CENTRE ™ (Common Enterprise Resource)

IT Service Management Software designed for ISO 20000 ITSM

ISO/IEC 20000 is the international **IT Service Management** (ITSM) standard that enables IT organizations (whether in-house, outsourced or external) to ensure that their IT service management processes are aligned both with the needs of the business and with international best practice.

The ISO 20000 standard is based upon the best practice foundation of **ITIL**. It introduces a service culture and provides the methodologies to deliver services that meet defined business requirements and priorities. It identifies relationships and provides guidelines, objectives, and controls.

CENTRE software has been certified as compliant with **ITIL V3** in six (6) process areas. These process areas are:

> Incident Management
> Problem Management
> Change Management
> Service Asset and Configuration Management
> Service Level Management
> Request Fulfillment

ITSM involves a paradigm shift from managing IT as stacks of individual components to focusing on the delivery of end-to-end services using best practice process models. ITSM promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements.

ITSM is generally concerned with tasks dedicated to running the company or ensuring that the systems and platforms perform as expected. It focuses upon providing a framework to structure IT-related activities and the interactions of IT technical personnel with business customers and users.

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ISO 20000 1:2011 specifies five key service management processes and their components:

- *Service Delivery Processes:*
  Capacity Management
  Service Continuity and Availability Management
  Service Level Management
  Service Reporting
  Information Security Management
  Budgeting and Accounting for IT Services
- *Relationship Processes:*
  Business Relationship Management
  Supplier Management
- *Resolution Processes:*
  Incident Management
  Problem Management
- *Control Processes:*
  Configuration Management
  Change Management
- *Release Processes:*
  Release Management

CENTRE was developed to facilitate today's Best Practices Certifications. By using CENTRE, businesses can increase efficiencies across key business processes and satisfy many of the requirements stipulated by international standards boards. Some of the benefits that may be derived by complying with ITSM standards are:

- Cost Reduction
- Regulatory Compliance (Sarbanes Oxley, ISO/IEC, etc.)
- Reducing IT Complexity
- Process Improvement
- Business Process Alignment
- Operational Efficiency
- Integration of Standards

As a result, an organization using CENTRE will be recognized as delivering successful service to its clients and constituents with dependably high-quality and consistent methods and practices.

CENTRE's ISO/IEC 20000 __includes__ 'CENTRE ISO 9001:2008' Quality Management System elements which are:

- CENTRE – Document Control System (DCS)
- CENTRE – Human Resources
- CENTRE – Records Control System (RCS)
- CENTRE – Meeting Management
- CENTRE – Customer Satisfaction Surveys
- CENTRE – Supply Chain Management
- CENTRE – Ad-Hoc Report Writer

The elements are described in more detail on the 'CENTRE ISO 9001:2008 Compliance Package - White Paper, document # 1005'

CENTRE ISO 20000 ITSM Elements:

CENTRE – Contract Management

CENTRE's Contract Management module has been designed with the flexibility to meet the demanding needs of government and private enterprises. The Contract module stores Contract specifics and maintains source documents, identifies customer services, equipment assets and dependencies, historical asset usage and costs, and hierarchical SLA provisioning.

Simple yet powerful checkbox options manage important business rules for asset change management, quality control, user assignments, and SLA variances.

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CENTRE – Incident Management

Incident Management is an IT Service Management (ITSM) process area. The goal of the incident management process is to restore a service operation as quickly as possible and to minimize the impact on business operations.

Incident Management services are an important component of IT operations. Having an effective tool to track and manage service requests is critical in today's competitive business landscape.

CENTRE Incident Management is a fully integrated incident and problem management solution that enables IT organizations to effectively and efficiently respond to service requests.

