Limpopo Incident Management Website Manual

Introduction

The website is a tool whereby authorised staff, within the Limpopo Provincial & Municipal structure as well as at National level, is able to overview incidents and assign tasks to personnel to facilitate the resolution of an incident.

Limpopo Provincial Government

Mowaneng Building

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Polokwane

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LIMPOPO INCIDENT MANAGEMENT WEBSITE (LIMC) - USER MANUAL

INTRODUCTION

The Premier of the Limpopo Province is implementing a Premier's hotline for citizens of the Limpopo Province to report service complaints, with a view to improve the delivery of public services. The Office of the Premier, Limpopo Province ("LPA") has appointed Deloitte to provide a fully outsourced customer contact centre solution which hosts all infrastructure and systems required for the establishment of the Premier's hotline.

OBJECTIVES

The objectives of the LPA for implementing a Premier's hotline are as follows:

- To increase the operational efficiency of the LPA by providing a single toll-free contact point for members of the public and by employing more efficient methods of handling significant levels of customer interactions.
- To consolidate and reduce the cost of monitoring and tracking service complaints.
- To improve customer access and choice of access whilst reducing the cost of customer interaction management.
- To improve customer service delivery outcomes.
- To reduce complainant or caller run-around incidences and times.
- To allow, through data, pattern and trend analyses, early identification of customer service trouble spots and problem issues.

The Limpopo Incident Management Database is a tool whereby the authorised staff members of the Limpopo Incident Management Centre (LIMC) are able to process incidents that are submitted either by:

- Toll free telephone: 0800 864 729
- Email: talk2me@premier.limpopo.gov.za
- Website: www.limpopo.gov.za
- Free Fax: 0800 867 451
- Letter: Free Post, KZN 138, Umhlanga Rocks, 4320
- In person: Office of the Premier, Limpopo

Although most of the incidents will be received by the LIMC from the contact centre, the system does allow for incidents to be captured manually by LIMC staff.

LIMPOPO INCIDENT MANAGEMENT WEBSITE

This website is a tool whereby authorised staff within the Limpopo Provincial & Municipal structure, as well as officials at National Level are able to overview incidents and assign tasks to personnel to facilitate the resolution of the incident. The website comprises of three different user types:

1. Modifier
   A Modifier manages an incident and assigns tasks to investigators.
2. Investigator
   The Investigator receives tasks from modifiers and in turn can create tasks for other investigators or their own contacts (service providers).
3. Service Provider
   The service provider has the same task as an investigator.

PURPOSE OF THE USER MANUAL

This user manual has been prepared as a guideline for modifiers and investigators. A separate user manual has been prepared as a guideline for the members of the LIMC.

TERMINOLOGY

The following terminology is used in the Limpopo Incident Management Website.

Agent	The agent at the Deloitte Contact Centre who answers the customer's call.
Customer	The citizen who reported an incident.
Deloitte Contact Centre	The Deloitte Contact Centre where incidents are reported.
Incident	A complaint received from a customer.
Investigator	The modifier assigns tasks to the investigator. The investigator is then responsible for ensuring that these tasks are executed within the set time frames.
Limpopo Incident Management Centre (LIMC)	The centre at the Office of the Premier that manages all incidents reported by customers. Members of the team based at the Limpopo Incident Management Centre will be responsible for assigning incidents received to modifiers. They will also be responsible for acknowledging receipt of an incident, closing of incidents reported and the providing of feedback to the customer.
Modifier	The person at a department or municipality to whom an incident is assigned. The modifier will be responsible for assigning tasks to investigators and for ensuring that the incident is resolved within the set time frame.
Project Manager	The person in charge of the Limpopo Incident Management Centre. At present this position is held by Ms. Adelaide Phukubye.

USER/TECHICAL ASSISTANCE

For any assistance required when using the Incident Management Website, contact 031-560 7384 or alternatively pi@toanon.co.za.

ACCESSING THE SYSTEM

Logging into the System:

1) Enter Website URL (www.LIMC.co.za)
2) Enter your login username (email address)
3) Enter your password
4) Click "Login"

5) Navigates to the Modifiers home screen

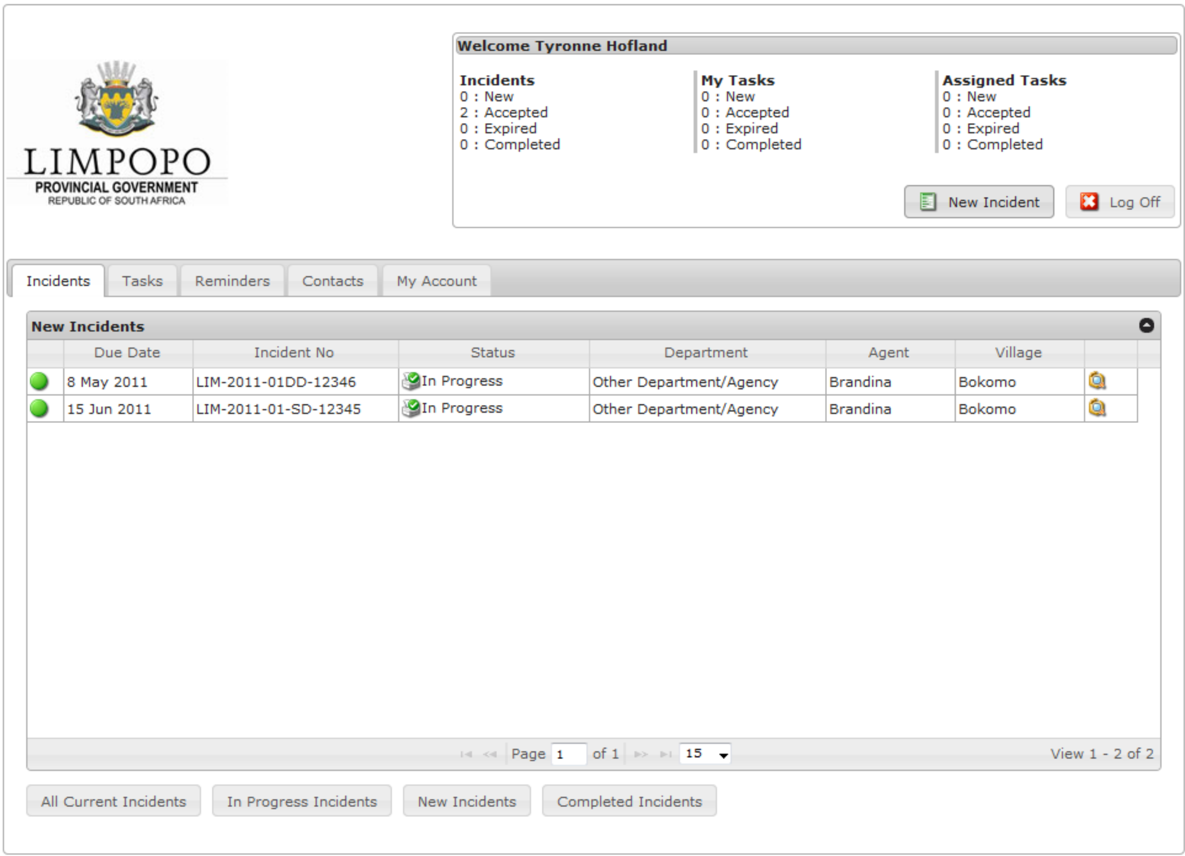
OPERATING GUIDE

Modifiers Home Screen

This is the modifier home screen, which is displayed once you have successfully logged into the system. You can manage incidents, assign tasks, set reminders, create contacts and manage your own details.

