

# OpenText Suspense Tracking for Microsoft SharePoint®

For public and private sector organizations

**OpenText Suspense Tracking for Microsoft SharePoint is an enterprise-class solution for creating, tracking, and controlling ad hoc task assignments.**

## Benefits

With OpenText Suspense Tracking for Microsoft SharePoint organizations can:

- **Increase productivity and reduce cost** through automated processes, increased transparency, and improved response capability
- **Improve transparency** by giving authorized personnel visibility into all phases of a suspense
- **Reduce risk** with assured compliance through increased controls
- **Simplify suspense tracking**
- **Optimize efficiencies** through easy-to-use collaboration, dashboards, detailed reporting, and an underlying content management repository
- **Comply with key regulations** such as Section 508, DoD 5015 RM, Digital Signature and E-Signature

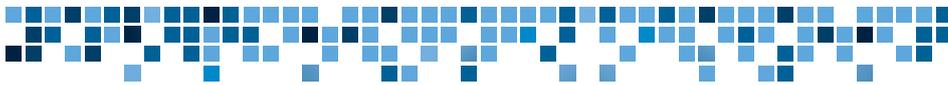
OpenText Suspense Tracking for Microsoft® SharePoint® helps organizations manage ad-hoc tasks (i.e., “suspense” requests) and recurring administrative tasks for improved responsiveness, operational efficiency, and overall productivity. Built on a seamless integration between OpenText Content Server™ as a trusted repository and Microsoft SharePoint as an infrastructure platform, OpenText Suspense Tracking delivers a tasking system that allows for the spontaneous routing of daily work activities from routine to process-oriented collaborative actions which require a formal coordination process.

Organizations use OpenText Suspense Tracking to effectively manage their workforce, meet deadlines with full visibility to optimize workloads, reassign tasks, and manage team performance. The solution tracks all actions or “suspenses” of multiple types to ensure that necessary responses have been made, determine how long it took to respond, and what the response contained. With OpenText Suspense Tracking the entire lifecycle of a suspense is automated, from receiving assignments to initiating, routing, delegating, and generating a response for review and approval, distribution, and final archiving.

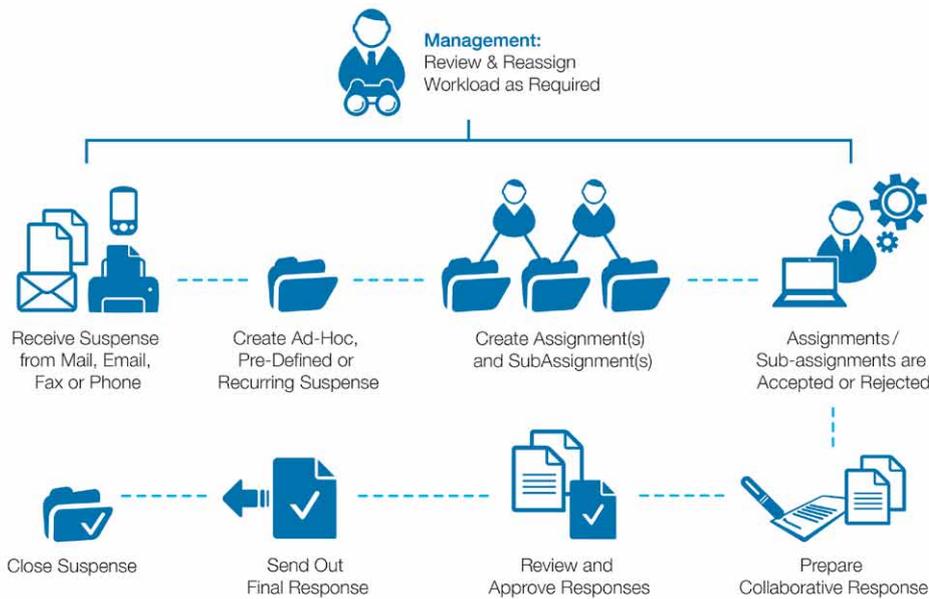
## Predefined templates for ease of use and greater productivity

OpenText Suspense Tracking simplifies and automates business operations using easy to configure, predefined suspense templates for common repeatable processes such as command/general staffings, personnel evaluations, awards and decorations, proposal responses, and requests for information. Assignments for common or routine tasks can be created as an individual or global template through the suspense template assistant. Non-technical users can easily create multiple suspense templates using the suspense template assistant. Once created, a suspense template can be saved, modified, and reused by authorized users to fully automate and enforce any business process, resulting in time-savings and efficiency gains for any repeatable tasks in the future.

From the initiation and delegation of a task to each stage of its execution, Open Text Suspense Tracking for SharePoint provides a familiar, easy-to-use user interface and full integration to existing applications such as Microsoft® Office and Microsoft Outlook®. Users may create and edit suspense attachments from a standard Microsoft Outlook desktop client.



## OpenText Suspense Tracking for Microsoft SharePoint



*A flexible tasking system that allows for ad-hoc and spontaneous routing of daily work activities from routine to recurring or process-oriented collaborative actions that require a formal coordination process.*

### Features

OpenText Suspense Tracking for Microsoft SharePoint includes the following features:

- Based on the powerful OpenText Application Governance & Archiving (AGA) module for Microsoft SharePoint, features including site meta-data, property inheritance, subscription services, enhanced auditing, and archiving.
- Personnel at all levels can coordinate and complete vital suspenses across multiple stakeholders including individuals, project teams or ad-hoc working groups—promoting collaboration with online private, secure workspaces and full visibility to management at all stages.
- Users can assign and manage tasks by individuals or groups with capability for global actions enabling effective workload management and task reassignments as needed.
- A suspense tracking dashboard gives users a comprehensive view of all suspenses that are clearly labeled and initially prioritized, providing a clear communications history of any suspense and its accompanying information.
- Organizations can configure role-based access for views to suspense, assignments, approval cycles, and delegations based upon user permissions and authority.
- Multiple tasks can be assigned to both internal users and external participants.
- Easily capture attributes and meta-data to meet records management requirements. With additional configuration, the solution can be fully integrated into an OpenText Records Management solution, which adheres to current Government Standards for DoD 5015 and Section 508.

- Manage all records, documents, and any task related materials in one centralized repository, complete with audit trail and official records disposition capability.
- Users can produce daily, weekly, and monthly metrics for tracking status, briefing executives, and reporting critical deadlines through canned and ad-hoc reports. Reports can be exported into CSV or XML format to meet additional reporting needs.
- Administration Dashboard provides a single view for one-click access to all configuration pages necessary to implement the solution.
- Mobile access delivers an enhanced ability to respond quickly to events that trigger different actions or business processes including reviews, delegations, approvals, and dispositions.
- 508 Compliant and accessible to all suspense participants by operating exclusively in the web browser through the SharePoint interface.

For more information, visit: <http://www.opentext.com/2/global/solutions/sol-gov-home.htm>

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