CENTRE's Incident Management Module:

Incident reports and flexible search capabilities

- ➤ Rapid classification and escalation.
- ➤ Validates assets and facilitates the entry of new assets.
- ➤ Provides free text fields for Incident description and resolution.
- ➤ Monitors Open Incidents.
- ➤ Records and tracks customer satisfaction.
- ➤ Instant equipment repair history for Incident 'Repair or Replace' decisions.
- ➤ Bridged to a Problem Management System for Incident trending, workarounds, and permanent solutions.
- ➤ Linked to Change Management.
- ➤ Creates warehouse pick tickets.
- ➤ Returned parts are tracked and monitored.
- ➤ Reports Subcontractor performance.
- ➤ Supports customizable escalation thresholds and automated alert routing.
- ➤ Incident workflows may be constructed to ensure actions are approved and validated.
- ➤ Provides SLA performance and exception tracking.
- ➤ All Incident management reports are definable to historical periods, contracts, and other selectable criteria.
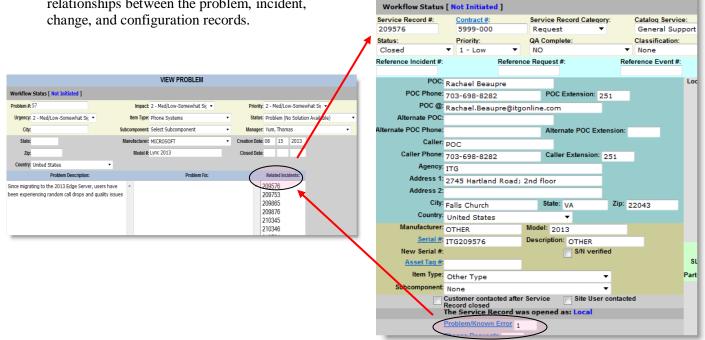- ➤ Provides secure access.

CENTRE – Problem Management

Determining what problem to tackle first and who is responsible for identifying the root cause is critical for effective problem management. Properly tracking, prioritizing and routing problems streamlines the process and increases problem-handling efficiency. As a result, organizations can effectively address the underlying causes of incidents.

CENTRE Problem Management is an integrated Service Desk solution. It leverages flexible workflow and data sharing, eliminates redundant and recurring incidents, identifies permanent solutions and temporary workarounds, and provides a high level of visibility throughout the problem lifecycle. Links between the problem, incident, change, and configuration items are maintained for reference and reporting purposes.

Incident Record

CENTRE's Problem Management maintains the relationships between the problem, incident, change, and configuration records.

- ➢ Supports flexible threshold escalation and notification.
- ➢ Facilitates customizable reports.
- ➢ Maintains historical records for support staff.
- ➢ Maintains a complete detailed audit log of the change record.
- ➢ Tracks ownership and problem responsibility.
- ➢ Maintains free text areas to define problem descriptions and resolution.
- ➢ Automatically increases problem priorities based upon the number of associated incidents.

CENTRE – Change Management

In today's demanding business climate, IT change is unavoidable. Unfortunately, so is the unplanned downtime that results from unauthorized, ad hoc, or poorly implemented changes. When systems and users go offline, the impact is felt in reduced productivity and lost revenue.

Managing and controlling change is a vital undertaking to business operations. CENTRE's Change module is designed to keep the Change Management process moving forward by allowing IT organizations to put a much tighter focus on what's being changed, who's making the change, and how changes will impact resources and users. It provides the solution to:

- •• Reduce downtime   •• Improve visibility   •• Provide escalation   •• Track compliance
- •• Post Change Review Schedules   •• Reduce the business risk of implementing change
- •• Identify and link related records (Configuration Items)   •• Maintain detailed audit trails

Post Change Review

Risk Impact and Back-out of the Change

Change Record

Assessments

Related (CIs) to this Change

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CENTRE – Configuration Management

The Configuration Management goal is to provide a logical model of the service support infrastructure. At a minimum, this requires identifying and storing configuration items (CIs) in an asset repository.

CENTRE's Configuration Management system provides a broad range of infrastructure and asset management tools which support configurable asset types, relationships, and services. CENTRE Configuration Management offers the:

➢ Ability to associate the incident, problem and change record to the related CI.
➢ Ability to track and relate all events that impact the CI.
➢ Ability to set up standardized CI relationship types.
➢ Provides a "single master of record" representation of your infrastructure.
➢ Ability to track, manage and report on CIs and the CMDB with a variety of real-time and trend reporting tools.
➢ Ability to track history of CI modifications.
➢ Ability to create relationships between CIs.
➢ Centralized CMDB that is shared across all ITSM processes.
➢ Enforcement of standard naming conventions.

