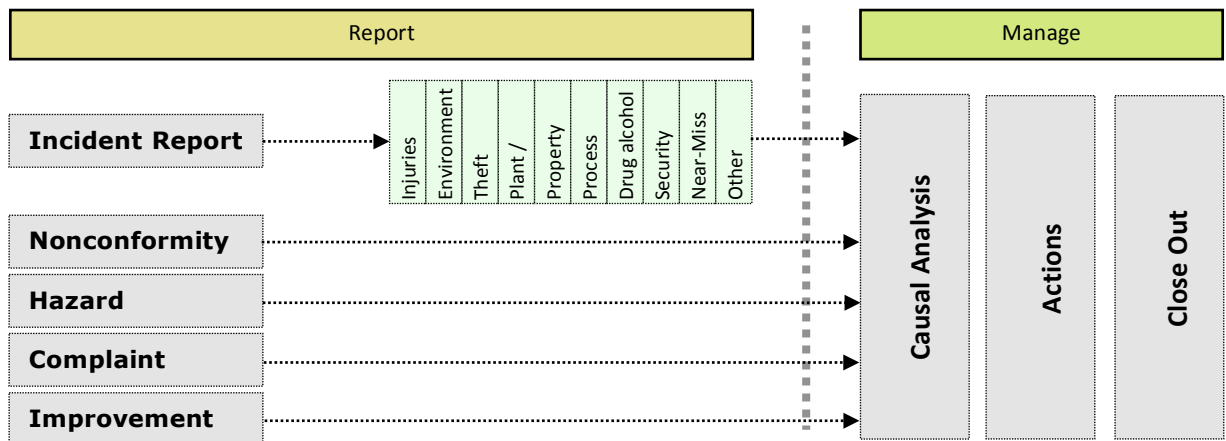


**KEY INFORMATION**

**Issue Types**

CS Incident enables up to 5 separate Issue Types to be entered and managed. Within those types, the Incident issue type has up to 10 sub-sections or pages.



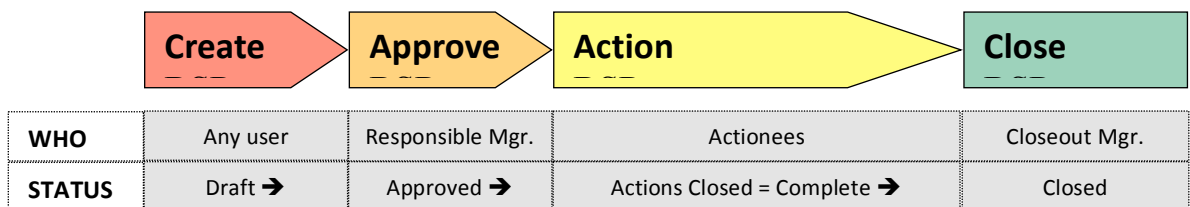
Each issue is divided into a **Report** and a **Manage** section.

All users can view the Report section which is where an Issue is entered.

Only those users who manage and close out issues need to access the Manage section, which is where the root cause, actions and closeout are recorded.

**Processing Workflow**

A Processing Workflow is used to progress each Issue entered into CS Incident. Separate **Approval** and **Closeout** gates are provided.



Responsible Manager: Person selected to **Approve** an Issue.

Closeout Manager: Person selected to **Close** an Issue.

Permissions determine who can be a Responsible Manager and a Closeout Manager. The Responsible Manager and Closeout are selected from the nominated users for each Issue.



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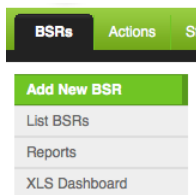
## 1 Entering & Editing Issues

---

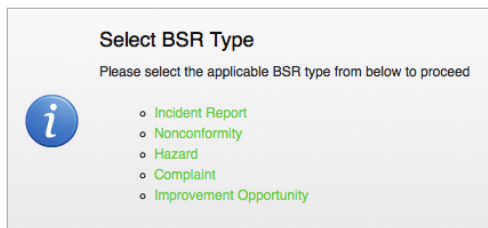
### 1.1 Entering a New Issue

Follow these steps to create a new Issue. There are up to 5 different Issue types to select from when entering a new Issue.

