TURNOVER® FOR ISERIES V100 REPORTS DESCRIPTIONS

This document contains descriptions of each report shipped with the TURNOVER® for iSeries v100 Reports plug-in.

Each report’s description provides a brief report overview, a description of each one’s user-supplied content selection criteria, and a picture of a sample report.

CONTENTS

REPORT USAGE ........................................................................................................................................................ 3
CM METRICS REPORTS: SVN METRICS ........................................................................................................... 6
  SVN METRICS ............................................................................................................................................... 6
  SVN REPOSITORY METRICS ......................................................................................................................... 8
  WEEKLY SVN METRICS ............................................................................................................................... 11
  WEEKLY SVN REPOSITORY METRICS ........................................................................................................ 13
CM METRICS REPORTS: TO METRICS ........................................................................................................... 15
  KEY CM INDICATORS .................................................................................................................................... 15
  WEEKLY CM INDICATORS ............................................................................................................................. 17
FORMS ANALYSIS REPORTS ........................................................................................................................... 19
  FORM ............................................................................................................................................................. 19
  FORMS LIST ................................................................................................................................................ 21
PROJECT ANALYSIS REPORTS ............................................................................................................................. 22
  DAILY TASKS BY PROJECT .......................................................................................................................... 22
  MONTHLY TASKS BY PROJECT ................................................................................................................... 23
  WEEKLY TASKS BY PROJECT .................................................................................................................... 24
REQUESTER ANALYSIS BY COMPANY REPORTS ............................................................................................... 25
  DAILY TASKS BY COMPANY ...................................................................................................................... 25
  MONTHLY TASKS BY COMPANY .................................................................................................................. 27
  TIME BY COMPANY – TOP 20 ...................................................................................................................... 29
  WEEKLY TASKS BY COMPANY .................................................................................................................. 31
RESOURCE ANALYSIS REPORTS: MULTIPLE RESOURCES ................................................................................... 33
  RESOURCE TIME BY DAY ............................................................................................................................ 33
  RESOURCE TIME BY MONTH ...................................................................................................................... 35
  RESOURCE TIME BY WEEK ........................................................................................................................ 37
  DAILY TASKS BY RESOURCE .................................................................................................................. 39
  MONTHLY TASKS BY RESOURCE ............................................................................................................ 41
  WEEKLY TASKS BY RESOURCE ................................................................................................................ 43
**TURNOVER® for iSeries v100 Reports: Report Descriptions**

### RESOURCE ANALYSIS REPORTS: SINGLE RESOURCES

- **Daily Resource Time** .............................................................. 45
- **Monthly Resource Time** ...................................................... 47
- **Weekly Resource Time** ....................................................... 49

### TASK ANALYSIS REPORTS

- **Actual End Date Exceeds Planned** ........................................ 51
- **Monthly New Tasks Completed** ........................................... 53
- **Monthly Tasks New vs Completed** ........................................ 55
- **Monthly Tasks Percent Complete** ....................................... 57
- **Oldest Open Tasks** ................................................................. 59
- **Task Information** ................................................................. 60
- **Task Status Over Limit** ......................................................... 62
- **Task Throughput** ................................................................. 64
- **Weekly Average Time to Completion** .................................... 66
REPORT USAGE

Use this information to help you decide which TURNOVER® for iSeries v100 Reports would meet your reporting needs.

Our categorization of reports is subjective; you may find some reports useful for purposes that are not reflected here.

Auditing Information
- Form
- Forms List
- Task Information

Approval
- Form
- Forms List
- Key CM Indicators
- Task Information

Exceptions/Service Levels
- Oldest Open Tasks
- Actual End Date Exceeds Planned
- Task Status over Limit

General Reporting
Tasks
- by Project (Daily, Weekly, Monthly)
- Oldest Open Tasks
- Task Information
- Task Throughput

Productivity
Resource Time (Daily, Weekly, Monthly)
Tasks
- by Company (Daily, Weekly, Monthly)
- by Project (Daily, Weekly, Monthly)
- by Resource (Daily, Weekly, Monthly)
- Monthly New Tasks Completed
- Monthly Tasks New vs. Completed
- Monthly Tasks Percent Complete
- Task Throughput
- Weekly Average Time to Completion
Key CM Indicators
SVN Metrics
SVN Repository Metrics
Weekly CM Indicators
Weekly SVN Metrics
Weekly SVN Repository Metrics

Billable Time
Resource time (Daily, Weekly, Monthly)

Customer Tracking
Tasks by Company (Daily, Weekly, Monthly)
Time by Company - Top 20

Progress Tracking
Resource Time (Daily, Weekly, Monthly)
Tasks
  Actual End Date Exceeds Planned
  by Project (Daily, Weekly, Monthly)
  by Resource (Daily, Weekly, Monthly)
  Monthly New Tasks Completed
  Monthly Tasks New vs. Completed
  Monthly Tasks Percent Complete
  Oldest Open Tasks
  Task Status over Limit
  Task Throughput
  Weekly Average Time to Completion

Forms List
Key CM Indicators
SVN Metrics
SVN Repository Metrics
Weekly CM Indicators
Weekly SVN Metrics
Weekly SVN Repository Metrics

Trend Analysis
Resource Time (Daily, Weekly, Monthly)
Tasks
  Actual End Date Exceeds Planned
  by Company (Daily, Weekly, Monthly)
  by Project (Daily, Weekly, Monthly)
  by Resource (Daily, Weekly, Monthly)
  Monthly New Tasks Completed
  Monthly Tasks New vs. Completed
Monthly Tasks Percent Complete
Task Status over Limit
Task Throughput
Weekly Average Time to Completion
Forms List
Key CM Indicators
SVN Metrics
SVN Repository Metrics
Time by Company - Top 20
Weekly CM Indicators
Weekly SVN Metrics
Weekly SVN Repository Metrics
CM METRICS REPORTS: SVN METRICS

SVN METRICS

This report presents an overview of current TURNOVER® for SVN v100 repository activities over a specified date range.

The information presented is from a top level repository perspective. If a repository is not shown, it means that there was no activity for that particular repository over the report time period.

Activity measures shown are:

**Change Volume** displays the number of revisions committed to individual repositories during the specified time frame.

**Change Activity** displays transaction item counts by transaction type for revisions committed to individual repositories during the specified time frame.

**Development Activity** displays repository revision counts and transaction item counts performed by the 5 developers with the greatest number of commitments made during the specified time frame.

Each measure is displayed as its own chart. The charts are bundled as a single view in the main report.

Drilling down (that is, double clicking) anywhere within the three charts isolates the chart to its own page. Further drill down capability is not available from the secondary views.

