

Workflow Enabled Task Management Solution

Regardless of the ever-increasing pressure on management to control and keep track of their daily functional tasks, the sheer volume has impacted the effectiveness and efficiency of operational delivery and execution. What if you had a **dashboard view** of all of your tasks? What if you could **see the status** of these tasks at any given time, without picking up a phone or sending an additional email? What if **prompts were automatically** sent to ensure that people were **reminded** of tasks?



Not meeting deadlines?

Tasks slipping through the cracks?

Lack of accountability?

Sleepless nights keeping track of deliverables?



These concepts are all too familiar to C-level, managerial and supervisory personnel.

For more information www.flowcentric.com

What if FlowCentric Could Provide You With The Perfect Solution?

Using the power and versatility of the FlowCentric BPM engine, TasqIT offers management a Workflow Enabled Task Management Solution, for any operational task.

Let's take a simple example of what TasqIT defines as a task.

A CEO is considering key man insurance in his business. The CEO requires input from all Head of Departments (HODs) as to who in their department should be included in the policy. Once this task is completed by the HODs the task routes to HR. However, HR cannot complete their task until all of the HOD's have responded. If a HOD is holding up the process the HOD needs to be reminded of their outstanding response. Once HR receives the lists of individuals, all additional relevant information needs to be added and sent on to Finance. Finance will then acquire various quotes. These quotes then need to go back to the CEO for review at the next board meeting.


If the task is executed without TasqIT

How would a CEO do this? Probably through emails and with the assistance of a PA or secretary. The downside of this is, once the CEO has mandated his secretary and explained the requirement and rules of the task to said person, the control and visibility of this task leaves the CEO's grasp. The CEO then has little or no idea of the status of the project. Success of the project is completely outcomes based and the CEO cannot intervene to ensure the timely completion, unless there is constant feedback given by the secretary. What could make this process even more complex is if the HOD has delegated the task to a manager in the department, now even the secretary has lost sight of the progress of the HOD's task. As you can see manually managing even a seemingly simple task requires continual input and monitoring of the process. This can be time consuming and overwhelming when faced with a multitude of tasks.

If the task is executed with TasqIT

Using our painless .NET 4 based user interface, the CEO can very quickly define the rules and flow of this project. Setup the instruction to the HOD's detailing the requirements, including a due date for completion of their tasks. Define the instruction for HR's task, i.e. this to only execute once all of the HOD's have completed their input, in other words giving HR's task a dependency. Then setup the instruction to Finance to only execute once HR has completed their task. Then for the system to send the result back to the CEO once Finance is done.

The CEO can confidently sit back and monitor the progress of this project. TasqIT will ensure the successful completion of the entire process according to the CEO's mandate.

 **New Task Notification**

Task Name: Project Reports

Hi Elmarie,

You have a new task assigned to you by Ducan Cooke.
Please logon to your Dashboard for further details - <http://localhost/tasqit/>

From: TasQ-IT

Sent by TasQ-IT

A task notification sent to a user via the TasqIT system.



Please enter your username and password to login.

Username:

Password:

Login

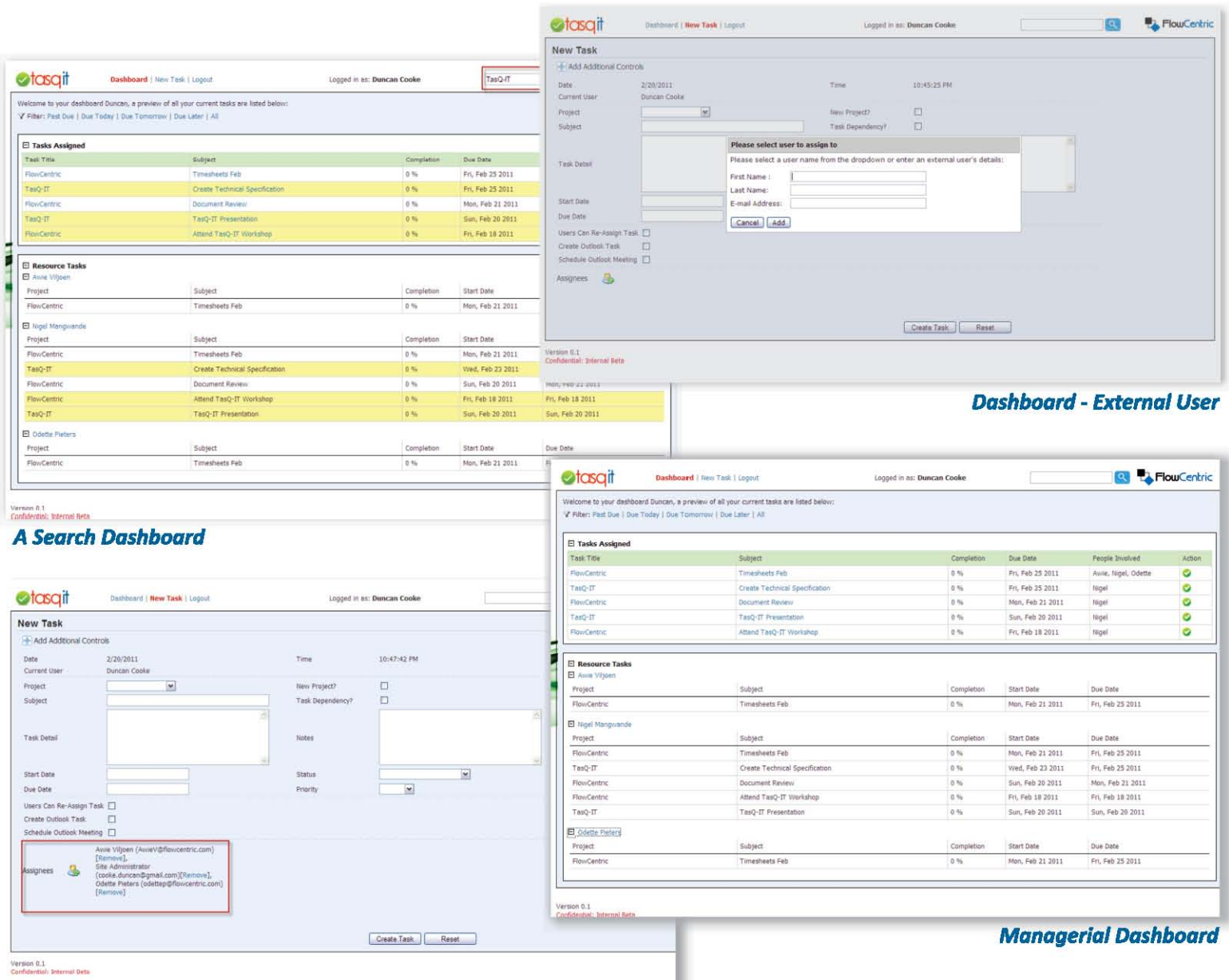
[Forgot Password](#)

TasqIT login

The Fundamentals of an Effective Task Management System

- **Web enabled** – allowing tasks to be visible within the organisation as well as outside.
- **Workflow enabled** – an effective task management system must enable its originator to decide, on the fly, who should be included in the hierarchy or structure of tasks. TasqIT goes a step further and allows *task participants*, who were granted the relevant permissions by the originator, to create their own hierarchies. This is known as *unstructured workflow* which in effect allows a task to propagate on its own.
- **Notifications** – once a task lands in your task tray you need to be made aware of it. Depending on the urgency of your outstanding task you need to be reminded of this outstanding task until it is acted on.
- **Tracking** – a task could consist of multiple *down-the-line tasks* and needs to be fully auditable and/or traceable. Using the FlowCentric engine inherently enables the tracking of a task.
- **Group your tasks** – the ability to assign or group tasks to a specific project.
- **Performance management** – employees' efficiency and effectiveness in completing the tasks allocated to them can now be measured. For example: How many tasks has a particular employee executed on time? Where is the bottleneck? What is the average outstanding tasks per individual?
- **Integration to Microsoft Office Outlook** – reminders are sent via Microsoft Office Outlook, emails and sms servers.
- **Visibility** - an effective task management system should allow task owners to see the status of their tasks as well as the status of all current or open tasks in the organisation. TasqIT ensures that all tasks can be monitored throughout the task lifecycle.

What Does the TasqIT System Look Like?



The screenshots illustrate the TasqIT system interface from three different user perspectives:

- Dashboard - External User:** Shows a 'New Task' form with fields for Date, Current User, Project, Subject, Start Date, and Due Date. A modal window prompts the user to 'Please select user to assign to' with input fields for First Name, Last Name, and E-mail Address.
- A Search Dashboard:** Displays a 'Tasks Assigned' table with columns for Task Title, Subject, Completion, Due Date, and People Involved. The table lists tasks such as 'Timesheets Feb', 'Create Technical Specification', 'Document Review', 'Attend Tasq-IT Presentation', and 'Attend Tasq-IT Workshop'.
- Managerial Dashboard:** Shows a 'New Task' form with an 'Assignees' section listing users like 'Awie Vijgen', 'Duncan Cooke', and 'Odette Pieters' with their roles and email addresses.

Multiple Users Assigned