Please refer to the operating instructions below:

a) Managing an incident
b) Creating and managing tasks
c) Creating a reminder
d) Adding new contacts
e) Setting up an “out of office“ notice

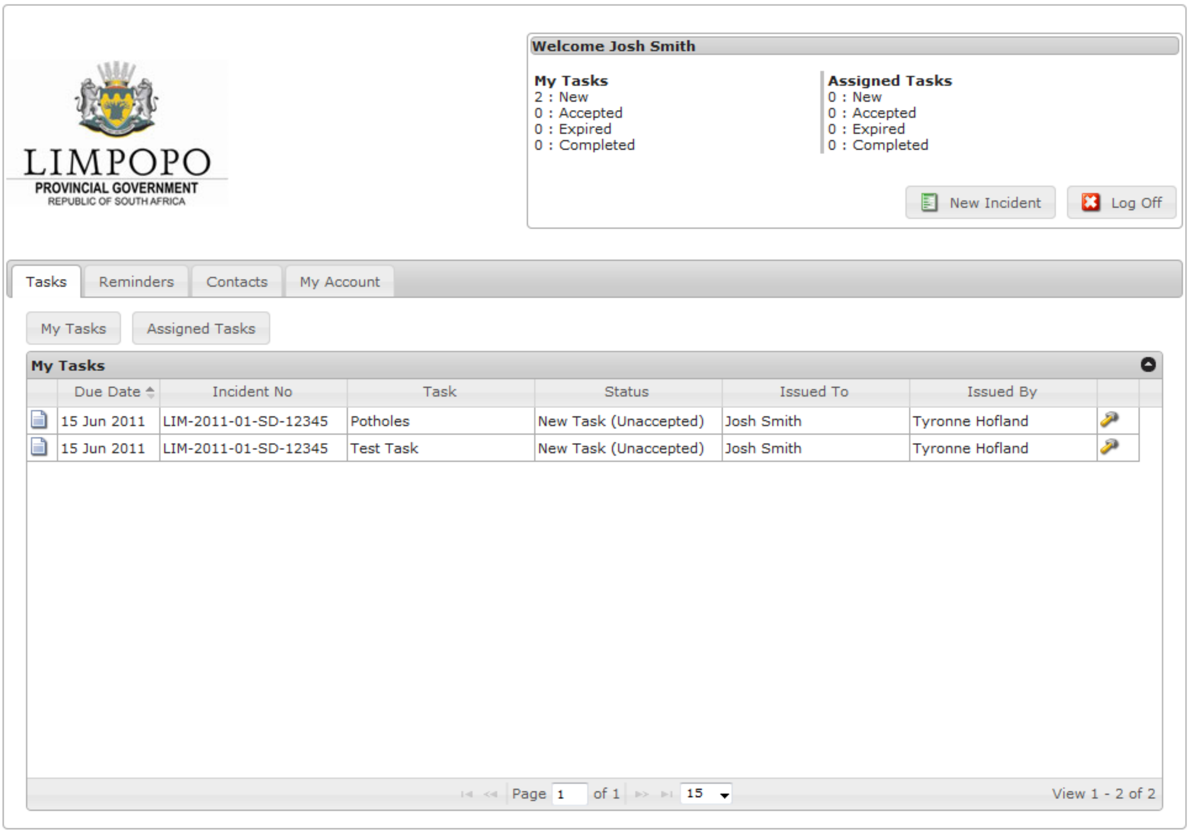


Investigator/Service Provider Home Screen

This is the home screen that is displayed once you have successfully logged into the system, from where you can assign tasks, set reminders, create contacts and manage your own details.

Please refer to the operation instructions below

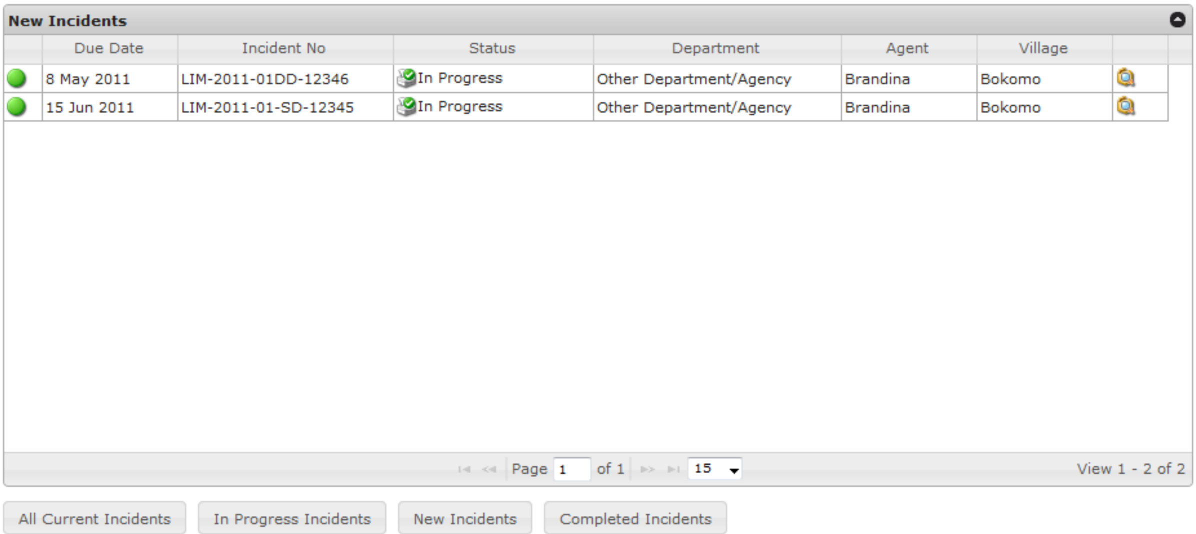
a) Managing an incident
b) Creating and managing tasks
c) Creating a reminder
d) Adding new contacts
e) Setting up an "out of office" notice



Using the System

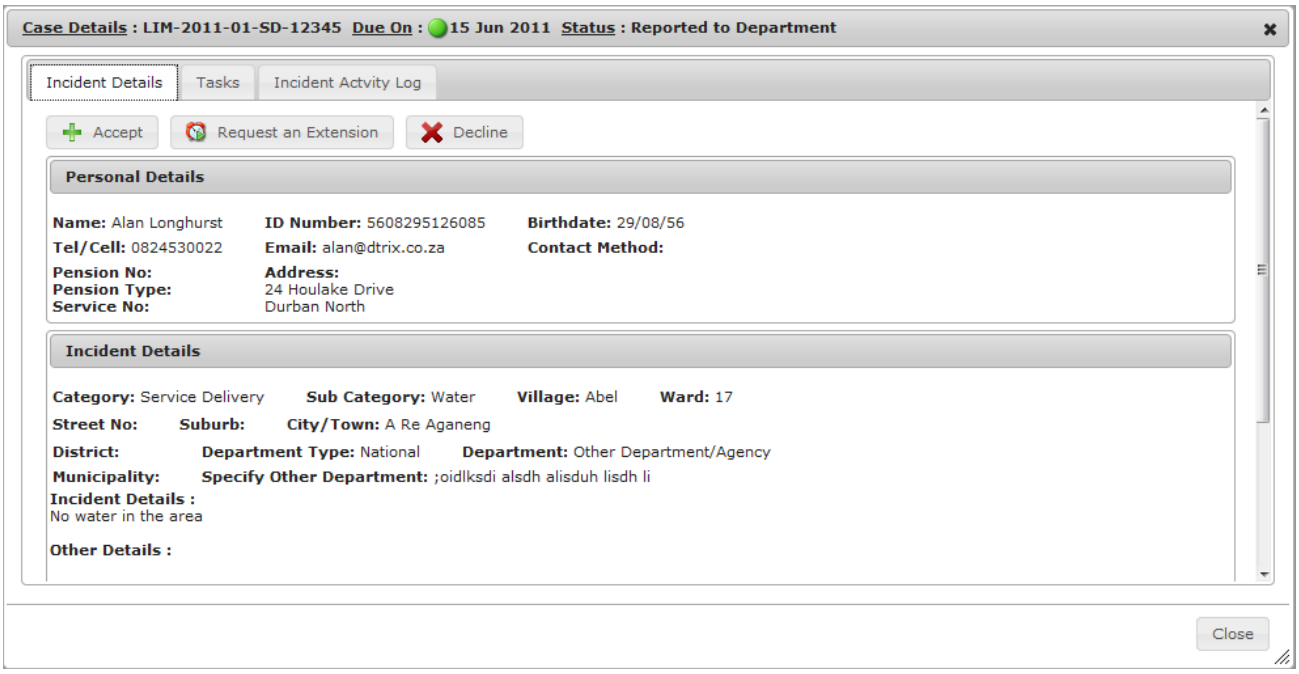
Incidents

Incidents will be assigned to a modifier.   When the modifier logs in, all of their assigned incidents will be available in the listing.



