

Time Recording System Evaluation

1. Aim

Resource planning and managing the supply of suitable resources is critical to the success of delivery. One of the main constraints within IT Services is the lack of the consistent mechanism for tracking resource commitments. Following the PWC survey on IT Service, we hope to adopt a resource management and time recording system to better prioritizing projects and doing resource allocations. In such context, three leading products in resource management and time recording are evaluated. These three products are Asta Powerproject by Elecosoft UK, CA Clarity supplied by Permari Consulting Ltd and Daptiv Solution from BlueBall Solutions Ltd.

2. Product Overview

2.1 Asta PowerProject Enterprise

Asta PowerProject is designed for managing people, time and resources across multiple projects within the organisation in real time. The enterprise version consists of server and client architecture, with additional web-based modules available for collecting data and reporting, business intelligence, risk analysis, web access and Time sheets.

Structure

1. The Asta PowerProject server stores the project data in a central database structure which can be accessed and updated live by multiple users.
2. The Asta Powerproject client software can plan, schedule and allocate people, time and resources. Only certain people within the organisation will need to install the full client software, and different access rights can be assigned to teams and members.
3. Additional web-based modules, for instance Time sheets can be deployed to all staff to do time recording. While the Business intelligence module can be configured for senior management with up-to-date status reports and dashboard views.

Functions

1. The whole software package can be installed locally on the university site, including the client and server software;
2. Integrate with Active Directory: users can be imported from active directory, easy to add or remove users;
3. Project plan can be imported from Microsoft project, xml file format etc. (it should accept xml file from Service Now)
4. Different user access rights can be configured based on team or member;
5. Resource allocation is based on team and individual, cost centre can calculate cost, including human resource and project/software/hardware cost;
6. Web based module Time recording, users can login with active directory account to record the time sheet quite straight forward.
7. Business intelligence web module could be useful for senior management to do planning and resource allocation.

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License

Asta Powerproject enterprise can be licensed either on a named or concurrent user basis. There is no license cost on the server side, it calculates the cost on how many client software are installed or used. For the concurrent user model, for instance, if there are 10 concurrent users license, users can install more copies than 10, but users are limited to 10 users at most at the same time.

There is a one-off cost for buying the software package. There will be additional cost for optional support contract, which includes software upgrade, telephone/online support etc.

For the web based modules, there will be extra license cost.

- Time sheets web modules: license cost is calculated on how many users.
- Business Intelligence module: there will be a consultation cost for configuring the module; however, there is no cost for using it.

2.2 CA Clarity PPM

The CA Clarity PPM Solution Pack is an add-in based on the content delivered in the PMO Accelerator and customer feedback. The Solution Pack is a collection of Xcelsius dashboards and SAP Crystal Reports to be used with the PMO Accelerator add-in.

Structure

1. CA Clarity PPM is a single platform PPM solution, it is available via SaaS, on-premise, and hosted delivery model.
2. It is Online 24/7 and supports mobile access.
3. It supports the add-on Services, including calendar Integration, data Extration and KPI Monitor.

Functions

1. Advanced Reporting and Data Warehouse: Advanced Reporting allows users to create an ad hoc view of CA Clarity PPM data that user can save as a report and share using different formats
2. Microsoft Project Field Mapping Administration: Users can map only the existing CA Clarity PPM attributes that have not been mapped and custom attributes of the Project, Resource, Task, Assignment, and Team objects with the Microsoft Project fields

License

The licensing model for CA PPM On Premise is based on the named users and a core server license (which is bundled with 100 user licences). They have two different types of user licences (Full & Restricted).

Full Access: Allows full production use of the available functionality.

Restricted Access: Allows additional Users to have limited access and use as described below of the Available Functionality: View any data; Create ideas, incidents, issues, risks, change requests; Collaboration - utilize document management, manage events and to-dos in calendars, participate in threaded discussions and workflows processes, receive and respond to action items, search

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documents and discussions, receive notifications; Enter and approve time sheets; Update task status and complete deliverables; Run and distribute any reports.

