

# **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'

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## 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.

**VIEW CONTRACT**

Contract Number: 5999-000

CO: George Hadjikyriakou

CO Phone: 703-698-8282 Extension: 231

Customer Name: ITG DEFAULT

COTR: [Empty]

COTR Phone: [Empty] Extension: [Empty]

COTR Email: [Empty]

BDM: Harris, George

Customer Contract #: [Empty]

Contract Modifications: 0

TAM: Sung Yoon

PPM Rate: 0

OPPM Rate: 0

Sunday Rate: 0

Minimum: 0

Billable: ☐ No

Travel: ☐ No

Teacher: [Empty]

Start Date: 11 - 01 - 2006

Expiration Date: 12 - 31 - 2015

Close Out Date: 12 - 31 - 2020

Days Extended: [Empty]

PPM Hours: 14

Days of Service: 365

CI Import Des: [Empty]

Update A: ☐

External: ☐

Use PPM: ☒

Include S: ☒

Include S: ☒

**CONTRACT SERVICES**

Service Name	Service Type	CLIN	Price Option	Qty	Unit	Unit Cost	Total Cost	Service Status	Start Date
Computer Warranty Service & Maintenance [ Computer Warranty Service & Maintenance ]	Hardware Maintenance		1 to 49 Units	1	1	1,152.96	1,152.96	Terminated	12/01/2009
General Support [ General Support ]	General Support	0001	No Price Option	1	1	0.00	0.00	Confirmed	01/01/1990

**VIEW CONFIGURATION ITEM [ 299286 ]**

Contract #: 5999-000

POC: George Harris

Alt POC: Sung Yoon

CI Number: 7VTXNL1

CI Number Log CI Number Summary

Old CI Number: [Empty]

Item Type: Server

Subcomponent: None

Model: Power Edge 2970

POC Phone: 703-698-8282 Extension: 257

Alt POC Phone: [Empty] Extension: 226

Price: [Empty]

Price Type: [Empty]

Warranty Start: [Empty]

**CONFIGURATION ITEM RELATIONSHIPS**

CI Number: BZDS72300030

Manufacturer: INTEL

Configuration Item Type: Server

Description: ITG-EXCHANGE

Model: SE7501CW2

City: Falls Church

State: VA

Zip: 22043

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City
LICENSEE TO	<a href="#">39502959</a>	MICROSOFT	Exchange Svr Ent 2003 English OLP NL		Falls Chur
LICENSEE TO	<a href="#">505778</a>	DELL	PC	PM	Falls Chur
LICENSEE TO	<a href="#">P7200264</a>		Windows Svr Ent 2003 Win32 English OLP NL		Falls Chur
CHILD TO	<a href="#">CHK0647V1FQ</a>	CISCO	Networking Devices	cisco WS-C3550-12T	Falls Chur

**CI NUMBER [ BZDS72300030 ] 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
3/10/2009 4:00:00 PM	<a href="#">36</a>	<a href="#">2</a>	0.00	0.00	0.00	3/10/2009 4:00:01 PM

Integration Technologies Group, Inc.

Author: Robert R. Vespe

DCS #1006

Version: 4

Date: 11/20/2013

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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:

