Brittco

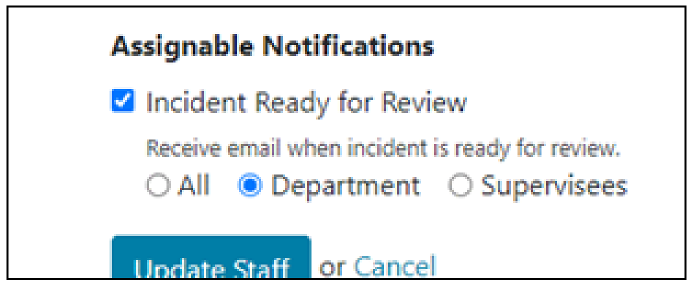
Incidents – Supervisor Responsibilities

After staff begin an incident it is reviewed by a supervisor. Opening the *Incidents* module will show you all the incidents you have permission to see. As a supervisor you can choose to be notified via email when a staff from your department/location starts an incident report.

The terminology in Brittco is different: to "Submit" an incident is a specific action performed by a supervisor at a later stage in the process. Here is how the new process works. A staff person starts an incident. When complete the staff clicks a button labeled *Notify Admin*. A Supervisor reviews the incident, *Submits*, and eventually *Closes* it.

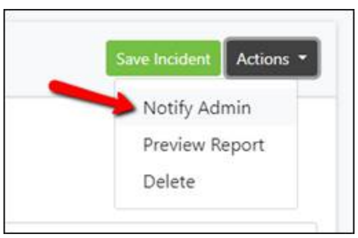
Assignable Notifications

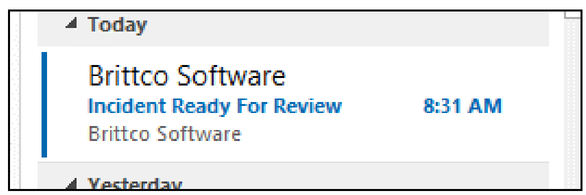
Brittco offers something called *Assignable Notifications*. This is a setting that users cannot change, but must be set by an Admin. Turning this on for you means you will receive an email any time an incident is written. Notice you have three options: All incidents, Department incidents, and Incidents written by the staff you supervise.



Reviewing Incidents

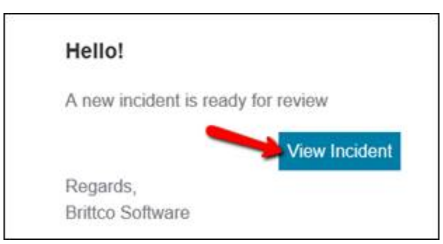
This is what staff filling out an incident will see. When the incident is finished, the staff will *Notify Admin*.





For supervisors with *Assignable Notifications* turned on, when the staff notifies Admin, you will receive an email with the heading, *Incident Ready for Review*.

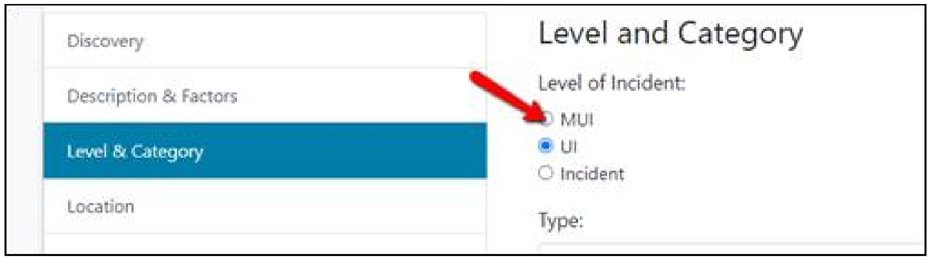
The body of the email will contain a link which will open the incident for your review.



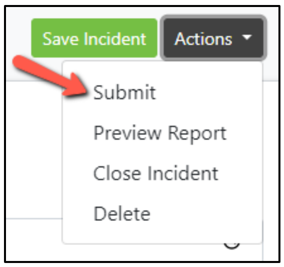
Clicking the button will open the Incident in your default browser. DO NOT use Internet Explorer.

Review all the tabs and ask the originator for additional information if necessary.

By default, the incident is marked *UI*. In rare cases you may set it to a simple *Incident*. If the incident is a possible MUI set the Level to *MUI*. Changing the status to *MUI* does not mean you are officially designating this as an MUI – that is still the responsibility of Investigative Services. Changing to *MUI* is a simple flag that automatically sends the incident to the MUI Report mailbox when you *Submit*. Investigative Services takes it from there.

