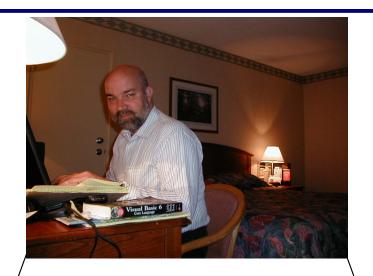
Solving a Project Management Problem:

How to Handle the Challenges of Accurate Time Tracking and Reporting When Handling Multiple High-Visibility, Complex Projects and Heavy Multi-tasking Every Day

> William F. Slater, III, PMP University of Phoenix February 2010



Working on Solving the Problem

And belief overmasters doubt, and I know that I know,

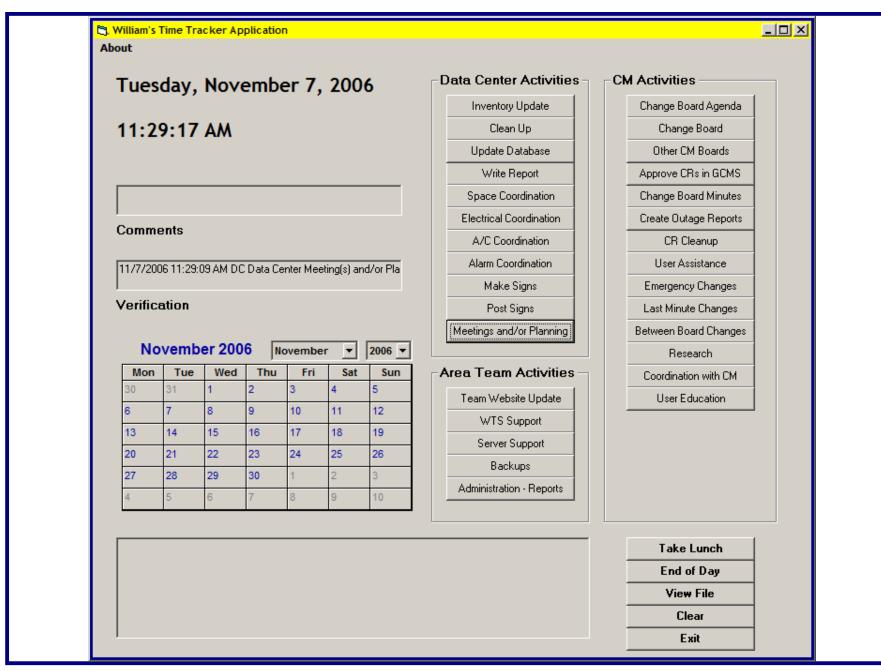
And my spirit is grown to a lordly great compass within, That the length and the breadth and the sweep of the marshes of Glynn...

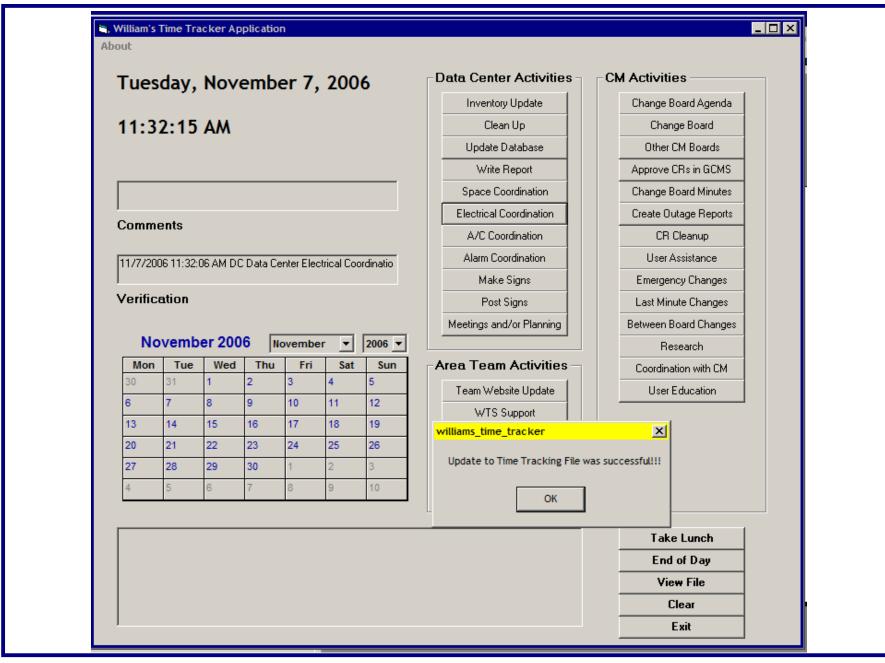
Sidney Lanier, "The Marshes of Glynn"

I was on vacation when I decided to do the analysis, design, and implementation of this **<u>Time Tracker Application</u>**. This photo was taken in a hotel room in Lansing, MI as I was working on finishing this application.

