

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.

ISO 20000 1:2005 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 9001:2000' 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

These elements are described in more detail on the 'CENTRE ISO 9001:2000 Compliance Package - White Paper.'

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 not only stores Contract specifics, but 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.

Configuration Items (assets)

SELECT CONTRACT ITEM				
Contract #	Serial #	Manufacturer	Model	Description
8032-000	D638HWQ20349	HP/Compaq	5000	Compaq Proliant 5000
8032-000	8638HWQ20050	HP/Compaq	5000	Compaq Proliant 5000

CI Dependency Relationships

CONFIGURATION ITEM RELATIONSHIPS										
Serial Number:D641HWQ20269			Model:5000			Urgency:3				
Manufacturer:HP/Compaq			City:MIAMI			Impact:3				
Configuration Item:Server			State:FL							
Type:Compaq Proliant 5000			Zip:							
Relationship Type	Serial Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Urgency	Impact	Add/Remove
MASTER TO	01BA788	IBM	Printer	IBM 4232	Greensboro	NC	27402	1	1	
MASTER TO	UNSC011879	HP	Printer	4000	Greensboro	NC	27402	1	1	

CENTRE
ITG
INTEGRATION TECHNOLOGIES GROUP, INC.
UNCOMPARABLE PERFORMANCE

User: Vespe, Rob
[View My Employees](#)
[Change Password](#)
[Accessibility Policy](#)

Home

IT Service Management

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Services

CI Management

Assign TAMs

Custom SLA

Item Type SLA

Sites

Risk Management

Main Contract Record

EDIT CONTRACT

The mandatory editing fields are indicated with an asterisk *

*Contract Number: 8032-000

*CO: John

*CO Phone: 999-434-9999 Ext.

*Customer Name: ITG/INTERNAL

COTR:

COTR Phone:

COTR Email: joo4.com

BDM: Reilly, Thomas A.

Customer Contract #:

Contract Modifications: 0

TAM: John Smith/Adrian Hicks

PPM Rate: 94.33

OPPM Rate: 143

Sunday Rate: 0

Minimum: 2

Billable: ☐ NO

Travel: ☒ YES

Taxable: ☐ NO

Non-Revenue: ☐ NO

CI RFC Required: ☐ NO

QA: ☒ YES

*Contract Status: Active

*Expires: 10 - 14 - 2011

Days Extended:

PPM Hours: 8AM - 5

Days of Service: MTWTF

PPM Hours Start: 08 00

PPM Hours End: 20 00

*Response SLA Hours: 4

*On-Site SLA Hours: 0

*Repair SLA Hours: 24

Email TAM @ 0

% Time Lapse -Email BDM @ 0

% Time Lapse -Email BDM @ 0

% Time Lapse -Email BDM @ 0

% Time Lapse -Email BDM @ 0

% Time Lapse -Email BDM @ 0

% Time Lapse -Email BDM @ 0

Closed Out: - - -

External Data: ☐

Use PPM Hours for SLA: ☒

Include Saturday in SLA: ☐

Include Sunday in SLA: ☐

Include Holiday in SLA: ☐

Send email notifications on if SLA values are not met by the % Time Lapse specified below.

Services

Service Name	Description	CLIN	Service Type
Dell PC Migration	Dell PC Migration (Desktop)		Data Migrations
HP PC Migration	HP PC Migration (Desktop)		Data Migrations
New service to be performed	New Service		General Support

Risk Management

SELECT RISK UNDER CONTRACT [8032-000]				
Contract Risk ID	Risk Name	Risk Assessment	Risk Level	Risk Mitigation
382	Contract Risk	Competition from OEM	2	XX has been pushing a full service solution for some time. The risk is as Exabyte tapes and libraries are replaced with XX equipment, XX can offer more competitive service solutions. Continue to monitor XX service pricing, keeping our pricing close to XX's

Asset Management and Costs

SERIAL NUMBER [D641HWQ20259] 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
5/9/2007 2:17:33 PM	16	34	3,766.00	389.40	0.00	5/9/2007 2:17:33 PM

CENTRE ISO 20000 ITSM Elements:

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:

The screenshot shows the 'VIEW SERVICE RECORD' interface. At the top, it indicates 'Workflow Status: [Not Initiated]'. Below this, there are several tabs and sections for data entry and viewing. Key sections include: 'Service Record #', 'Service Record Category', 'Status', 'Priority', 'QA Com', 'Reference Incident #', 'Reference Request #', 'Reference Event #', 'Customer Reference #', 'Sub Reference #', 'Customer Order #', and 'Classification'. There are also fields for 'POC', 'Agency', 'Address', 'City', 'State', 'Zip', 'Manufacturer', 'Model', 'Description', and 'Resolution'. A 'Timeline' section shows events with dates and times. At the bottom, there are sections for 'SLA Performance' and 'Comments'.