VIEW SERVICE RECORD									
<b>Workflow Status [ Not Initiated ]</b>									
Service Record #:		Contract #: 5999-000		Service Record Category: Request		Catalog Service: General Support - No Price Option - Confirmed			
Status: 183187		Priority:		QA Complete: Survey Not Due - 180-Day Timeframe		Classification: None		Time Zone: Days: 0 / 31	
Closed		1 - Low							
Reference Incident #:		Reference Request #:		Yence Event #:		Customer Reference #:		Sub Reference #:	
				QA Complete					
POC: Daniel Jenkins		POC Phone: 703-698-8282		336		Lookup Engineer: Select		Opened: 04 25 2011 14 26	
POC @ daniel.jenkins@itgonline.com						Engineer:		Contacted: 04 26 2011 16 10	
Alt POC:		Alt POC:				Opened By: Martinez, Christina G.		Dispatched:	
Caller:		Caller Phone:				Lookup TAM: Select		Confirmed:	
Agency ITG						TAM: IT Support		On-Site:	
Address 1: Daniel Jenkins <daniel.jenkins@itgonline.com>						Lookup SME: Select		Next ETA: 05 12 2011 12 00	
Address 2:						SME:		Resolution: 04 27 2011 15 26	
City Falls Church		State: VA		Zip: 22043		BDM: Harris, George		Closed: 05 26 2011 15 26	
Manufacturer: OTHER		Model:				Sub: None		Part Order #: 1 Last RMA:	
Serial #: ITG183187		Description: other				Sub Rating: 0		Shipped Date: 05 06 2011	
New Serial #:		<input type="checkbox"/> S/N verified				Billable: <input type="checkbox"/>		Urgency: 1 - Low	
Asset Tag #:						AS:		Impact: 1 - Low	
Item Type:						Tasks: 0		Service Record Type: Support	
Subcomponent: None						SLA Code:		Service Record Closure Type: Support	
<input type="checkbox"/> Customer contacted after Service Record closed		<input type="checkbox"/> Site User contacted				SLA Exception: Open: 0 Exception Count: 0		Pending Actions: Select	
The Service Record was opened as: Local						Parts Not Shipped: 0		SLA Type Calculated SLA SLA Met ?	
Problem/Known Error: 0								Response: 15.75 24 <input checked="" type="checkbox"/>	
Change Requests: 0								On-Site: 0 0	
								Repair: 29.02 48	
								Missed SLA Explanation	
Description:		Resolution:				Comments:			
May I please request PDF editing software such as Adobe Acrobat for at least one of my computers (both if possible)?		Entered on: 5/26/2011 3:26:06 PM by:Rigney, Jason R.							

- 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.

## Incident reports and flexible search capabilities

MEASUREMENT & ANALYSIS		
Reports marked with a (Y) will only retrieve data from year 2011 and beyond. You may change this to access data prior to the current year.		
<b>Parts</b>	<input type="radio"/> Parts Owed by Field Engineers > 7 Days - (Y) <input type="radio"/> All Parts Owed > 7 Days - (Y)	<input type="radio"/> Parts Owed by Subcontractors > 7 Days - (Y)
<b>Activity Reports</b>	<input type="radio"/> Activity Reports Owed by Subcontractors > 7 Days - (Y)	
<b>Service Records</b>	<input type="radio"/> Find Service Record Percentage (Performance Measurements) <input type="radio"/> Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements) <input type="radio"/> TAM Open Service Records Not Dispatched <input type="radio"/> TAM Open Service Records Dispatched w/Parts Shipped <input type="radio"/> Service Records and Service Record Complaints By Region <input type="radio"/> Service Record Performance By Serial Number <input type="radio"/> Service Record Type by Contract	<input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements) <input type="radio"/> Open Service Records By Contract <input type="radio"/> TAM Open Service Records Dispatched <input type="radio"/> Company Score Card (Project Performance Measurements) <input type="radio"/> Item Types in Service Records Vs Contract Item List <input type="radio"/> SLA Performance For Each Contract <input type="radio"/> Average Costs per Item Type For Each Contract <input type="radio"/> Project Financials
<b>Subcontractors</b>	<input type="radio"/> Find Subcontractor Service Record Percentage	<input type="radio"/> Find Subcontractor Service Record Percentage By Hour
<b>Projects</b>	<input type="radio"/> Find Tasks Exceeding Planned Period of Performance	<input type="radio"/> Find Project Cost Categories Exceeding Year To Date Budget <input type="radio"/> Project Financial Performance
<b>Inventory</b>	<input type="radio"/> Inventory Item Details By Contract <input type="radio"/> Inventory Parts Usage By Contract	<input type="radio"/> Repair Log Savings/Loss Analysis <input type="radio"/> Repair Log Contract Labor Hour Analysis <input type="radio"/> Repair Log Employee Labor Hour Analysis
<b>OA</b>	<input type="radio"/> Contract OA Summary Results	<input type="radio"/> OA Summary Results For Each Contract

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## 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.