**User Criteria**

On the report prompt you must specify a date range, either by choosing a predefined date range, or by entering specific start and end dates.
Sample Report

SVN Metrics

Change Volume [revisions]

<table>
<thead>
<tr>
<th>Branch</th>
<th>Added</th>
<th>Deleted</th>
<th>Modified</th>
<th>Replaced</th>
</tr>
</thead>
<tbody>
<tr>
<td>demo</td>
<td>83</td>
<td>4</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>dev</td>
<td>50</td>
<td>10</td>
<td>773</td>
<td>64</td>
</tr>
<tr>
<td>docs</td>
<td>614</td>
<td>55</td>
<td>267</td>
<td></td>
</tr>
<tr>
<td>opensource</td>
<td>38</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>plugins</td>
<td>166</td>
<td>23</td>
<td>736</td>
<td>1</td>
</tr>
<tr>
<td>web</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Change Activity [Revs]

Development Activity - Top 5 [revisions/items]

<table>
<thead>
<tr>
<th>Branch</th>
<th>demo</th>
<th>dev</th>
<th>docs</th>
<th>opensource</th>
<th>plugins</th>
<th>web</th>
</tr>
</thead>
<tbody>
<tr>
<td>markphp</td>
<td>15</td>
<td>41</td>
<td>11</td>
<td>142</td>
<td>313</td>
<td>1</td>
</tr>
<tr>
<td>marys</td>
<td>802</td>
<td>133</td>
<td>48</td>
<td>41</td>
<td>1 41</td>
<td></td>
</tr>
<tr>
<td>elsemore</td>
<td>88</td>
<td>110</td>
<td>271</td>
<td>21</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>schell</td>
<td>323</td>
<td>35</td>
<td>213</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>brideen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SVN REPOSITORY METRICS

This report presents an overview of current TURNOVER® for SVN v100 activities for a specific repository and subdirectory level over a specified date range.

Repository activity measures shown are:

**Change Volume** displays the 10 subdirectories with the greatest number of revisions for the selected repository and time frame. Drilling down (that is, double clicking) anywhere within the chart isolates the chart to its own page. Further drill down capability is not available from this secondary view.

**Change Activity** displays item counts by transaction type (add, delete, modify, replace) for the 10 subdirectories with the greatest number of revisions for the selected repository and time frame. Drilling down anywhere within the chart isolates the chart to its own page. Further drill down capability is not available from this secondary view.

**Development Activity** displays subdirectory revision counts and transaction item counts by developer for the 10 subdirectories with the greatest number of revisions for the selected repository and time frame. Drilling down anywhere within the chart isolates the chart to its own page. Further drill down capability is not available from this secondary view.

Each measure is displayed as its own chart and presented together as a single view in the main report.

**User Criteria**

On the report prompt, you must specify:

- A date range (select a predefined date range or enter specific start and end dates);
- A TURNOVER® for SVN v100 repository; and
- A repository subdirectory level number.
Sample Report

SVN Repository Metrics for plugins

Change Volume [revisions] - Top 10

- src
- plugin.xml
- tocReportsProcedures.xml
- Task Analysis
- com.softlanding.turnover.reports
- com.softlanding.turnover.administration
- Dashboards
- com.softlanding.turnover.tasks.base
- com.softlanding.turnover.forms.base
- tocReportsConcepts.xml

Change Activity [items] - Top 10

<table>
<thead>
<tr>
<th></th>
<th>Added</th>
<th>Deleted</th>
<th>Modified</th>
<th>Replication</th>
</tr>
</thead>
<tbody>
<tr>
<td>src</td>
<td>88</td>
<td></td>
<td>196</td>
<td></td>
</tr>
<tr>
<td>plugin.xml</td>
<td></td>
<td>33</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tocReportsProcedures.xml</td>
<td></td>
<td></td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>com.softlanding.turnover.reports</td>
<td></td>
<td>9</td>
<td>42</td>
<td></td>
</tr>
<tr>
<td>Task Analysis</td>
<td>1</td>
<td></td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>com.softlanding.turnover.administration</td>
<td></td>
<td>1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Dashboards</td>
<td>34</td>
<td>2</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>com.softlanding.turnover.forms.base</td>
<td></td>
<td>1</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>com.softlanding.turnover.tasks.base</td>
<td></td>
<td>2</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>tocReportsConcepts.xml</td>
<td></td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

Development Activity [revisions/items] - Top 10

<table>
<thead>
<tr>
<th></th>
<th>total</th>
<th>changed</th>
<th>added</th>
<th>edited</th>
<th>managed</th>
<th>max</th>
<th>quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>src</td>
<td>86</td>
<td>282</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SVN Repository Metrics - Page 2

<table>
<thead>
<tr>
<th>File</th>
<th>annett</th>
<th>braden</th>
<th>elsomre</th>
<th>markohip</th>
<th>sueru</th>
<th>schub</th>
</tr>
</thead>
<tbody>
<tr>
<td>plugin.xml</td>
<td>28</td>
<td>28</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tocReportsProcedures.xml</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>com.softlandng.turnover.reports</td>
<td>16</td>
<td>54</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Task Analysis</td>
<td>15</td>
<td>70</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>com.softlandng.turnover.administration</td>
<td>15</td>
<td>32</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dashboards</td>
<td>12</td>
<td>73</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>com.softlandng.turnover.forms.base</td>
<td>10</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>com.softlandng.turnover.tasks.base</td>
<td>10</td>
<td>23</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>tocReportsConcepts.xml</td>
<td>3</td>
<td>6</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
WEEKLY SVN METRICS

This report presents an overview of weekly TURNOVER® for SVN v100 repository activities for a specified date range. The information shown is from a top level repository perspective indicating the 5 highest measures for repository change volume, repository change activity and development activity. Each measure is displayed as its own chart; the charts are bundled into a single view in the main report.

**Change Volume** displays the number of revisions committed for each repository on a weekly basis, for the 5 repositories having the most revisions committed within the specified time frame.

**Change Activity** displays the number of items changed for each repository on a weekly basis, for the 5 repositories having the most items changed within the specified time frame.

**Development Activity** displays the number of revisions committed for each developer on a weekly basis, for the 5 developers having the most revisions committed within the specified time frame.

Drilling down (that is, double clicking) anywhere within the three charts isolates the chart to its own page. Further drill down capability is not available from the secondary views.

**User Criteria**

On the report prompt you must specify a date range, either by selecting a predefined date range or by entering specific start and end dates spanning a number of weeks.
Sample Report

Weekly SVN Metrics

Change Volume [revisions] - Top 5

Change Activity [items] - Top 5

Development Activity [revisions] - Top 5
WEEKLY SVN REPOSITORY METRICS

This report presents an overview of weekly TURNOVER® for SVN v100 activities for a specific repository and subdirectory level. Weekly measures shown are change volume, change activity and development activity. Each measure is displayed as its own chart and presented together in a single view.

**Change Volume** displays the number of revisions committed by week for the 5 subdirectories with the greatest number of revisions for the selected repository and time frame.

