



# iFACTS Incident & Event

## report & handling software

iFACTS Incident & Event is a web based tool for the single point of entry to report, handle and follow-up on all types of events such as incidents, accidents, non-conformities or recommendations. Part of the iFACTS Governance platform.

### How it works

Event templates and workflows are configurable by the administrator. Follow-ups, to-do lists and approvals are managed by the event responsible.

The included GIS component supports to geographically position the Event. This has proven vital when analysing occurred Events for early warnings. The component can also be connected to the facility register.

A notification process, with email, supports any escalation process of serious incidents and subscription to specific events or geographical area.

Aggregate related incidents, reported by different users and/or moments, in groups.

Advanced reports, which can be used as trend analysis, are easily created from the iFACTS Report generator.

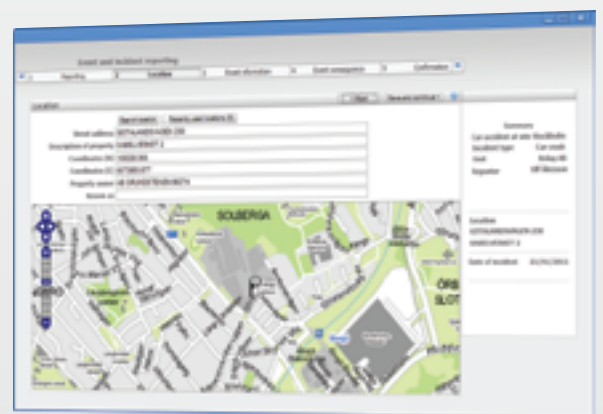
Create claims directly from the incident and connect to the insurance policy in iFACTS INSMAN. Full integration is provided even with other iFACTS modules such as Governance, Risk Management and Check & controls.

Another important aspect is connectivity and open architecture, often demanded by modern organisations. The iFACTS design is "Master Data Ready" and APIs for all system parts facilitate easy communication.



### When you need

- Incident reporting, handling and follow-up
- Deviations and non-conformity
- Claims management
- Injury and accident follow-up
- Audit follow-up
- Risk management preventives follow-up
- Business intelligence monitoring
- Case management
- Crisis management
- Recommendation follow-up from insurance survey
- A web based tool for immediate availability to all users





# iFACTS Incident & Event

## The tools and techniques

Several iFACTS tools and components are used to support the Incident and Event workflows.

**Escalation, to-do and approval.** Configurable escalation steps and appointed roles for approval.

**GIS-support** for several “map-systems” to visualise geographically where the event occurred.

**Predefined report forms** and integration with external parties such as insurance, police or medical.

**Event Category/Handler is connected.** For example categories such as fire, break-in or injury are connected to designated responsible persons within the organisation.

**Connectivity** with other information objects such as risk scenarios, assets or governance. Using the iFACTS Report generator a wide variety of reports can be created.

**Notifications.** Subscription to specific events of interest or to the escalation process of serious events.

**Dynamic setup** of organisational structure and roles.

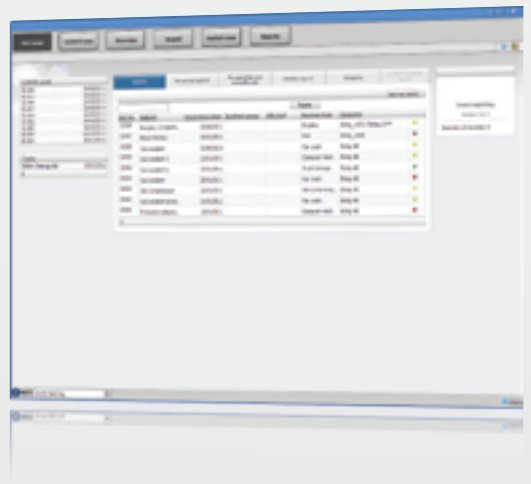
**Dynamic Forms** enable the creation of forms and fields by the system administrator. Different types of events often require different information, for example loss report, accident or audit non-conformity.



## Functionality

iFACTS Incident & Event is part of the iFACTS software platform, which provides extensible workflows for governance, risk and insurance management, as well as a rich set of out-of-the-box functionality:

- Incident reporting, handling and follow-up
- GIS component
- Notifications, subscription and escalation
- Grouping of events
- Dynamic setup to support all types of incidents
- Automatic prefilled forms e.g. police reports
- Access control and logging
- Language support and regional settings
- Report generator and data mining



The iFACTS Governance platform is a series of web based tools, techniques and components working together in a transparent manner. Master data management is a key word together with API to facilitate communication with other information sources and systems.

The iFACTS method and software has been developed in close cooperation with our customers since 1996.