1. Click 'Add New' from the left hand menu.



2. Select the Issue type from the list provided.



3. Enter the details of the Issue into the Report page. Note that the items marked with an \* are mandatory.

**If you are entering an Incident**, and have selected any of the Incident Categories, you will also need to fill in the sub-pages (one for each Incident Category). Click "Next" to continue to each page where you will be asked to enter additional information. On the final page, click "Save".

**For All Other Issue Types**, click "Save" to complete the Issue Report page.

After you have saved the Issue, you will be returned to the List page, where you can view Issues in CS Incident. See the following section for more details.

## 1.2 Reviewing Issues

The **List** page allows the Issues in CS Incident to be viewed and edited. The screenshot below provides an overview of the screen.

The screenshot shows the 'List Incident' interface. Callouts include: 'Export the current list to Excel' pointing to the 'Excel Export' button; 'Show / hide filters' pointing to the 'Hide Filters' button; 'Set filters to refine the list. Save the filter for later use.' pointing to the filter selection area; 'Click heading to sort by that' pointing to a column header in the table; 'Open the Issue Manage page' pointing to the 'Manage' icon; 'Open the Issue Report' pointing to the 'Report' icon; and 'Delete an Issue' pointing to the 'Delete' icon.

Incident Number	Incident Type	Inc. Date	Business unit	Project	Status	Responsible Manager	Date Closed	Brief Summary	Report	Manage	Delete
613	Improvement Opportunity	15/12/2011			Draft	ADMINISTRATOR ADMINISTRATOR		SADC			
612	Incident Report	08/12/2011	Business Unit_1	Project_3	Approved	Lewis Craig		ertwet			
611	Complaint	15/12/2011			Draft	ADMINISTRATOR ADMINISTRATOR		sdfgy			
610	Non Conformance	20/12/2011			Draft	ADMINISTRATOR ADMINISTRATOR		sadc			
609	Incident Report	13/12/2011			Draft	ADMINISTRATOR ADMINISTRATOR		sadc			
608	Incident Report	20/12/2011			Draft	ADMINISTRATOR ADMINISTRATOR		edfvd			

### Buttons / Icons

- Add New Issue
- Open the Issue Report page (what happened)
- Open the Issue Manage page (causal analysis, actions and close out)
- Delete an Issue
- Export the displayed Issues to Excel
- Open / close the filters panel

## 2 Managing Issues

### 2.1 Manage Page

The Manage Page for each Issue contains the following:

- Workflow
- Causal analysis
- Actions
- Cost and other information (as appropriate to the Issue type)

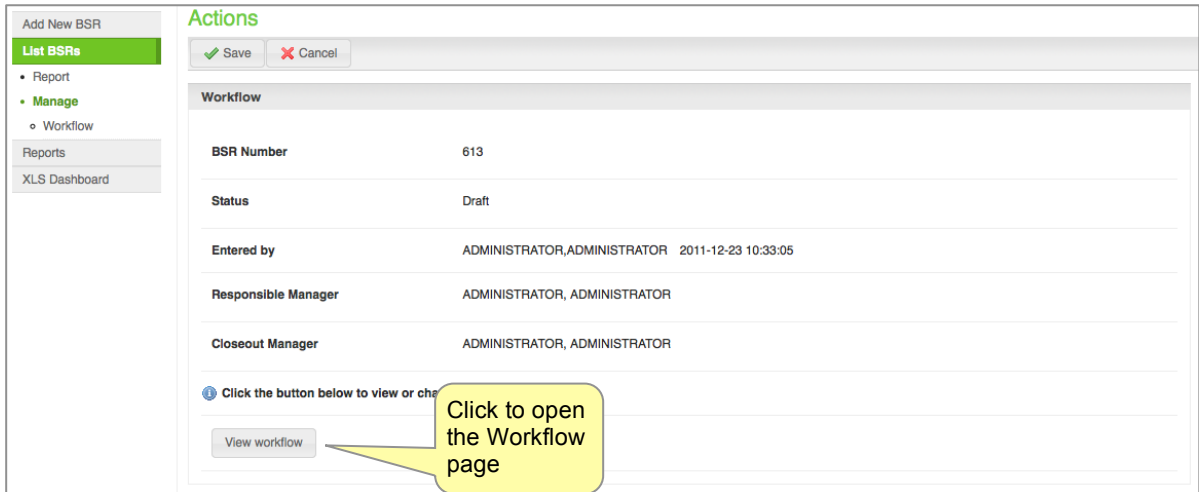
The Manage Page is accessed from the List of Issue (see previous section). It can also be opened from the Report page for an issue by clicking the "Save and Manage" button.