Incident reports and flexible search capabilities

The screenshot shows the 'MEASUREMENT & ANALYSIS' interface. It features a list of reports and filters for various categories. The categories include: 'Parts', 'Activities', 'Service Record', 'Subcontractor', 'Project', 'Inventory', and 'QA'. Each category has a list of reports and filters. For example, under 'Parts', there are reports like 'Owed by FE > 7 Days' and 'Owed by Sub > 7 Days'. Under 'Service Record', there are reports like 'Find Service Record Percentage (Performance Measurements)' and 'Find Service Record Percentage By Hour (Performance Measurements)'. The interface allows users to select reports and filters to generate incident reports.

- 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 ISO 20000 ITSM Elements:

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, IT 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 relationships between records

VIEW PROBLEM

Problem #: 11 Impact: Select Priority: Select Status: Closed

Urgency: Select Item Type: None Manager: Vespe, Robert R.

City: Subcomponent: Select Subcomponent Creation Date: 08/08/2007

State: Manufacturer: DELL Closed Date: 08/09/2007

Zip: Model #: test

Problem Description: Problem Fix:

Test Problem Record Related Incident: 81994

Incident Record

Incident Record

Workflow Status [Not Initiated]

Service Record #: Contract #: Incident: General Support

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

POC: 5803 Lookup

Alt POC:

Caller: Service Desk Ph: Loc

Agency: HUD Address: Lafayette Court, 2nd fl, 2nd Fl 465 Main St Loc

City: Buffalo State: NY Zip: 14203

Manufacturer: DELL Model: GX240 Description: OptiPlex

New Serial #: ITG81994 S/N verified

Asset Tag #: 037141

Item Type: PC Subcomponent: Accessory/Adapter

☐ Customer contacted after Service Record closed ☒ Site User contacted

Service Record was opened as: Local Problem/known Error: 1

Maintains links to RFCs and configuration items.

VIEW PROBLEM

Problem #: 11 Impact: Select

Urgency: Select Item Type: None

City: Subcomponent: Select Subcomponent

Change Request Name	Change Authority
ITIL Requirement - Add the Problem Record ID to the Change Request Screen	Software Engineering MR

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Problem	11
Change Request	Scan Request	2
Change Request	Software Requirement	088

VIEW CHANGE REQUEST [0]

Workflow Status [Not Initiated]

Change Request Name: ITIL Requirement - Add the Problem Record ID to the Change Request Screen

Category: Standard Change Desired Completion Date:

Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: 11/14/2006 -- Lee Leiber -- As requested and approved by the S

- Supports automatic 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 end users affected.

CENTRE ISO 20000 ITSM Elements:

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

NEW POST IMPLEMENTATION REVIEW FOR CHANGE REQUEST [232]
*The mandatory editing fields are indicated with an asterisk **

*Date of Follow-up Audit:

Assigned Auditor:

Audit Program Manager:

Actual Follow-up Date:

Was action taken effective?:

Resolution:

Risk Impact and Back-out of the Change

NEW ANALYSIS FOR CHANGE REQUEST [232]
*The mandatory editing fields are indicated with an asterisk **

*Describe the potential risks, impacts, and business benefits associated with the change request:

Identify and describe a methodology for reverting or remedying the change if found unsatisfactory after implementation:

Change Record

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
Change Type: Software
Change Authority: Software Engineering MRB
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.
Hyperlink the information field to display the Changes and Problems related to the
Description of current or potential non-conformance/justification: Provide additional information when viewing a 'Serial Number Summary'
Root Cause: N/A

Change Request Documents

Issued By: Vespe, Robert R.
Action Type: Improvement
Internal Audit Number:
Status: Issued
Approved By:
Assigned To:
Information Security Approval Required: NO
Approved by Security Officer:
Approved by Security Officer: NO
Software Requirements: 0
Service Records: 0

Date Issued: 8/15/2008 10:24:07 AM
Priority: MEDIUM
Approved Date:
Begin Work Date:
Due Date:
Completed Date:
Validation Date:
Date Last Updated: 8/15/2008 10:24:07 AM
Last Updated By: Vespe, Robert R.