**Change Activity** displays transaction item counts by week for revisions committed to the 5 subdirectories with the greatest number of changed items for the selected repository and time frame.

**Development Activity** displays the number of revisions committed by week for the 5 developers who have made the greatest number of commits for the selected repository and time frame.

Drilling down (that is, double clicking) anywhere within the three charts isolates the chart to its own page. However, further drill down capability is not available from these secondary views.

**User Criteria**

On the report prompt, you must specify:

- A date range, either by choosing a predefined date range or by entering specific start and end dates spanning a number of weeks;
- A TURNOVER® for SVN v100 repository; and
- A repository subdirectory level number.
Sample Report

Weekly SVN Repository Metrics for plugins

Change Volume [revisions] - Top 5

Change Activity [items] - Top 5

Development Activity [revisions] - Top 5
CM METRICS REPORTS: TO METRICS

KEY CM INDICATORS

This report presents a high level view of various key measures associated with the change management process. These key measures include the volume of changes made for individual applications, the amount of effort required by individual applications, summary of task and object data and form approval status information.

The main report gathers this information in a single view consisting of 4 parts: Change Volume, Change Effort, Summary Metrics and Promotion Approvals.

Change Volume presents a bar chart based on the total number of form objects promoted by application. The 5 applications associated with the highest number of promoted objects for the specified date range are shown. Drilling down (that is, double clicking) on a bar or application text isolates the subreport to its own page. Drilling further presents a list of the forms on which the objects were promoted. Obtain form details by clicking a specific form number link.

Change Effort presents a bar chart based on the five applications that have required the most effort over the specified time frame. Application effort is measured by summing the total timesheet data for tasks associated with an application. Drilling down on an application bar or text isolates the subreport to its own page. Drilling further presents a list of the tasks against which the time was logged. Obtain all details for individual tasks by clicking on a specific task identifier link.

Summary Metrics presents a snapshot of change management activity. The data shown in the first column is not date dependent; rather, it is a view of current status with regard to open tasks, active tasks and checked out objects. A task is considered ‘active’ if any checkout records exist for it.

The second column in Summary Metrics is based on the specified date range, and provides totals for changed iSeries and IFS objects as well as SVN version control data. There is no drill down capability in this subreport.

Promotion Approvals presents a list of forms waiting to be approved (Status = Pending) or already approved and consequently eligible to run. Double clicking on a form or task isolates the subreport to its own page. Obtain further form or task details by clicking on a specific form number or task reference link.

User Criteria

On the report prompt you must specify a date range, either by choosing a predefined date range, or by entering specific start and end dates.
**Sample Report**

*Key Change Management Indicators*

**Change Volume [form objects] - Top 5**
- SoftMenu Release 6.1: 159
- TurnOver Release 5.4: 103
- TurnOver Release 5.3: 5
- SoftLanding Support Website: 2
- LanTurn 4.0 (TurnOver 4.2): 1

**Change Effort [hours] - Top 5**
- TurnOver Release 5.4: 25
- TurnOver Release 5.3: 23
- SoftLanding.com Public Web Site: 1
- SoftMenu Release 6.1: 1
- SoftLanding Support Website: 1

*Summary Metrics*
- Current Total Open Tasks: 5,662 across 183 projects
- Current Total Active Tasks: 130
- Current Total Checked-out iSeries Objects: 590
- Total Changed iSeries Objects for Date Range: 282
- Total Changed IFS Objects for Date Range: 8
- Total SVN Revisions for Date Range: 138
- Total SVN Committed Items for Date Range: 298

*Promotion Approvals*

<table>
<thead>
<tr>
<th>Form #</th>
<th>Application</th>
<th>Level</th>
<th>Reference</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>135304</td>
<td>SM61/0/0</td>
<td>2</td>
<td>SM61003511</td>
<td>Put sub menu option deletes in own program</td>
<td>Pending</td>
</tr>
<tr>
<td>132478</td>
<td>SM61/0/0</td>
<td>2</td>
<td>S610001110</td>
<td>Reinstall install programs after file change</td>
<td>Pending</td>
</tr>
<tr>
<td>137316</td>
<td>TO/5/3</td>
<td>2</td>
<td>TOSM0245</td>
<td>Do not update Wisedesk if an escalation</td>
<td>Pending</td>
</tr>
<tr>
<td>137313</td>
<td>TO/5/4</td>
<td>2</td>
<td>TOSM0099</td>
<td>exploded libraries are not audited by Tur</td>
<td>Pending</td>
</tr>
<tr>
<td>137317</td>
<td>TO/5/4</td>
<td>2</td>
<td>TOSM0245</td>
<td>Do not update Wisedesk if an escalation</td>
<td>Pending</td>
</tr>
<tr>
<td>114760</td>
<td>ASD5/0/0</td>
<td>2</td>
<td>ASD50011</td>
<td>New task</td>
<td>Approved</td>
</tr>
<tr>
<td>56364</td>
<td>SM/5/1</td>
<td>2</td>
<td>SPS00157</td>
<td>Option 7 from work with submenus - show</td>
<td>Approved</td>
</tr>
<tr>
<td>57756</td>
<td>SM/5/1</td>
<td>2</td>
<td>SPS100101</td>
<td>Renamed option on submenu not carried to CDFS134 on TURRTUM3</td>
<td>Approved</td>
</tr>
<tr>
<td>107122</td>
<td>TO/5/2</td>
<td>2</td>
<td>T09M0146</td>
<td>Problem entering global type code</td>
<td>Approved</td>
</tr>
<tr>
<td>115436</td>
<td>TO/5/2</td>
<td>2</td>
<td>T03M0219</td>
<td></td>
<td>Approved</td>
</tr>
</tbody>
</table>
WEEKLY CM INDICATORS

This report presents two weekly measures of the change management process for individual applications:

**Change Volume** presents a graph showing the total number of form objects promoted by application on a weekly basis. The 5 applications associated with the highest number of promoted objects for the specified date range are shown. Drilling down (that is, double clicking) anywhere within the graph isolates the graph to its own page.

**Change Effort** presents a graph based on the five applications that have required the most effort over the specified time frame. The graph presents total effort on a weekly basis. Application effort is measured by summing the total timesheet data for tasks associated with an application. Drilling down anywhere within the graph isolates the graph to its own page.

Further drill down capability is not available from the secondary views.

Each weekly measure is displayed in its own chart, and bundled as a single view in the main report.

**User Criteria**

On the report prompt you must specify a date range by either selecting a predefined range, or by entering specific start and end dates spanning a number of weeks.
Sample Report

Weekly Change Management Indicators

Change Volume - Top 5

Change Effort - Top 5
FORMS ANALYSIS REPORTS

FORM

This report categorizes form data and presents the categories one after the other. Each category represents one aspect of the form or its promotion process. The categories are broken down into header properties, form jobs, form approvals, form objects (with optional line details), pre- and post-run commands, form events (create, approve, submit, and so on), and form log messages. Some categories are omitted if they do not apply to a given form (for example, some forms may not require approval).