Only users with appropriate permissions have access to the Manage Page.

### 2.2 Processing Workflow

The steps in the Processing Workflow are detailed on the front page of this User Guide.

The Processing Workflow is accessed from the Manage Page by clicking the "View Workflow" button.



The screenshot shows the 'Manage' page for an issue. On the left is a navigation menu with options like 'Add New BSR', 'List BSRs', 'Report', 'Manage', 'Workflow', 'Reports', and 'XLS Dashboard'. The main area is titled 'Actions' and contains a 'Save' button and a 'Cancel' button. Below this is a 'Workflow' section with a table of details:

BSR Number	613
Status	Draft
Entered by	ADMINISTRATOR,ADMINISTRATOR 2011-12-23 10:33:05
Responsible Manager	ADMINISTRATOR, ADMINISTRATOR
Closeout Manager	ADMINISTRATOR, ADMINISTRATOR

At the bottom of the workflow section, there is a 'View workflow' button. A yellow callout bubble points to this button with the text: "Click to open the Workflow page".

The key points of the Processing Workflow:

- Approval:** Issues must be Approved by the Responsible Manager in order to progress. Actions are generated upon Approval (they held in Draft until that point).
- Complete:** All Actions are Closed (have been Actioned) and the Issue is ready for Closeout.
- Closeout:** Closeout Manager has reviewed the Issue and if satisfied marks it as Closed.

The following illustrates the Workflow Page.

### Manage BSR - Workflow

← Return

**Status** Approved

---

**Approve**

**Approved by** Craig Lewis

**Date approved** 2011-12-20

---

**Close out**

ⓘ To close out you must be the close out manager and all corrective actions must be complete

BSR closeout validation

✔ You are the close out manager  
✘ Actions are not closed

**Risk assessment**

1 - Insignificant   
  2 - Minor   
  3 - Moderate   
  4 - Major   
  5 - Catastrophic

<input type="radio"/> A. Almost Certain	H-11	H-16	E-20	E-23	E-25
<input type="radio"/> B. Likely	M-7	H-12	H-17	E-21	E-24
<input type="radio"/> C. Possible	L-4	M-8	H-13	E-18	E-22
<input type="radio"/> D. Unlikely	L-2	L-5	M-9	H-14	E-19
<input type="radio"/> E. Rare	L-1	L-3	M-6	H-10	H-15

\*

**Close out comment**

\*

Click the 'Return' button to go back to the Issue Manage page.