2.3 Daptiv PPM

Daptiv PPM offers a single solution over the full lifecycle of a project. This includes the disciplines of Portfolio Planning, Project Portfolio Management (PPM), Application Portfolio Management (APM) and the management of resources involved in all aspects of the portfolio.

Structure

1. Daptiv is SaaS software only, hosted in a European Data Centre.
2. Daptiv is the PPM solution with ISO27001, SOC2, US-EU Safe Harbour certifications and 360° data encryption.

Functions

Key functions of Daptiv PPM include:

1. **Client portal:** activity tracking and status updates; online collaboration and discussion forums; client self-service and request initiation through a client portal; client internal-activity histories; evaluation of client satisfaction across all interaction with IT.
2. **Time tracking:** time tracking against both project and non-project work; compliance measurement and reporting with automated reminders; multi-level configurable approval workflow; offline time reporting using a mobile device such as a smartphone.
3. Performance and knowledge management
4. Workflow
5. Survey

3. Evaluation

The following evaluation is based on the tender's return following the scoring criteria.

Time Recording & Resource Planning Systems Evaluations		Elecosoft UK Ltd (was Alta)	Permari Consulting Ltd – CA Clarity PPM	Blue Ball Solutions Ltd - Daptiv
Questions				
Minimum Standards				
Supplier Appraisal Questionnaire - Part 1 - Auto Score				
Supplier Appraisal Questionnaire - Part 1 - Manuel Score				
Supplier Appraisal Questionnaire - Part 2 - I1&2 Management Structure and Resource		7	2	7
Supplier Appraisal Questionnaire - Part 2 - J1 Relevant Experience & Project History		8	4	6

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K1 The supplier must have the capability of delivering a solution that is compatible with the University's Technology Stack if it is to be hosted by the University or is provided on a Software as a Service (SaaS) basis in the public or private cloud. - **MIN.STANDARDS**	8	8	8
K2 The supplier should be formally certified under ISO27001 and the proposed solution or service should be within the scope of such certification. If yes, the certificate and Statement of Scope and Applicability must be provided. - **MIN.STANDARDS**	5	6	8
K3 All users must be individually authenticated before gaining access to system functionality or data except for limited 'public' access to non-critical data. If the system does provide such public access, please define the scope. - **MIN.STANDARDS**	7	8	7
K4 The system must be compatible with University single sign-on based on network authentication using SAML-2, OAuth or LDAP integration. If this is not immediately available, it should be on your roadmap for release within 1 calendar year. Please say how this requirement will be satisfied. - **MIN.STANDARDS**	8	8	8
K5 If encryption is used, it must be to an appropriate standard such as FIPS 140-2 or AES 256 both in transit and at rest or in storage. The system must not rely on obsolete or deprecated cryptographic standards. If encryption is not used, or the system relies on the environment for such protection, please reply 'Yes' and describe in your response below. - **MIN.STANDARDS**	8	8	8
K6 Confidential data must be encrypted in transit and in storage, except when it is stored in a secure network zone that is protected from external access. Please list the mechanisms used to achieve this. Confidential data includes 'sensitive personal data' as defined in the Data Protection Act 1994 and other legislation, patient identifiable data, commercial in confidence, - **MIN.STANDARDS**	8	8	8
K7 If the product or service inputs or holds personal information it must comply with government legislation including the Data Protection Act (DPA) and enable the University to comply with its own legal	8	8	8

