



---

**Software Product Description for**

---

**ALERT System**

---

**Specifically**

---

**Developed**

---

**For The**

---

**Management of IT Business**

---



# Software Product Description

Management for IT Business

Software Product	Alert
<b>Date Of Publication</b>	18 <sup>th</sup> August 2010
<b>Brief Description</b>	<p>Alert™ is a business management system specifically designed to meet the operational and business management needs of information technology (IT) product and service organisations and corporate IT departments.</p> <p>Alert™ helps organisations dramatically improve critical IT business processes to increase profits and performance.</p> <p>Alert™ is an integrated system that manages the full project life cycle from initial customer request to delivery and billings. Projects form the hub of Alert™ with all activities, both, core and supporting, being managed as projects.</p> <p>Alert™ management covers the following functions and activities:-</p> <ul style="list-style-type: none"><li>• Time recording</li><li>• Managing customer requests</li><li>• Help Desk</li><li>• Managing billings</li><li>• Service delivery</li><li>• Quoting and estimating</li><li>• Project planning and tracking</li><li>• Project costing</li><li>• Supplier management</li><li>• Resource planning / scheduling</li><li>• Profit and contribution control and analysis</li></ul>
<b>Software Warranty</b>	Alert™ is warranted for 90 days under the terms of the Alert™ Standard License Agreement. The manner in which Vital Business Solutions will remedy any nonconformance is specified in the Alert™ Master Services Agreement.
<b>Product Documentation</b>	Alert™ is provided with electronic product documentation.
<b>Support Services</b>	A full range of services is available with Alert™ including; project management, training, consulting, system audit and review, system tuning, network configuration and management. Services are provided under the terms and conditions of the Alert™ Master Services Agreement.

<b>Brief Module Descriptions</b>	<p><b>Core Systems</b></p> <p><b>TimeALERT™</b></p> <p>TimeALERT™ is primarily concerned with the management and utilisation of human resources.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• Capacity management</li><li>• Resource planning and scheduling – linked to project management</li><li>• Timesheet entry with powerful information capture control</li><li>• Employee work calendars – employee availability facilities</li><li>• Employee assignment to project tasks or work items</li><li>• User defined timesheet approval processes by project</li><li>• Weekly time entry and approval close offs – by company, group or employee</li><li>• Fast time entry function by job with stopwatch utility</li><li>• Weekly and period management performance measurement</li><li>• Tools for the scheduling, management and delivery of services.</li><li>• Powerful and flexible time analysis – Budget, Forecast, Plan and Actual</li><li>• Utilisation statistics</li><li>• Resource costing</li></ul> <p><b>ProjectALERT™</b></p> <p>ProjectALERT™ provides tools for effective management of operational and administrative activities in the organisation.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• “Management by Projects” methodology for controlling all operational activities of the organisation</li><li>• Management for multiple, concurrent projects</li><li>• Fixed duration and on going projects and activities</li><li>• Quotes, Orders, Billings and Contract Terms by project</li><li>• Management of specific work items by projects</li><li>• Project templates for quick and easy project entry</li><li>• Detailed Revenue and Cost analysis by project</li><li>• Categorise the organization projects into Lines of Business, Profit Centre, Category and others.</li><li>• Project Status reports across the whole organization</li><li>• Manage individual Projects at the level of control required with or without Project Plans.</li></ul>
----------------------------------	---

	<p><b>SalesALERT™</b></p> <p>The main focus of SalesALERT™ is to ensure that all billings are raised on a timely and accurate basis.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• Automatic generation of Time and Material billings based on approved timesheets and charges.</li><li>• Automatic generation of Agreed Charge billings.</li><li>• Facilities for automated Invoice Delivery via e-mail.</li><li>• Earned Value management and reporting at optional levels – Project, Employee, Customer, Line Of Business, Profit Centre etc</li><li>• Billing, Revenue and Sales Management.</li><li>• Revenue Recognition facilities to assist with compliance against Australian Accounting Standard 'AASB 18 Revenue'.</li><li>• Forecast sales, billings and cash flow by Project, Customer, Profit Centre etc</li><li>• Time and Material and Agreed Cost billing schedule management</li><li>• Flexible service pricing by service/employee/project including multiple rates per service, employee and project.</li><li>• Sales, Billings' and Revenue management by order</li><li>• Manual Invoice and credit entry</li><li>• Export invoices to accounting system (MYOB, QuickBooks and others)</li><li>• WST and GST taxation options</li><li>• Automated prepayments and accruals for accurate period revenue</li><li>• Automated matching of sales to costs for accurate period margins</li><li>• Activity based costing for true Gross Margin reporting</li><li>• Powerful and flexible sales reports, graphs and drill down analysis</li></ul> <p><b>PurchaseALERT™</b></p> <p>The main focus of PurchaseALERT™ is to manage costs of internal and external suppliers of services and products against projects.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• External service provider resources time and cost management</li><li>• Purchase order creation and management</li><li>• Supplier services reporting</li><li>• Services and products cost management by projects</li><li>• Supplier service charges forecast and actual reports</li><li>• Supplier Invoice and credit entry for project costing</li><li>• Automated prepayments and cost accruals for accurate project costs</li><li>• Automated matching of sales to costs for accurate period margins</li></ul>
--	--