Obtain additional information about this form's associated task by drilling down into (that is, double clicking) the report category. From there, you can click the task reference link. This launches the Task Information report for that task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A form number;
- Whether or not to show form line details.
# Sample Report

## Form - 137234

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Submit Date and Time</th>
<th>Submit User</th>
<th>Job Name</th>
<th>Submitted From Job</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>FORM</em></td>
<td>9/1/2005 1:34:34PM</td>
<td>TOCHTERMAN</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Form Approvals

<table>
<thead>
<tr>
<th>Form Approval</th>
<th>Approved Date and Time</th>
<th>Approved By</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARNEY</td>
<td>9/1/2005 1:34:27PM</td>
<td>TOCHTERMAN</td>
</tr>
<tr>
<td>KING</td>
<td>9/1/2005 1:34:27PM</td>
<td>TOCHTERMAN</td>
</tr>
<tr>
<td>QATEST</td>
<td>9/1/2005 1:34:27PM</td>
<td>TOCHTERMAN</td>
</tr>
<tr>
<td>TOCHTERMAN</td>
<td>9/1/2005 1:34:27PM</td>
<td>TOCHTERMAN</td>
</tr>
<tr>
<td>WESTON</td>
<td>9/1/2005 1:34:27PM</td>
<td>TOCHTERMAN</td>
</tr>
</tbody>
</table>

## Form Objects

<table>
<thead>
<tr>
<th>Line #</th>
<th>Object</th>
<th>Library</th>
<th>Type Code</th>
<th>Action Code</th>
<th>Promotion Method</th>
<th>From Source Lib</th>
<th>From Object Lib</th>
<th>Target Source Lib</th>
<th>Target Object Lib</th>
<th>Version #</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SSUBMCOPY</td>
<td>SM61PGM</td>
<td>CLLE</td>
<td>R</td>
<td>CSCO</td>
<td>SM61QA</td>
<td>SM61QA</td>
<td>SM61SRC</td>
<td>00.0000</td>
<td>Ran-O</td>
<td></td>
</tr>
</tbody>
</table>

## Form Events

<table>
<thead>
<tr>
<th>System</th>
<th>Function</th>
<th>Details</th>
<th>Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZEUS</td>
<td>CREATE</td>
<td>Form created</td>
<td>9/1/2005 1:34:19PM</td>
</tr>
<tr>
<td>ZEUS</td>
<td>APPROVE</td>
<td>Form approved</td>
<td>9/1/2005 1:34:27PM</td>
</tr>
<tr>
<td>ZEUS</td>
<td>*SUBMIT</td>
<td>Form submitted</td>
<td>9/1/2005 1:34:34PM</td>
</tr>
<tr>
<td>ZEUS</td>
<td>*RUNNING</td>
<td>Form started running</td>
<td>9/1/2005 1:35:51PM</td>
</tr>
<tr>
<td>ZEUS</td>
<td>*RUN</td>
<td>Ran with status RAN-WRN</td>
<td>9/1/2005 1:35:59PM</td>
</tr>
</tbody>
</table>
FORMS LIST

This report displays a list of forms for a specific application over a given date range. Form Details pages for each form in the report follow the initial summary page(s).

The report categorizes form data and presents the categories one after the other. Each category represents one aspect of the form or its promotion process. The categories are broken down into header properties, form jobs, form approvals, form objects (with optional line details), pre- and post-run commands, form events (create, approve, submit, and so on), and form log messages. Some categories are omitted if they do not apply to a given form (for example, some forms may not require approval).

Obtain additional information about any form's associated task by drilling down into (that is, double clicking) each form's details page. From there, you can click the project/task identifier link to launch the Task Information report for that task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A date range from which to select forms that have been run;
- A TURNOVER® for iSeries v100 application name; and
- Whether or not to show form line details.

Sample Report
PROJECT ANALYSIS REPORTS

DAILY TASKS BY PROJECT

This report depicts the open and/or closed tasks associated with one or more specified projects on a daily basis.

The main report presents a bar chart for each project spanning the specified time frame.

Obtain more specific information for an individual project and its tasks by drilling down (that is, double clicking) on the chart elements.

Drilling into the daily time frame labels opens a tasks-per-day list view; drilling into the chart column data opens an open/closed task list view. From either of these secondary views, clicking a specific task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range that spans some number of days; and
- One or more projects.

Tasks are selected for the date range based on their entry date.

Sample Report
MONTHLY TASKS BY PROJECT

This report depicts the number of open and/or closed tasks associated with one or more specified projects on a monthly basis.

The main report presents a bar chart for each project spanning the specified time frame.

Obtain more specific information for an individual project and its tasks by drilling down (that is, double clicking) on the chart elements.

Drilling into the month time frame labels opens a tasks-per-month list view; drilling into the chart column data opens an open/closed task list view.

From either of these secondary views, clicking on a specific task identifier link launches the Task Information report for that task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A date range that spans some number of months; and
- One or more TURNOVER® for iSeries v100 projects.

Tasks are selected for the date range based on their entry date.

Sample Report
**WEEKLY TASKS BY PROJECT**

This report charts the number of open/closed tasks associated with one or more specified projects on a weekly basis.

The main report presents a bar chart for each project spanning the specified time frame.

Obtain more specific information for an individual project and its tasks by drilling down (that is, double clicking) on the chart elements.

Drilling into the week time frame labels opens a tasks-per-week list view; drilling into the chart column data opens an open/closed task list view. From either of these secondary views, clicking a task identifier link launches the Task Information report for the task, providing all its details.

**User Criteria**

On the report prompt, you must specify:

- A date range that spans a number of weeks; and
- One or more projects.

Tasks are selected for the date range based on their entry date.

**Sample Report**
REQUESTER ANALYSIS BY COMPANY REPORTS

DAILY TASKS BY COMPANY

This report tallies tasks entered into your Helpdesk projects on a daily basis for one or more companies, over a given time frame.

The main report presents a bar chart showing the tasks entered for each day over the specified date range.

Obtain details for each company by drilling down (that is, double clicking) on either the bar chart element or the time frame labels. This opens a list of tasks opened on behalf of the requesting company on that day.

From these secondary views, clicking an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range that spans some number of days;
- One or more companies;
- Whether to include for each company all tasks, only open tasks, or only closed tasks.

Tasks are selected for the date range based on their entry date.
Sample Report

![Daily Tasks by Company Chart]

Selected Companies: Company A, Company B

Tasks entered from 07/01/05 to 07/31/05

- Days with tasks: 5
- Company A tasks: 1, 3, 2
- Company B tasks: 1, 1, 1, 1, 1
MONTHLY TASKS BY COMPANY

This report tallies tasks entered into helpdesk projects on a monthly basis, for one or more companies, over a given time frame.