February 2010

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Tues	day.	Nov	embe	er 7.	200	6	Data Center Activities	CM Activities
							Inventory Update	Change Board Agenda
11:3	5:15	AM					Clean Up	Change Board
							Update Database	Other CM Boards
							Write Report	Approve CRs in GCMS
							Space Coordination	Change Board Minutes
~							Electrical Coordination	Create Outage Reports
Comm	ents						A/C Coordination	CR Cleanup
							Alarm Coordination	User Assistance
							Make Signs	Emergency Changes
√erific	ation						Post Signs	Last Minute Changes
							Meetings and/or Planning	Between Board Changes
No	vemb	er 200	6 No	ovembe	r 💌	2006 💌		Research
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Area Team Activities	Coordination with CM
30	31	1	2	3	4	5	Team Website Update	User Education
-	1	8 15	9 16	10 17	11 18	12	WTS Support	
6	4.4	15		24	25	26	Server Support	
13	14	22	22	24	20	20	Backups	
13 20	21	22	23	1	2	3	Duckups	
13		22 29 6	23 30 7	1 8	2 9	3 10	Administration - Reports	

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1		Today	Veek to Date	Percent of Daily Total	Running Pct				
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3	CM	2.6	2.6	31.3	31.3				
4	DC	3.4	3.4	40.1	40.1				
5	Total	8.5	8.5	100.00	100.00				
6									
7				Actual Sequence					
8		12/2/2002 7:59	AT	WTS Support		61			
9		12/2/2002 9:00	DC	Data Center Meeting(s) and/or Planning		3			
10		12/2/2002 9:03	AT	WTS Support		84			
11		12/2/2002 10:26	DC	Data Center Meeting(s) and/or Planning		52			
12		12/2/2002 11:18	CM	Provide User Assistance		5			
13		12/2/2002 11:23	DC	Data Center Meeting(s) and/or Planning		58			
14		12/2/2002 12:21	CM	Coordination with Other Change Management		12			
15		12/2/2002 12:33	DC	Data Center Meeting(s) and/or Planning		25			
16		12/2/2002 12:58		Conduct MW/NE Change Board		39			
17		12/2/2002 13:37	DC	Data Center Meeting(s) and/or Planning		36			
18		12/2/2002 14:14	CM	Approve Change Requests using GCMS		8			
19		12/2/2002 14:22		Data Center Meeting(s) and/or Planning		4			
20		12/2/2002 14:26	CM	Approve Change Requests using GCMS		14			
21		12/2/2002 14:39	DC	Data Center Meeting(s) and/or Planning		26			
22		12/2/2002 15:05	CM	Approve Change Requests using GCMS		16			
23		12/2/2002 15:20	CM	Prepare MW/NE Change Board Minutes Repo		59			
24		12/2/2002 16:19		Lunch Marker		17			
25		12/2/2002 16:36		Prepare Emergency Change Request		7			
26		12/2/2002 16:43	Lunch	Lunch Marker		35			
27		12/2/2002 17:18		End of Day Marker					
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43			DC	3		100			
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65 CM 26 113 66 DC 17 67 DC 32 68 DC 5 69 DC 14 70 DC 1 71 DC 5 72 DC 6 73 Lunch 31 75 Total Minutes 503 76 Total Hours 8.5	63			CM							
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67 DC 32 68 DC 5 63 DC 14 70 DC 1 71 DC 5 72 DC 6 73 Lunch 31 74 75 Total Minutes 76 Total Hours 8.5	66										
68 DC 5 63 DC 14 70 DC 1 71 DC 5 72 DC 6 73 Lunch 31 74 75 Total Minutes 75 Total Minutes 503 76 Total Hours 8.5	67			DC							
69 DC 14 70 DC 1 71 DC 5 72 DC 6 7 81 73 Lunch 31 74 75 Total Minutes 503 76 Total Hours 8.5 7	68			DC	5						
71 DC 5 72 DC 6 781 73 Lunch 31 74 Total Minutes 509 76 Total Hours 8.5 77 Total Hours 8.5	69				14						
T2 DC 6 781 T3 Lunch 31	70			DC	1						
73 Lunch 31 74	71										
74 75 Total Minutes 509 76 Total Hours 8.5 77	72						81				
75 Total Minutes 503 76 Total Hours 8.5 77 Total Hours 8.5	73			Lunch	31						
				Total Minutes		50.9					
	15					85					
I → ► ► Summary-2002_1206 / 2002_1206 / 2002_1205 / 2002 ↓	77			rotarnours.		0.0				-	
		ьыА	Summary-200	2 1206	2002 1206 / 2002 1205 /	2002					
			Continuity 200	V	VV					_ لل	