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

**VIEW PROBLEM**

Workflow Status [ Not Initiated ]

Problem #: 57 Impact: 2 - Med/Low-Somewhat Slightly Priority: 2 - Med/Low-Somewhat Slightly

Urgency: 2 - Med/Low-Somewhat Slightly Item Type: Phone Systems Status: Problem (No Solution Available)

City: Subcomponent: Select Subcomponent Manager: Yum, Thomas

State: Manufacturer: MICROSOFT Creation Date: 08 15 2013

Zip: Model #: Lync 2013 Closed Date:

Country: United States

Problem Description: Since migrating to the 2013 Edge Server, users have been experiencing random call drops and quality issues

Problem Fix:

Related Incidents:

- 209576
- 209753
- 209865
- 209876
- 210345
- 210346

**Incident Record**

Workflow Status [ Not Initiated ]

Service Record #: 209576 Contract #: 5999-000 Service Record Category: Request Catalog Service: General Support

Status: Closed Priority: 1 - Low QA Complete: NO Classification: None

Reference Incident #: Reference Request #: Reference Event #:

POC: Rachael Beaupre POC Phone: 703-698-8282 POC Extension: 251

POC @: Rachael.Beaupre@itgonline.com

Alternate POC: Alternate POC Phone: Alternate POC Extension:

Caller: POC Caller Phone: 703-698-8282 Caller Extension: 251

Agency: ITG Address 1: 2745 Hartland Road; 2nd floor Address 2:

City: Falls Church State: VA Zip: 22043

Country: United States

Manufacturer: OTHER Model: 2013

Serial #: ITG209576 Description: OTHER

New Serial #: Asset Tag #: S/N verified

Item Type: Other Type Subcomponent: None

☐ Customer contacted after Service Record closed ☐ Site User contacted

The Service Record was opened as: Local

Problem/Known Error: 1

- 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.

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## 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

CONFIGURATION ITEM SOURCE RECORDS			
Configuration Item Source Type	Configuration Item Source	Key Column Value	Delete Item

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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

Workflow Status [ Not Initiated ]

Service Record #: 106545 Contract #: 8068-000 Incident

Status: Closed Priority: 1 - Low QA Complete: Attempted To Survey Classification: None

Reference Incident #: Reference Request #: Reference Event #:

POC: Mary POC Phone: POC Extension:

Alternate POC: POC @ Mary Alternate POC Phone: Alternate POC Extension:

Caller: SD Caller Phone: Caller Extension:

Agency: HUD Address 1: 200 North High Street Address 2: City: Columbus State: OH Zip: 43215-2463 Country: United States

Manufacturer: DELL Model: M5200 Serial #: 41S3H21 Description: Printer

New Serial #: 047224 Asset Tag: 047224 S/N Verified: ☒

Item Type: Printer

### CI attributes and values

Contract #: 8068-000 POC:

Alternate POC:

CI Number: 41S3H21 CI Number Log CI Number Summary

Old CI Number:

Item Type: Printer

Subcomponent: None

Model: M5200

Description: Printer

Manufacturer: DELL

Quantity:

CLIN:

Asset Tag: 047224

### Change Management

VIEW CHANGE REQUEST [ 232 ]

Workflow Status [ Not Initiated ]

Change Request Name: ITIL V3 - Modify the Asset 'Serial Number Summary' display to include two (2) additional fields.

Category: Minor Change Desired Completion Date: 9/12/2008

Change Type: Software

Change Authority: Software Engineering R&B

Proposed Change: Modify the Asset 'Serial Number Summary' display to include two (2) additional fields of information.

1- Number of Problems related to this item.

2- Number of Changes related to this item.

### 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
8/18/2007 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: BZD572300030			City: Falls Church			Urgency: 5 - High					
Manufacturer: INTEL			State: VA			Impact: 5 - High					
Configuration Item Type: Server			Zip: 22043								
Model: SE7501CW2			Country: United States								
Description: ITG-EXCHANGE											
Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/Remove
LICENSEE TO	38502859	MICROSOFT	Exchange Svr Ent 2003 English OLP NL		Falls Church	VA	22043	United States	1 - Low	1 - Low	[-]
LICENSEE TO	505773	DELL	PC	PM	Falls Church	VA	22043	United States	2 - Med/Low	1 - Low	[-]
LICENSEE TO	P7200264		Windows Svr Ent 2003 Win32 English OLP NL		Falls Church	VA	22043	United States	1 - Low	1 - Low	[-]
CHILD TO	CHK0847V1FQ	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: CHK0847V1FQ				City: Falls Church				Urgency: 3 - Medium			
Manufacturer: CISCO				State: VA				Impact: 3 - Medium			
Configuration Item Type: Networking Devices				Zip: 22043							
Model: cisco WS-C3550-12T				Country: United States							
Description: ITG-Access-Switch04											
Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/Remove
PARENT TO	BZD572300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4480481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4480327	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	FOC0806C304	CISCO	Networking Devices	C2950G-48	Falls Church	VA	22043	United States	5 - High	3 - Medium	
PARENT TO	FOC184321WR	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.

