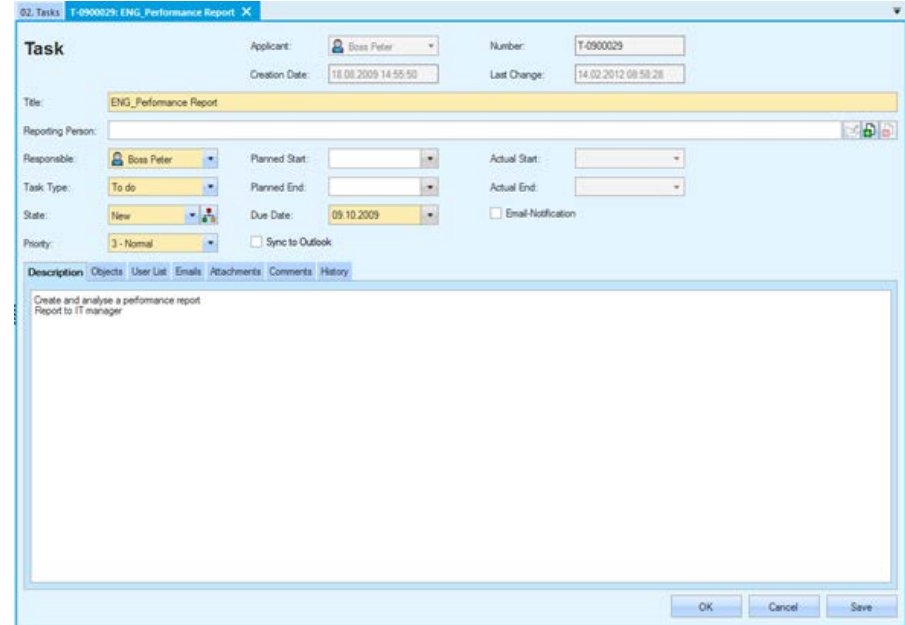
OMNITRACKER

Creating Task Threads:

- Definition of the key elements of a task thread
    - Begin
    - End
    - Priority
    - Responsible
- Specify all users in charge of a Task Thread
- The applicant and the person responsible are added automatically to the user list.
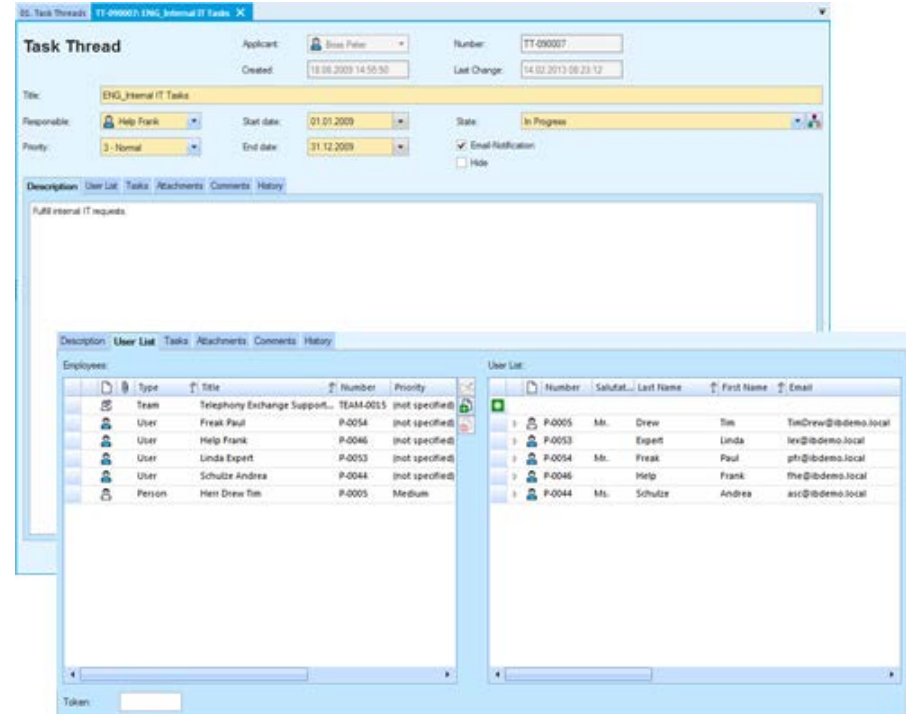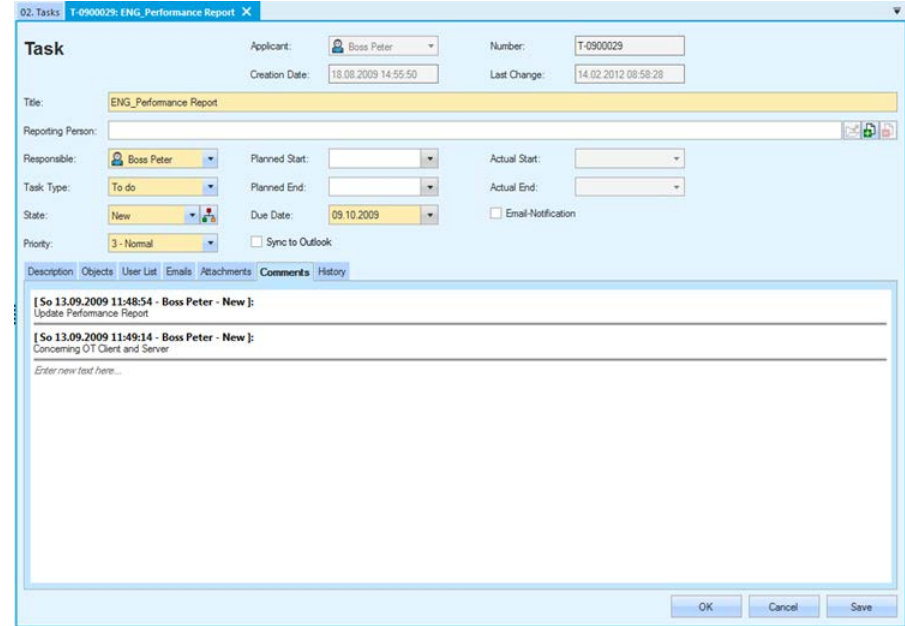
Creating Tasks:

- Definition of
  - Task type
  - Responsible
  - Priority
  - Start/end date
- Adding of
  - Comments
  - Attachments
  - Emails
- Deputing of tasks:
  - New person responsible receive an automated email with a request to process and complete the task

Processes: Processing

OMNITRACKER

- Processing of individual tasks
- Specify of a „reporting person"
- Adding of
  - Comments
  - Descriptions
  - Emails
- Integration with OMNITRACKER Sales Management Center
- Integration in Microsoft Outlook:
  - Create
  - Process
  - Completion of tasks within Outlook

Processes: Monitoring

OMNITRACKER

- Monitoring of tasks and task threads
- Visibility of tasks can be individually configured for each user
- Transparent view of tasks and task threads is provided by:
    - Up-to-date status displays of individual and deputed tasks
    - history
    - reports

OMNITRACKER

- Completion of tasks (state „closed")
- Automated completion of a thread of tasks as soon as all as all tasks related to a thread are closed

Reports

OMNITRACKER

OMNITRACKER Task Management supports the generation of reports
- Tracking and analysing of own and deputed tasks
- Easy and flexible adaption of reports according to a user´s needs

Task Thread: **OMNITRACKER Documentation**

Nummer	Endedatum	Priorität	Zustand	Verantwortlich
TT-080022	28.02.2009	3 - Normal	New	Superuser

Task-Überblick (sortiert nach Fälligkeit)

Nummer	Fällig am	Task Typ	Priorität	Zustand	Verantwortlich	Titel
T-80100063	24.11.2008	To do	3 - Normal	In Progress	Admin-Incident	Create new OMNITRACKER Project Management Center presentation
T-80100058	25.12.2008	Callback	3 - Normal	In Progress	Superuser	Update Presentation of OMNITRACKER ITSM Center
T-80100062	31.12.2008	To do	3 - Normal	Closed	User-Change	Create of ITSM Center White Paper

Exentsibilities

- Easy integration of OMNITRACKER Task Management in current OMNITRACKER installations
- Integrate further OMNITRACKER solutions, e.g. OMNITRACKER Sales Management Center

OMNINET Software Solutions

OMNITRACKER
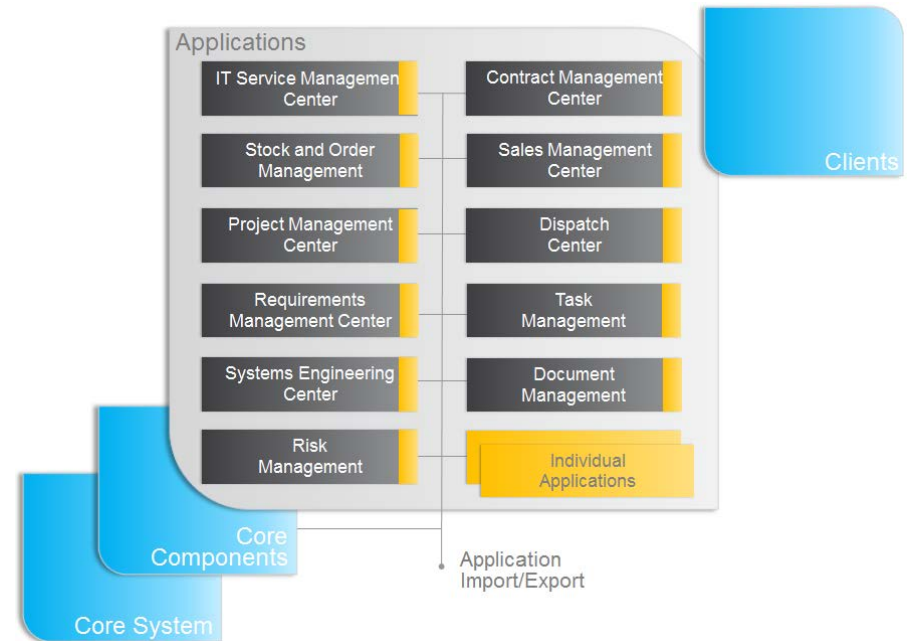
OMNINET GmbH
D-90542 Eckental
sales@omninet.de – http://www.omninet.de

OMNINET Austria GmbH
A-1030 Wien
sales@omninet.at – http://www.omninet.at

OMNINET Technologies NV/SA
B-3018 Leuven
sales@omninet.be – http://www.omninet.be

OMNINET Nederland
NL-2517 Den Haag
sales@omninet.nl – http://www.omninet.nl

OMNINET OOO (Russia and CIS)
RUS-Moscow 121099
sales@omninet.ru – http://www.omninet.ru

OMNINET GmbH (Schweiz)
CH-8808 Pfäffikon
sales@omninet.ch – http://www.omninet.ch

OMNINET USA
US-New York, NY 10011
sales@omninet.biz – http://www.omninet.biz