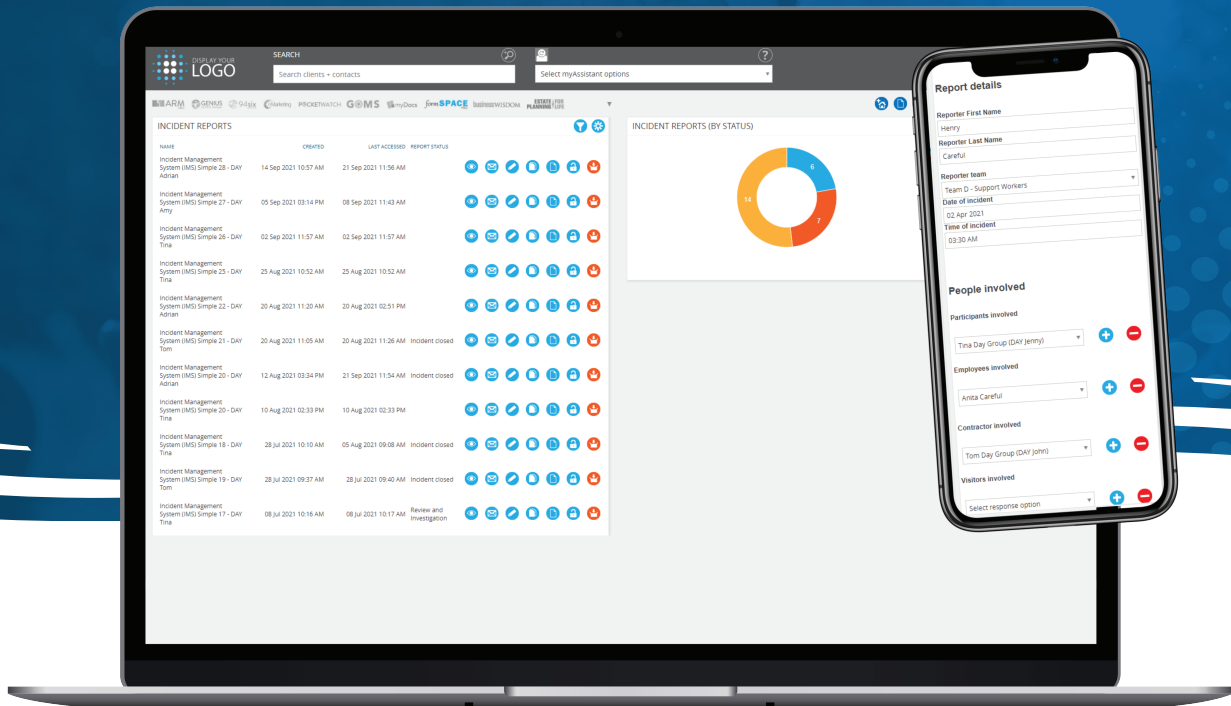




manage incidents effectively with the Incident Management System



The Incident Management System (IMS) is an extension to formSPACE Pro which adds the ability for a nominated formSPACE template to progress through phases. Each phase that the Incident Report progresses through can trigger actions such as notification emails to be sent. Permissions can also be set up to restrict access to Incident Reports entering a specified phase.

The IMS will also provide you with two pre-defined Incident Report formSPACE templates or you can nominate your own formSPACE template to use*



incident form with ability to specify if incident is critical



workflow variations based on whether incident is critical or not (with ability to escalate or de-escalate)



notifications to specified management levels/groups with links to enable each level/group to review + provide input (includes Critical Incident Report Team – CIRT)



trigger buttons to enable the next phase in the process/workflow to be activated



automated notifications to specified people when each stage completed



permission structures to ensure various sections of the form are only visible to specified staff



dashboard to identify all incidents, status + other key information (only available to users with permission)



mandatory NDIA report options including Incident Report + Incident Overview Report options



integration with ARM projects template area



ability to attach relevant documents including photos

+ more



*Modifications to your formSPACE template will be required to work correctly with IMS.



manage incidents effectively

TRAINING

Two types of training are available for IMS:

	Standard training	This training shows you how to use IMS and also how to customise the standard IMS form templates.	\$250 +GST
	Customised training	This training shows you how to use IMS and includes the customisation of your nominated formSPACE template. If your formSPACE template has not been built, we will review and build your template (additional charges may apply).	\$600 +GST

There is a small additional fee for subscribers wanting to access the IMS which can be turned on by approved staff in the subscriber organisation. An overview of the fees (relevant to the size of your organisation) is outlined below.



Users	Monthly fee
1	\$0
2-5	\$5
6-10	\$10
11-20	\$20
21-50	\$40
51-100	\$80
101-200	\$120
201-300	\$160
301-500	\$200
601-700	\$240
701-800	\$280
801-900	\$320
901-1000	\$360

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