Actions Summary:

Assessments

NEW ASSESSMENT FOR CHANGE REQUEST [232]
*The mandatory editing fields are indicated with an asterisk **

Cost Reduction: (Person Hours Per Year Value)
Revenue Enhancement: (Currency Value)
Compliance: (Registration/Appraisal)

Risk to Quality:

Risk to Finance:

Risk to Reputation:

Related (CIs) to this Change

FETCH CONFIGURATION ITEM SOURCE RECORDS
*The mandatory editing fields are indicated with an asterisk **

*Select Configuration Item Source Type: Change Request
*Select Configuration Item Source:

Select a Source

- Contracts
- Contract Assets
- Service Calls
- Software Requirement
- Scan Request
- Projects
- Customer Survey
- Customer Survey No FE
- Electronic Repairs
- Subcontractors
- Vendors
- Labor Resources
- Meeting Minutes

CENTRE ISO 20000 ITSM Elements:

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 many-to-many 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 | Service Record Category: Catalog Se | Incident

Reference Incident #: 8068-000 | Reference Request #: 8226 | Reference Event #:

POC: [] | Alt POC: [] | Caller: SD | Agency: HUD | Address: 200 North High Street | City: Columbus | State: OH | Zip: 43215-2463

Manufacturer: DELL | Model: M5200 | Description: Printer | S/N Verified: [x]

Serial #: 41S3H21 | Asset Tag #: 047224 | Item Type: Printer

Subcomponent: [] | Other: [] | Customer contacted after Service Record closed: [x] | Site User contacted: [x]

Problem/known Error: 1 | Change Requests: 0

CI attributes and values

Contract #: 8068-000

POC: [] | Alt POC: []

Serial #: 41S3H21 | Serial # Log | Serial # Summary

Old Serial #: []

Item Type: Printer | Subcomponent: None | Model: M5200

Description: Printer | Manufacturer: DELL | Quantity: []

CLIN: [] | Asset Tag: 047224 | Urgency: []

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: [] | Desired Completion Date: 9/12/2008

Change Type: Software | Change Authority: Software Engineering HRB

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

SERIAL NUMBER [41S3H21] SUMMARY					
First Service Record Date	Service Records	Total Parts Shipped	Total Parts Cost	Total Electronic Repair Labor Charges	Total Subcontractor Labor Charges
8/18/2007 12:08:44 PM	3	10	903.46	0.00	587.50

CI Relationships

CONFIGURATION ITEM RELATIONSHIPS									
Serial Number: ECHK4490327		Model: SE7501CW2		City: Falls Church		State: Va		Zip Code: 22043	
Manufacturer: INTEL		Configuration Item Type: Windows Svr Ent 2003 Win32 English OLP NL		Urgency: 1		Impact: 1			
Relationship Type	Serial Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Urgency	Impact
LICENSEE TO	P7200264		Windows Svr Ent 2003 Win32 English OLP NL		Falls Church	Va	22043	1	1
CHILD TO	CHK0647V1FQ	CISCO	Networking Devices	C3550-12T				5	5
CHILD TO	CHK0652WOP3	CISCO	Networking Devices	C3550-12T				5	3

CONFIGURATION ITEM RELATIONSHIPS									
Serial Number: CHK0647V1FQ		Model: C3550-12T		City: Falls Church		State: Va		Zip Code: 22043	
Manufacturer: CISCO		Configuration Item Type: Networking Devices		Urgency: 5		Impact: 5			
Description: Core Switch 1									
Relationship Type	Serial Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Urgency	Impact
PARENT TO	ECHK3471024	INTEL	Server	SE7501CW2					
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2					VA
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2					
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2					
PARENT TO	FOC0649Y112	CISCO	Networking Devices	C2950T-24					
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C3550-12T					

CENTRE ISO 20000 ITSM Elements:

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

Software Requirement

VIEW REQUIREMENT [872]

Program Name: ITG CENTRE

Version Release Number: 4.6.8

Functional Area/Screen: Service Call - Task - Change Requests - Causal Analysis and Resolution Screens

Requirement Description: This requirement is being changed to reflect discussions during the Software Management Review Board meeting.

Requirement Rationale: 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.