### Change Request

VIEW CHANGE REQUEST [ 83 ]

Workflow Status [ Not Initiated ]

Change Request Name: Causal Analysis and Resolution

Category: Standard Change

Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: 4/19/2007 8:55:16 AM Entered by:Agritellis, Elias C.  
Requested by: Angelakis, Michael  
Add Customer Survey functionality to Tasks and Change Requests as in Service Call.  
There will be links to the survey screen on all three screens. The existing Survey

### Software Requirement

VIEW REQUIREMENT [ 872 ]

Workflow Status [ Not Initiated ]

Program Name: ITG CENTRE

Release: 4.0.0

Requirement Category: Software

Functional Area: Service Call

Task: Change Requests - Causal Analysis and Resolution Screens

Requirement Description: 10/23/2007 3:43:30 PM Entered by:Angelakis, Michael P. This requirement is being changed to reflect discussions during the Software Management Review Board meeting. 1-At the Project screen level the Project Manager will decide, (by selecting an available option), if the project is subject to Customer QA and Surveys. 2-A list of available Customer Survey Forms will be presented to the Project Manager for selection. 3- All forms must include the contents of the paragraph below. 4/19/2007 8:55:16 AM Entered by:Agritellis, Elias C. Requested by: Angelakis, Michael. 4/19/2007 8:55:17 AM Entered by:Agritellis, Elias C. Tracing and correcting problem areas. CMMI V compliance. Created Change Request 83'

### Requirement Scores and Comparison

Requirements Score Card for Program [ITG CENTRE] - Release [4.0.7]

Line Item	Requirement ID	Tasks Status	Assigned To Resource	Requirement Type	Validation By	Requirement Review Issues Identified	Peer Review Issues Identified	Resource Conducted Peer Review	Total Estimated Hours	Total Actual Hours	Total Variance	Total Defects	Percent Defect
1	1320	Closed	Fellers, Bridget S.	Change Functionality	Fellers, Bridget S.	No	No	Software Development	151.0742	232	-53.57	0	0
2	1330	Closed	Fellers, Bridget S.	New Functionality	Fellers, Bridget S.	No	No	Software Development	11.6726	7.5	-35.73	0	0
3	1363	Closed	Fellers, Bridget S.	Defect	Coutoulakis, Emmanuel	No	No	Hadjikyriakou, George	14.3334	13.5	-5.81	1	1
4	1310	Closed	Fellers, Bridget S.	New Functionality	Coutoulakis, Emmanuel	No	No	Software Development	7.789	2.25	-71.11	0	0
5	1411	Closed	Fellers, Bridget S.	Maintenance	Coutoulakis, Emmanuel	No	No	Software Development	78.9048	97.5	-23.37	1	1
6	1412	Closed	Coutoulakis, Emmanuel	Maintenance	Coutoulakis, Emmanuel	No	No	None	120.064	97.5	-16.79	0	0
7	1514	Closed	Fellers, Bridget S.	Defect	Fellers, Bridget S.	No	No	Pangalos, Spyro (n)	1.0817	1	-7.55	0	0
8	1515	Closed	Fellers, Bridget S.	Defect	Fellers, Bridget S.	No	No	Software Group	1.0817	1	-7.55	0	0
9	1517	Closed	Fellers, Bridget S.	Defect	Fellers, Bridget S.	No	No	Software Group	1.0817	1	-7.55	0	0

### Design, Estimates, and Process Area

EDIT DESIGN SPECIFICATION FOR REQUIREMENT [ 872 ]

Date Created: 4/19/2007 9:13:08 AM Created By: Agritellis, Elias

Date Last Updated: 2/9/2008 11:59:46 AM Last Updated By: Hadjikyriakou, George

REQUIREMENT [ 872 ] - PROCESS AREAS

Process Area Name	Process Area Description
CMMI-CORE L2/CM	Configuration Management
CMMI-CORE L3/CM	Measurement & Analysis

EDIT ESTIMATE FOR REQUIREMENT [ 872 ]

Workflow Status [ Not Initiated ]