The main report presents a bar chart showing the tasks entered for each month over the specified date range.

Obtain details for each company by drilling down (that is, double clicking) on either the bar chart element or the time frame labels. This opens a list of tasks opened on behalf of the requesting company during the selected month.

From these secondary views, clicking on an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range that spans some number of months;
- One or more companies;
- Whether to include for each company all tasks, only open tasks, or only closed tasks.

Tasks are selected for the date range based on their entry date.
Sample Report

**Monthly Tasks by Company**

Tasks entered from 07/01/05 to 08/31/05

Selected Companies: Company A, Company B, Company C

<table>
<thead>
<tr>
<th></th>
<th>July 2005</th>
<th>August 2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company A</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Company B</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Company C</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

TIME BY COMPANY – TOP 20

This report presents a list of the twenty companies that have consumed the most resource time, over a given time frame, for selected projects.

The main report presents a bar chart showing each company's total recorded time spent on tasks over the specified date range.

Obtain details for each company by drilling down (that is, double clicking) on either the bar chart element or the company name labels. This opens a list of tasks entered for that company during the time range, with time entries for each instance of work logged. A summary line totals the number of tasks entered, the total time logged, and the average time spent during the specified time frame.

From these secondary views, clicking on an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range; and
- One or more projects.

The top 20 companies are selected based on the total amount of task time logged in their name over the specified time span. Tasks for a company are selected based on the date entered.
Sample Report

### Time by Company

**Selected Projects: CALL**

#### Company - Top 20
Based on Time

<table>
<thead>
<tr>
<th>Company</th>
<th>Time in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company A</td>
<td>1,279</td>
</tr>
<tr>
<td>Company B</td>
<td>1,053</td>
</tr>
<tr>
<td>Company C</td>
<td>1,041</td>
</tr>
<tr>
<td>Company D</td>
<td>925</td>
</tr>
<tr>
<td>Company E</td>
<td>894</td>
</tr>
<tr>
<td>Company F</td>
<td>808</td>
</tr>
<tr>
<td>Company G</td>
<td>808</td>
</tr>
<tr>
<td>Company H</td>
<td>759</td>
</tr>
<tr>
<td>Company I</td>
<td>736</td>
</tr>
<tr>
<td>Company J</td>
<td>645</td>
</tr>
<tr>
<td>Company K</td>
<td>630</td>
</tr>
<tr>
<td>Company L</td>
<td>599</td>
</tr>
<tr>
<td>Company M</td>
<td>561</td>
</tr>
<tr>
<td>Company N</td>
<td>489</td>
</tr>
<tr>
<td>Company O</td>
<td>457</td>
</tr>
<tr>
<td>Company P</td>
<td>452</td>
</tr>
<tr>
<td>Company Q</td>
<td>444</td>
</tr>
<tr>
<td>Company R</td>
<td></td>
</tr>
<tr>
<td>Company S</td>
<td></td>
</tr>
<tr>
<td>Company T</td>
<td></td>
</tr>
</tbody>
</table>

*Time data entered from 06/01/05 to 07/31/05*
WEEKLY TASKS BY COMPANY

This report tallies tasks entered into helpdesk projects on a weekly basis, for one or more companies, over a given time frame.

The main report presents a bar chart showing the tasks entered for each week over the specified date range.

Obtain details for each company by drilling down (that is, double clicking) on either the bar chart element or the time frame labels. This opens a list of tasks opened on behalf of the requesting company during the selected week.

From these secondary views, clicking on an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range that spans some number of weeks;
- One or more companies;
- Whether to include for each company all tasks, only open tasks, or only closed tasks.

Tasks are selected for the date range based on their entry date.
Sample Report

Weekly Tasks by Company

Tasks entered from 06/01/05 to 06/30/05

Selected Companies: Company A, Company B, Company C

Number of Tasks

- 06/29/05: Company A - 3, Company B - 3, Company C - 3
- 06/30/05: Company A - 4, Company B - 7, Company C - 2
- 07/1/05: Company A - 1, Company B - 1, Company C - 2
- 07/2/05: Company A - 5, Company B - 2, Company C - 1
- 07/3/05: Company A - 7, Company B - 7, Company C - 1
RESOURCE ANALYSIS REPORTS: MULTIPLE RESOURCES

RESOURCE TIME BY DAY

This report presents one or more specific resource's timesheet information over a given time frame, broken down by day, for selected projects.

The main report presents a bar chart showing the chosen resources' total recorded time spent on tasks during the specified date range, followed by a summary page showing total time for each chosen resource over the time frame.

Obtain time details for each resource by drilling down (that is, double clicking) on that resource's bar chart element or legend label. This opens a list of timesheet records showing the individual tasks worked on by the resource for each day included in the chosen time range.

From these secondary views, clicking an individual task identifier link launches the Task Information report for the task, providing all of its details.

User Criteria

On the report prompt, you must specify:

- A timesheet entry date range that spans some number of days;
- One or more resources, or all resources;
- Whether or not to include all projects;
- Which specific project(s) to include, if not all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Timesheet entries are selected for the date range based on their entry date.
Sample Report

Resource Time by Day

All projects are included.

Resource Time for BARNET, DAVIE, KING, MARIS, ROGERS

0 2 4 6 8 10 12 14 16
Time (hour)

BARNET  DAVIE  KING  MARIS  ROGERS

17 15 4 2 1

© 2005-2010 UNICOM Systems, Inc. Version 100 Page 34
RESOURCE TIME BY MONTH

This report presents one or more specific resource's timesheet information over a given time frame, broken down by month, for selected projects.

The main report presents a bar chart showing the chosen resources' total recorded time spent on tasks during the specified date range, followed by a summary page showing total time for each chosen resource over the time frame.

Obtain time details for each resource by drilling down (that is, double clicking) on that resource's bar chart element or legend label. This opens a list of timesheet records showing the individual tasks worked on by the resource for each month included in the chosen time range.

From these secondary views, clicking an individual task identifier link launches the Task Information report for the task, providing all of its details.

User Criteria

On the report prompt, you must specify:

- A timesheet entry date range that spans some number of months;
- One or more resources, or all resources;
- Whether or not to include all projects;
- Which specific project(s) to include, if not all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Timesheet entries are selected for the date range based on their entry dates.
Sample Report

Resource Time by Month

- All projects are included.
- Resource Time for DAVIE, KING, ROGERS, MARYS, BARNEY

<table>
<thead>
<tr>
<th>Resource</th>
<th>Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARNEY</td>
<td>17</td>
</tr>
<tr>
<td>DAVIE</td>
<td>4</td>
</tr>
<tr>
<td>KING</td>
<td>2</td>
</tr>
<tr>
<td>MARYS</td>
<td>1</td>
</tr>
<tr>
<td>ROGERS</td>
<td>15</td>
</tr>
</tbody>
</table>
RESOURCE TIME BY WEEK

This report presents one or more specific resource's timesheet information over a given time frame, broken down by week, for selected projects.

