

## Support Process Tasks Completed by Organization Members:

- Experience Hire Field Consultant on the road
  - Locate Clients and project codes
  - Enter Time on Client and Project
  - Review Personal Time reporting
  - Client Time Submission review / approval
  - Track my time with clients on a calendar
  - Enter Business expenses
  - Track Mobile voice/ Data expenses
  - Book Travel on the phone (with system administrator)
- Central Consultant low time experience In the office
  - Locate Clients and project codes
  - Enter Time on Client and Project
  - Personal Time reporting
  - Client Submission review / approval
- System administrator
  - Setup new clients
  - Setup Projects
  - Accept and run client report requests
  - Build reports
  - Book travel arrangements for consultants
- Client Relationship managers
  - Time Review and approval
  - Travel expense allocations to Clients
  - Client billing submission
  - Resource tracking and reporting (all types of consultants)
  - Project code administration setup requests
  - Client Report requests
- Directors
  - Client administration setup request
  - Service line and Industry level reporting
  - Organization reporting summary