	<ul style="list-style-type: none"><li>• Activity based costing for true Gross Margin reporting</li></ul> <p><b>RequestALERT™</b></p> <p>RequestALERT™ is the interface between the customer and the IT vendor. It provides a single central knowledge base where customer requests are tracked and progressed through to the delivery of products and services.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• On line and Web based request entry and reporting</li><li>• Service Performance Statistics tracked</li><li>• Integrated to product management for specific application object / version issue logging</li><li>• International Time Zone and daylight saving management</li><li>• Assignment of requests to projects and employees</li><li>• Automated requests / issues escalation and tracking</li><li>• Automated and manual responsibility assignment and management</li><li>• Service level agreement management – pro active rather than reactive</li><li>• Powerful request queue manager – user defined views and filters</li><li>• Highly configurable Web Interface for logging and tracking requests</li><li>• Complete Audit Logging of all Request events including Web based</li><li>• Web based attachments View, Add and Get functions</li><li>• Full control of Web functions, permissions and data access</li><li>• Report statistics of response performance to requests – graph and multi dimension analysis</li><li>• Flexible and powerful request reports</li></ul> <p><b>Project PlanningALERT™</b></p> <p>ProjectALERT™ provides tools for effective project management of fixed duration and ongoing projects.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• Project management for multiple, concurrent projects</li><li>• Fixed duration and on going project management</li><li>• Tightly integrated to Microsoft Project® for project planning</li><li>• Management of project tasks and work items by projects</li><li>• Central Resource Pool with resource assignments and usage</li><li>• Timesheets integrated to project plans and tasks</li><li>• Employees able to 'view' all task assignments from all project plans in Timesheet Entry in a week planner type view</li></ul>
--	---

	<ul style="list-style-type: none"><li>• Project Plan Task and Assignment information available to employee in timesheet entry</li><li>• Actual and Remaining Work capture in timesheets</li><li>• Project templates for quick and easy project entry</li><li>• Resource planning integrated to Project Planning</li><li>• Real time Project tracking, status and progress reports</li><li>• Microsoft Project® Standard or Professional desktop product only required for integration with Alert. Microsoft® Project Server is <u>not</u> required.</li></ul> <p><b>SoftwareALERT™</b></p> <p>Managing the development and support of multiple versions of software products for multiple customers is the primary aim of SoftwareALERT™.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• Manage multiple software products and versions</li><li>• Manage customer specific versions</li><li>• Define and manage individual software product objects</li><li>• Controlled software development</li><li>• Production management – work order management</li><li>• Product documentation produced from development</li><li>• Integrated production and testing modules</li><li>• Software delivery processes and controls</li><li>• Integrated with all other Alert™ modules for project management, time management, request management and more.</li></ul> <p><b>TestALERT™</b></p> <p>TestALERT™ provides test management facilities for structured recording and management of software product testing.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• Ad hoc test creation and management</li><li>• Test status / progress management</li><li>• Automated test shell generation from Software production</li><li>• Tests linked to software products – individual software objects and versions assigned to tests</li><li>• Multiple test iterations and multiple errors per iteration</li></ul> <p><b>WebALERT™</b></p> <p>WebALERT™ is a module of components that work in synchronisation with Alert™ to provide Web Services to customers. Web services range from</p>
--	---