The main report presents a bar chart showing the chosen resources' total recorded time spent on tasks during the specified date range, followed by a summary page showing total time for each chosen resource over the time frame.

Obtain time details for each resource by drilling down (that is, double clicking) on that resource's bar chart element or legend label. This opens a list of timesheet records showing the individual tasks worked on by the resource for each week included in the chosen time range.

From these secondary views, clicking an individual task identifier link launches the Task Information report for the task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A timesheet entry date range that spans some number of weeks;
- One or more resources, or all resources;
- Whether or not to include all projects;
- Which specific project(s) to include, if not all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Timesheet entries are selected for the date range based on their entry date.
Sample Report

![Resource Time by Week Chart]

All projects are included.

Resource Time for DAVIE, BARNEY, ROGERS, NAYIS, KING

Time (hours) vs. Resource
DAILY TASKS BY RESOURCE

This report presents tasks entered by a specific resource on a daily basis for selected projects. The top report level presents a bar chart displaying number of tasks by day for each resource. Obtain more specific information for a day's tasks by drilling down (i.e. double clicking) on a date in the chart. Identify specific information for a resource's tasks by double clicking on the bar representing the resource.

From these secondary views, clicking on an individual task link will launch the Task Information report, depicting all detail about the task.

User Criteria

On the report prompt, you must specify:

- A date range that spans a number of days;
- One or more resources;
- Whether or not to include all projects;
- Selected project(s), if not including all; and
- Whether to include all tasks, only open tasks or only closed tasks.

Tasks entered during the specified date range are evaluated against the remaining criteria.
Sample Report

![Daily Tasks by Resource Chart]

All projects are included.

- Tasks entered from 8/21/2005 to 8/27/2005

- Bar chart showing number of tasks by resource for different dates:

- Resources: FORDALL, RICHTER, WESTON

- Task counts for each resource and date:
  - FORDALL: 1, 2, 3, 2, 1, 1
  - RICHTER: 1, 1, 3, 3, 5, 3
  - WESTON: 1, 3, 2, 1, 1
MONTHLY TASKS BY RESOURCE

This report presents tasks entered by a specific resource on a monthly basis for selected projects. The top report level presents a bar chart displaying number of tasks by month for each resource.

Obtain more specific information for a month's tasks by drilling down (that is, double clicking) on a date in the chart. Identify specific information for a resource's tasks by double clicking on the bar representing the resource.

From these secondary views, clicking on an individual task link will launch the Task Information report, depicting all detail about the task.

User Criteria

On the report prompt, you must specify:

- A date range that spans a number of months;
- One or more resources;
- Whether or not to include all projects;
- Selected project(s), if not including all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Tasks entered during the specified date range are evaluated against the remaining criteria.
Sample Report

Monthly Tasks by Resource
Tasks entered from 4/1/2005 to 9/1/2005

All projects are included.

<table>
<thead>
<tr>
<th>Month</th>
<th>Chart</th>
<th>Pearsall</th>
<th>Richter</th>
<th>Weston</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2005</td>
<td>113</td>
<td>69</td>
<td>67</td>
<td>40</td>
</tr>
<tr>
<td>May 2005</td>
<td>107</td>
<td>68</td>
<td>56</td>
<td>53</td>
</tr>
<tr>
<td>June 2005</td>
<td>69</td>
<td>59</td>
<td>62</td>
<td>42</td>
</tr>
<tr>
<td>July 2005</td>
<td>76</td>
<td>85</td>
<td>68</td>
<td>35</td>
</tr>
<tr>
<td>August 2005</td>
<td>85</td>
<td>40</td>
<td>53</td>
<td>7</td>
</tr>
<tr>
<td>September</td>
<td>68</td>
<td>42</td>
<td>42</td>
<td>7</td>
</tr>
</tbody>
</table>
WEEKLY TASKS BY RESOURCE

This report presents tasks entered by a specific resource on a weekly basis for selected projects. The top report level presents a bar chart displaying number of tasks by week for each resource.

Obtain more specific information for a week's tasks by drilling down (that is, double clicking) on a date label in the chart. Identify specific information for a resource's tasks by double clicking on the bar representing the resource.

From these secondary views, clicking on an individual task link launches the Task Information report for the task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A date range that spans a number of weeks;
- One or more resources;
- Whether or not to include all projects;
- Selected project(s), if not including all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Tasks entered during the specified date range are evaluated against the remaining criteria.
Sample Report

Weekly Tasks by Resource

Tasks entered from 8/1/2005 to 9/2/2005

All projects are included.

<table>
<thead>
<tr>
<th>Date</th>
<th>DearSall</th>
<th>Richter</th>
<th>Vargston</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/31/2005</td>
<td>15</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>8/1/2005</td>
<td>10</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>8/4/2005</td>
<td>16</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>8/7/2005</td>
<td>10</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>8/11/2005</td>
<td>14</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>8/15/2005</td>
<td>15</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>8/19/2005</td>
<td>13</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
RESOURCE ANALYSIS REPORTS: SINGLE RESOURCES

DAILY RESOURCE TIME

This report presents daily timesheet information for a specific resource, over a given time frame, for selected projects.

The main report presents a bar chart showing the resource's total recorded time spent on tasks for each day over the specified date range.

Obtain details for each day of working time by drilling down (that is, double clicking) on either the bar chart element or the time frame labels. This opens a list of timesheet records showing the individual tasks worked on by the resource on that day.

From these secondary views, clicking an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range that spans a number of days;
- One resource;
- Whether or not to include all projects;
- Which specific projects to include, if not all; and
- Whether to include for each project all tasks, only open tasks, or only closed tasks.

Tasks are selected for the date range based on their entry date.
Sample Report

![Graph: Daily Resource Time]

All projects are included.

Resource Time for WESTON

<table>
<thead>
<tr>
<th>Date</th>
<th>Time (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/21/2005</td>
<td>392</td>
</tr>
<tr>
<td>8/22/2005</td>
<td>224</td>
</tr>
<tr>
<td>8/23/2005</td>
<td>114</td>
</tr>
<tr>
<td>8/24/2005</td>
<td>35</td>
</tr>
<tr>
<td>8/25/2005</td>
<td>218</td>
</tr>
</tbody>
</table>

Time recorded between 8/21/2005 and 8/27/2005
MONTHLY RESOURCE TIME

This report presents monthly timesheet information for a specific resource, over a given time frame, for selected projects.

The main report presents a bar chart showing the resource's total recorded time spent on tasks for each month over the specified date range.

Obtain details for each month of working time by drilling down (that is, double clicking) on either the bar chart element or the time frame labels. This opens a list of timesheet records showing the individual tasks worked on by the resource during that month.

