





# Online Task Management Solutions for IT Teams

## Common Obstacles IT Professionals Face

All IT departments face a common problem – you’ve got a fixed supply of resources, and a never-ending flow of demand. You have to evaluate, schedule, develop, implement and roll out new systems to automate critical business processes. You also need to provide ongoing maintenance for a host of existing systems and respond to change requests and issues stemming from all points in your company.

### Task Management Challenges IT Teams Face




-  Fixed resources with constant demand
-  Constantly implementing new systems to regulate business processes
-  Continuous maintenance of systems
-  Respond to change requests and issues from all areas of the company

### Measuring ROI on Enterprise Work Collaboration Software

According to a McKinsey & Company study, measuring the ROI on enterprise work collaboration tools can be difficult, but the advantages are there. Collaboration tools offer a wide variety of benefits, ranging from cost reductions to increased innovation to improved safety. Yet the benefits are often hard to quantify, even when executives know that the benefits are there.





Enterprise work collaboration can help IT professionals work together across time and distance. The better the collaboration the more productivity, innovation and implementation. There are IT tools available that permit collaboration within the enterprise.

### Implementing collaboration tools can lead to:

-  **INNOVATION** — Teams can work together no matter what their location or job function.
-  **RESOURCE ALLOCATION** — Look across your entire project and change request pipeline to see how your resources are assigned, the types of projects they’re engaged with, and if the right skills are assigned to the right tasks.
-  **VISIBILITY** — Centralize data entered by IT team members in one accessible place. Instantly identify and respond to overloaded resources, as well as issues that can affect project due dates.

Holistically managing your IT project portfolio, real-time visibility into projects, matching the collaboration system to your business needs and social collaboration combined with work execution are just some of the benefits an online task management software can offer.

### Enterprise work collaboration can arm your organization with the ability to:

-  Review, approve, prioritize and schedule your annual project portfolio
-  Develop, implement and roll out new products and services
-  Track, manage and prioritize change requests and resolve issues for all of the systems IT manages
-  Collaborate with team members, stakeholders and outside consultants in a dedicated project workspace

## How Clarizen Online Project Management Software Can Help

**PROJECT PLANNING** — At its core, Clarizen's [IT project management software](#) streamlines and automates project planning. Collaborate with key stakeholders when creating a project plan, and establish a timeline with milestones, budgets, due dates, deliverables and interdependencies. Assign resources based on skillsets and availability, and easily monitor and report on progress.

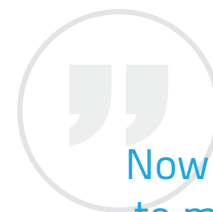
**RESOURCE MANAGEMENT** — Get real-time insight into the available IT resources to determine which projects you can undertake and when you can begin working on them, so you can establish reliable delivery dates. See at a glance the projects each team member is working on, and rebalance workloads as appropriate.

**CHANGE REQUEST & ISSUES MANAGEMENT** — Track and manage all change requests you receive. With Clarizen, requests automatically include relevant details, such as the name of the person who requested the change, description, priority and timeframe, as well as all pertinent email discussions, notes or attachments. Make real-time decisions about priorities, resources and timelines.

**INTEGRATIONS** — Clarizen integrates with the tools IT organizations use most frequently, including Jira, Box, Google Drive and more.

**MOBILE CONNECTIVITY** — Enable your IT technicians to respond to issues, participate in discussions, and enter tickets and issues using a tablet or smartphone.

A few other ways Clarizen can help with IT projects includes, portfolio management, ticket management, timesheet tracking, budget/expense management, collaboration opportunities including email, social and internal/external. Whatever your IT enterprise work collaboration needs are, Clarizen has a solution.



Now we are able to monitor work in progress and percent complete so that every team member, from senior management down to individual resources, has a much better understanding of the health of the project and thus health of the company. Visibility and accountability is really what it all comes down to."

— JIM BIXLER  
Senior Project Manager, Parse3