Current Status of the Issue

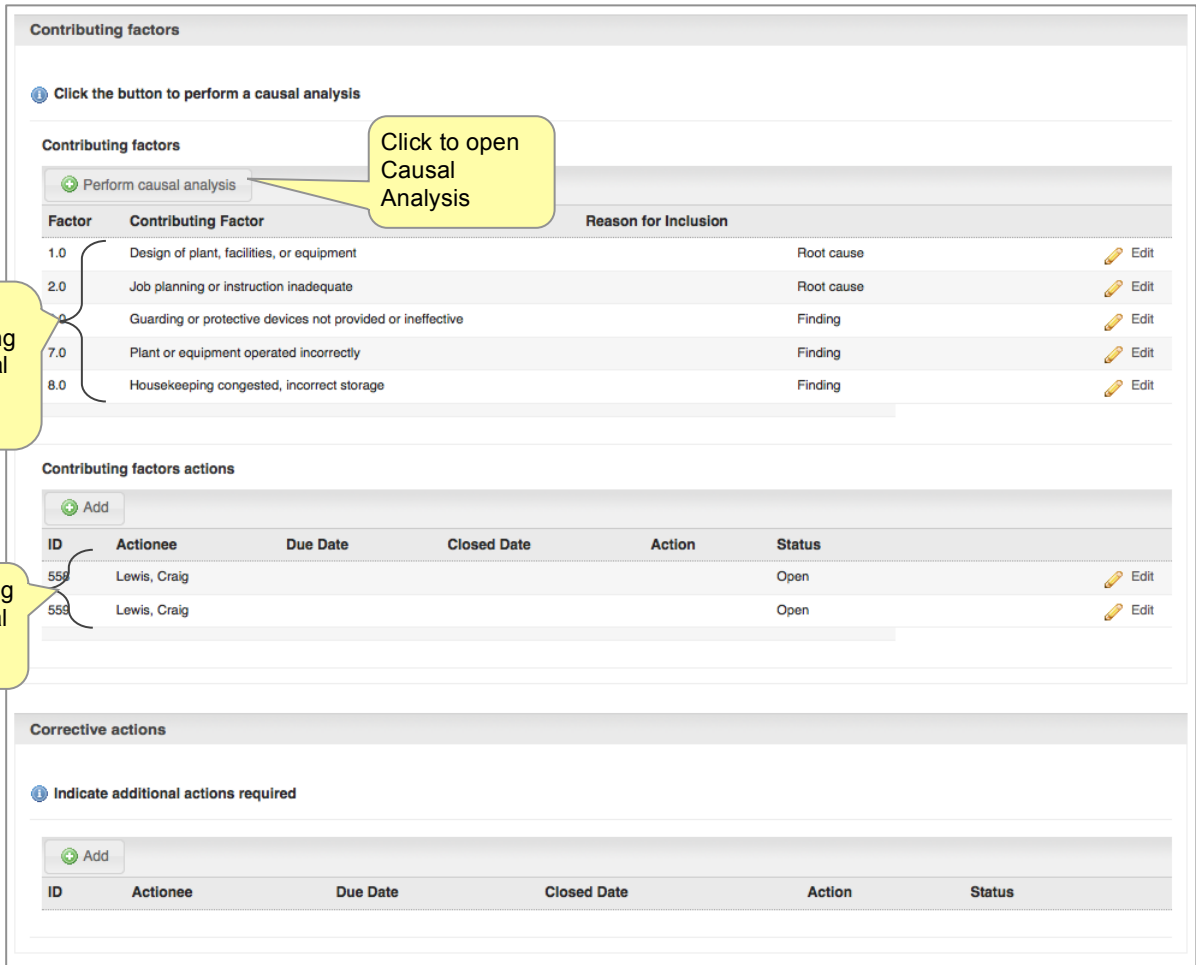
If Approved and Closed, details of who and when the action was carried out.

Prerequisites required to undertake the next Processing step.

Risk Assessment

### 2.3 Causal Analysis

A Causal Analysis is completed for the Incident and Non-conformance Issue Types. This is accessed from the Issue Manage page as below.



**Contributing factors**

Click the button to perform a causal analysis

Perform causal analysis

Click to open Causal Analysis

Factor	Contributing Factor	Reason for Inclusion	
1.0	Design of plant, facilities, or equipment	Root cause	Edit
2.0	Job planning or instruction inadequate	Root cause	Edit
3.0	Guarding or protective devices not provided or ineffective	Finding	Edit
7.0	Plant or equipment operated incorrectly	Finding	Edit
8.0	Housekeeping congested, incorrect storage	Finding	Edit

Contributing Factors resulting from the Causal Analysis.

**Contributing factors actions**

Add

ID	Actionee	Due Date	Closed Date	Action	Status	
559	Lewis, Craig				Open	Edit
559	Lewis, Craig				Open	Edit

Actions resulting from the Causal Analysis.

**Corrective actions**

Indicate additional actions required

Add

ID	Actionee	Due Date	Closed Date	Action	Status
----	----------	----------	-------------	--------	--------

Once the Causal Analysis is opened, the User must select the appropriate root causes. Click 'Save' when the selections have been made to return to the Issue Manage page.

For each selection made, a Contributing factor is created as shown above.