From these secondary views, clicking an individual task identifier link launches the Task Information report for the task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A date range that spans some number of months;
- One resource;
- Whether or not to include all projects;
- Which specific project(s) to include, if not all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Tasks are selected for the date range based on their entry date.
Sample Report

Monthly Resource Time

All projects are included.

Time recorded between 2/1/2005 and 8/31/2005

Resource Time for WESTON

<table>
<thead>
<tr>
<th>Month</th>
<th>Time (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2005</td>
<td>12</td>
</tr>
<tr>
<td>March 2005</td>
<td>9</td>
</tr>
<tr>
<td>April 2005</td>
<td>6</td>
</tr>
<tr>
<td>May 2005</td>
<td>16</td>
</tr>
<tr>
<td>June 2005</td>
<td>33</td>
</tr>
<tr>
<td>July 2005</td>
<td>51</td>
</tr>
<tr>
<td>August 2005</td>
<td>42</td>
</tr>
</tbody>
</table>
WEEKLY RESOURCE TIME

This report presents weekly timesheet information for a specific resource, over a given time frame, for selected projects.

The main report presents a bar chart showing the resource's total recorded time spent on tasks for each week over the specified date range.

Obtain details for each week of working time by drilling down (that is, double clicking) on either the bar chart element or the time frame labels. This opens a list of timesheet records showing the individual tasks worked on by the resource during that week.

From these secondary views, clicking on an individual task identifier link launches the Task Information report for that task, providing all its details.

User Criteria

On the report prompt, you must specify:

- A date range that spans a number of weeks;
- One resource;
- Whether or not to include all projects;
- Which specific project(s) to include, if not all; and
- Whether to include all tasks, only open tasks, or only closed tasks.

Timesheet records are selected for the date range based on their creation date.
Sample Report

Weekly Resource Time
Time recorded between 8/1/2005 and 9/3/2005

Resource Time for WESTON

<table>
<thead>
<tr>
<th>Date</th>
<th>Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/31/2005</td>
<td>16</td>
</tr>
<tr>
<td>8/7/2005</td>
<td>4</td>
</tr>
<tr>
<td>9/13/2005</td>
<td>5</td>
</tr>
<tr>
<td>9/21/2005</td>
<td>16</td>
</tr>
</tbody>
</table>
TASK ANALYSIS REPORTS

ACTUAL END DATE EXCEEDS PLANNED

This report shows the number of tasks for selected projects that were not completed on or before their planned end dates. This includes closed tasks that have an actual end date exceeding the planned end date, as well as open tasks with a planned end date prior to the current day.

The main report presents a bar chart showing task counts by project and time categories. Drilling down (that is, double clicking) on a time category displays project and task information for the selected category. Obtain the list of individual tasks by drilling down further on a specific project from these secondary views.

From the latter views, clicking an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range;
- Whether or not to include all projects;
- Specific project(s), if not including all projects.

Tasks are selected based on their entry date.
Sample Report

Tasks Exceeding Planned Time
Tasks entered from 06/01/05 to 09/23/05

Selected Projects: D05M, D005, LZ05, LZ06

Tasks by Project

<table>
<thead>
<tr>
<th>Time Exceeded</th>
<th>DO05</th>
<th>D05M</th>
<th>LZ05</th>
<th>LZ06</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 5 days</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>6 to 10 days</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>11 to 15 days</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>16 to 20 days</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>21 to 25 days</td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>26 to 30 days</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>31 days or more</td>
<td>8</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Number of Tasks
MONTHLY NEW TASKS COMPLETED

This report compares, for all projects or for selected projects, the number of new tasks entered to the number completed for a given month, as well as the number of new open tasks versus the number completed.

The main report presents two bar charts. The first shows new task counts and completed task counts for all included projects. The second shows currently open task counts versus completed task counts for all included projects.

Obtain a list of new open tasks by drilling down (that is, double clicking) into the Open Tasks bar in the bottom chart. Obtain a list of Completed Tasks by drilling down into the Completed Tasks bar in the bottom chart. From the resulting task lists, you can click the task identifier links to run the Task Information report for those tasks, providing all their details.

User Criteria

On the report prompt, you must specify:

- A date range;
- Whether to include all projects; and
- Selected project(s) (if not including all projects).

Tasks are selected for inclusion based on the date entered.
Sample Report

**Monthly New Tasks Completed**
Tasks entered between 07/01/05 and 09/21/05

**Selected Projects: CALL**

**Total New Tasks vs. Completed Tasks**

<table>
<thead>
<tr>
<th>Month</th>
<th>Total New Tasks</th>
<th>Completed Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/05</td>
<td>794</td>
<td>793</td>
</tr>
<tr>
<td>07/05</td>
<td>937</td>
<td>526</td>
</tr>
<tr>
<td>08/05</td>
<td>553</td>
<td>544</td>
</tr>
</tbody>
</table>

**Open Tasks vs. Completed Tasks**

<table>
<thead>
<tr>
<th>Month</th>
<th>Open Tasks</th>
<th>Completed Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/05</td>
<td>713</td>
<td>11</td>
</tr>
<tr>
<td>07/05</td>
<td>126</td>
<td>44</td>
</tr>
<tr>
<td>08/05</td>
<td>54</td>
<td>54</td>
</tr>
</tbody>
</table>

Total New Tasks: 2,324  Total Completed Tasks: 2,263  Total Open Tasks: 61
MONTHLY TASKS NEW VS COMPLETED

This report shows the total number of new tasks entered and total number of tasks completed for all or selected projects during each month in the chosen time span.

The main report presents two bar charts. The first chart totals the new tasks that were opened for all included projects during each month in the time span. The second chart shows how many tasks were completed (regardless of when they were opened) for all included projects during each month in the time span.

Obtain additional information about new and completed tasks by drilling down (that is, double clicking) on a month’s bar in either chart. (For this report, you will have to drill down more than once to obtain a task list.)

From the task lists, click an individual task identifier link to launch the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range;
- Whether or not to include all projects; and
- Selected project(s), if not including all.

Tasks entered within the date range are evaluated against the remaining criteria.
Sample Report

### Monthly New Tasks vs Completed Tasks

#### New Tasks

- **Total New Tasks:** 3,962
  - 1300
  - 1485
  - 1177

#### Completed Tasks

- **Total Completed Tasks:** 3,661
  - 1304
  - 1306
  - 1054

*Tasks entered or completed between 05/01/95 and 07/31/95*
MONTHLY TASKS PERCENT COMPLETE

This report compares the tasks opened to the tasks closed as a percentage, for all or selected projects, over a given time span.

The main report presents a bar chart for each month in the time span.

Obtain lists of a month’s tasks by drilling down (that is, double clicking) on either the month label (lists both open and closed tasks), the Closed bar (lists closed tasks only), or the Open bar (lists open tasks only).

