

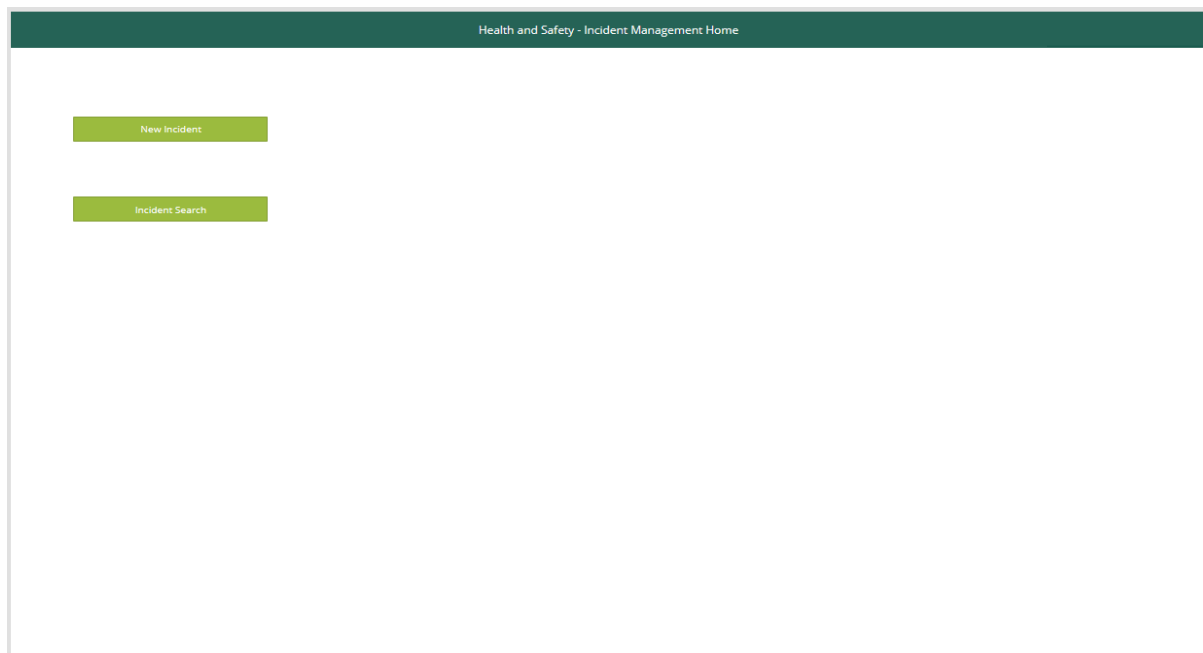
Microsoft 365 – Incident Management Platform (SharePoint, PowerApps, Power Automate)