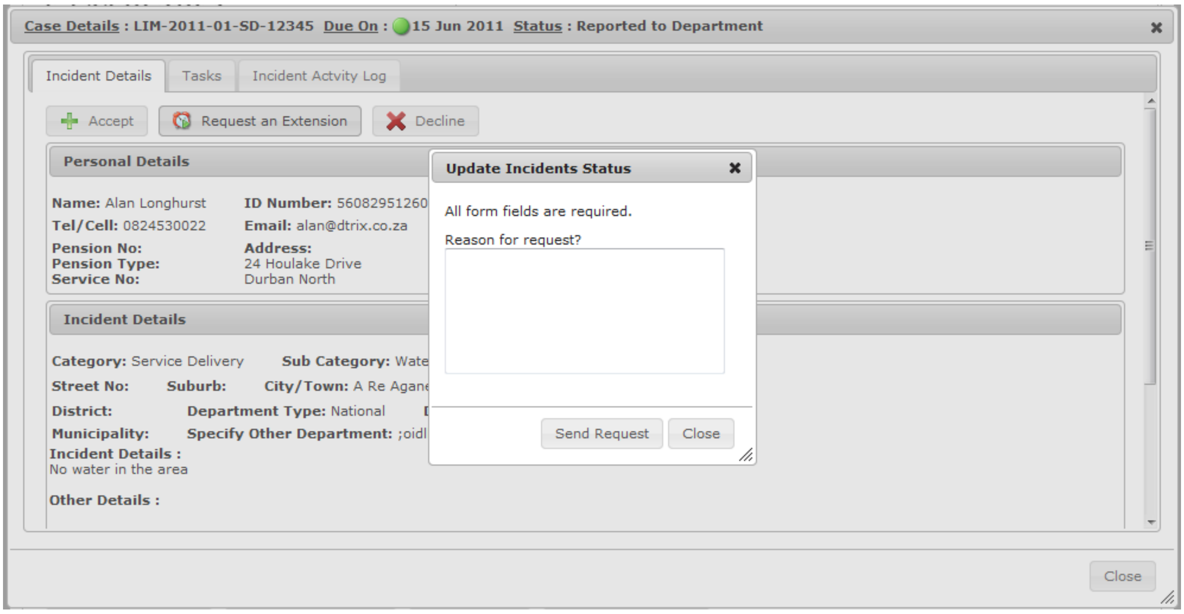
Managing a new Incident

Click on the icon to open the incident file. After reviewing the incident you can either accept, request an extension, or decline.

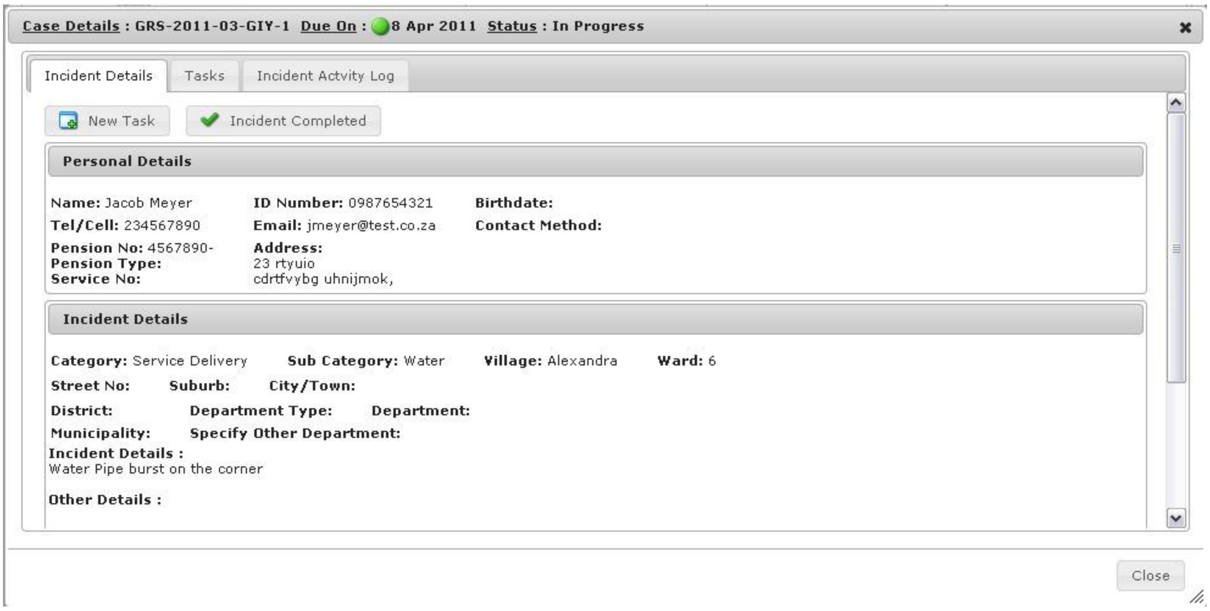


Managing a new Incident - continue

If you request an extension or decline the incident, you will be prompted to provide your reasons why.



After clicking “send request” the incident will be removed from your incidents list and sent back to the LIMC.

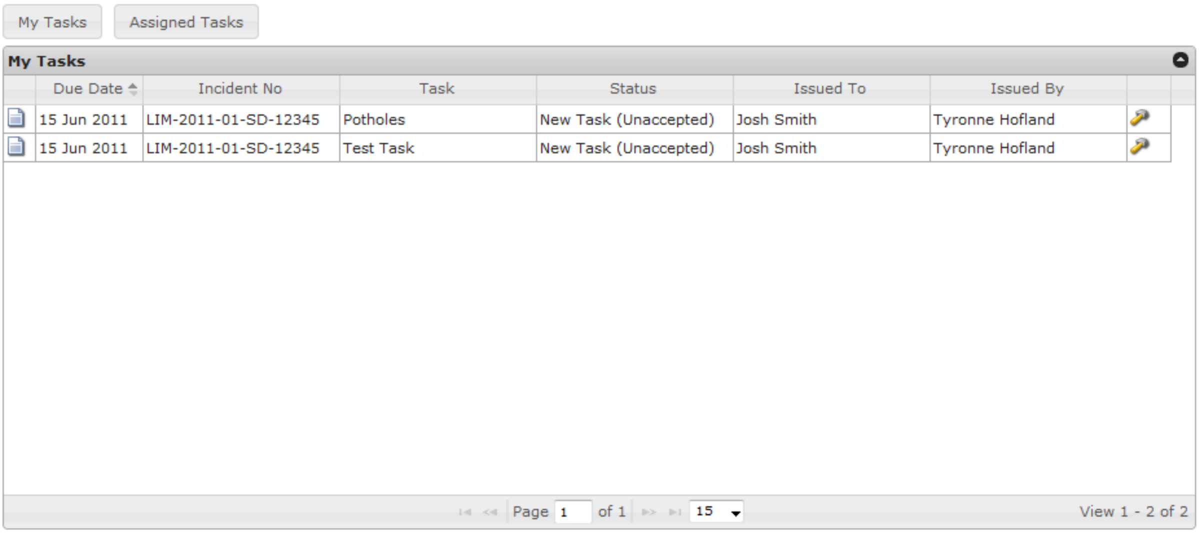


Upon accepting the incident, the relevant user who is logged in will then be able to assign tasks to investigators or service providers.

Once the investigator or service provider has completed the task/s, the Modifier will then be able to indicate that the task has been completed by clicking the “incident completed” button.

If an incident expires before it has been marked as completed, an email will be sent to you as a reminder and the LIMC will be notified of this. Expired incidents will not be removed from your incidents list but will be highlighted by a red icon which will appear next to the date.

Managing Tasks



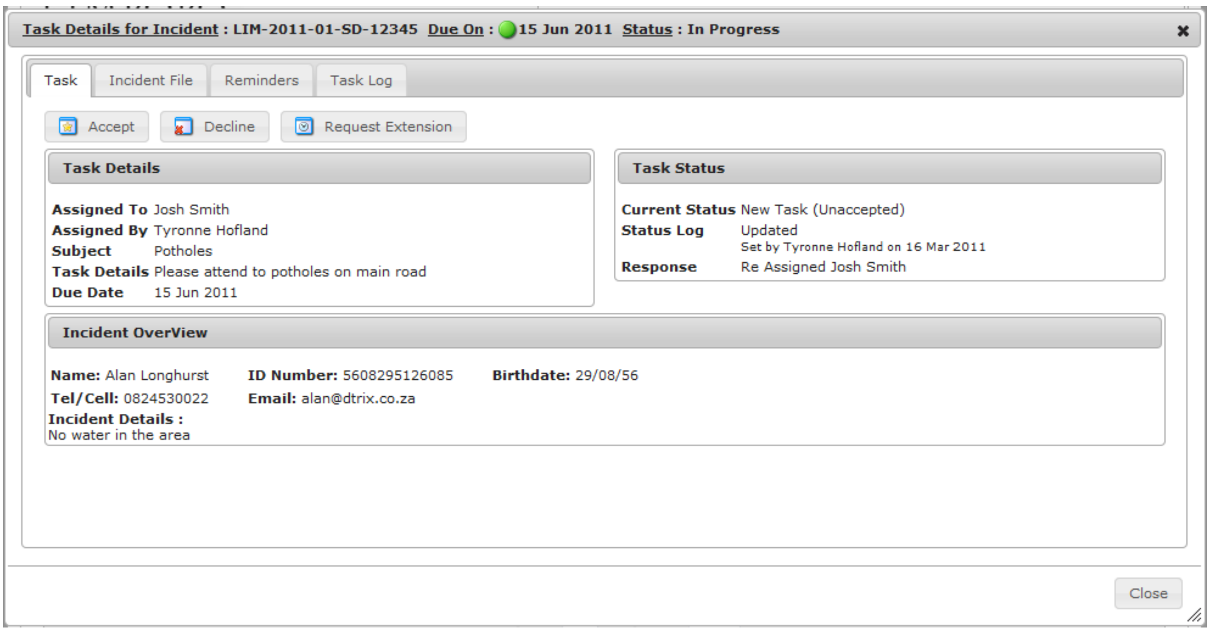
By clicking on the tasks tab on your welcome screen, you will be presented with a list of tasks assigned to you. If you wish to see the tasks that you have created and assigned to others, click on the "assigned tasks" button.

