

# Spent time

| Date                                      | User                      | Activity    | Task                        | Spent time    | Personnel costs (internal rate) | Billing (external rate) |
|---|---------------------------|-------------|-----------------------------|---------------|---------------------------------|-------------------------|
| <b>1 - Default Help Desk (5 , 57.02%)</b> |                           |             |                             |               |                                 |                         |
| 10/12/2017                                | Manager Manager           | Work        | #573 - Super serious bug    | 25.00         |                                 |                         |
| 30/11/2017                                | Manager Manager           | Work        | #573 - Super serious bug    | 8.00          |                                 |                         |
| 04/11/2017                                | Alena Staffer             | Work        | none                        | 12.00         |                                 |                         |
| 29/10/2017                                | Alena Staffer             | Work        | none                        | 12.00         |                                 |                         |
| 28/10/2017                                | Alena Staffer             | Work        | none                        | 12.00         |                                 |                         |
|   |                           |             |                             | <b>69.00</b>  | <b>0</b>                        | <b>0</b>                |
| <b>New Help Desk Project (1 , 6.61%)</b>  |                           |             |                             |               |                                 |                         |
| 30/11/2017                                | Manager Manager           | Work        | #618 - korong ondreje       | 8.00          |                                 |                         |
|   |                           |             |                             | <b>8.00</b>   | <b>0</b>                        | <b>0</b>                |
| <b>VIP Clients (15 , 36.36%)</b>          |                           |             |                             |               |                                 |                         |
| 11/12/2017                                | Peter Project Man         | Work        | #557 - create image         | 0.25          | 10.00                           | 20.00                   |
| 11/12/2017                                | Peter Project Man         | Work        | #572 - Calculation issues   | 0.25          | 10.00                           | 20.00                   |
| 30/11/2017                                | Manager Manager           | Programming | #405 - Critical Ticket      | 8.00          | 320.00                          | 400.00                  |
| 20/11/2017                                | Manager Manager           | Work        | #400 - Log in does work     | 5.00          | 200.00                          | 400.00                  |
| 08/11/2017                                | Manager Manager           | Work        | #222 - imprimantre          | 2.00          | 80.00                           | 160.00                  |
| 08/11/2017                                | Manager Manager           | Work        | #400 - Log in does work     | 1.00          | 40.00                           | 80.00                   |
| 07/11/2017                                | Manager Manager           | Work        | #222 - imprimantre          | 2.00          | 80.00                           | 160.00                  |
| 06/11/2017                                | Manager Manager           | Work        | #222 - imprimantre          | 2.00          | 80.00                           | 160.00                  |
| 06/11/2017                                | Manager Manager           | Work        | #400 - Log in does work     | 1.00          | 40.00                           | 80.00                   |
| 05/11/2017                                | Manager Manager           | Work        | #222 - imprimantre          | 2.00          | 80.00                           | 160.00                  |
| 05/11/2017                                | Manager Manager           | Work        | #400 - Log in does work     | 1.00          | 40.00                           | 80.00                   |
| 04/11/2017                                | Manager Manager           | Work        | #400 - Log in does work     | 1.00          | 40.00                           | 80.00                   |
| 31/10/2017                                | Steve Helpdesk Dispatcher | Work        | none                        | 4.00          | 160.00                          | 320.00                  |
| 30/10/2017                                | Manager Manager           | Work        | #218 - test - please ignore | 12.50         | 500.00                          | 1,000.00                |
| 25/09/2017                                | Manager Manager           | Work        | #218 - test - please ignore | 2.00          | 80.00                           | 160.00                  |
|   |                           |             |                             | <b>44.00</b>  | <b>1,760.00</b>                 | <b>3,280.00</b>         |
| <b>Total:</b>                             |                           |             |                             | <b>121.00</b> | <b>1,760.00</b>                 | <b>3,280.00</b>         |