Requirement Description: 10/23/2007 3:43:30 PM Entered by:Angelakis, Michael P. This requirement is being changed to reflect discussions during the Software Management Review Board meeting. 1-At the Project screen level the Project Manager will decide, (by selecting an available option), if the project is subject to Customer QA and Surveys. 2-A list of available Customer Survey Forms will be presented to the Project Manager for selection. 3- All forms must include the contents of the paragraph below. 4/19/2007 8:55:16 AM Entered by:Agritellis, Elias C. Add Customer Survey functionality to Tasks and Change Requests as in Service Calls. There will be links to navigate to the survey screen these screens. (Low= .5 , Med= 1 , High= 1.5 ) All existing Survey screens (2) and new survey screens (2) shall include a new set of Causal Analysis and Resolution fields as described below in the following sections: In each of the survey screens (new and existing), along with the standard fields, the following should also be added: 1. Checkbox to categorize it as a Compliment or a Complaint. (already a part of the Customer Survey)

\*Minimum: 200.83 \*Most Likely: 269.92 \*Maximum: 339

Estimate: 269.918333 Confidence Level (%): 50

Estimate Created by: Hadjikyriakou, George Estimate Creation Date: 05 01 2007

### Release Scores and Comparison

Requirements Score Card per Release

Line Item	Program	Release	Status	Total Requirements	Total Estimated Hours	Total Actual Hours	Total Variance	Total Defects	Percent Defect
0	ITG CENTRE	4.0.7	Pending	7	67.49	N/A	N/A	N/A	N/A
1	ITG Beacon	ITG Beacon 1.0	Pending	1	42.5	N/A	N/A	N/A	N/A
2	ITG Corporate Website	ITG Corporate Website 1.0	Pending	1	18.48	N/A	N/A	N/A	N/A
3	ITG CENTRE	4.0.0	Open	28	389.14	N/A	N/A	N/A	N/A
4	ITG Beacon	ITG Beacon 1.1	Pending	12	527.03	N/A	N/A	N/A	N/A
5	ITG CENTRE	4.0.0	Closed	32	666.62	961.75	-44.27	89.03	8
6	Hosting Server	4.0.0	Pending	1	32	N/A	N/A	N/A	N/A
7	TOMS	TOMS 1.0	Pending	6	874.77	N/A	N/A	N/A	N/A
8	Marketing Websites	Marketing Websites 2.0	Pending	3	117.5	N/A	N/A	N/A	N/A
9	ITG CENTRE	4.0.0	Closed	25	676.79	731.5	-8.08	29.05	8

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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: 741
Tasks: 5	Resources Currently Working: 1	Total Resource Budgeted Hours: 0
Risks: 0	Resources With Work Completed: 3	Total Resource Actual Hours: 741
Document Records: 21	Resources With Work Pending: 0	Average Task Hours Overrun: 0
Attached Documents: 21		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: 0	40%	

### Task Analysis

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 8:00:00 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 8:00:00 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 9:00:00 AM	5/12/2008 9:00:00 AM	9/30/2008 9:00:00 AM	2/4/2011 2/4/2011	2/4/2011 2/4/2011	Completed	0	0		100%	100%		
3- Create Next Wave of V3 Assessments	Survey	9/22/2008 8:00:00 AM	12/31/2010 8:00:00 PM	9/22/2008 8:00:00 AM	12/31/2010 8:00:00 PM	2/4/2011 2/4/2011	2/4/2011 2/4/2011	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	Project Start Date	Actual Start Date	Planned End Date	Projected End Date	Actual End Date	POC	CPI	SPI	DAR	Project Summary
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 Hadjiyiakou			No	Summary Tasks
ITIL Version 3 Certification	Search	5260-000	Active	1	5/1/2008 9:00:00 AM	5/1/2008 9:00:00 AM	5/1/2008 9:00:00 AM	12/31/2010 6:00:00 PM	12/31/2010 6:00:00 PM		R. Vespe			No	Summary Tasks
ITS Internal Audit 8001 / 2009-1	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 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		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															
Color Key: Running on Time (Blue), Past Due (Red), Completed Late (Green), Today (Yellow), Running Late (Orange), Completed on Time (Green), Future Task (Cyan), Completed Task Duration (Black), In Progress Task Duration (Grey), Project Duration (Black)															
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.....2009.....2010.....							
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%	[Green Bar]							
2- Create V3 Assessments	5/12/2008	9/30/2008	2/4/2011	2/4/2011	2/4/2011	100%	100%	[Red Bar]							
3- Create Next Wave of V3 Assessments	9/22/2008	12/31/2010	2/4/2011	2/4/2011	2/4/2011	100%	100%	[Red Bar]							
ITIL V3 Assessments (Version 3.1)	6/23/2010	12/31/2010	6/23/2010	//	12/31/2015	100%	0%	[Grey Bar]							
ITIL v3 Certification Meetings	8/11/2008	8/29/2008	8/11/2008	8/29/2008	8/29/2008	100%	100%	[Green Bar]							

