

## UNIQUE COMPONENTS

HumanWork owns components that you will not find anywhere else:

### Metadata

#### Gain the knowledge about your company's way of working

HumanWork enables creating metadata structures in which the employees can group up all tasks they deal with according to their own classification criteria. Owing to that, the system registers a number of contexts in which the tasks are executed.

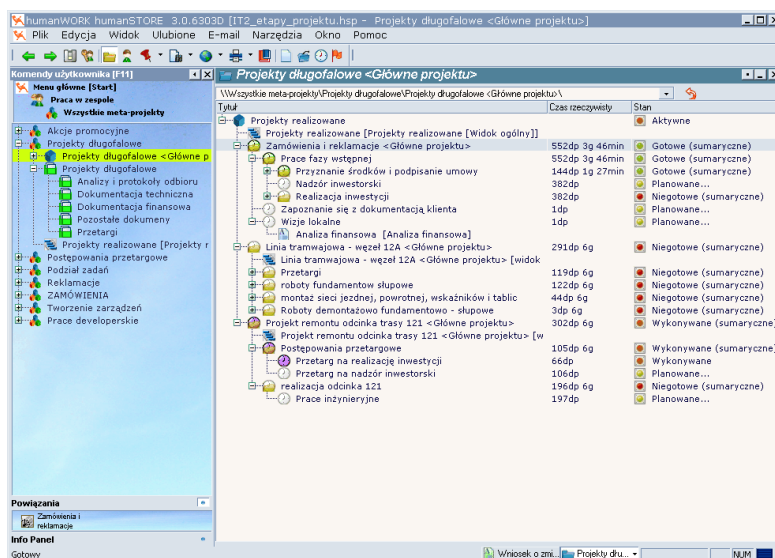
Not only metadata enables the grouping and ordering of tasks coming from various project and processes but also tasks connected with no other tasks (resulting, e.g. from everyday duties).

Metadata structures can and should be created by all people dealing with them. It guarantees the best copy of the functioning of teams and their members in the system.

#### Types of metadata collected tasks

Metadata can store a number of tasks, for example of similar category, based on the same technologies, sharing related problems or bringing similar financial effects for the company.

Those can also be tasks generated through processes within the current company business activity correlated with particular projects or influencing the same factors.



## Project document

Apart from traditional project planning tools, HumanWork gives an opportunity to create a project through its description enclosed in the project document. This tool is a complete breakthrough in elementary planning aspects.

### Project and its specification are created mutually

Project document is useful both at the planning stage as well as at the realisation, monitoring and control.

Fragments of the description can be used as ready components of the created project: tasks (summary tasks, meta-tasks) and documents attached to them or ready chapters of project specification documents or user manuals.

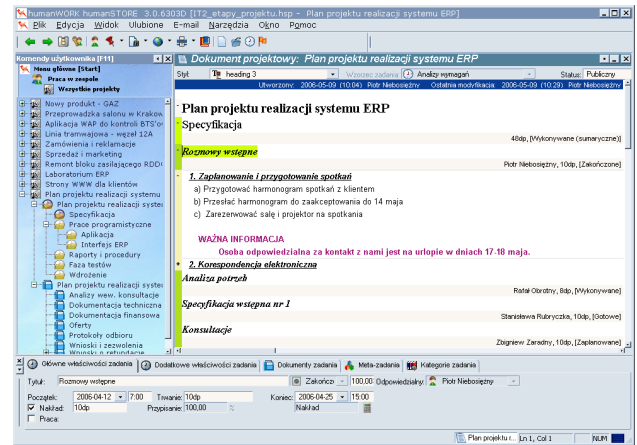
The process can also take place the opposite way: the project document can be created on the basis of an already existing project. Tasks and documents being added to the project during the realisation phase can be reflected in the project document.

It is particularly useful in case of a detailed planning which takes place during the realisation of project. In that phase information about tasks realisation time or their detailed course (dividing into smaller ones) is inserted by people who are realising the tasks.

Moreover, all executive and report documentation that is added to particular project tasks can be reflected in the project document.

### The choice of information aspect

Although a project document can store a full range of information on all project objects, it is not functional from the point of view of particular people participating in the project realisation. This is why, each person can use project documents which collect only appropriate data components.



### Integration of theory and practice

A close connection between a project and a project document gives an opportunity of linking a conceptual project stage to the realisation part. Owing to that, information introduced once is not lost or distorted. It can also be repeatedly assigned to a number of objects (tasks and documents).

It particularly brings a great value to people responsible for task execution as well as those working with documents. Not only a piece of information can be obtained on the task level but also the whole context that it operates on - reason (*why?*), objective (*what for?*) and results (*what will be the consequences?*).

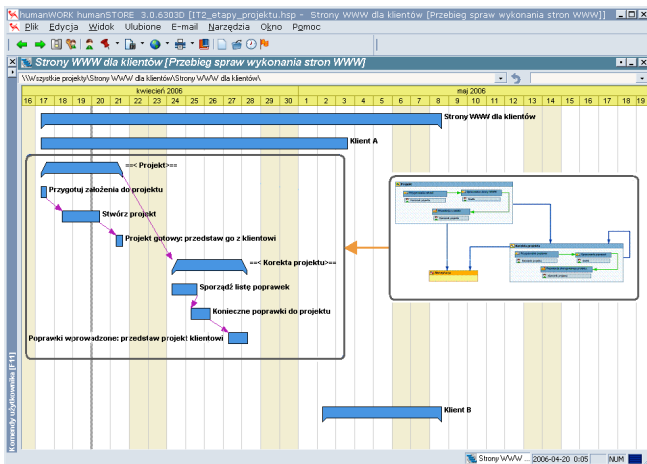
From the perspective of the whole process control, it is important to easily assess whether a part or the entire enterprise is being run according to assumptions.

# Complex and partial tasks

## Manage processes within projects

HumanWork introduces a special type of relation between a project task (complex) and process tasks (partial) which are a part of this task. Owing to that, a detailed realisation process of project tasks can be copied and monitored from the project level.

This relationship completes the classical superior - subordinate task structure. Since the partial task does not sum up with a complex task but it is treated as a subset function of the partial task. Then, each of the partial tasks is a detailed description of a certain fragment of the complex task.





HumanWork is a collaboration platform for dedicated applications supporting the teamwork. The family of HumanWork applications includes:

- › **HumanWork BASIC**
- › **HumanWork OFFICE**
- › **HumanWork PROJECT**
- › **HumanWork CRM**
- › **HumanWork CONTACT CENTER**
- › **HumanWork HELP DESK**

All HumanWork applications can be run independently or simultaneously. You can launch one or several applications and complete them by the remaining ones in the future.

Likewise, having the self-chosen, required components, you can create your own optimal system application adjusted to individual needs of your company.

The system is also prepared for any extension and integration with other applications.



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