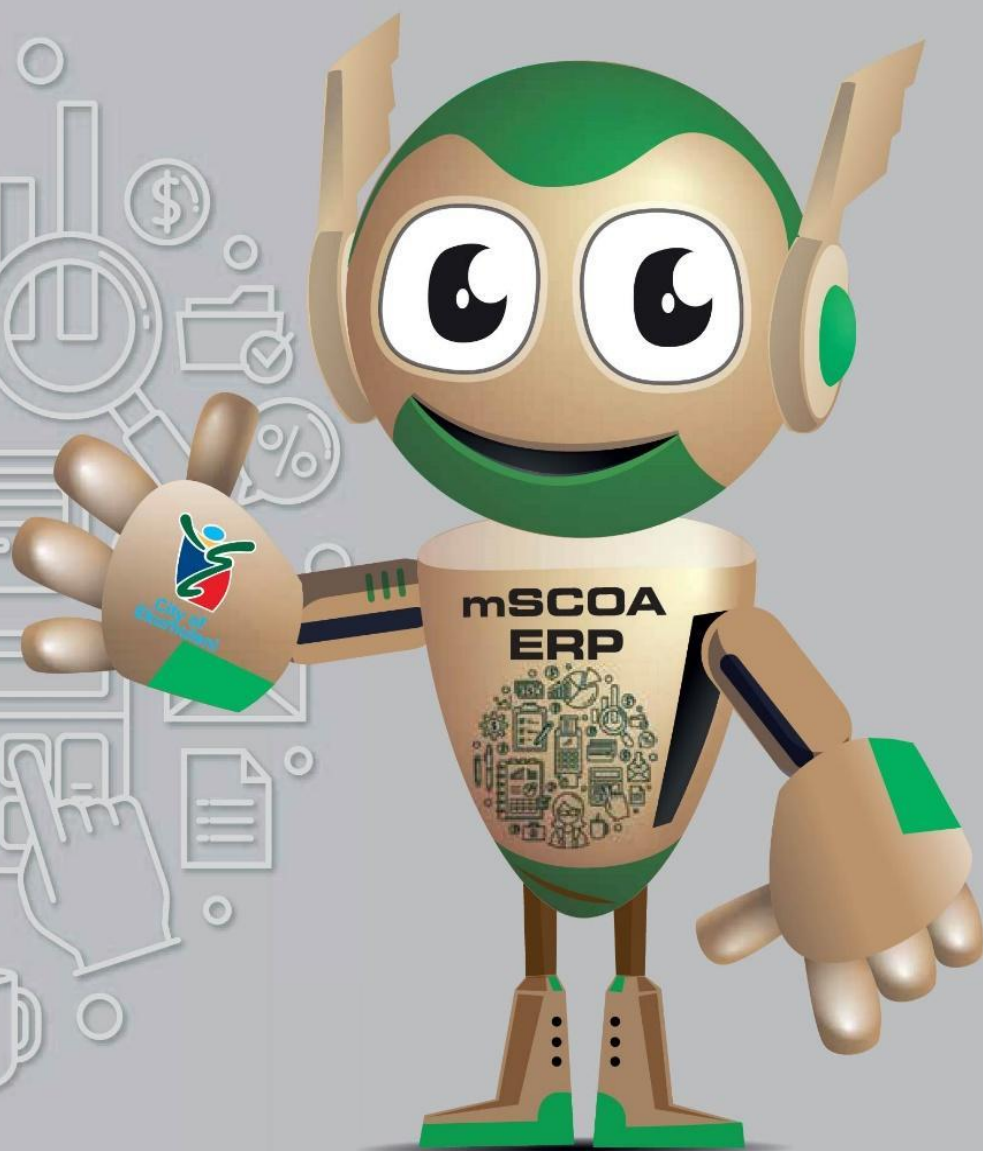


ERP Functional USER MANUAL

Training Manual

Incident Management System

Mobile App: Supervisor v1-2023



OUR JOURNEY
TO A SMART DIGITAL CITY



City of
Ekurhuleni

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1 OVERVIEW

• 1.1 INTRODUCTION

City of Ekurhuleni (COE) has a mandate to promote the Smart City concept for transformation, growth, development and ensure that all Ekurhuleni's citizens derive sustainable benefit from technology development. The Information and Communication Technology (ICT) department has a responsibility to ensure that ICT goals are aligned to and support the City's mission and strategic objectives of becoming a Smart, Creative and Developmental City, and that optimum business value is realized from ICT related investment services and assets. Information and Communication Technology (ICT) is one of the key strategic enabling departments within the city. It uses and leverage on the implementation of technology to enable the city to deliver services effectively and efficiently

