Operation/Task:	Time Tracking			Equipment:	Computer	
Owner:	Vice President of Technology	Date Created:	4/22/19	Department:	Developers	
		Revision History:	See last page			

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction identifies the process of tracking labor efforts for Developer staff

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
		Track time for billable and non-billable labor	**Overview** • Development staff are required to track any time worked on all client projects or internal projects that have a job number assigned to them. • Labor will be tracked in 15-minute increments. • Labor time may be entered either directly via PrintStream or via the ENPOINTE time tracking app. • Client specific work, including meetings, is to be tracked by clients' job numbers and appropriate activity code within the appropriate cost center. • Work is to be recorded with the appropriate activity codes representing the type of activity performed. **How to Allocate Time** • If time is spent due to a service need that was directly or indirectly requested by a client, please charge this to the appropriate billable Activity Code under that client's current monthly job. • If time is spent due to support of a client's website or automated program while the client has not directly or indirectly requested this support, please charge this to the Production Support (non-billable) Activity Code under that client's current monthly job. • If time is spent due to ENPOINTE Research & Development (R&D) needs, please charge this to the appropriate Activity Code on the R&D job for this specific project. If a specific R&D job is not available for this project, please charge it to the annual ENPOINTE IT R&D job. • All time must be entered by the end of the current workweek, so our weekly labor reporting is up-to-date, and our client-specific labor allocation reports are timely. • This procedure applies to both employees and contractors.	To support our corporate profitability objectives by properly allocating IT Development labor efforts

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Initial posting to intranet	Frank Powell	4/19
Rev 2	Updated wording in How to Do It	Frank Powell	5/19
Rev 3	Updated wording in How to Do It	Frank Powell	7/19
Rev 4	Updated wording, added bullet points and sub points in How to Do It	Frank Powell	5/20
Rev 5	Changed GLS references to ENPOINTE throughout document	Cristi Oakvik	3/21
Rev 6	Changed IT Bus Systems to IT Systems in header Department Changed IT Network Services to IT Systems in How To Do It section	Frank Powell	12/22
Rev 7	Changed owner from Chief Technology Officer to Director of Business and Custom Applications Removed "Graphics Technologists; IT Services (POD Project Managers); IT Systems (for Client-Specific Workflows)" from Departments. Completely rewrote the SOP to require Developers to log time for all customer projects and specific internal projects that have been assigned job numbers for reporting purposes.	Mike Starrett	8/23
Rev 8	Updated document owner to Vice President of Technology	Mike Starrett	11/4/24