



## Choosing an **INCIDENT MANAGEMENT SYSTEM ...** **... JUST GOT EASIER**

The identification of the causes of incidents, the resources used in recovery from incidents, and the costs involved, are all integral to your business. An incident management system is a valuable tool that provides you with information and feeds back into the employment of resources in managing incidents. This software simplifies the task of managing incidents and is adaptable to manage any number and type of incidents

Our cutting edge tools and independent research supports you managing today's risks. Your industry knowledge and our software expertise is the best combination to reduce your incidents.

Incident Manager is based on a simple proven approach to incident reduction, supporting AS/NZS 4801 AS/NZS 4804 AS 1885 OHSAS 18000 OSHA/OHSA and other standards.

The Incom software makes it easy for you to get up and running quickly

**Any Progressive Enterprise Incident Category Summary**

Number of Incidents: 4

Incident Category	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Total Incidents
Injury to a visitor	0	0	0	0	0	0	0	0	0	0	0
Injury to an employee	0	0	0	0	0	0	0	0	1	0	1
Injury to the public	0	0	0	0	0	0	0	0	0	1	1
Loss/damage to company property	0	0	0	0	0	0	0	1	0	1	2
Loss/damage to others property	0	0	0	0	0	0	0	0	0	0	0
Loss/damage to personal property	0	0	0	0	0	0	0	0	0	0	0

The Incident Manager is a powerful injury incidents management system, but extends to cover any type of incident, and has the facility to document causes and remedial actions. General incidents include non-injury accidents, theft, fire, arson, criminal acts, process failure, system failure, etc.

You may record injury to people, property or facility loss, vehicle or environmental accidents, information security breaches, complaints, investigations, record witness statements estimate losses and track insurance claims.

The system supports AS/NZS 4804 - Occupational Health and Safety Management Systems, and is a solution to meet AS/NZS 4801 auditing requirements and AS1885 reporting requirements.

Incident Manager manages data by incident type, the asset or area affected, the location, department and division.

Incident management is assigned to a contact, incident owner or supervisor, and any remedial action is assigned to the responsible person or

**Taking control of your incidents has never been easier**



external party.

There are many ways to slice and dice the information to produce snapshot reports of top incidents and to monitor controls and treatments in progress.

The package has a Reporting Wizard and Charting Wizard with powerful graphical charting capabilities including Loss Time Injury, Medical Action and Restricted Work Injuries, Vehicle/Commute Injuries, and near misses to AS 1885 and other standards.

### Configurable System

The organizational structure may be altered to suit your business. All data fields may be renamed and custom data entry forms may be setup.

Any number of incidents may be entered against any category, asset, department, division, etc. An estimate of the severity and priority is assigned to each incident and the incident rating is derived by the system. Any number of causes or actions may be applied to any incident.

The Incident Manager may be integrated with the Risk Manager. Collectively, the two tools provide a powerful system for optimal business management.

### Technical Description

Enterprise Incident Manager™ is a web-enabled multi-user Microsoft .NET application using SQL Server relational database supporting hundreds of people across the enterprise.

It includes Microsoft Windows single sign-on authentication, role based security for incident management in context, international currencies and dates, and translatability to any other natural (human) language.

### Powerful System

All incident reports allow incidents to be selected and filtered by category, asset, department, division, etc. An Executive Summary report cuts right across the incident system (or within a specific context) to report the highest incidents giving a quick snapshot for senior executives.

Incident Manager monitors itself with aggregated data such as the number of incidents relating to each category, active incidents, critical incidents; incident actions due and overdue, actions in progress and completed, incident and action contacts and owners.

### Incom® for Risks and Incidents

Enterprise Incident Manager™ is a product within Incom's overall software suite known as **INCOM®**, and may be integrated with:

- Enterprise Risk Manager™ to manage strategic and operational risks
- Enterprise Issue Manager™ to manage the multitude of issues you may have

Compliance, Audit and Self Assessments to validate processes and systems

You decide the reports and charts you want to use, and format AS 1885 OHSAS 18000 OSHA/OHSA reports.

For Project or Enterprise level incident management

RiskPro is a reseller for Incom software solutions providing user and technical training and support.

Contact RiskPro on 03 9527 1049 or visit [www.riskpro.com.au](http://www.riskpro.com.au)

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