Viewing a task

In the task list, click on the icon next to the task that you wish to view. This will open your task details, the incident file and the task log.

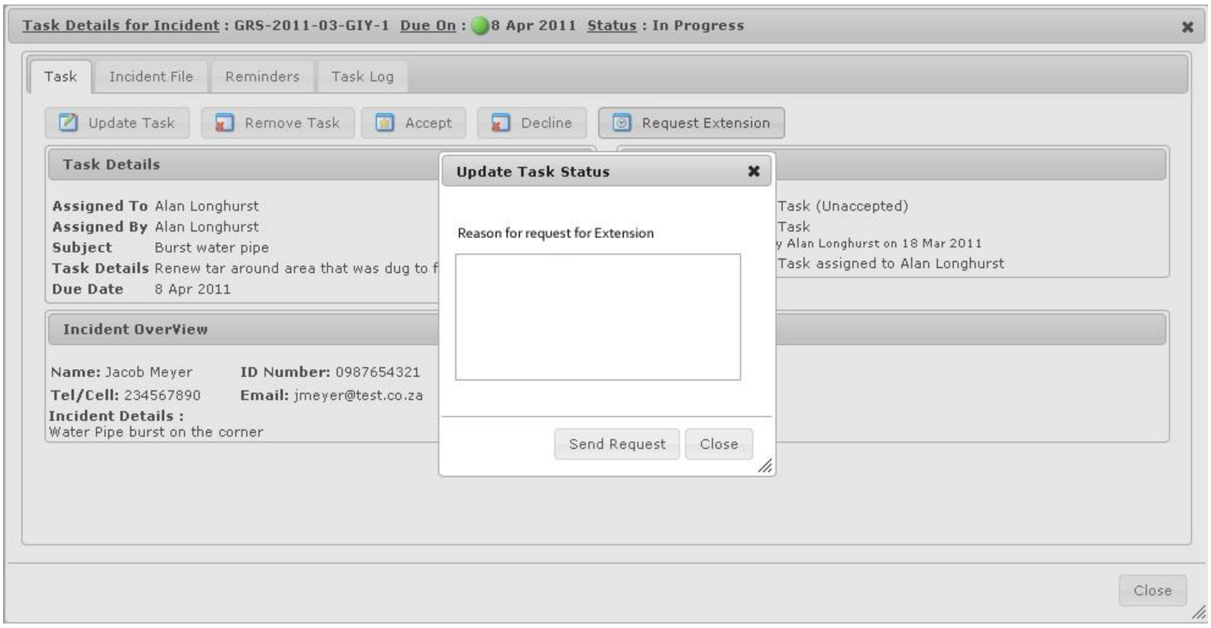
Accepting a task

After reviewing the new task you can either accept, request an extension, or decline.



Declining a task or requesting an extension

If you request an extension or decline the task, you will be prompted to provide the appropriate reasons.

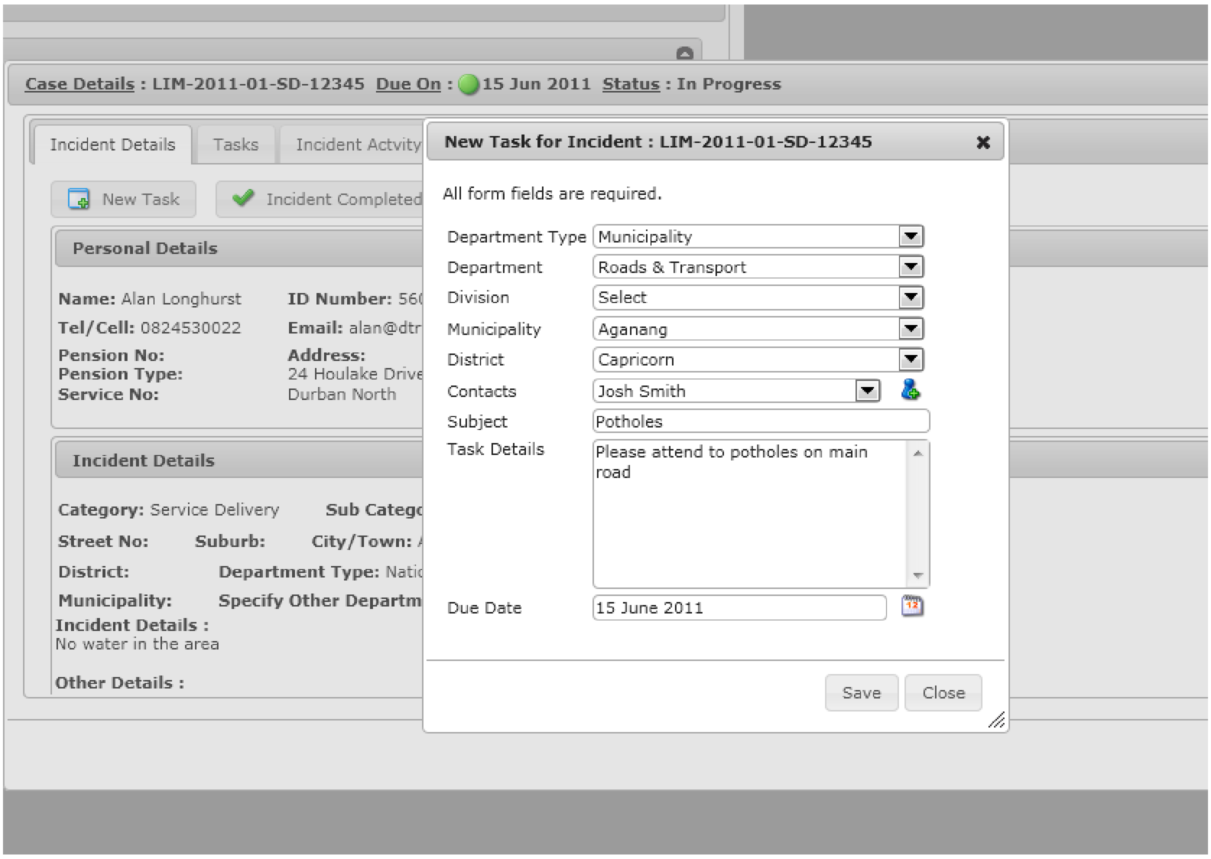


After clicking on the "send request" button, the task will be removed from your tasks list and sent back to the person who issued you the task. Upon accepting the task, the relevant user who is logged in will then be able to assign tasks to investigators or complete the task. If a task expires before it has been marked as completed, an email will be sent to yourself as a reminder and the Task Owner will be notified of this. The Expired task will not be removed from your task list but will be highlighted by a red icon, which will appear next to the date.

Creating a Task

If you are a modifier and an incident has been assigned to you, you will be able to add a task on the incidents details screen. Alternatively, you can add new tasks from the task details screen.

1) Click “new task”
2) Enter fields as required, shown below



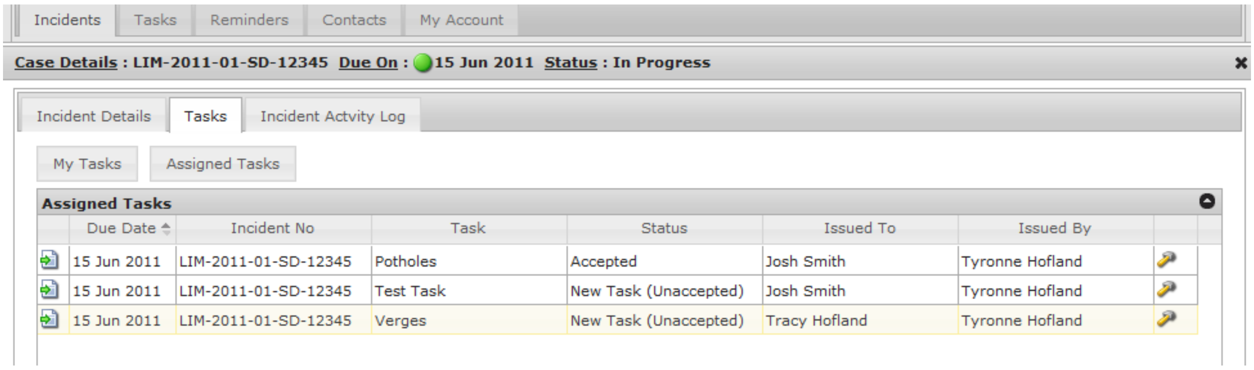
3) Click “save”