William F. Slater, III

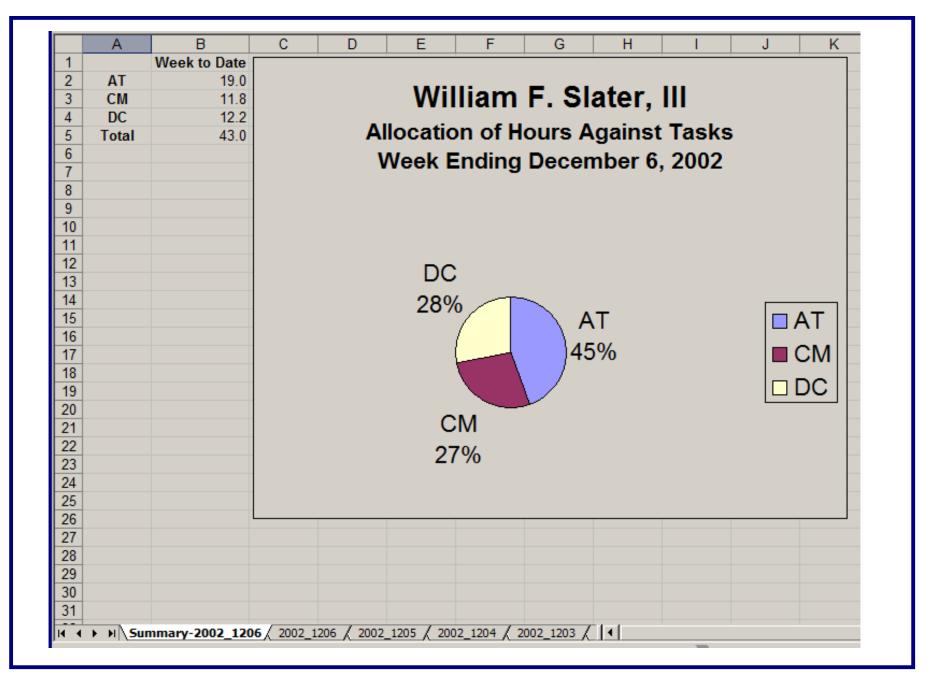
	Today	Veek to Date	Percent of Daily Total	Running Pct	
AT	4.0	11.6	41.9		
CM	2.8	7.4	30.0		
DC	2.7	7.4	28.1		
Total	9.5	26.4	100.0	100.0	
			Actual Sequence		
	12/4/2002 7:59	AT	Server Support and/or Builds		18
	12/4/2002 8:17		WTS Support		45
	12/4/2002 9:02		Server Support and/or Builds		20
	12/4/2002 9:21		WTS Support		5
	12/4/2002 9:26		Prepare Emergency Change Request		27
	12/4/2002 9:53		Server Support and/or Builds		3
	12/4/2002 9:56	CM	Other Change Boards		38
	12/4/2002 10:34	CM	Prepare Emergency Change Request		6
	12/4/2002 10:40	CM	Clean up Past Due Change Requests		24
	12/4/2002 11:04	CM	Prepare Emergency Change Request		11
	12/4/2002 11:15	CM	Clean up Past Due Change Requests		24
	12/4/2002 11:38	AT	WTS Support		75
	12/4/2002 12:53		Lunch Marker		3
	12/4/2002 12:57	DC	Data Center Meeting(s) and/or Planning		37
	12/4/2002 13:34	CM	Coordination with Other Change Management Tea		18
	12/4/2002 13:52	CM	Prepare and/or deliver CM Education		15
	12/4/2002 14:07		Data Center Meeting(s) and/or Planning		23
	12/4/2002 14:31	AT	WTS Support		44
	12/4/2002 15:15	DC	Data Center Meeting(s) and/or Planning		99
	12/4/2002 16:53		WTS Support		29
	12/4/2002 17:22		Provide User Assistance		7
	12/4/2002 17:29		Data Center Meeting(s) and/or Planning		1
	12/4/2002 17:30	EOD	End of Day Marker		
			Sorted and Categorized		Totals
		AT	18		- Cruis
		AT	45		
		AT	20		
		AT	5		
		AT	3		
		AT	75		
		AT	44		
		AT	29		238 C
		CM	27		
		CM	38		
		СМ	6		
		CM	24		
		CM	11		
		CM	24		
		CM	18		
		CM	15	,	171
		CM DC	7 37		171
		DC			
		DC	23		
		DC	99 1	, i i i i i i i i i i i i i i i i i i i	159
		Lunch	3		103
		Lanon	3		
		Total Minutes	568		
		Total Hours	9.46		
			4 2002_1203 2002_1202		