Incident links to CI

CI attributes and values

Change Management

CI Summary with number of Incidents, Parts, and Costs

CI NUMBER [41S3H21] SUMMARY

First Service Record Date	Service Records	Total Parts Shipped	Total Parts Cost	Total Electronic Repair Labor Charges	Total Subcontractor Labor Charges	Last Service Record Date
6/18/2007 12:08:44 PM	10	14	1,123.46	0.00	1,187.50	4/12/2011 5:32:51 PM

CI Relationships

CONFIGURATION ITEM RELATIONSHIPS

CI Number: BZDS72300030
Manufacturer: INTEL
Configuration Item Type: Server
Model: SE7501CW2
Description: ITG-EXCHANGE
City: Falls Church
State: VA
Zip: 22043
Country: United States
Urgency: 5 - High
Impact: 5 - High

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/Remove
LICENSEE TO	39502959	MICROSOFT	Exchange Svr Ent 2003 English OLP NL		Falls Church	VA	22043	United States	1 - Low	1 - Low	
LICENSEE TO	505778	DELL	PC	PM	Falls Church	VA	22043	United States	2 - Med/Low	1 - Low	
LICENSEE TO	P7200284		Windows Svr Ent 2003 Win32 English OLP NL		Falls Church	Va	22043	United States	1 - Low	1 - Low	
CHILD TO	CHK0647V1FQ	CISCO	Networking Devices	cisco WS-C3550-12T	Falls Church	VA	22043	United States	3 - Medium	3 - Medium	
CHILD TO	CHK0652W0P3	CISCO	Networking Devices	C3550-12T	Falls Church	VA	22043	United States	3 - Medium	3 - Medium	

CONFIGURATION ITEM RELATIONSHIPS

CI Number: CHK0647V1FQ
Manufacturer: CISCO
Configuration Item Type: Networking Devices
Model: cisco WS-C3550-12T
Description: ITG-Access-Switch04
City: Falls Church
State: VA
Zip: 22043
Country: United States
Urgency: 3 - Medium
Impact: 3 - Medium

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/Remove
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	
PARENT TO	FOC0806Z304	CISCO	Networking Devices	C2950G-48	Falls Church	VA	22043	United States	5 - High	3 - Medium	
PARENT TO	FOC1043Z1WR	CISCO	Networking Devices	Catalyst 2960	Falls Church	VA	22045	United States	3 - Medium	3 - Medium	

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CENTRE – Release Management

As software systems, development processes, and resources become more widely distributed, they become more specialized and complex. Release of software products and hardware is an ongoing cycle of development, testing, verification, and release. Release Management solves the growing complexity of systems which must fit together seamlessly to assure the success and long-term value of a product or project.

CENTRE's Release Management is tightly integrated with ITSM processes and is designed to sustain software management in a planned, traceable, and orderly approach. Development of new software and modification of existing software is phased with documentation, verification, and disciplined execution. CENTRE's Release Management will impart Best Practices through effective policies and procedures by:

► Tracking compliance.   ► Tracking costs and hours.   ► Maintaining audit trails.
► Reducing costly downtime and rework.   ► Effecting software patch management.
► Qualifying and quantifying the outlay. ► Reducing the risk of implementing change; and
► Managing the control and protection of software assets.

Software Requirement

Change Request

Requirement Scores and Comparison

Design, Estimates, and Process Area

Release Scores and Comparison

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CENTRE – Project Management

Project management is a planned and organized endeavor to accomplish a specific undertaking or task. Project management includes the development of a project plan, goals and objectives, specifying tasks, identifying resources, and associating budgets and timelines for completion.

CENTRE's 'Project Management' system tracks Projects in a planned, manageable, and systematic approach. It provides resource management, time tracking, expense monitoring, and workforce collaboration. It is a Web-based system designed to support multiple users modifying different sections of the plan at the same time. It assists Project Management personnel by;

- *Providing Best Practices through effective policies and procedures.*
- *Monitoring project and task status.*
- *Reporting project and task timelines.*
- *Identifying task predecessors.*
- *Importing data from CENTRE and external sources*
- *Identifying risk mitigation and outcomes.*

- *Offering intuitive, fast, and, powerful search capabilities.*
- *Providing tracking for multiple locations.*
- *Tracking project documents and equipment.*
- *Tracking resource hours and expenses.*
- *Generating Gantt charts.*
- *Interfacing with time card entry.*