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## 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: \_\_\_\_\_ Project Status: Active Project Category: Unassigned Project Type: Unassigned

Contract #: \_\_\_\_\_

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: 12/31/2013 12:00:00 AM Actual End Date: \_\_\_\_\_  
Project Duration: 2936 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	91.18	139.96
Total Cost	1604940.00	16836782.14	10.08	0
Net Margin	1429380.00	2806084.27	10.14	19.91
Labor Hours	3289.36	92054.70	91.18	26.12
Labor Cost	954996.00	3459216.12	10.08	36.33
Material Cost	450852.00	2369806.03	10.06	52.89
Installation Cost	12.00	0	6.89	0

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

Category Item	Projected to Date	Actual to Date
Average Maintenance Labor Cost per Call	88.41	55.70
Average Material Cost per Call	41.74	25.06
Average Cost per Call	57.41	321.07
Average Maintenance Labor Cost per Installation		0
Average Material Cost per Installation		0
Average Cost per Installation		41.74

**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			59,035.00	59,035.00	0.00	-59,035.00	590,350.00	0.00	-590,350.00
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
PRINCE 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	98.99	-552.01
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 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.

MEASUREMENT & ANALYSIS		
Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.		
<b>Parts</b>	<input type="radio"/> Parts Owed by Field Engineers > 7 Days - (Y) <input type="radio"/> All Parts Owed > 7 Days - (Y)	<input type="radio"/> Parts Owed by Subcontractors > 7 Days - (Y)
<b>Activity Reports</b>	<input type="radio"/> Activity Reports Owed by Subcontractors > 7 Days - (Y)	
<b>Service Records</b>	<input type="radio"/> Find Service Record Percentage (Performance Measurements) <input type="radio"/> Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements) <input type="radio"/> TAM Open Service Records Not Dispatched <input type="radio"/> TAM Open Service Records Dispatched w/Parts Shipped <input type="radio"/> Service Records and Service Record Complaints By Region <input type="radio"/> Service Record Performance By Serial Number <input type="radio"/> Service Record Type by Contract	<input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements) <input type="radio"/> Open Service Records By Contract <input type="radio"/> TAM Open Service Records Dispatched <input type="radio"/> Company Score Card (Project Performance Measurements) <input type="radio"/> Item Types in Service Records Vs Contract Item List <input type="radio"/> SLA Performance For Each Contract <input type="radio"/> Average Costs per Item Type For Each Contract <input type="radio"/> Project Financials
<b>Subcontractors</b>	<input type="radio"/> Find Subcontractor Service Record Percentage	<input type="radio"/> Find Subcontractor Service Record Percentage By Hour
<b>Projects</b>	<input type="radio"/> Find Tasks Exceeding Planned Period of Performance	<input type="radio"/> Find Project Cost Categories Exceeding Year To Date Budget <input type="radio"/> Project Financial Performance
<b>Inventory</b>	<input type="radio"/> Inventory Item Details By Contract <input type="radio"/> Inventory Parts Usage By Contract	<input type="radio"/> Repair Log Savings/Loss Analysis <input type="radio"/> Repair Log Contract Labor Hour Analysis <input type="radio"/> Repair Log Employee Labor Hour Analysis
<b>QA</b>	<input type="radio"/> Contract QA Summary Results <input type="radio"/> Contract QA Summary Results By TAM <input type="radio"/> Contract QA Summary Results By SME <input type="radio"/> Contract QA Summary Results By Local FE <input type="radio"/> Contract QA Summary Results For a specified Score and Specified User Category	<input type="radio"/> QA Summary Results For Each Contract <input type="radio"/> Contract QA Summary Results By City <input type="radio"/> Contract QA Summary Results By BDM <input type="radio"/> Contract QA Summary Results By Subcontractor <input type="radio"/> Contract QA Less than Mean and Parameter

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.

TABLE NAME	SELECTED TABLE
AccessType ActionItem ActionType ActivityReport AdhocReportLog ADMC2FreightAmount	Contract CustomerInvoice SalesOrderHeader

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