A	в		D D		E	F 1	La La
	Today	Veek to Date	Percent of Daily Total	F	- Running Pct		
AT	3.9				45.6		
CM	0.9				24.2		
DC	2.9				30.2		
Total	7.6				100.0		
. o.u.					100.0		
			Actual Sequence				
	12/5/2002 8:42	DC	Data Center Meeting(s) and/or Planning			6	
	12/5/2002 8:47		Provide User Assistance			21	
	12/5/2002 9:09		Backup Operations for App Servers			76	
	12/5/2002 10:25	DC	Data Center Meeting(s) and/or Planning			27	
	12/5/2002 10:51	AT	Backup Operations for App Servers			67	
	12/5/2002 11:59	DC	Data Center Meeting(s) and/or Planning			16	
	12/5/2002 12:14	AT	Backup Operations for App Servers			2	
	12/5/2002 12:16	DC	Data Center Meeting(s) and/or Planning			9	
	12/5/2002 12:25	Lunch	Lunch Marker			8	
	12/5/2002 12:33	CM	Coordination with Other Change Management Te	ea		24	
	12/5/2002 12:57	Lunch	Lunch Marker			50	
	12/5/2002 13:47	DC	Data Center Meeting(s) and/or Planning			40	
	12/5/2002 14:27		WTS Support			2	
	12/5/2002 14:29		Data Center Meeting(s) and/or Planning			21	
	12/5/2002 14:50		Provide User Assistance			6	
	12/5/2002 14:56		WTS Support			43	
	12/5/2002 15:39		WTS Support			42	
	12/5/2002 16:21		Data Center Meeting(s) and/or Planning			54	
	12/5/2002 17:15	EOD	End of Day Marker				
			Sorted Data			Totals	
		AT	76	6		TOTALS	
		AT	67				
		AT	2				
		AT	- 2				
		AT	43				
		AT	42			232	
		CM	21			202	
		CM	24				
		CM	6			51	
		DC	6				
		DC	27				
		DC	16				
		DC	9				
		DC	40	0			
		DC	21				
		DC	54			172	
		Lunch	8				
		Lunch	50	0			
		Total Minutes	455				
		Total Hours	8				
N N/ 2	002 1206 200	2 1205 / 2002	_1204 / 2002_1203 / 2002_1202 /	4			1
P P A 2	002_1200 A 200	2_12UJA 2002	_1204 / 2002_1205 / 2002_1202 / 1	• I -			