Project Summaries

Progress in terms of Planned Vs Actual Duration: 208%		
Progress in terms of Estimated Hours Vs Actual Hours: 0%		
Progress in terms of Budgeted Cost Vs Actual Cost: 0%		

GENERAL	RESOURCES	HOURS
Sites: 1	Total Resources Assigned: 6	Total Project Estimated Hours:
Tasks: 5	Resources Currently Working: 1	Total Resource Budgeted Hours: 0
Risks: 0	Resources With Work Completed: 5	Total Resource Actual Hours: 741
Document Records: 21	Resources With Work Pending: 0	Average Task Hours Overrun: 0
Attached Documents: 71		Total Hours Overrun: 0

TASKS

Task Status	Task Link	Task Progress
Tasks Completed:	4	80%
Tasks in Progress:	1	20%
Future Tasks:	0	0%
Tasks Completed Late:	2	40%

Task Analysis

SHOW All ▼ TASKS PROJECT: ITIL Version 3 Certification ▼ GO TO PROJECT

Task Name	Survey	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date	Projected Start Date	Projected End Date	Status	Risks	Risks Materialized	System Calculated Projected End Date	% Planned Completed	% Actual Completed	Resources	Hours Worked
1-Convert v2 assessments to meet v3 qualifications	Survey	5/1/2008 9:00:00 AM	6/30/2008 6:00:00 PM	5/1/2008 8:00:00 AM	6/30/2008 6:00:00 PM	5/1/2008 9:00:00 AM	6/30/2008 6:00:00 PM	Completed	0	0		100%	100%		
2- Create V3 Assessments	Survey	5/12/2008 9:00:00 AM	9/30/2008 6:00:00 PM	9/30/2008 9:00:00 AM	2/4/2011 6:00:00 PM	2/4/2011	2/4/2011 9:00:00 AM	Completed	0	0		100%	100%		
3- Create Next Wave of V3 Assessments	Survey	9/22/2008 9:00:00 AM	12/31/2008 6:00:00 PM	2/4/2011 9:00:00 AM	2/4/2011 6:00:00 PM	2/4/2011	2/4/2011 9:00:00 AM	Completed	0	0		100%	100%		

Manage Projects

MANAGE PROJECTS

SHOW Active ▼ PROJECTS Note: CPI = 0 (invalid data), CPI < 1 (Cost Performance Issue), SPI = 0 (invalid data), SPI < 1 (indicates a Schedule Performance Issue)

Project Name	Survey	Contract Number	Status	Priority	Plan Start Date	Projected Start Date	Actual Start Date	Planned End Date	Projected End Date	Actual End Date	POC	CPI	SPI	DAR	Project Summary	Tasks	Actual Hours	Gantt
ITGONLINE.COM 3.0	Search	4333-000	Active	1	5/1/2013 9:00:00 AM	3/5/2013 9:00:00 AM	3/5/2013 9:00:00 AM	5/17/2013 6:00:00 PM	7/15/2013 6:00:00 PM		George Hadjikyriakou			No	Summary	Tasks		
ITIL Version 3 Certification	Search	5260-000	Active	1	5/1/2008 9:00:00 AM	5/1/2008 8:00:00 AM	5/1/2008 8:00:00 AM	12/31/2010 6:00:00 PM	12/31/2015 6:00:00 PM		R. Vespe			No	Summary	Tasks		
ITS Internal Audit 9001 / 20000-1	Search	8237-333	Active	1	11/15/2013 8:00:00 AM	10/31/2013 9:00:00 AM	10/31/2013 9:00:00 AM	2/1/2014 6:00:00 PM	2/1/2014 6:00:00 PM		Mary Anderson			No	Summary	Tasks		

Resource and Task Hours

Project :ITIL Version 3 Certification

Resource Hours

Resource Name	Work Hours
Agritellis, Elias	14.5
Coutoulakis, Emmanuel	60.5
Fellers, Bridget S.	0
Gardner, Glenn	64.5
Vespe, Robert R.	557
Wright, Vennard	44
Project Hours:	**740.5**