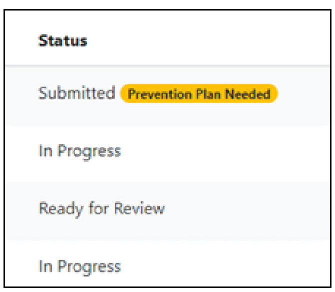


After your initial review, *Submit* the incident using the *Actions* dropdown. By submitting the incident you change the status to let others know the incident has been reviewed. If you have changed the Level to *MUI*, the incident is automatically sent to the MUI mailbox.

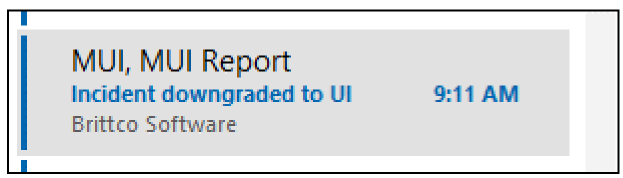


Originators cannot *Notify Admin* until all required fields are complete. There is one exception. Under the *Admin Review / Follow-up* tab *Preventative Measures* is not required by Brittco because information is typically not known at the time the incident is submitted. However, this information is required by the MUI Rule.

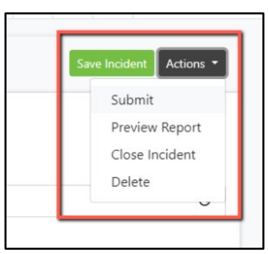
To track which incidents are missing this information they will be tagged with a yellow reminder in the *Incidents* module. We are also working on a way to send out periodic reminders for Incidents missing this information.



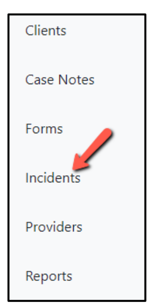
When Investigative Services downgrades a possible MUI to a UI you will receive an email with the heading, *Incident downgraded to UI*.



Because you are a supervisor, will not see the *Notify Admin* option when you are starting your own incident.



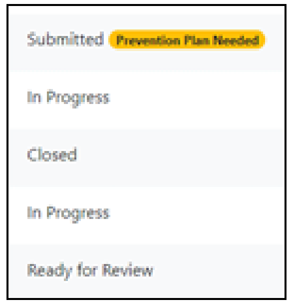
Use the Actions dropdown when it is time to *Close* the incident.



Even without *Assignable Notifications* turned on you can access all incidents by using the Incidents module.

Filtering and Sorting Incidents for Review

Incidents will have one of 4 different status states:

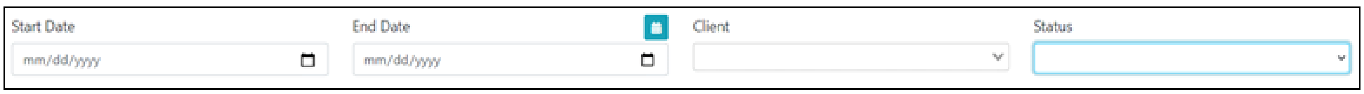


In Progress: the originator has started the incident but has not sent to *Notify Admin*

Ready for Review: Admin was notified by originator and is ready for supervisor to review

Submitted: incident was addressed by a supervisor but is still active

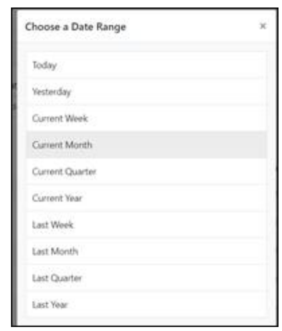
Closed

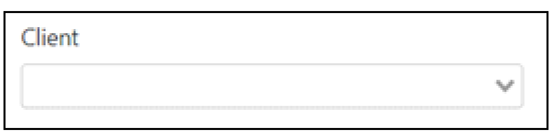


Brittco provides filtering options when Reviewing incidents.

Filter according to date ranges.

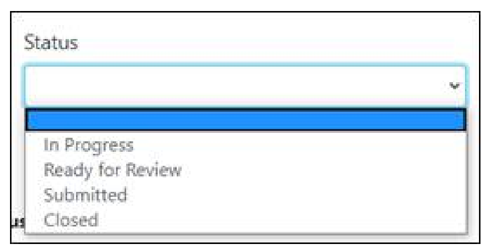
See the little calendar icon? Choose the range you want:





Search by Client.

Search by Status.



You can also order by any of the columns.

Please call the IT Department if you have any questions regarding the information presented here. The extension for the IT Help Desk is 7878.