---

	<p>customer request management through to software product reports.</p> <p><b>Key Functions</b></p> <ul style="list-style-type: none"><li>• Customers able to log requests over the Web</li><li>• Customers able to run request status and progress reports across the Web</li><li>• Time Zone capable for system users, work calendars and service level agreement management.</li><li>• Secure password controlled site and data access</li><li>• Personalised, customer specific service desks dynamically managed using ALERT™ – no HTML editing</li><li>• Software product release note reports able to be generated by customers in real time over the Web</li><li>• Information presented to customer controlled by Alert™</li><li>• Web access statistics</li></ul>

**The following is an approximate guide to the configuration required for an Alert™ installation**

*This is a guide only. Actual requirements will vary depending on number and type of concurrent users and other factors. An infrastructure and capacity plan is required to be developed for each Alert™ installation. This plan may be developed in consultation with the Alert™ team.*

**Infrastructure Requirements**

**Application Server:**

(Optional – required if deploying central application server)

- Windows Server 2008 SP2 or later (Including SBS)
- Windows Server 2008 R2
- 32 or 64bit

**Additional Software**

Microsoft Office (if using windows terminal services)

**Hardware Sizing**

Sizing to be discussed with VBS Technical staff.

**Database Server:**

- Microsoft SQL Server 2008 RTM or SP1
- 32 or 64bit

NOTE 1:- Alert Databases must have 'Compatibility Level' of SQL Server 2005 (90) or later.

NOTE 2:- SQL Server Agent is required to support 'SQL Jobs' for Background Processing

NOTE 3:- SQL Server Authentication or Mixed Mode Authentication is required for Alert 'client' connection to database server

NOTE 4:- SQL Analysis Services, Integration Services and Reporting Services are not necessary to run Alert.

**Hardware Sizing**

Sizing to be discussed with VBS Technical staff. May be a shared database server.

**Internet Information Server:**

(Optional – required for Alert™ Web Services)

- Microsoft IIS 7 (Windows 2008)

NOTE 1:- IIS must be run in 32bit compatibility mode on 64bit servers to run 'Alert Web Services'.

NOTE 2:- On Windows Server 2008 the 'Web Service (IIS)' ROLE is required to be installed and the IIS->ASP feature installed.



	<p>IIS may be installed on the Database Server. Database Server resources and configuration will need to be increased to take this into account. Alternatively IIS may reside and run on another server and be used for Alert™ Web Services. Connectivity, security, bandwidth and other considerations will need to be taken into account.</p>
	<p><b>Mail Server:</b> (Optional - required for messaging)</p> <p>- SMTP Mail Servers NOTE 1:- Alert uses SQL Server 2008 "Database Mail" feature to send mail (i.e. SQL Mail Account and Profile required)</p> <p>The e-mail server should <u>not</u> be installed on the Alert™ Database or Application Server. This is for performance and resource usage reasons.</p>
	<p><b>Workstations:</b></p> <p><b>Operating System</b> MS Windows XP, Vista, Windows 7 32 or 64 bit</p> <p><b>Hardware Sizing</b> Personal Computers running minimum of 1 GHz processor, 1Gb available disk space, 1 GB RAM.</p>
	<p><b>Microsoft Office Versions:</b></p> <p>- Microsoft Office 2007 or 2010 - Microsoft Access 2007 Retail or Runtime NOTE 1:- Alert Startup 'auto-detects' MS Access version installed is 2007. NOTE 2:- VBS do not recommend mixing office versions due to 'Windows Installer' issues when switching between MS Access 2007 and 2010 versions. If the user already has Office 2007 installed (i.e. Word, Excel etc.) then VBS recommend using the MS Access 2007 Retail or Runtime version.</p>
	<p><b>Microsoft Project Version:</b></p> <p>- Microsoft Project 2007 or 2010.</p> <p>NOTE 1:- Microsoft Project only required if using 'Project Planning' module in Alert.</p>
<b>Software Licensing</b>	<p>Each installed Alert™ database requires a license, which is limited to an agreed number of concurrent users or database connections.</p> <p>The terms and conditions of the Alert™ license are defined in the Alert™</p>



# Software Product Description

Management for IT Business

---

	Standard License Agreement.
--	-----------------------------

Alert™, TimeALERT™, ProjectALERT™, SalesALERT™, RequestALERT™, SoftwareALERT™, TestALERT™ are trademarks of Vital Business Solutions Pty. Ltd.

MS Excel, MS Word, MS Outlook, MS Exchange, MS IIS, MS Access, MS SQL Server are trademarks of Microsoft Corporation.