1) A brief process of how Project Management System works in Projeqtor

The **Project Management System** works using statuses and Notes.Â While this information below is a brief account of how the system works, there are times a few variables that may occur.Â However this is the process that is to be used on a regular basis when working on the **Project Management System**.

1. A **NEW** activity is created based on **ACTIVITY TYPES** with staff using one of the following requests:
    1. **CRITICAL CHANGE/UPGRADE** = means that a major change/upgrade is required and needs **ATTENTION IMMEDIATELY**.
    2. **CRITICAL NEW** = means a new feature / item is required with IMMEDIATE ATTENTION.
    3. **CRITICAL ERROR to be completed with ASAP no Hours Allocated** = means that this is of the **HIGHEST PRIORITY** and must be done before anything else.Â If an activity has this status, all resources (where applicable) is to be put on this activity and completed with CRITICAL URGENCY.Â All other activities are be put on hold, unless resources can be shared efficiently.
    1. **Urgent New** = means a new feature / item is required and needs to do be done with urgency.
    2. **Urgent Change / Upgrade** = means that the change/upgrade is required with urgency.
    1. **ERROR** = means that an error or problem or support is required.
    2. **Change / Upgrade** = means that a change to an existing feature or an upgrade to an existing feature is required.
    3. **To-Do** = means that something needs to be done, that may not be a fix, repair, upgrade or build.
    4. **NEW** = means that it is a new feature / item to be created.
    5. **CRITICAL ERROR** = means that a critical issue has occurred and needs **ATTENTION IMMEDIATELY**.
    6. **URGENT ERROR** = means that something is urgent, but not critical.Â This is not as big a priority as CRITICAL ERROR.

An activity with these activity types can be added by

- A staff member who needs support
- A team supevisor who requires an update
- A Company Director or Technical Supervisor requires a New feature
- The project worker (you) enters an activity for work to be approved.

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1. After an activity is entered on the System, it will be displayed as Recorded.

2. The person listed as **RESPONSIBLE** will be notified by email.

3. When you are notified, you should change the **STATUS** of the activity using one of the **STATUS** options.
   Refer to status options for each explanation - What do the activity status - activity statuses mean in Projeqtor?

4. You are then required to review the activity description and if required research on the activity to determine what is required to be done to complete the activity.Â
    1. You should change the **STATUS** of the activity to exactly what is happening.

5. When your review / research is complete, enter hours Allocated for work in the **VALIDATED work Hours**.

   Do not forget to change the status to **HOURS ALLOCATED** when you have entered the hours.

6. When the **STATUS** is changed to **HOURS ALLOCATED**, Iconic IT Staff then plan and manage the work based on company priority.

7. When our discussion/planning has occurred ICONIC IT Staff will assign the activities to you based on the hours you entered.

8. You will be notified that activity has the **STATUS ASSIGNED START/DATE ALLOCATED**.
   When you receive this **STATUS** notificaton, check your **Diary** on the Project Management System or the **ACTIVITY PLANNED START DATE** on the activity itself and plan to start the ACTIVITY as per the PLANNED set date.

9. When you start the work you have to change the **STATUS** to **In Progress**.

10. When something happens, you need to make notes or change the status.Â So that everyone knows what is required.
    All notes and information regarding delays, issues, problems, etc must be entered as a note on the activity.

Questions Asked and Answered:

1. **David Phillip | 03-May-2020 10:00 |**
   Question: if I have been assigned to a task, then the validated work hours will already have been set for me by the person who has assigned the activity?
    a. ***Answered by @beau.sherman | 03-May-2020 18:09 |***
        a. If you are talking about the assigned work hours then the person who creates the activity is the person responsible for the estimated number of assigned hours.Â The assigned hours is only an estimation and could be less or more depending on the work itself.Â You can always add additional work hours in the validated work field or by requesting it as a note.

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Attached files:

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