Departments track and update status of the incident (inform prime minister handle social media)

1. Departments track and incident status update section
2. Description

The departments’ track and incident status update section shall be at the end of CMS process. It has two types of functionalities – track the progress certain department made to solve the incident and update the live status for users’ information.

1.1. UI Design Description

1.2. Departments track

1.2.0. Description

Under this subsection, the track of responsible department’s progress shall be displayed. Each step reached shall be updated in time on the page. Steps of progress include task been informed and assigned to certain department, a plan been set, work is under way and work been done.

1.2.1. Common display format

1.2.1.0. The departments’ track shall be displayed as a form of flow chart consisting of four nodes, each represents one step of departments’ progress of solving the incident. Originally each node is in color of grey, once a step has been achieved, the color of that certain node will turn to green.

1.2.1.1. The first node represents the step that certain department was informed and assigned the task, node turns green upon finishing.

1.2.1.2. The second node represents the step that a plan of solving the incident is arranged, node turns green upon finishing.

1.2.1.3. The third node represents the step that work is under way according to the plan, node turns green upon finishing.

1.2.1.4. The fourth node represents the step that work has been finished and is waiting for the user’s comment, node turns green upon finishing.

1.2.1.5. Time when each step was finished must be recorded and displayed beside each node.

1.3. Incident status update

1.3.0. Description

The incident status shall be displayed once user clicked the nodes.

1.3.1. Common display format

1.3.1.0. User clicks the first node, a survey of the incident must be shown, together with the responsible department or person and the contacts information.

1.3.1.1. User clicks the second node, a plan to solve the incident must be shown in detail.

1.3.1.2. User clicks the third node, the progress of the repairing work must be shown, in forms of document proof of pictures.

1.3.1.3. User clicks the fourth node, a scene of the incident or document proof must be shown to prove required work has been done.

1.3.1.4. User must be able to confirm the incident has been solved.

1.3.1.5. A user comment page must be displayed after user confirmed the result.

1.3.1.6. User must be able to select whether the incident was solved in time and with a good quality.

1.3.1.7. User must be able to provide feedback on the service provided by responsible department and the App itself.

1.3.1.8. When local operator receives bad feedback on department’s service from user, the person must deliver it to responsible department and require feedback.

1.3.1.9. When local operator receives bad feedback on App from user, IT responsible people must make response and improve design.

1.4. Social media

1.4.0. Description

When responsible department update the latest status of incident for user, public relations section shall make a copy of the most updated information to social media through newspaper or live news broadcast.

1.4.1.

1.5. Inform prime minister

1.5.0. Description

Prime minister must be able to monitor the real-time progress of the incident through e-mail/security department?

1.5.1.