4) Click “ok”

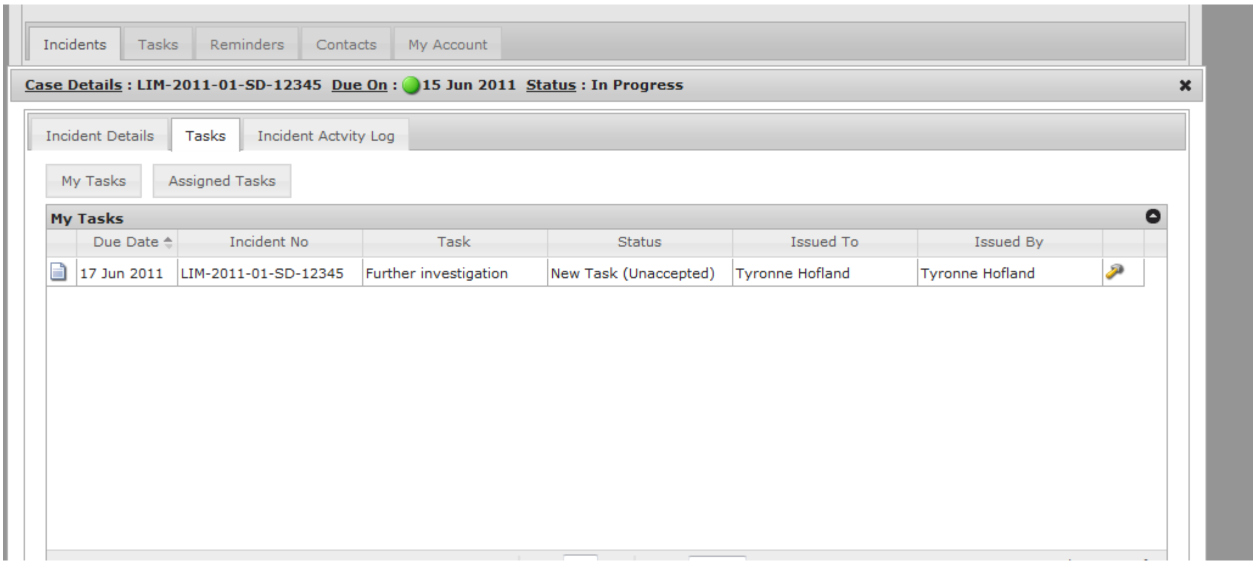
The task is then assigned to the person that you have specified. An email is sent to the person informing them of the new task and requesting that they log in to check.

Viewing Tasks

To view the tasks you have assigned to others click on the Assigned Tasks tab as shown below

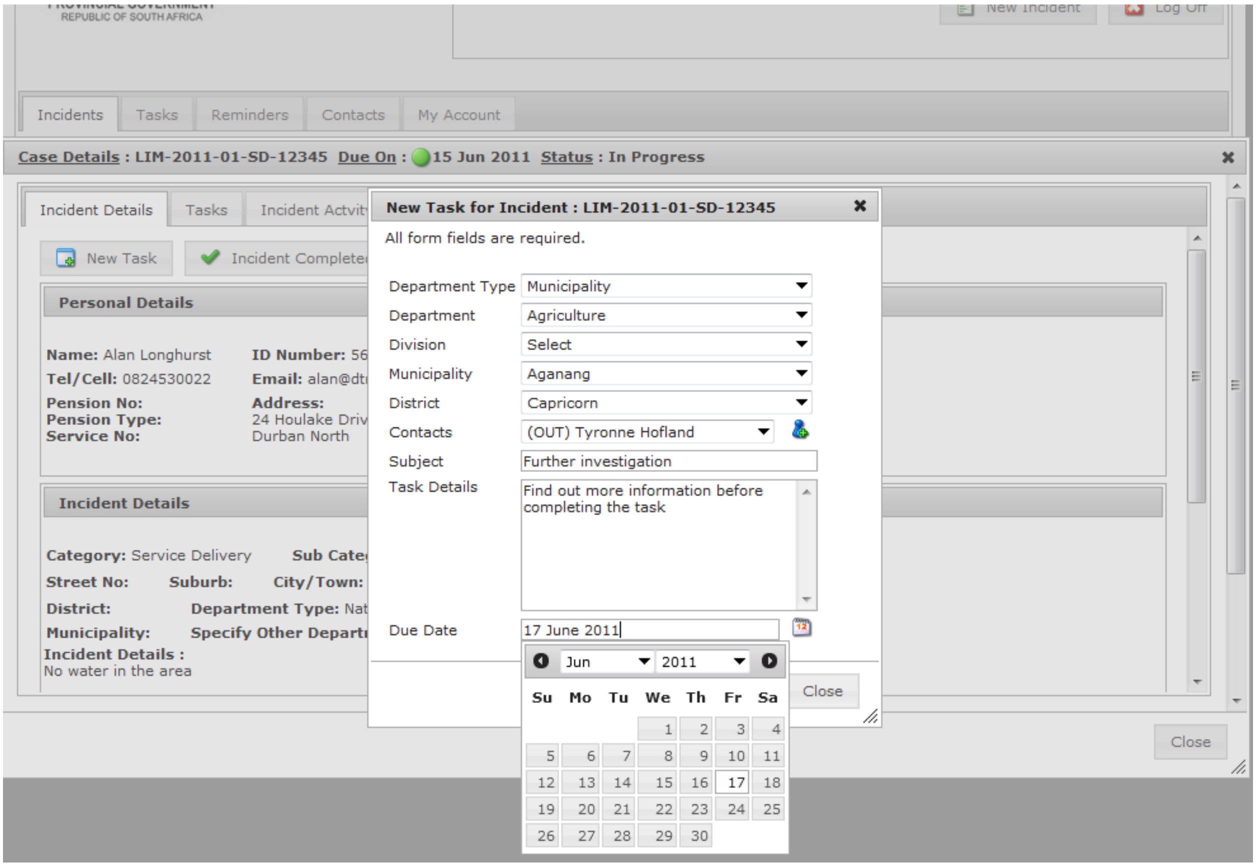


To view tasks that are assigned to you, click the My Tasks tab as shown below.



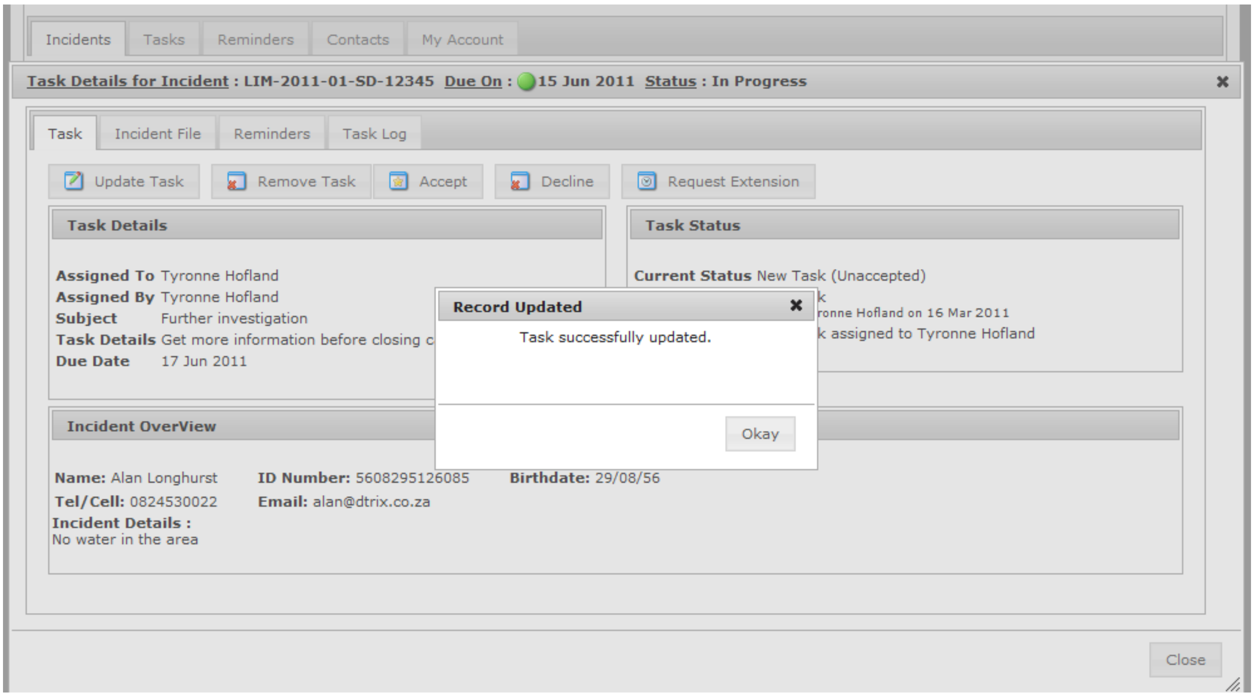
Creating a new task for yourself – shown below