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obligations. This includes enforcement of the 8 rules for handling personal data (such as the requirement to remove personal data when no longer needed). - **MIN.STANDARDS**			
K8 If externally hosted (e.g. SaaS), the University's information must be protected from accidental or malicious unauthorised access by the supplier's other clients. If the system is to be hosted on-site at the University, then please reply 'Yes'. - **MIN.STANDARDS**	8	8	7
K9 The system must keep a full audit trail of user and system actions and events so that all access and changes to data can be reliably attributed to individual authenticated identities. This does not apply to any limited 'public' unauthenticated access that the system provides – please indicated the scope of this in your response below. - **MIN.STANDARDS**	8	9	7
K10 The product must support access using mobile devices (smartphones and tablets), whether through mobile apps or web sites, or satisfy this requirement within 1 year of the date of replying to this questionnaire. - **MIN.STANDARDS**	8	9	8
K11 The system must be compatible with the current versions of the leading web browsers including Internet Explorer, Firefox, Chrome etc. Mention any restrictions or limitations concerning browser support and describe your policy on providing support for new versions within a reasonable time of their release. - **MIN.STANDARDS**	7	9	7
K12 If the infrastructure is to be managed by the University, either be deployed to the University's own servers or to a cloud-based 'infrastructure as a service' (IaaS) provider, it must be compatible with the University's strategic technology stack, as follows: X86 compatible hardware architecture, Virtualised under hypervisor VMWare ESXi version 5.1 onwards. Preferred operating system: Windows Server 2012, Red Hat Enterprise Linux version 7 or equivalent. Enterprise Service Bus: BizTalk 2013, If the infrastructure is provided as part of the service, such as on a 'software as a service' (SaaS) basis then please reply 'Yes' and describe the proposed infrastructure and technology stack. - **MIN.STANDARDS**	8	9	6

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K13 If the product or service processes or holds payment card information, it must do so in a way that complies with the Payment Card Industry Data Security Standard (PCI DSS) and allows the University to fulfil its own obligations under PCI DSS. Please describe any dependencies, such as network configuration, that must be satisfied to achieve PCI DSS compliance in the University's environment. - **MIN.STANDARDS**	8	8	8
L1 (H) The system should provide a user friendly interface which allows users to record their time worked in a quick and efficient manner i.e. minimal screens to navigate through.	7	8	6
L2 (E) The system must be accessed securely by users via a web browser	6	9	9
L3 (E) The system must authenticate users using the University's Active Directory (ADF) system	8	8	8
L4 (E) The system must be scalable and allow for further users to be added, as required	8	8	8
L5 (E) The system must allow administration of the system by internal users	7	8	7
M1 (H) The system should provide a reporting functionality to show current and future state of resource requirements	8	9	9
M2 (E) The system must identify over allocation of resources	8	8	9
M3 (H) The system should allow costing of resource including external resource (e.g. consultancy)	8	8	8
M4 (H) The system should enable transparency to the business (UoB) of how resource is being utilised (Ideally through the system itself)	7	8	8
M5 (E) The system must allow planning/forecasting of resource to continue and maintain services provided.	8	9	8
M6 (H) The system should provide the functionality to make informed decisions on availability of resources required	8	9	8
M7 (E) The system must identify any resource underutilisation enabling more accurate capacity workflow planning	7	8	7
M8 (H) The system should inherently allow for contingency and flexibility in response to change	6	7	6
N1 (H) The system should allow production of a development roadmap	8	9	8

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O1 (M) The system could allow prioritisation based on resource utilisation and accurate timescales informed by management information metrics surfaced by the tool	7	8	7
O2 (M) The system could facilitate transparency of governance, the tool should inform and evidence decisions	8	9	8
O3 (H) The system should compliment rather than compromise our adoption of consistent PPM provision	8	8	8
O4 (M) The system could allow for tasks to be imported into timesheets based on exports from our 'ServiceNow' Service Management system. This could take the form of a custom CSV/XML/JSON export file	7	8	7
P1 Please provide a detailed breakdown on the following areas. Software Implementation and Project Management, Training, Ongoing Support, Escalation Procedures	8	8	7
Q1 Please provide a detailed breakdown on the following areas. Technical architecture (On-premise - servers, configuration (two-tier, three-tier?) etc. Browser and mobile support. Cloud – data centre locations, security, resilience, SLAs, bandwidth etc. Security/authentication, Technical skills and level of resource (FTE) for UoB staff. Training provided. Technical support arrangements and Escalation Procedures	8	8	7