



# OfficeMan

HELPDESK

## Improved Project Control by high-quality registration of all "Requests for Changes" (RfC).

*„Improved“ company knows exactly actual state of each project during its life cycle and applies process for quality, date and desired functionality during the time of the project.*

### OfficeMan assists to:

- **Creation and preservation of the integrity of developed products during whole life cycle of the project.**
- **Improving the efficiency and control of the project by use of high-quality registration of all "Request for Changes" (RfC).**
- **Motivation of the development team to match client's requirements with the estimation of required time and financial costs of the project.**

### OfficeMan – Support for project management.

OfficeMan registers all requests, mistakes, and contradictions, which appeared during the development, and run of project. OfficeMan serves for configuration control and leads to better orientation in the progress of the specific project. OfficeMan serves for efficient monitoring and control of RfCs from its creation to the testing and complete RfC resolving. Based on the OfficeMan dates it is possible to monitor entries of mistakes of a specific project and capacity utilization of development workers and/or support workers.

### Main modules of the OfficeMan

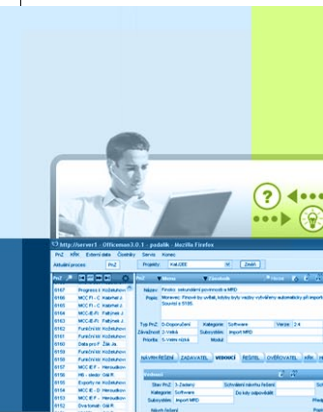
#### Administrator RfC Module:

- Registration of all RfCs during the whole project cycle;
- Addition and modification of attributes according to the RfC state;
- Registration of the repairing and testing methods;
- History record of RfCs – automatic recording of all attributes of RfC changes is automatic; It allows detection of the actual RfC state selection and monitoring of RfC state in the course of its history;
- Archiving RfCs – RfCs are stored after the end of the project termination;
- Work control while implementing the RfC – rights and functions setting for working groups; selection of proper users inserted into the working groups according to more effective co-operation and coordination by RfC; definition of changes of component attributes RfC during the run of the project with the help of the project workflow system level definition.

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### Help Desk module:

It makes possible the end user system support. It has the possibility of easy method writing RfC to the OfficeMan and continuously monitoring the state of the RfC. It can also communicate with the RfC investigator and react to its specific questions of the problem or the request.

### Java technology

OfficeMan has been developed using Java 2 Enterprise Edition technology, which provides:

- platform independence
- database independence
- only an internet browser is needed
- efficiency
- adaptability
- extendability and scalability
- easy configuration according users' requests

### Technical specification

#### OfficeMan runs on :

- MS Windows 2000/XP/2003,
- Mac OS,
- Linux,
- SCO Unix,
- HP UX,
- SUN Solaris a dalších podporujících JDK 1.5

#### OfficeMan may use many databases for data storage including :

- PostgreSQL,
- MySql,
- Firebird,
- Oracle,
- Informix,
- MS SQL Server,
- Sybase a další podporující JDBC 2.0.

#### Application servers

- Tomcat,
- JBoss,
- BEA WebLogic,
- Borland AppServer
- and other certificated for JAVA EE can be used.

#### OfficeMan user interface is based on DHTML (dynamic HTML), so

- Internet Explorer 6.0+,
- Mozilla Firefox 1.5+,
- Netscape 7+
- and other DHTML browsers may be used.

AURA Certification:  
ISO 9001, ISO 8000-110 and AQAP 2110  
Security Clearance „NATO Confidential“