William F. Slater, III

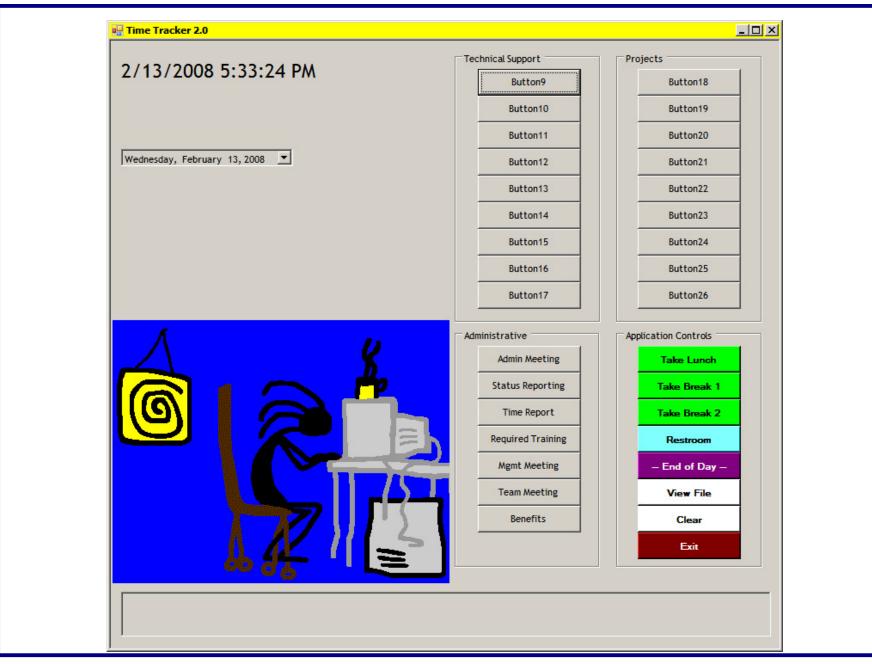
	A	В	С	D	E	F	G
1		Today	Veek to Date	Percent of Daily Total	Running Pct		
2	AT	3.5	19.0	38.6	44.1		
3	CM	3.6	11.8	39.4	27.4		
4	DC	2.0		22.0	28.5		
5	Total	9.0	43.0	100.0	100.0		
6							
7				Actual Sequence			
8		12/6/2002 8:28	AT	WTS Support		92	
9		12/6/2002 10:00	CM	Provide User Assistance		2	
10		12/6/2002 10:03	AT	WTS Support		18	
11		12/6/2002 10:21	DC	Data Center Meeting(s) and/or F		24	
12		12/6/2002 10:45	CM	Prepare Emergency Change Rev.		12	
13		12/6/2002 10:57	AT	WTS Support		45	
14		12/6/2002 11:43		Prepare Emergency Change Rev.		8	
15		12/6/2002 11:51		Data Center Meeting(s) and/or F		21	
16		12/6/2002 12:12		WTS Support		19	
17		12/6/2002 12:31				49	
18		12/6/2002 13:20				12	
19		12/6/2002 13:31		Prepare MW/NE Change Board		45	
20		12/6/2002 14:17		WTS Support		24	
21		12/6/2002 14:40				33	
22		12/6/2002 15:14		Data Center Meeting(s) and/or F		21	
23		12/6/2002 15:34		Prepare MW/NE Change Board		112	
24		12/6/2002 17:27		Data Center Meeting(s) and/or F		53	
25		12/6/2002 18:20	EOD	End of Day Marker			
26							
27							
28							
29				Sorted Data		Totals	
30			AT	92			
31			AT	18			
32			AT	45			
33 34			AT	19			
39			AT AT	12 24		209	
35			AT CM	24		209	
36			CM	12			
37			CM	8			
39			CM	8 45			
40			CM	33			
41			CM	112		214	
42			DC	24		2.17	
43			DC	21			
44			DC	21			
45			DC	53		119	
46			Lunch	49			
47							
48							
49			Total Minutes	543			
50			Total Hours	9.0			
E4							

William F. Slater, III



	sday,	Nov	emb	er 7,	200	6	Data Center Activities -	_ C	M Activities
				í			Inventory Update		Change Board Agenda
1:4	0:42	AM					Clean Up		Change Board
							Update Database		Other CM Boards
							Write Report	Approve CRs in GCMS Change Board Minutes Create Outage Reports	Approve CRs in GCMS
							Space Coordination		Change Board Minutes
							Electrical Coordination		
comm	ents						A/C Coordination		CR Cleanup
							Alarm Coordination		User Assistance
							Make Signs		Emergency Changes
erific/	ation						Post Signs		Last Minute Changes
							Meetings and/or Planning		Between Board Changes
No	ovemb	er 200)6 N	ovembe	er 💌	2006 💌			Research
Mon	_	Wed		Fri	Sat	Sun	Area Team Activities –		Coordination with CM
30	31	1	2	3	4	5	Team Website Update		User Education
6	7	8	9	10	11	12	WTS Support		
13	14	15	16	17	18	19	Server Support		
20	21	22	23	24	25	26	Backups		
	28	29	30	1	2	3			
27	5	6	7	8	9	10	Administration - Reports		