Created Change Request: 83

Requirement Scores and Comparison

Software Requirements Score Card for Program [ITG CENTRE] - Release [4.6.8]												
Line Item	Requirement ID	Tasks Status	Assigned To Developer	Requirement Type	Validation By	Requirement Review Issues Identified	Peer Review Issues Identified	Developer Conducted Peer Review	Total Estimated Hours	Total Actual Hours	Total Variance	Total Defects
1	102	Closed	Angelakis, Elias C.	New Functionality	Angelakis, Michael P.	No	No	Hadjikyriakou, George	53.25	56.5	-6.1	0
2	102	Closed	Pangalos, Spyro (n)	New Functionality	Angelakis, Michael P.	No	No	Hadjikyriakou, George	36.88888	56.25	-22.48	1
3	102	Closed	Guttkonda, Maheedhar	New Functionality	Angelakis, Michael P.	No	No	Hadjikyriakou, George	35.6781	44	-22.64	0
4	114	Closed	Guttkonda, Maheedhar	Defect	None	No	No	None	5.2916	0	100	0

Design, Estimates, and Process Areas

EDIT DESIGN SPECIFICATION FOR REQUIREMENT [872]

Date Created: 4/19/2007 9:13:08 AM

Date Last Updated: 2/9/2008 11:59:46 AM

Created By: Angelakis, Elias C.

Last Updated By: Hadjikyriakou, George

Description: 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. The existing Survey screens (2) will be modified to include the survey screen.

Work Description: 10/23/2007 3:43:30 PM Entered by: Angelakis, Michael P.

Requirement Rationale: 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.

Release Scores and Comparison

Software Requirements Score Card per Release												
Line Item	Program	Release	Status	Total Requirements	Total Estimated Hours	Total Actual Hours	Total Variance	Total Defects	Total Defects with High Impact Or High Severity	Total Defects with Medium Impact Or Medium Severity	Total Defects with Low Impact Or Low Severity	Total Defects with High Impact Or High Severity
1	ITG CENTRE	4.6.8	Pending	4	4.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2	ITG CENTRE	4.6.8	Pending	13	156.24	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	ITG CENTRE	4.6.8	Open	22	1172.18	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4	ITG CENTRE	4.6.8	Closed	22	775.68	825.75	-48.07	18	2	1	3.23	0
5	ITG CENTRE	4.6.8	Closed	33	1330.68	1179	151.68	14.06	26	3	3.03	1
6	ITG CENTRE	4.6.8	Closed	3	233	275.5	-42.5	22.25	1	0	0	0
7	ITG CENTRE	4.6.8	Closed	2	95.35	95	0.35	2.95	1	0	0	0
8	ITG CENTRE	4.6.8	Closed	53	1010.16	920.28	89.88	14.64	24	6	3.77	6
9	ITG CENTRE	4.6.8	Closed	61	898.64	896	2.64	31.53	23	3	4	9.76
10	ITG CENTRE	4.6.8	Closed	1	100	127	-27	1.27	2	0	0	0
11	ITG CENTRE	4.6.8	Closed	22	380.82	N/A	N/A	N/A	N/A	N/A	N/A	N/A
12	ITG CENTRE	4.6.8	Closed	69	634.8	577.5	57.3	13.51	5	0	0	9
13	ITG CENTRE	4.6.8	Closed	15	581.43	581	0.43	8.23	3	0	0	3

CENTRE ISO 20000 ITSM Elements:

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

PROJECT SUMMARY OF [ITIL VERSION 3 CERTIFICATION]		
Progress based on Planned Vs Actual Duration: 0%		
Progress based on Budgeted Hours Vs Actual Hours: 0%		
Progress based on Budgeted Cost Vs Actual Cost: 0%		
GENERAL	RESOURCES	HOURS
Sites: 1	Total Resources Assigned: 6	Total Project Estimated Hours: 0
Tasks: 4	Resources Currently Working: 6	Total Resource Budgeted Hours: 0
Risks: 0	Resources With Work Completed: 0	Total Resource Actual Hours: 584
Document Records: 16	Resources With Work Pending: 0	Average Task Hours Overrun: 146
Attached Documents: 52		Total Hours Overrun: 584
TASKS		

Task Analysis

PROJECT ITIL Version 3 Certification											
SHOW All Active TASKS Refresh											
Task Name	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date	Projected End Date	Status	% Planned Completed	% Actual Completed	Resources		
1-Convert v2 assessments to meet v3 qualifications	5/1/2008 9:00:00 AM	6/30/2008 6:00:00 PM			6/30/2008 6:00:00 PM	Started	100%	0%	[Icons]		
2-Create V3 Assessments	5/12/2008 9:00:00 AM	9/30/2008 6:00:00 PM			9/30/2008 6:00:00 PM	Planning	100%	0%	[Icons]		
3-Create Next Wave of V3 Assessments	9/22/2008 9:00:00 AM	12/31/2008 6:00:00 PM			12/31/2008 6:00:00 PM	Planning	31.51%	0%	[Icons]		

