

# Tasks tell you What, When, Why and How

IntaChange Enterprise Tasks have been specially designed to help managers enforce their procedures and to help end users follow those procedures.

There is no point in an organisation having carefully designed guidelines, if end users don't follow them correctly.

Tasks provide step-by-step job aids, guides that lead users through the change process and workflow cycle.

Prompts are provided at every stage, telling people **what** to do and **why** they should do it, before they move on to the next step.

Tasks ensure that every user knows **when** they are allowed to move on to the next stage of the process and even provide help on **how** to carry out individual actions.

Details of completed Tasks can then be recorded, to give managers an in-depth overview of their workflow status.

*Optional Tasks can be displayed or hidden on the right hand side of the screen.*

*Tasks shown in red, must be completed before moving on to the next stage of the process.*

## IntaChange Enterprise Tasks will:

- Let people know **WHAT** needs to be done
- Tell them **WHEN** it should be done
- Inform them **WHY** it needs to be done
- Show them **HOW** it should be done

- Enforce processes and procedures
- Explain workflow and processes to users
- Prevent misuse, shortcuts and mistakes
- Give access to procedural information
- Train users while they work and reduce training costs

The screenshot shows the IntaChange Enterprise interface. At the top, there's a 'Browser' section with 'All Changes' selected. Below it is a table of changes:

Change	Class	Status	Originator	Owner	Summary
RFC00001	RFC	Approved	admin	Drew	Change Customer Font
RFC00012	RFC	Approved	admin	Cameron	Software Change 1
RFC00013	RFC	Build	admin	Drew	Software Change 2
RFC00014	RFC	CAB	admin	Cathy Bateman	Software Change 3
RFC00019	RFC	CAB	admin	Cameron	Hardware Update
RFC00020	RFC	CAB	admin	Cameron	Software Security Update
RFC00002	RFC	Implement	admin	John	Change background image
RFC00017	RFC	In Action	admin	Charlie	Document Issue
RFC00004	RFC	Rejected	John	Cathy Bateman	Task 4
RFC00005	RFC	Review	Charlie	John	Change Colour

Below the table is a 'Viewer' section for RFC00014. It has tabs for 'General', 'Requester Details', 'Teams Responsible', 'Rejection', 'Prioritisation', and 'Text'. The 'Rejection' tab is active, showing a 'Reject Reason' text area. To the right is a 'Tasks' panel with 'General' settings: 'Current Status: CAB', 'Action: Approve', and 'Action: Reject'. A red arrow points from the 'Reject Reason' text area to the 'Action: Reject' option, with the text 'Fill in field "Reject Reason"'. At the bottom, there are buttons for 'ReRead', 'New', 'Copy', 'Delete', 'Update', and 'Action: Reject', 'Approve'.

*Add comments, explanations or instructions for your users*





Web-based Change Management

## Easy to use

IntaChange administrators can define their own optional and mandatory tasks, enforcing mandatory actions whilst giving guidance for optional ones. They can include as much or as little information as required, in order to ensure that each stage is strictly adhered to.

Tasks can be displayed or hidden in a pane on the right of the screen. When a change is selected, the pane highlights what needs to be done, before the change can be moved on to the next stage.

## Fully customisable

Tasks are fully customisable. Administrators can define permissions, according to security levels and 'need to know' criteria. It's up to you to decide what information your users need and what level of guidance they require.

## External user access

Be confident in letting external clients have direct access to your IntaChange Enterprise system.

Don't worry about having to train them, because the Tasks will show them exactly what to do.

## User friendly

Error messages aren't user friendly and can be very irritating.

Tasks avoid errors by telling people what to do, why and when. This saves them wasted time, trying to work out what to do next and reduces frustration. Tasks explain why fields need to be filled in and even, why they are important in the wider business process.

## Improve communication

It's important that everyone feels informed and involved in any work procedure, especially where change is concerned.

IntaChange Enterprise helps to explain what procedures must be followed and, importantly, why. For example, you can customise the screens to show relevant company information, notes, or organisational rules, at any stage of the workflow process.

*"Tasks are another step in making IntaChange Enterprise as helpful as possible. Both in helping managers to enforce their business processes and in helping users to understand and implement them."*

Large sites with lots of people will find this of particular benefit, as Tasks help you to communicate more effectively, explaining workflow and procedure to your staff.

## Reduce training time and costs

IntaChange Enterprise also helps you to cut down on training time and expense. This is because you can use the Tasks to train people, while they are actually working.

## IntaChange Tasks will:

- Enforce mandatory actions
- Give guidance for optional actions
- Avoid errors
- Communicate more effectively

- Explain procedures
- Train people while they work
- Reduce training costs
- Help external clients make use of your system

For more information:

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