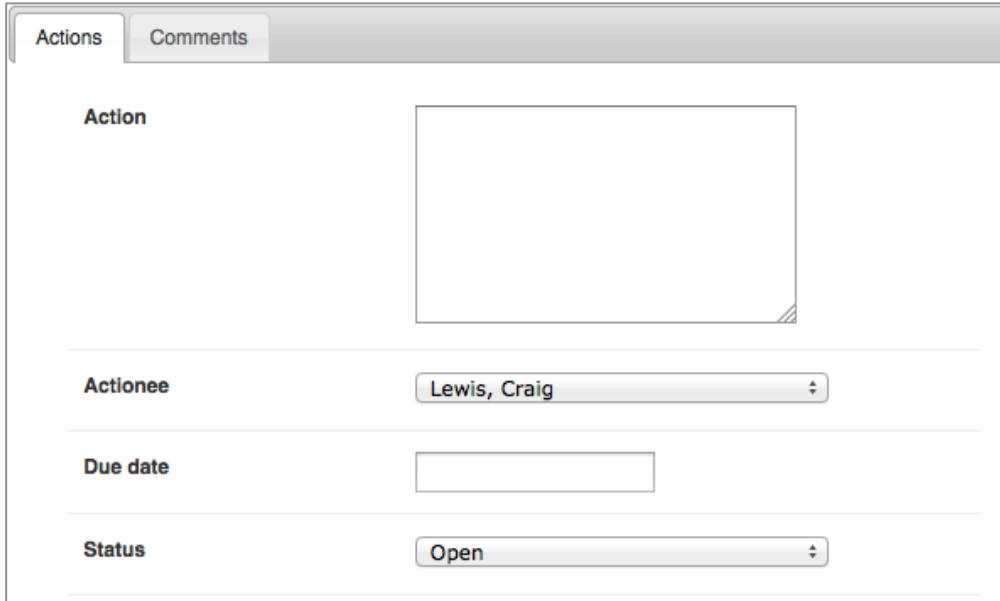
Depending on the administration configuration, some Contributing Factors will create an Action, whilst others will only contribute a Finding. All Contributing Factors are reflected in statistics and reports.

Note that actions created as a result of the Causal Analysis do not include an actual action text or Actionee. This must be entered by the User (see following section).

## 2.4 Actions

Actions are entered either as a result of the Causal Analysis (as above) or on an ad-hoc basis (as required) in the Corrective Actions section.

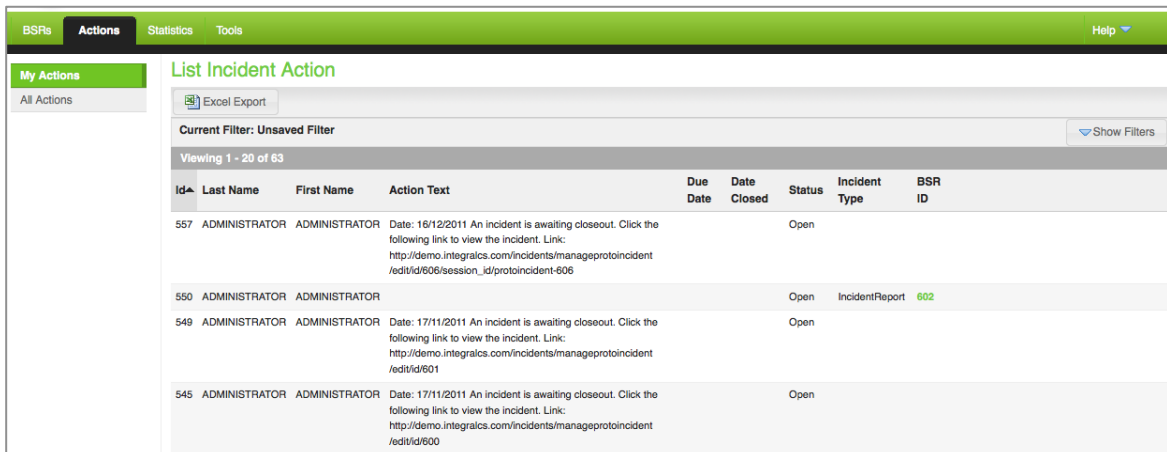
All Actions have the following information:



A Close date is entered when the Action is closed.