Purpose

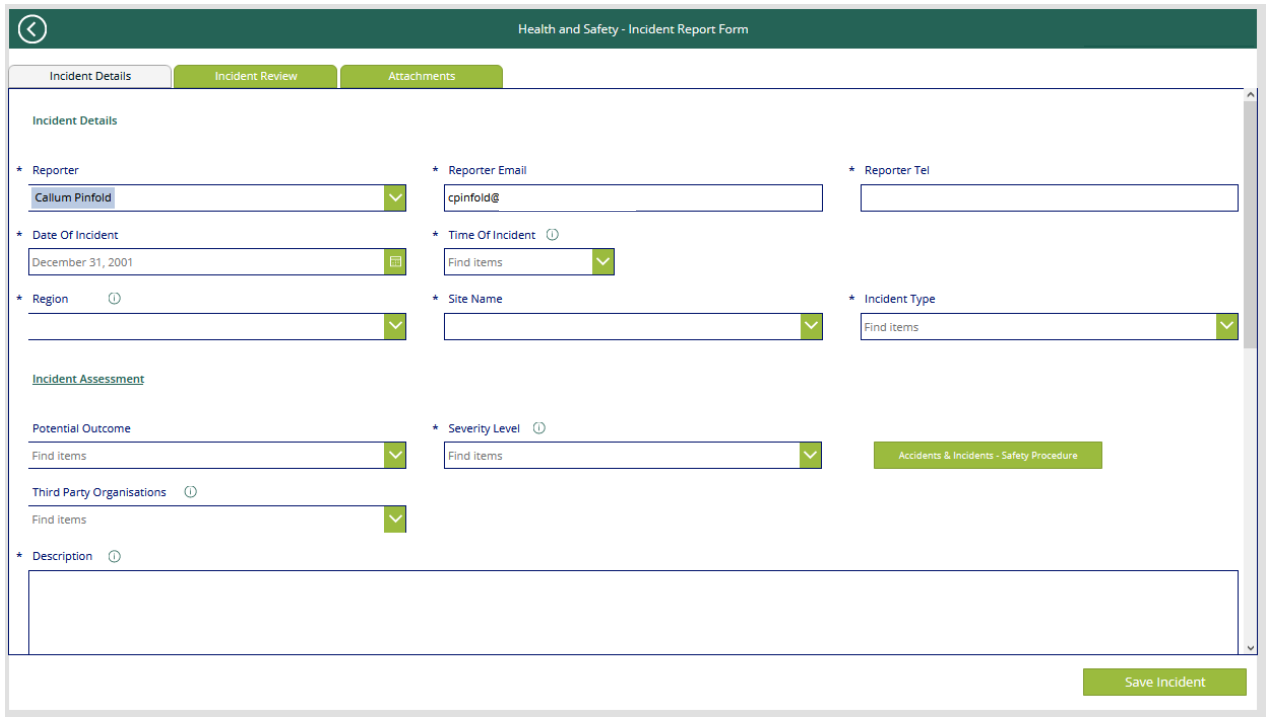
Designed to accommodate the diverse incident capture requirements of customers, OfficeLabs' Incident Management Platform utilises native Microsoft 365 components, providing an extensible capture and reporting template customisable to organisational requirements.

Design

- SharePoint - list storage – Incident items are stored in a version controlled and permission managed SharePoint site and list. Data confidentiality and security is enhanced using native row level list security enabling platform managers to view and edit all incident items while restricting ordinary business users to view and edit only their created items.
- PowerApps - Incident Management application – Designed to serve both desktop and mobile users this application is built to provide a company branded application front-end for interaction with Incident data. The solution is comprised of:
 - **Home screen** – provides button links to, Incident management form screen, and Incident management search screen. Optional button links to supporting materials.



- **Form screen** – provides an intuitive, tabbed data input form allowing users to submit new, and edit existing incident items. Supports, conditional field visibility, mandatory fields, auto population of user data, and document/image attachments.