Manage Projects

MANAGE PROJECTS													
SHOW Active PROJECTS Refresh													
Project Name	Contract Number	Status	Priority	Plan Start Date	Actual Start Date	Planned End Date	Actual End Date	POC	DAR	View Project Summary	View Tasks	View Hours	View Gantt
8026-000 Depot Billing	8026-000	Active	1	6/9/2008 8:00:00 AM	6/9/2008 8:00:00 AM	7/31/2009 5:00:00 PM		Jason Dudley	NO	SUMMARY	TASKS	[Icons]	[Icons]
8032-000 Depot Billing	8032-000	Active	1	6/5/2008 8:00:00 AM	6/5/2008 8:00:00 AM	10/14/2011 5:00:00 PM		Jason Dudley	NO	SUMMARY	TASKS	[Icons]	[Icons]
8055-002 Depot Billing	8055-002	Active	1	6/6/2008 8:00:00 AM	6/6/2008 8:00:00 AM	9/30/2013 5:00:00 PM		Jason Dudley	NO	SUMMARY	TASKS	[Icons]	[Icons]

Resource and Task Hours

Project :ITIL Version 3 Certification	
Resource Hours	
Resource Name	Work Hours
Agritellis, Elias C.	14.5
Coutoulakis, Emmanuel	60.5
Fellers, Bridget S.	0
Gardner, Murray G.	64.5
Vespe, Robert R.	400
Wright, Vennard	44
Project Hours: 583.5	
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	36
ITIL v3 Certification Meetings	23.5
Project Hours: 583.5	

Gantt Charts

PROJECT ITIL Version 3 Certification											
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 Refresh											
Start Date: 5/1/2008 End Date: 12/31/2008 Scale: Months Tasks: All Refresh											
Task Name	Planned Start Date	Planned End Date	Actual Start Date	Actual End Date	Projected End Date	% Planned Completed	% Actual Completed	2008.....2009			
1-Convert v2 assessments to meet v3 qualifications	5/1/2008	6/30/2008	//	//	6/30/2008	100%	0%	[Gantt Bar]			
2-Create V3 Assessments	5/12/2008	9/30/2008	//	//	9/30/2008	100%	0%	[Gantt Bar]			
3-Create Next Wave of V3 Assessments	9/22/2008	12/31/2008	//	//	12/31/2008	31.51%	0%	[Gantt Bar]			

CENTRE ISO 20000 ITSM Elements:

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 criterion. 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

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 Planned End Date: 12/31/2015 12:00:00 AM						Actual Start Date: 9/1/2004 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:	1429380.00	2805084.27	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	2368866.03	10.06	92.89							
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	Projected to Date	Actual to Date							
Average Maintenance Labor Cost per Call:	88.41	56.70	Average Maintenance Labor Cost per Installation:	0							
Average Material Cost per Call:	41.74	25.06	Average Material Cost per Installation:	0							
Average Cost per Call:	57.41	321.07	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			74,883.00	74,883.00	0.00	-74,883.00	748,830.00	0.00	-748,830.00	
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	
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	-833.01	
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	Budgeted Current month	Actual Current month	Variance Current month	Budgeted Year To Date	Actual Year To Date	Variance Year to Date	
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											
<input type="checkbox"/> Refresh Financial data											
Back Edit											

CENTRE ISO 20000 ITSM Elements:

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 2008 and beyond. You may change this to access data prior to the current year.		
Parts	<input type="radio"/> Owed by FE > 7 Days - (Y) <input type="radio"/> All > 7 Days - (Y)	<input type="radio"/> Owed by Sub > 7 Days - (Y)
Activities	<input type="radio"/> AR Owed by FE - (Y)	<input type="radio"/> AR Owed by Sub - (Y)
Service Record	<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"/> 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 <input type="radio"/> Service Record Type Report
Service Record Type	<input type="radio"/> Find Records of Selected Service Record Type by Contract	
Subcontractor	<input type="radio"/> Find Subcontractor Service Record Percentage	<input type="radio"/> Find Subcontractor Service Record Percentage By Hour
Project	<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
Inventory	<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
QA	<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.

CENTRE		ITG		User: Vespe, Robert R. View My Employee Profile Change Password Accessibility Policy				
Home	IT Service Management	Purchasing	Logistics	Reports	Projects	Inventory	Administrative	Logout
New Report	Back to Main Menu	Help						
Tables	Joins	Columns	Aggregates	Filters	Group by	Sorting	Options	Run Report
TABLE NAME		SELECTED TABLE						
Contract								
ContractCostData								
ContractCustomSLA								
ContractDocumentFiles								
ContractDocuments								
ContractItem								