Task Hours

Task Name	Work Hours
1-Convert v2 assessments to meet v3 qualifications	181.5
2- Create V3 Assessments	342.5
3- Create Next Wave of V3 Assessments	44
ITIL V3 Assessments (Version 3.1)	149
ITIL v3 Certification Meetings	23.5
Project Hours:	**740.5**

Gantt Charts

PROJECT ITIL Version 3 Certification ▼ View Project

Color Key
Running on Time — Past Due — Completed Late — Today!
Running Late — Completed on Time — Future Task
Completed Task Duration — In Progress Task Duration — Project Duration

Start Date: 5/1/2008 ▼ End Date: 12/31/2010 ▼ Scale: Months ▼ Tasks: All ▼

Task Name	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date	Projected End Date	% Planned Completed	% Actual Completed	2008...06...07...08...09...10...11...12...
1-Convert v2 assessments to meet v3 qualifications	5/1/2008	6/30/2008	5/1/2008	6/30/2008	6/30/2008	100%	100%	
2- Create V3 Assessments	5/12/2008	9/30/2008	2/4/2011	2/4/2011	2/4/2011	100%	100%	
3- Create Next Wave of V3 Assessments	9/22/2008	12/31/2008	2/4/2011	2/4/2011	2/4/2011	100%	100%	
ITIL V3 Assessments (Version 3.1)	6/23/2010	12/31/2010	6/23/2010	//	12/31/2015	100%	0%	
ITIL v3 Certification Meetings	8/11/2008	8/29/2008	8/11/2008	8/29/2008	8/29/2008	100%	100%	

CENTRE – Financial Management

Financial Management refers to the concepts of time, money and risk and how they are interrelated. Finance is one of the most important aspects of business management. Without proper financial planning and management, an enterprise is unlikely to be successful.

CENTRE possesses many posting and reporting features to ascertain financial health. Throughout CENTRE, costs are captured, audit trails are created, and risks are identified.

CENTRE's standard search screens (which are available in each module) permit a user to instantly filter data to his or her needs, thus providing information such as service costs, purchasing trends, and supplier performance.

CENTRE also has the capability to run background 'Potential Problem Management' scans designed by the user to watch over data that has breached user established criteria. CENTRE's 'Potential Problem Management' was developed to raise alerts by systematically scanning CENTRE data records for problem trends or record conditions (such as cost levels). The PPMS system is coupled with CENTRE's Ad-hoc reporting system providing an exceptionally flexible analysis tool.

CENTRE supplies financial management and budget reports by project, category, and by month, and it was designed with the capacity to export and import data in a standard format with external accounting systems for further analysis and tracking.

CENTRE Financial Reporting by Project and Category

Search Project > Select Project > Back to CENTRE

VIEW PROJECT FINANCIALS BY CATEGORY

SUMMARY

Project Name:
Contract#:   Project Status: Active   Project Category: Unassigned   Project Type: Unassigned
Project Description:

SCHEDULE

Planned Start Date: 9/1/2004 12:00:00 AM	Actual Start Date: 9/1/2004 12:00:00 AM
Planned End Date: 12/31/2015 12:00:00 AM	Actual End Date:
	Project Duration: 2956 Days

EARNED VALUE MEASUREMENTS – PART I [CONTRACT TO DATE VALUES]

Category Item	Projected to Date	Actual to Date	Projected % to Completion	Actual % to Completion
Schedule Progress (in Days):	1513	1513	51.18	139.96
Total Cost:	1604940.00	16836782.14	10.08	0
Net Margin:	1429340.00	2806094.27	10.14	19.91
Labor Hours:	2285.36	92054.70	51.18	26.12
Labor Cost:	954996.00	3459216.12	10.08	36.53
Material Cost:	450852.00	2369806.03	10.06	52.89
Installation Cost:	12.00	0	8.89	0

EARNED VALUE MEASUREMENTS – PART II [AT YEAR END : 2008]

Category Item	Projected to Date	Actual to Date	Category Item	Projected to Date	Actual to Date
Average Maintenance Labor Cost per Call:	88.41	58.70	Average Maintenance Labor Cost per Installation:	0	0
Average Material Cost per Call:	41.74	25.06	Average Material Cost per Installation:	0	0
Average Cost per Call:	57.41	321.07	Average Cost per Installation:	41.74	0

FINANCIAL SUMMARY

Select Year: 2008 GO   Select Month: October GO   Budget Percentage of Estimate: 1

