



### 1) New Issue

New issues are submitted by people through the help desk, customer service group, or external system.

### 4) Analysis

Risk, Benefit, Alignment and Cost are assessed. Resource estimates are made based on scope.

### 7) Optimize

Drag-and-drop operations allow for real-time what-if scenarios to be run and team capacity to be maximized

### 2) Project Request

Reviewers give a preliminary OK on issues and mark them as project requests.

### 5) Notification

Appropriate users are notified of all changes, notes, and approvals.

### 8) Reconcile

Project managers are notified of any resource budget changes and reconcile their projects using intuitive worksheets

### 3) Routing

New requests can be routed to reviewers or approvers.

### 6) Organize Requests

Periodic planning meetings are held to prioritize and organize requests.

### 8) Report

Reports can be generated from searching, grouping, filtering, aggregating.