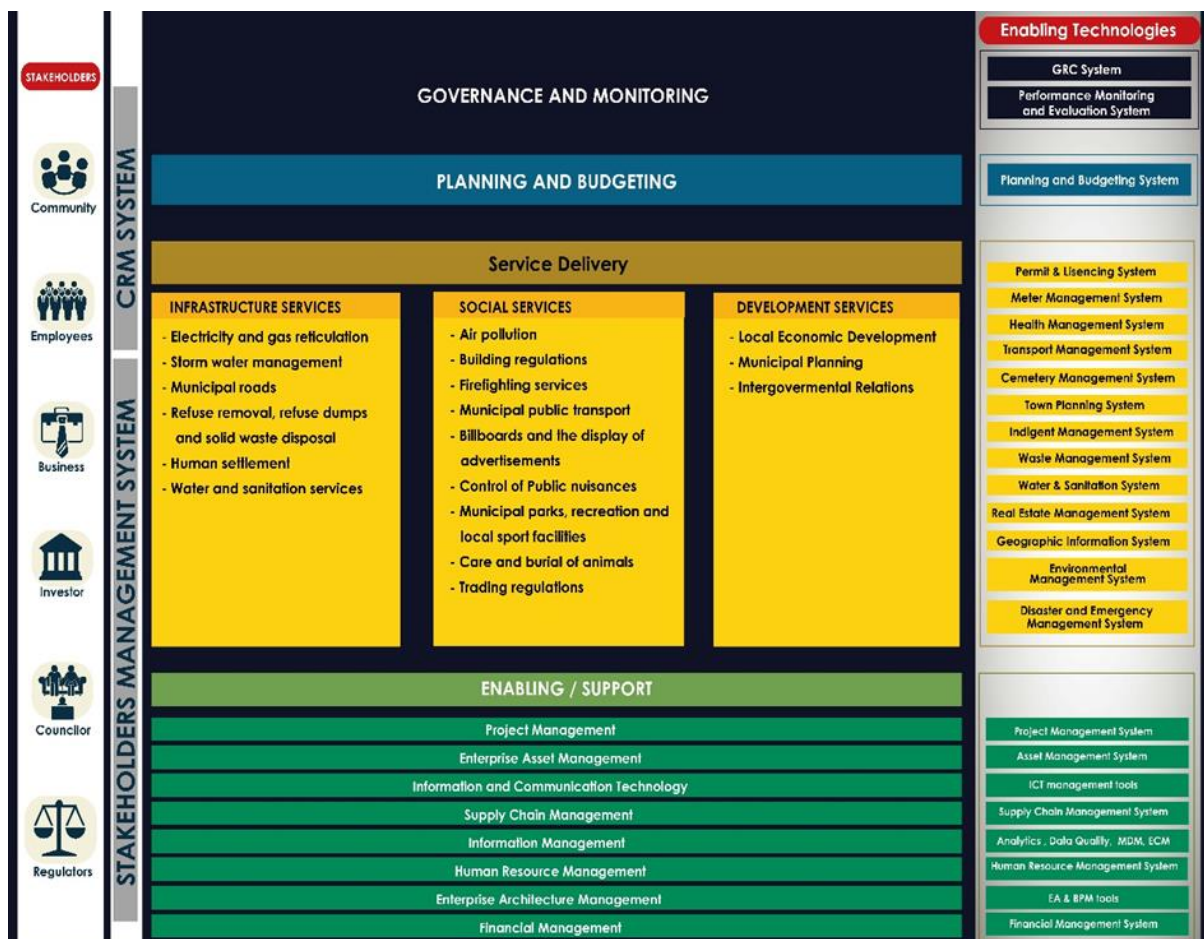


Figure 1: City Model

The municipal reference model has been set as a standard capability reference for all the departments. It illustrates the core, enabling/ support functions and its relevant systems, and the different stakeholders involved.

Governance and Monitoring is an overarching capability providing an oversight to all capabilities in the municipality.