Time Tracker 2.0 User Interface



Time Tracker 3.0 User Interface

BCM Time Tracker Application



-June 25, 2009 Thursday ,

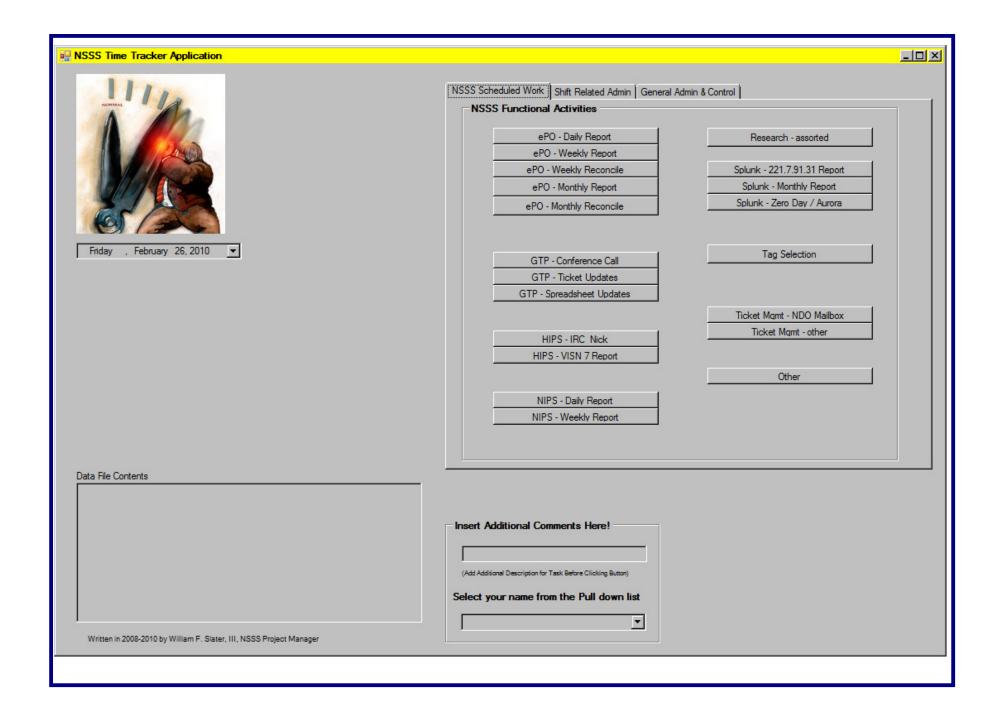
DCM Tasks

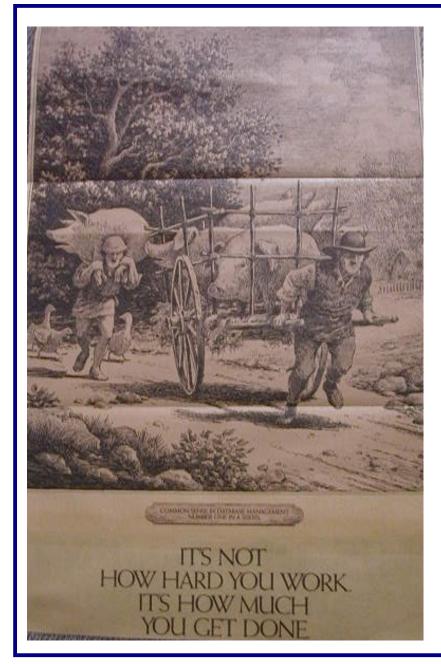
Budget Management	Power Analysis and Planning
CE Team Interface	Property Deployment Project
Commitment Review and Tracking	Reports - Ad Hoc
Cooling Analysis and Planning	Reports - Annual
Daily Walk-Throughs	Reports - Daily
Data Center Cleaning	Reports - Monthly
Data Center Documentation	Reports - Quarterly
DRP Work	Reports - Weekly
E-Mail	Risk Assessment
Evacuation Drills	Root-Cause Reporting
Facility Equipment Maintenance	SAS 70 Certification Efforts
iCompliance Efforts	Security Work and Initiatives
IT Equipment Deployment	Site Services Team Interface
IT Equipment Removal	Special Projects - Actual Work
Meeting with Management	Special Projects - Project Management
Meeting with Staff	Succession Planning
Meeting - DCS	Tours
Meeting - Ops Team	Training
Meeting - Vendor Team	Vendor Management
Other	Zero-Outage Campaign
Performance Assessment	

Data File Contents Add Additional Description Breaks and Application Controls Take Lunch Take Break 1 (Add Additional Description for Task Before Clicking Button) Take Break 2 Restroom Break ---End-of-Day---View Data File Clear All Exit Written in 2008 by William F. Slater, III, Data Center Manager

<u> – – ×</u>

Time Tracker 4.0 User Interface





Work Philosophy

It's not how hard you work... It's how much you get done.

