

OsJob – Key Features

- **Powerful and effective workflow** system for managing your internal business processes
 - Create **routings** to pass jobs between individuals and teams with **simple-to-use workflow** tool
 - **Log, track and manage jobs and tasks on-line** from request to completion
 - Automatically communicates actions and progress using **e-mails** and internal notifications
 - Fill-in tailored **on-line questionnaires** after job completion to track job quality
 - Comprehensive **enquiries, reporting and statistics** features
- **Easy to implement**
 - **Browser interface** means easy access for users and low maintenance
 - **No scripting skills** or programming required

OsJob - Usage

OsJob is aimed at managing the registration and tracking of jobs or tasks within an organisation. It can be used to manage entire business processes or ad-hoc requests.

A single installation of OsJob may be used to manage many different types of job within an organisation. Here are a few examples but, once installed, you will continue to find many more uses:

- new starter / leaver tasks
- desk/phone/pc moves
- internal audits
- document reviews
- building maintenance
- software changes
- project tasks

OsJob's workflow module allows each type of job to follow a different route between users and teams in an organisation. Jobs may follow their pre-defined route, or be allowed to deviate from it, according to the business process rules and the degree of flexibility required.



Fig 1. A sample OsJob screen – Route Management

A more detailed description of OsJob's functionality can be found on the next page.

OsJob – who benefits?

Organisation

- cost savings from better administration
- more throughput by teams
- better information and faster delivery
- improved customer service and perception
- improved visibility and accountability

Administration teams

- on-line management of jobs and allocation to teams
- removal of paper, filing and associated work
- easy to identify and chase outstanding jobs
- quality stats calculated automatically

Customer / job requester

- easy job submission
- communications when their jobs are worked on
- check the status of all their jobs on-line
- easy submission of feedback using questionnaires
- better-informed, less need to chase jobs

Job handlers and teams

- clear visibility of workload makes prioritisation easier
- communications when new jobs have been assigned
- easy access to job instructions, notes and history
- on-line recording of actions performed on a job

Intranet job routing and tracking system for your offices

OsJob – Details

- **Users and User Groups** - New users can register themselves using the **self-registration feature** on the OSJob login page.
- The built-in **User Registration Flow** ensures that new registrations are scrutinised by an admin team before being approved.
- **Default profiles** can be set up to make users and authorities quicker to set up and easier to manage.
- **Active Directory integration** simplifies registration; users can log on to OsJob using their AD password.
- Users can maintain their own **contact details**. These are then accessible to other system users.
- **Authority Levels** can be set for users to log jobs, perform actions and access system functions such as stats and reporting.
- **User Home Page** – this provides an overview of any outstanding jobs that involve the user. Drill down to show lists of jobs raised, jobs requiring an action, jobs assigned to their team and notifications. Drill down further to record actions and to view a job's full details and history.
- **Job types** - OsJob can be used to manage many types of job within an organisation, each having different attributes and requiring different information.
- The **Job Attributes** function makes it easy to define the data required for a job; each attribute may be defined as required or optional and be given permissible values. The use of attributes ensures that all required job information is collected at the time the job is logged.
- **Routes** can be defined to reflect the most common path and choices for each type of job. At each stage in the route a job will have a **status** and an **owner**. At each stage a number of pre-set **actions** may be allowed. These can all be set in the route.
- **Actions** can be reported against a job and recorded in the **job history**. OsJob comes with a range of standard actions and status but others can be set up to meet different needs.
- **Events** - As actions are recorded against a job, automatic **events** may be triggered, such as sending a status update to the requester of the job via **e-mail**. Events can be set up for each stage in the route and whenever an action is performed.

OsJob example – Change Request system

- In a Change Request scenario individuals may raise requests for a variety of changes, e.g. to furniture, pc hardware, telecoms, desktop software, applications etc. Each job type requires different data items, which the managers must enter when registering the job.
 - Each new job is routed to a coordinator within IT where the request is reviewed, authorised, and assigned to the appropriate team for completion. Some jobs may be split and their parts assigned to different teams.
 - As a job is assigned, the recipient is automatically e-mailed to prompt them to look at the job. This speeds communication.
 - The recipient can see the job instructions and history via the on-line job enquiry. They report any actions they have performed against the job and these appear in the job history.
 - On completion of the job, a tailored questionnaire is sent to the job requester for quality reporting.
 - Administrators check the job enquiries daily to ensure that jobs are being progressed and not becoming overdue. At the end of each month they run statistical reports to show throughput and quality scores for each team. Report data can be exported to spreadsheets for further manipulation.
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- **Questionnaires / feedback forms** – these can be automatically issued to the job requester on completion of a job and the **questionnaire scores** calculated. The questionnaire can have questions tailored for the type of job.
 - The scores can be used to generate **quality statistics**.
 - **Enquiries and Reports** – Flexible enquiries allow easy interrogation of current and completed jobs by job type, dates, department, team, requester etc.
 - **Statistics** can be provided easily, such as jobs submitted, received or completed by team, and questionnaire scores.
 - Lists of jobs and their details can be **exported to spreadsheets** for further manipulation.

OsJob - An Oscom Solution

To ensure that you get the maximum business benefit from OsJob we at Oscom will work with you to design and implement your workflows. Each OsJob license includes initial consultancy services and training. We are happy to liaise with your own specialists from your business and I.T. to ensure that your implementation is completed as quickly and smoothly as possible. We can also provide additional consultancy and training services to support your in-house team on an ongoing basis.

System Requirements

- Windows Server 2000 onwards or Windows XP
- IIS
- MS .Net 2.0
- MS Exchange Server
- SQL Server 2000 onwards
- MS Internet Explorer 5.0 onwards