**Actions are held in Draft state until the Issue is Approved** by the Responsible Manager. At that point the Actions are set to Open, and an email generated notifying the Actionee that they have an action. Until this point the Actionee is not aware of the action.

Actionees can manage their Actions either through the individual Issue on the Manage Page, or in a separate tab labelled "Actions". From here each User can view and manage their own actions, as well as see other User's Actions (if they have appropriate permissions).

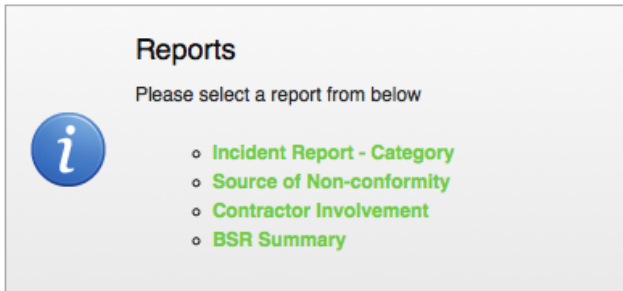


Id	Last Name	First Name	Action Text	Due Date	Date Closed	Status	Incident Type	BSR ID
557	ADMINISTRATOR	ADMINISTRATOR	Date: 16/12/2011 An incident is awaiting closeout. Click the following link to view the incident. Link: <a href="http://demo.integralcs.com/incidents/manageprotoincident/edit/id/606/session_id/protoincident-606">http://demo.integralcs.com/incidents/manageprotoincident/edit/id/606/session_id/protoincident-606</a>			Open		
550	ADMINISTRATOR	ADMINISTRATOR				Open	IncidentReport	602
549	ADMINISTRATOR	ADMINISTRATOR	Date: 17/11/2011 An incident is awaiting closeout. Click the following link to view the incident. Link: <a href="http://demo.integralcs.com/incidents/manageprotoincident/edit/id/601">http://demo.integralcs.com/incidents/manageprotoincident/edit/id/601</a>			Open		
545	ADMINISTRATOR	ADMINISTRATOR	Date: 17/11/2011 An incident is awaiting closeout. Click the following link to view the incident. Link: <a href="http://demo.integralcs.com/incidents/manageprotoincident/edit/id/600">http://demo.integralcs.com/incidents/manageprotoincident/edit/id/600</a>			Open		

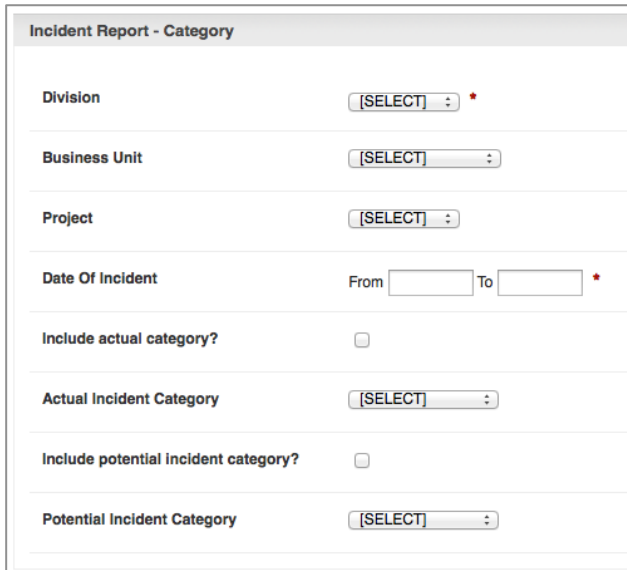
### 3 Reports

There are a number of reports available, accessed through the Reports menu.

The reports provide a range of information from detailed listings of Issues through to statistical analysis.



Each report has a number of filter options; a sample filter set is below.