Calculate Estimates

Cost Category Name	Enter value to set all future months for category items	System Predicted Estimate	Average Estimate Deviation Percentage	Estimated Current month	Budgeted Current month	Actual Current month	Variance Current month	Budgeted Year To Date	Actual Year To Date	Variance Year to Date
MATERIAL HANDLING COST	0.00			3,083.00	3,083.00	0.00	-3,083.00	30,830.00	0.00	-30,830.00
MAINTENANCE LABOR COST	0.00			79,583.00	79,583.00	0.00	-79,583.00	795,830.00	0.00	-795,830.00
DIRECT LABOR COST	0.00			71,599.00	71,599.00	0.00	-71,599.00	715,990.00	0.00	-715,990.00
MAINTENANCE PARTS COST	0.00			37,571.00	37,571.00	0.00	-37,571.00	375,710.00	0.00	-375,710.00
CONTRACT REVENUE	0.00			400,000.00	400,000.00	0.00	-400,000.00	3,600,000.00	0.00	-3,600,000.00
NET MARGIN	0.00			119,115.00	119,115.00	0.00	-119,115.00	1,191,150.00	0.00	1,191,150.00
FREIGHT COST	0.00			6,720.00	6,720.00	0.00	-6,720.00	67,200.00	0.00	-67,200.00
TRAVEL COST	0.00			4,600.00	4,600.00	0.00	-4,600.00	46,000.00	0.00	-46,000.00
COMMISSIONS	0.00			2,990.00	2,990.00	0.00	-2,990.00	29,900.00	0.00	-29,900.00
OTHER DIRECT COST	0.00			2,362.00	2,362.00	0.00	-2,362.00	23,620.00	0.00	-23,620.00
NATIONAL SUPPORT CENTER COST	0.00			59,055.00	59,055.00	0.00	-59,055.00	590,550.00	0.00	-590,550.00
INSTALLATION COST	0.00			1.00	1.00	0.00	-1.00	10.00	0.00	-10.00
EQUIPMENT COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00
GOVERNMENT PROGRAMS COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00
TEMPORARY SERVICES COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00
INTERNATIONAL COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00
FRINGE BENEFITS	0.00			21,480.00	21,480.00	0.00	-21,480.00	214,800.00	0.00	-214,800.00
OVERHEAD	0.00			24,505.00	24,505.00	0.00	-24,505.00	245,050.00	0.00	-245,050.00
GENERAL & ADMINISTRATIVE	0.00			59,784.00	59,784.00	0.00	-59,784.00	597,840.00	0.00	-597,840.00
CUSTOMER SATISFACTION	0.00			95.00	95.00	98.97	3.97	950.00	96.99	-853.01
NUMBER OF CALLS	0.00			1,263.00	1,263.00	756.00	-507.00	12,630.00	10,802.00	-1,828.00

Cost Category Name	Enter value to set all future months for category items	System Predicted Estimate	Average Estimate Deviation Percentage	Estimated Current month Average	Budgeted Current month Average	Actual Current month Average	Variance Current month Average	Budgeted Year To Date Average	Actual Year To Date Average	Variance Year to Date Average
COST PER CALL	0.00			319.00	319.00	0.00	-319.00	319.00	229.30	89.70
COST PER INSTALLATION	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00

Export To Excel   Export To Word

☐ Refresh Financial data

Back   Edit

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CENTRE – Measurement and Analysis

Systematically measuring and monitoring progress against objectives is essential to good corporate responsibility management.

CENTRE maintains a standard set of reports on the 'Measurement and Analysis' menu. Reporting on progress against the plans is available within CENTRE and is available to stakeholders and other authorized personnel.

The reports highlight:

➢ Outstanding parts and equipment.
➢ Outstanding Activity Reports due by engineers and subcontractors.
➢ Service Record metrics (performance, cost, and scores).
➢ Inventory details and usage.
➢ Quality assurance.

To devise other measurement and analysis reports, CENTRE provides the Ad-hoc reporting system. This system is an agile information extraction program designed to effortlessly interrogate CENTRE's collection of data. The Ad-hoc system guides the user through a series of comprehensible screens, making this one of the most powerful and flexible features within CENTRE.

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