



IT Work Management Process

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Organization

- By Higher Management
- Staffing
- Planning function
- Activity Responsibility

Request IT Service

- By authorized Requesters
- Helpdesk
- Emergencies
- Routine maintenance
- Preventive Maintenance
- Projects

Approve IT Service Request

- By authorized Manager
- According to Management Control Policy
- Initially all requests by authorized Manager
- Later delegate approval for routine work
- Manager only approves system changes
- Assigns time-sensitive priority

Plan IT Service

- By Planner
- Field check
- Work content-detailed
- Material availability
 - Requisitions
- Tools and equipment
- Safety
- Priority
- Skills
- Crew size
- Standard time
- Special permits

Schedule IT Workload

- By IT Department Manager
 - Assist by Planner
- From backlog of planned work
- Priority - oldest date, highest priority

Assign IT Work

- by IT department manager
- According to skill requirements

Dispatch IT Staff

- by IT Department Manager
- Work orders to Job Assignment Board
 - In order front to back by priority
 - Manager decides work order sequence daily

Management Control Policy

- Management Control Reporting
- Source: Time reporting system
 - By work order

All Actions Focused on Mission

“Optimum quantity & quality of IT service on time, safety and at a reasonable cost”



- Performance management system measures results
- Weekly Control Report ties actions to mission