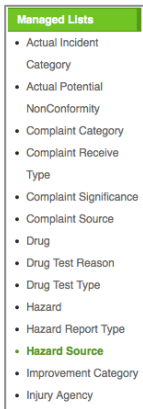
The screenshot shows a filter form titled 'Incident Report - Category'. It includes the following fields: 'Division' (dropdown menu with a red asterisk), 'Business Unit' (dropdown menu), 'Project' (dropdown menu), 'Date Of Incident' (From and To date pickers with a red asterisk), 'Include actual category?' (checkbox), 'Actual Incident Category' (dropdown menu), 'Include potential incident category?' (checkbox), and 'Potential Incident Category' (dropdown menu).

Reports are produced in an excel spread sheet format which is a good basis for the creation of custom graphs, further filtering and for printing to PDF.

## 4 Administration

### 4.1 Managed Lists

There are a number of drop-down lists and lists of check-boxes within CS Incident that are configurable by Administrators. These are controlled via the 'Managed Lists' menu on the Tools tab.



Each item in the Managed Lists sub-menu corresponds to a drop-down or check-box list within CS Incident. For example, the list of 'Hazard Sources' that a user will see when they enter a Hazard or Incident will correspond to the 'List Label' column below:

**List Hazard Source**

Current Filter: Unsaved Filter

Viewing 1 - 5 of 5

List Label	Description	Type	
Physical Environment	Physical Environment	Hazard Source	Edit  Delete
Handling and Transportation of goods and materials	Handling and Transpo ...	Hazard Source	Edit  Delete
Third Parties	Third Parties	Hazard Source	Edit  Delete
Plant and Equipment	Plant and Equipment	Hazard Source	Edit  Delete
Workplace Layout / Condition	Workplace Layout / C ...	Hazard Source	Edit  Delete

1

These values can be edited by an Administrator using the 'Add new', 'Edit' and 'Delete' buttons. Note that all existing Issue entries will be effected by any edits to the Managed Lists.

## 4.2 Causal Analysis

The Non-conformance and Incident Issue types each have a Causal Analysis. The questions for the Causal Analysis are configured using the 'IR Root Causes' and 'Non. Conf. Root Causes' menus under the Tools tab.

**List Incident Report Root Cause**

Current Filter: None

Viewing 1 - 9 of 9

Label	BSR Type	Description	Contributing Factor	
9.0	IncidentReport	Did the use of incorrect tools or mechanical aids contribute to the incident ?	Incorrect tools or mechanical aids used	Edit  Delete
8.0	IncidentReport	Did congested housekeeping or incorrect storage contribute to the incident ?	Housekeeping congested, incorrect storage	Edit  Delete
7.0	IncidentReport	Did incorrect plant or equipment operation contribute to the incident ?	Plant or equipment operated incorrectly	Edit  Delete
6.0	IncidentReport	Was guarding or protective devices not provided or ineffective ?	Guarding or protective devices not provided or ineffective	Edit  Delete
5.0	IncidentReport	Did incorrect body position in relation to work contribute to the incident ?	5. Incorrect body position in relation to work	Edit  Delete
4.0	IncidentReport	Did inadequate rules, procedures or JSA contribute to the incident ?	Rules, procedures or JSA inadequate	Edit  Delete
3.0	IncidentReport	Did a failure to follow rules, procedures or JSA contribute to the incident ?	Rules, procedures or JSA not followed	Edit  Delete
2.0	IncidentReport	Did inadequate job planning or instruction contribute to the incident ?	Job planning or instruction inadequate	Edit  Delete
1.0	IncidentReport	Did the design of plant, facilities, or equipment contribute to the incident ?	Design of plant, facilities, or equipment	Edit  Delete

1

Each question will be presented to the User each time they complete a Causal Analysis for the corresponding Issue type.

The 'Contributing Factor' is inserted into the list of Contributing Factors for the Issue each time the question is selected. Note that the Contributing Factor is not inserted into the Action (the Action is determined by the Manager carrying out the Causal Analysis).

Each question also has a checkbox to determine if an action is required when the question is selected.

**Has Action**

If the checkbox is ticked, then each time a Manager selects this question, they be required to create a corresponding Action. If the checkbox is not selected, the Contributing factor is recorded as a 'Finding' and no action is required.

The 'Parent Question' drop down list can be used to 'nest' questions if required.