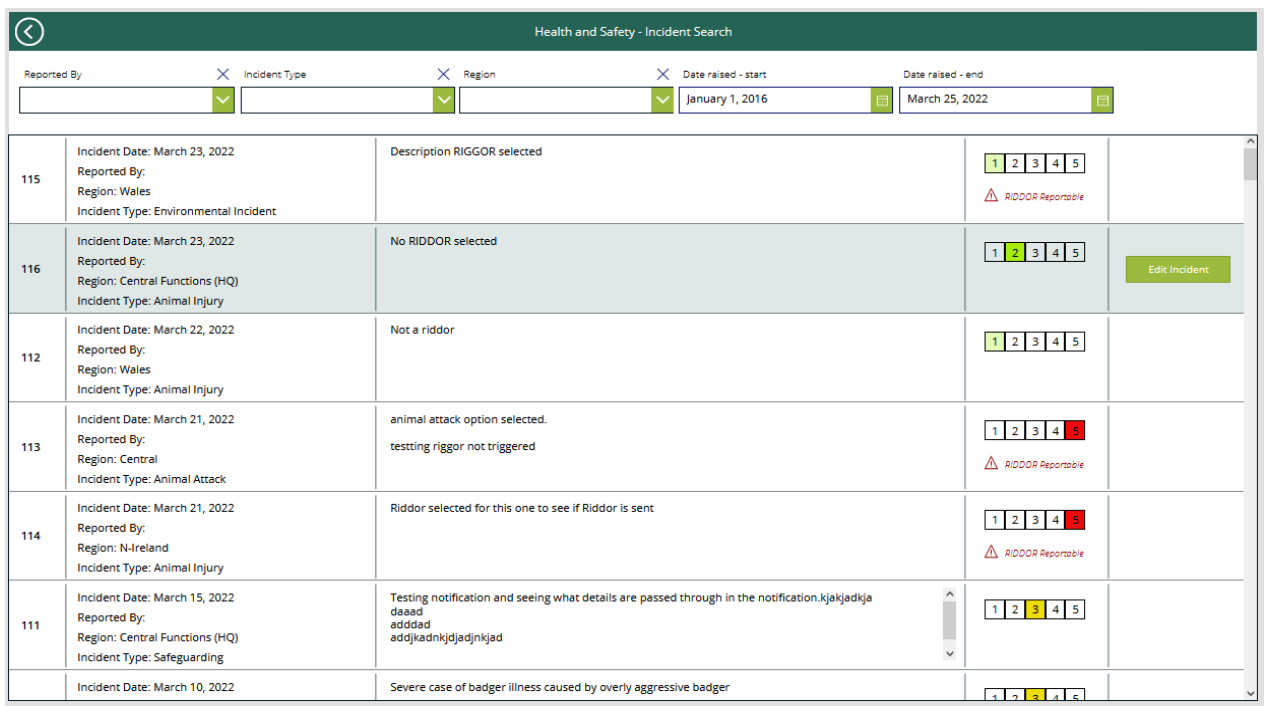


The screenshot shows a mobile application interface for reporting incidents. It features a green header with a back arrow and the title 'Health and Safety - Incident Report Form'. Below the header are three tabs: 'Incident Details', 'Incident Review', and 'Attachments'. The 'Incident Details' tab is active, showing several input fields with dropdown menus and a 'Find items' button. The fields include:

- Reporter: Callum Pinfold
- Reporter Email: cpinfold@
- Reporter Tel: (empty)
- Date Of Incident: December 31, 2001
- Time Of Incident: Find items
- Region: (empty)
- Site Name: (empty)
- Incident Type: Find items
- Potential Outcome: Find items
- Severity Level: Find items
- Third Party Organisations: Find items
- Description: (empty text area)

 A 'Save Incident' button is located at the bottom right of the form.

- **Search screen** – A customised PowerApps search gallery is used to provide users with the ability to search for Incident items using key filters and review high-level incident item information. Items can be edited by navigating to the Form screen from via the 'edit incident' button.



The screenshot shows a mobile application interface for searching incidents. It features a green header with a back arrow and the title 'Health and Safety - Incident Search'. Below the header are five filter fields: 'Reported By', 'Incident Type', 'Region', 'Date raised - start', and 'Date raised - end'. The search results are displayed in a table with the following data:

Incident ID	Incident Date	Reported By	Region	Incident Type	Description	RIDDOR Status	Rating	Action
115	March 23, 2022	Region: Wales	Wales	Environmental Incident	Description RIGGOR selected	RIDDOR Responsible	1 2 3 4 5	
116	March 23, 2022	Region: Central Functions (HQ)	Central Functions (HQ)	Animal Injury	No RIDDOR selected		1 2 3 4 5	Edit Incident
112	March 22, 2022	Region: Wales	Wales	Animal Injury	Not a riddor		1 2 3 4 5	
113	March 21, 2022	Region: Central	Central	Animal Attack	animal attack option selected. testting riggor not triggered	RIDDOR Responsible	1 2 3 4 5	
114	March 21, 2022	Region: N-Ireland	N-Ireland	Animal Injury	Riddor selected for this one to see if Riddor is sent	RIDDOR Responsible	1 2 3 4 5	
111	March 15, 2022	Region: Central Functions (HQ)	Central Functions (HQ)	Safeguarding	Testing notification and seeing what details are passed through in the notification.kjakjadkja daaad adddad addjkadnkjadjajnkjad		1 2 3 4 5	
	March 10, 2022				Severe case of badger illness caused by overly aggressive badger		1 2 3 4 5	

- **Power Automate – Incident Notification** – An automated workflow is provided, triggered by creation or modification of incident items in the SharePoint storage list. This workflow provides key platform management groups with notifications via email when new incident items are submitted, or when an item is escalated to RIDDOR reportable (where RIDDOR framework is applicable).
- **Power BI – Incident reporting** – Designed to provide informative high-level incident reporting metrics, this Power BI report template can be published to Power BI Cloud as a shared reporting instance for platform managers. Leveraging drill-through, page filtering, and dynamic visualisations, this template report provides the core data model for custom extension.