From the task lists, click an individual task identifier link to launch the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range;
- Whether or not to include all projects;
- Selected project(s), if not including all

Tasks entered within the date range are evaluated against the remaining criteria. A task status code is considered an open status code if Show = Yes in the status code definition.
Sample Report

Monthly Tasks Percent Complete
Tasks entered between 05/01/05 and 07/31/05

New Tasks by Month
Percent Complete

May 2005
Closed Tasks: 1,300
Open Tasks: 56

June 2005
Closed Tasks: 1,485
Open Tasks: 152

July 2005
Closed Tasks: 1,177
Open Tasks: 109

Percent Complete

May 2005
94.9%
5.1%

Jun 2005
89.8%
10.2%

Jul 2005
90.7%
9.3%

Closed Tasks
Open Tasks

Total New Tasks: 3,962
Total Completed Tasks: 3,635
Total Open Tasks: 327

All projects are included.
OLDEST OPEN TASKS

This report lists, by month and year and from oldest to most recent, tasks that have been open longest for a specific project.

Double clicking on an individual task identifier link in the resulting task list launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify a project.

Tasks are selected based on the date entered. A task status code is considered an open status if Show = Yes in the status code definition.

Sample Report
TASK INFORMATION

This report presents in a neatly formatted layout all the information stored in the database for a given task.

User Criteria

On the report prompt, you must specify:

- A project; and
- A valid task identifier.

A subtask identifier is optional.
### Task Information - SM61000119

<table>
<thead>
<tr>
<th>Description</th>
<th>MRPT field incorrectly set when adding a new division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource</td>
<td>TOCHTERMAN</td>
</tr>
<tr>
<td>Requester</td>
<td>TOCHTERMAN</td>
</tr>
<tr>
<td>Status</td>
<td>FINISHED</td>
</tr>
<tr>
<td>Priority</td>
<td>2</td>
</tr>
<tr>
<td>Date Needed</td>
<td>Date Promised</td>
</tr>
<tr>
<td>Date Promised</td>
<td>6.0</td>
</tr>
<tr>
<td>Fix to be made on Release</td>
<td>6.1 Agents Customer</td>
</tr>
<tr>
<td>Help text?</td>
<td></td>
</tr>
<tr>
<td>Entered by</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned</th>
<th>Actual</th>
<th>Time Units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duration</td>
<td>12/29/04</td>
<td>12/29/04</td>
</tr>
<tr>
<td>Start Date</td>
<td></td>
<td>Billable</td>
</tr>
<tr>
<td>End Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Task Details**

When a new division is created (F6 from "Work with Divisions" panel), Masterfile options SM and 90 are created for the division. MRPT field (1-char) is set to "OFF". The result is "F" for this field. Should be "N".

**Resolution**

Instead of "OFF", set MRPT to "N".

**Summary of Changes**

---

### Forms
TASK STATUS OVER LIMIT

For this report, you can select only projects that audit task changes.

This report compares the length of time that tasks in a project have been set to a given status against a time limit you specify.

The main report presents a bar chart showing task counts in applicable time categories. The possible categories are:

- Tasks that are under the limit;
- Tasks that exceed the limit by 1 times the limit, but less than 2 times;
- Tasks that exceed the limit by 2 times the limit, but less than 3 times;
- Tasks that exceed the limit by 3 or more times the limit.

If any category is empty, it does not appear.

Drilling down (that is, double clicking) on a category displays a list of the tasks that fall within. Clicking on an individual task identifier link in the list launches the Task Information report for that task, providing all its detail.

**User Criteria**

On the report prompt, you must specify:

- A date range;
- A project (the selection list shows only projects that audit task changes);
- A task status;
- A time limit; and
- A unit of time (hours, days, weeks, months) for the time limit.

A task priority is optional.

Tasks with entry dates that fall within the date range will be tested against the remaining criteria.
Sample Report

Task Status Over Time Limit

Tasks entered from 05/05/05 to 09/09/05

Time Limit for CALL tasks remaining on HOLD states = 1 Weeks

<table>
<thead>
<tr>
<th>Number of Tasks</th>
<th>Under Time Limit</th>
<th>Over Limit by 1</th>
<th>Over Limit by 2</th>
<th>Over Limit by 3+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15</td>
<td>2</td>
<td>7</td>
<td>19</td>
</tr>
</tbody>
</table>

© 2005-2010 UNICOM Systems, Inc. Version 100 Page 63
TASK THROUGHPUT

This report summarizes tasks entered into a given project during a specific time period, and categorizes them in status code categories.

The main report presents a bar chart showing task counts in four user-customizable categories and one static category called "Other."

The customizable categories are based on status codes you choose; the Other category contains all status codes you did NOT choose. Examples of possible categories are New tasks, Review tasks, In Process tasks, and Closed tasks.

If any category is empty, it does not appear in the report.

Drilling down (that is, double clicking) on a disposition category presents a list of the tasks that fall within. Double clicking on an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range;
- A valid project;
- One or more status codes that define new tasks;
- One or more status codes that define tasks under review;
- One or more status codes that define tasks for which work is under way; and
- One or more status codes that define tasks that are completed.

Tasks entered within the date range are tested against the remaining report criteria.
Sample Report

![Bar Chart: Task Throughput]

Selected Project: CALL

- Number of Tasks:
  - Handled: 596
  - In Progress: 27
  - Other: 7
  - Reviewed: 13

Tasks entered from 09/01/05 to 09/23/05
WEEKLY AVERAGE TIME TO COMPLETION

This report shows, for each week in a given time span, the average time resources spent completing tasks entered into a given project during the time span.

The main report presents a bar chart showing completion times by week. Drilling down (that is, double clicking) on a week’s bar displays two subreports: the week’s task count by resource, and the average completion time by resource. Obtain a list of individual tasks by drilling further into a resource’s task count bar.

From the task list, clicking on an individual task identifier link launches the Task Information report for that task, providing all its detail.

User Criteria

On the report prompt, you must specify:

- A date range; and
- A valid project.

Tasks entered within the date range are selected for further analysis.
Sample Report

Weekly Average Time to Completion
Tasks entered from 08/01/05 to 08/31/05

Selected Project: D05M

Tasks by Week

<table>
<thead>
<tr>
<th>Week</th>
<th>Number of Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/31/05</td>
<td>2</td>
</tr>
<tr>
<td>08/07/05</td>
<td>3</td>
</tr>
<tr>
<td>08/14/05</td>
<td>3</td>
</tr>
<tr>
<td>08/21/05</td>
<td>1</td>
</tr>
</tbody>
</table>

Average Completion Time by Week

<table>
<thead>
<tr>
<th>Week</th>
<th>Average Completion Time (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/31/05</td>
<td>96</td>
</tr>
<tr>
<td>08/07/05</td>
<td>201</td>
</tr>
<tr>
<td>08/14/05</td>
<td>79</td>
</tr>
<tr>
<td>08/21/05</td>
<td>129</td>
</tr>
</tbody>
</table>

Total Number of Closed Tasks: 9
Average Completion Time: 119hr 59m