1) Click “New Task”
2) Enter info as required in fields
3) Assign the due date by clicking on the calendar and selecting the date
4) Click “save”
5) Click “OK”



Creating a new task for yourself – continue

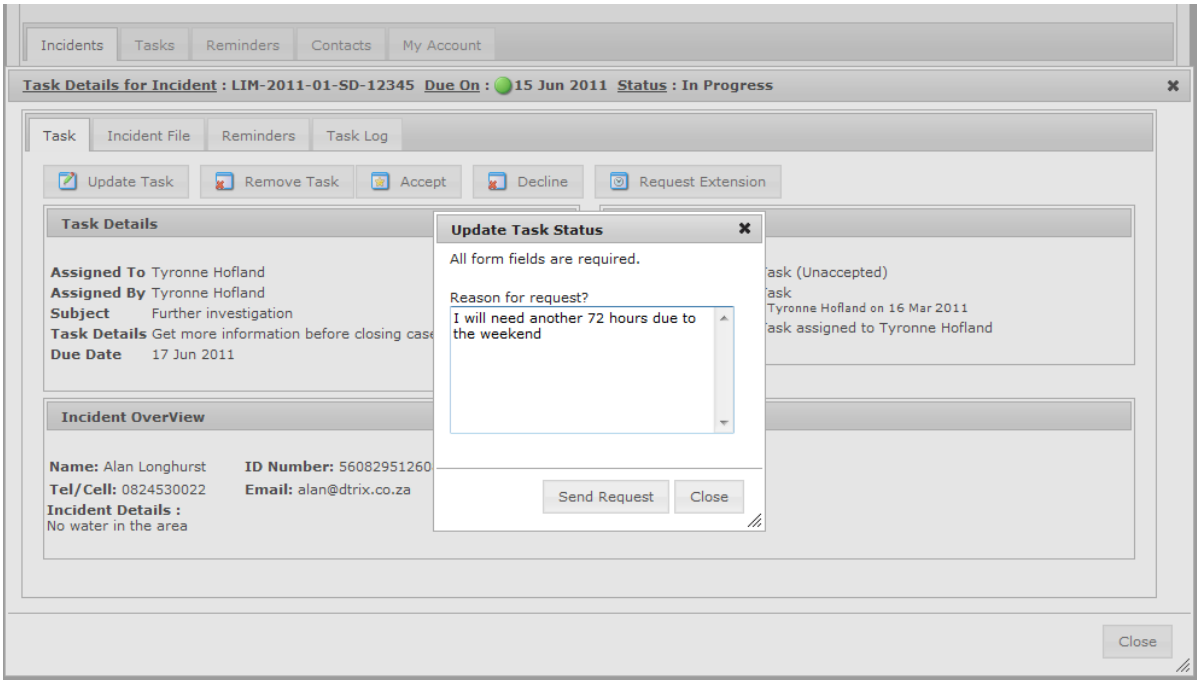
Once a task is assigned to you, you can accept or decline the task by clicking the Accept tab (shown below) or decline it, by clicking the Decline tab. Then click “ok”.



Requesting an extension on a task

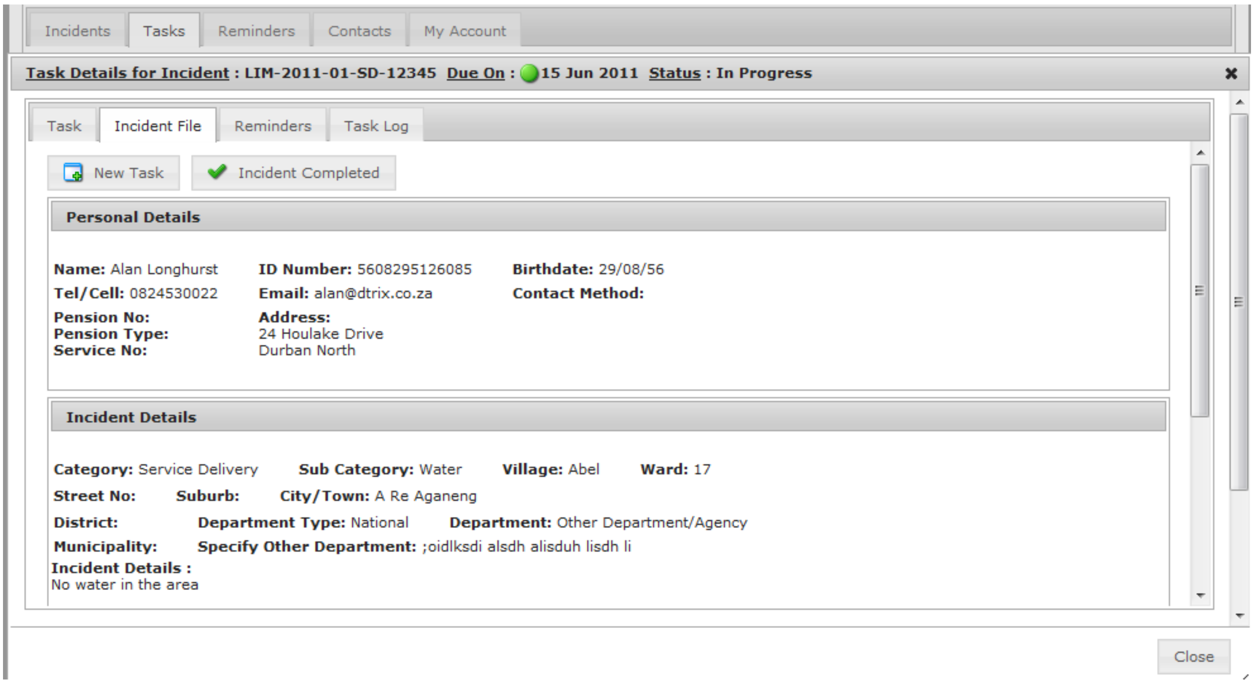
1) Click “Request Extension” and enter reason as shown below

2) Click “Send Request” and this will be sent for approval to the moderator



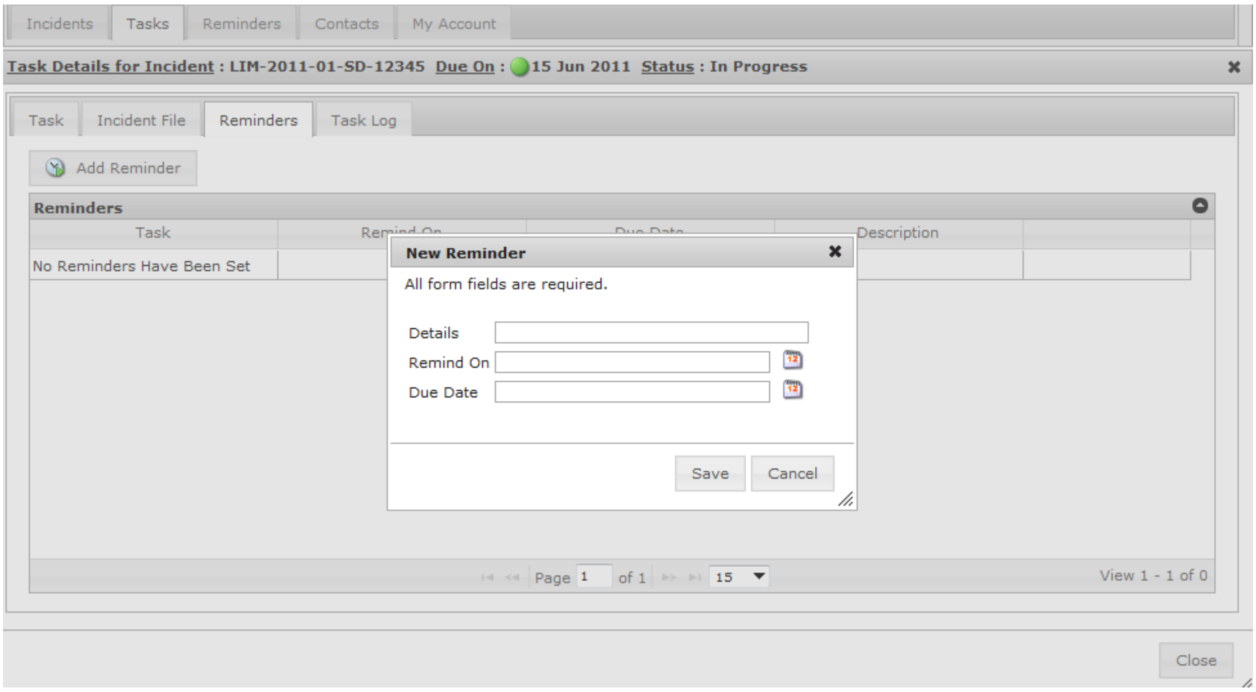
Viewing the Incident File:

1) Click on the Incident file tab to review the info

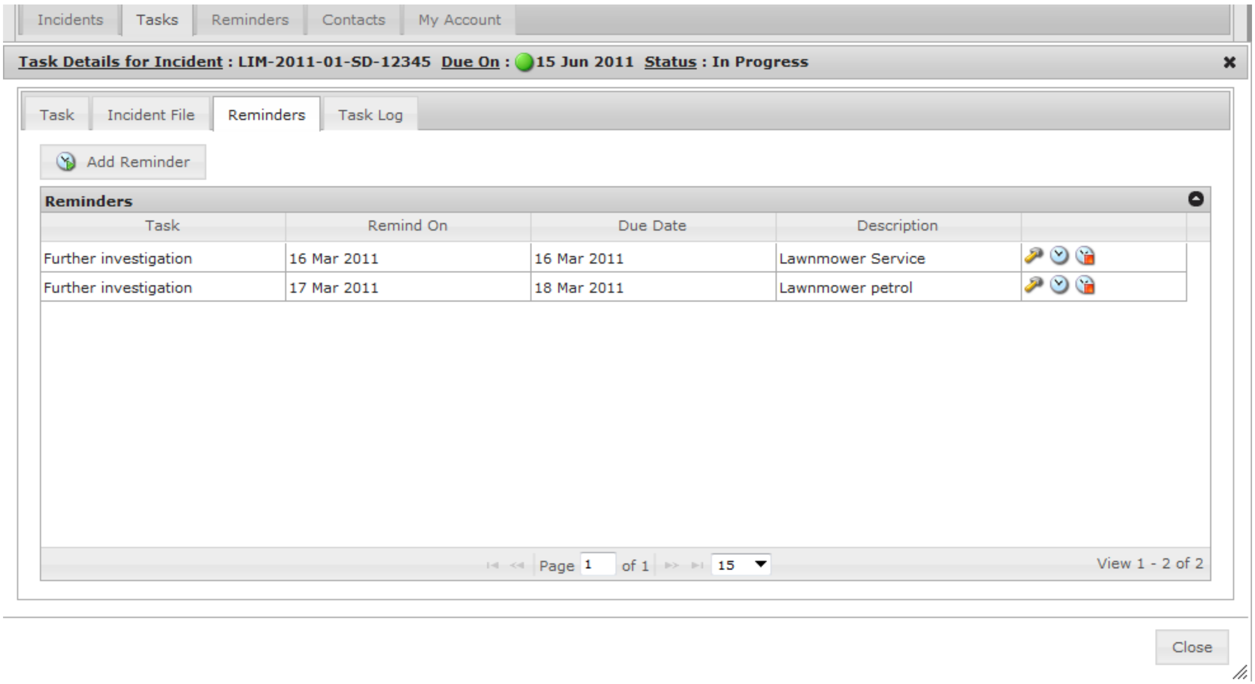


Setting a Reminder for your task:

1) Click the Reminders tab
2) Click "Add Reminder"
3) Enter details as required
4) Click "save"



Setting a Reminder for your task – continue

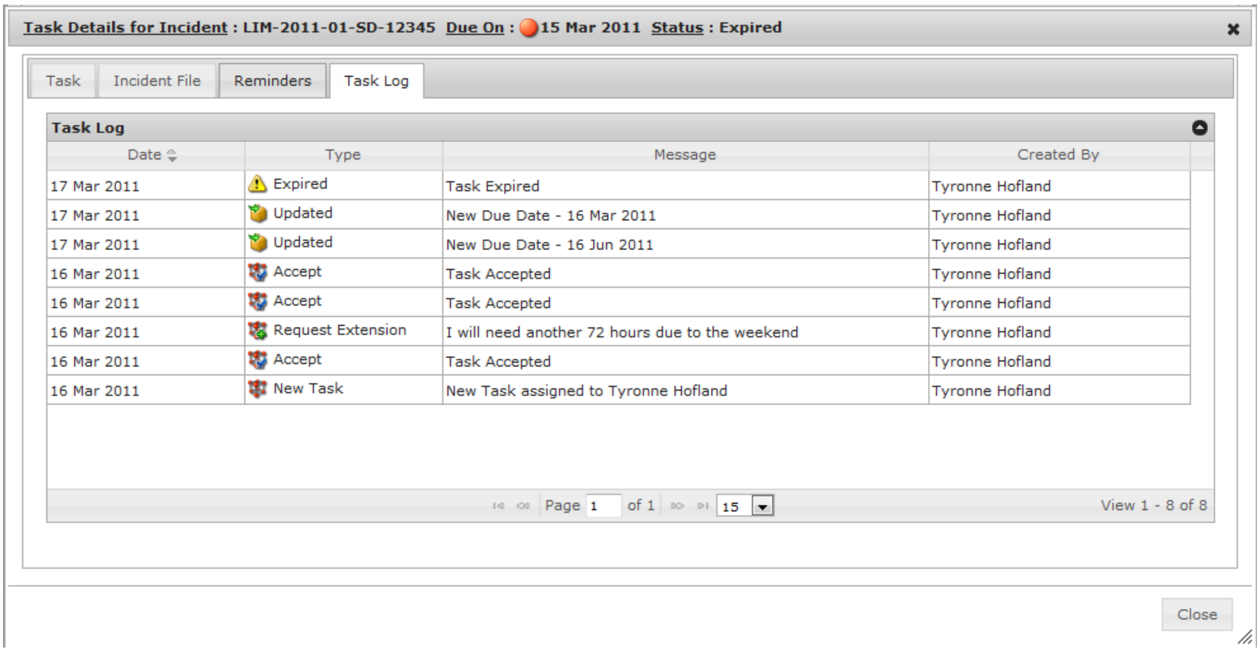


By hovering over the icons  you will notice that you can:

- view the task
- view the reminder, or
- remove the reminder.

Viewing the Task Log Summary

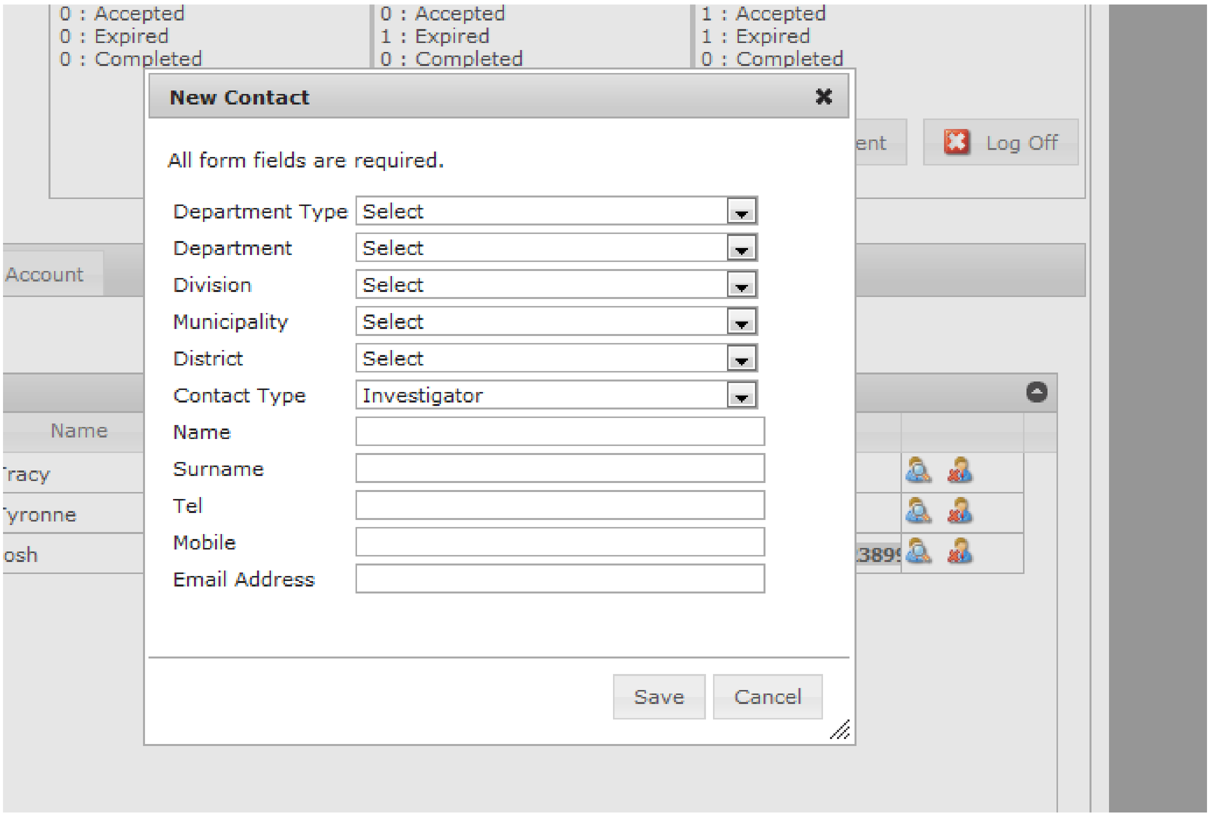
1) Click on the Task Log tab



Adding a new Contact

1) Click on the Contacts tab
2) Click on "Add Contact"
3) Enter Details as required

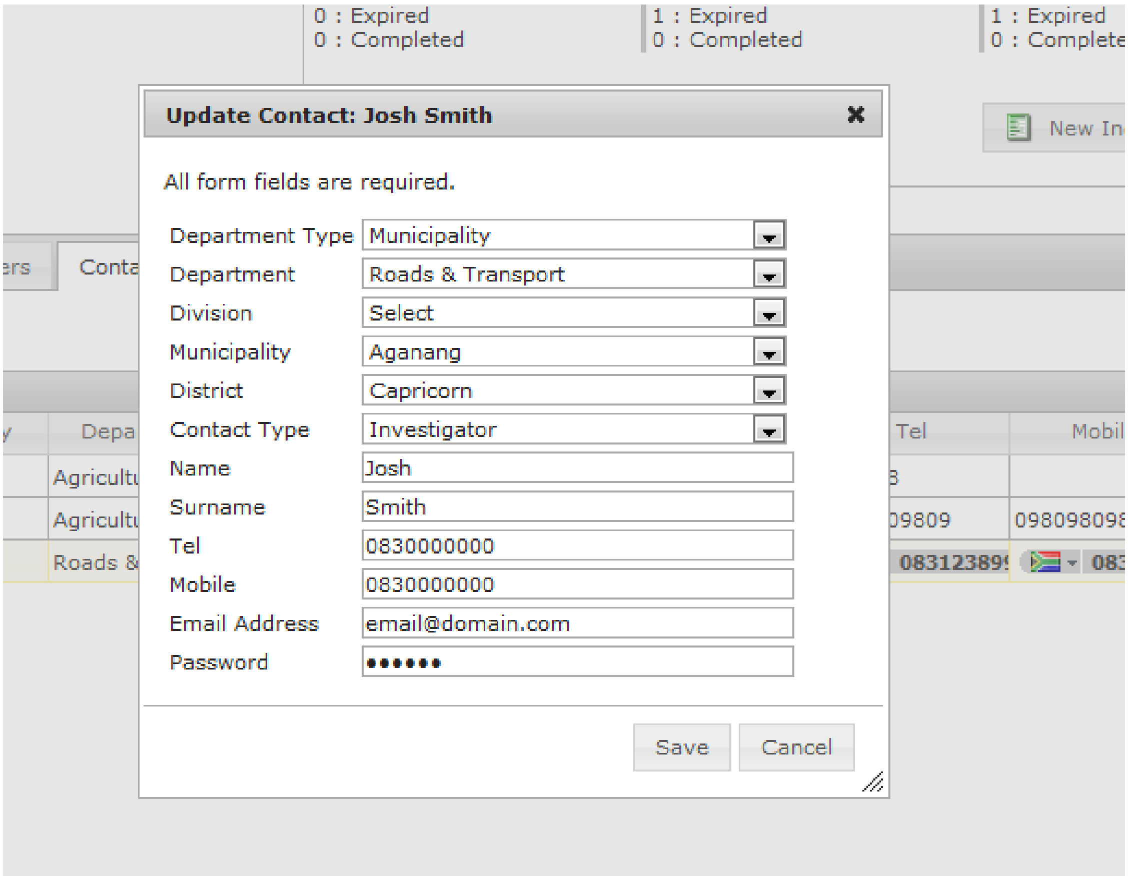
If an email address is supplied, the option to specify a password will become available. On saving the contact, an email will be sent to the new contact with their login information and details in order to access the system.



4) Click "Save"
5) Click "Ok"

Editing a Contact

1) Click the contacts tab.
2) Click the icon to open the edit screen



3) Edit the details
4) Click "Save"
5) Click "Ok"

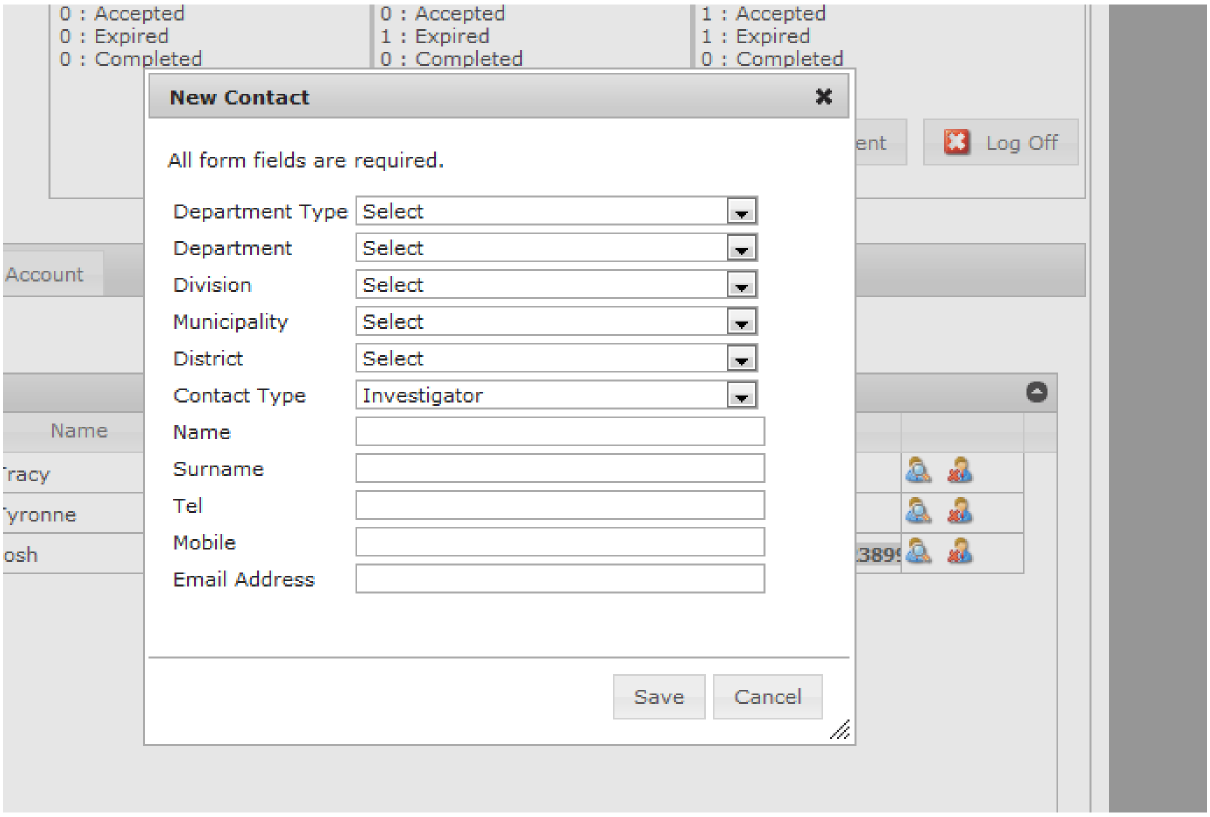
Deleting a Contact

1) Click the icon next to the contact you wish to delete. You will be asked to confirm your selection before the contact will be deleted from the system.

My Account

Updating My Details.

1) Click on “Update Details”
2) Enter Details as required



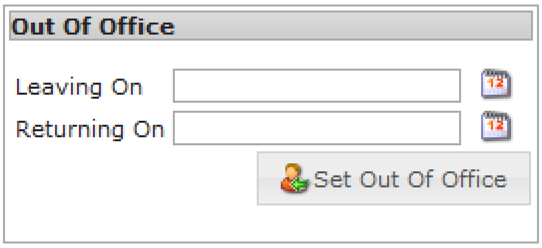
3) Click “Save”
4) Click “Ok”

Setting up Out Of Office

By setting an Out of Office notice, any users attempting to assign tasks to you during this period will be informed by the word "(out)" appearing next to your name in the contact list.

To set an Out of Office notice

1) Click the My Account tab
2) Select the dates that you will be leaving and returning



3) Click "Set Out Of Office" button to save the details.

Removing Out Of Office

1) Click the My Account tab
2) Click the Clear Button
3) The dates will be removed from the range fields.