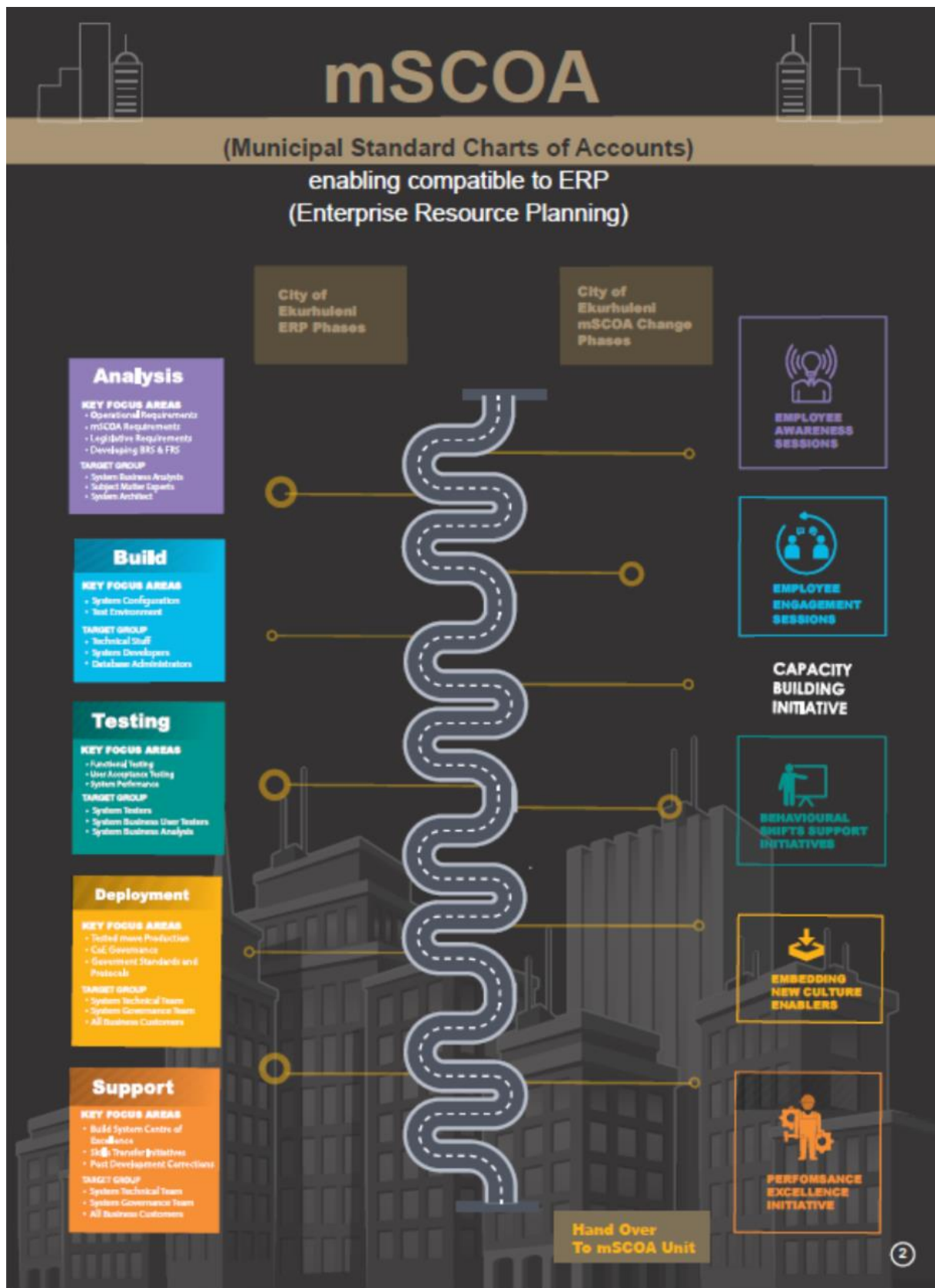
Strategy capability is responsible for all planning and budget related capability for the CoE municipality. Evaluating existing business unit strategy based on the company's strategy and eliminate unwanted/unnecessary resources/elements and re-consider necessary resources to meet the overall company's strategy.

Core capability is all the municipality business processes mandated by the municipal act, to provide all constitutionally mandated services as prescribed by the Section 4 B and Schedule 5 Part B of the constitution.

Enabling/Supporting capability is all the transversal function within the municipality, that provide support to core process with a view to deliver the municipal mandated services.

Enabling Technology is all the systems/ applications used by the municipality to support internal business process, each capability layer will comprise associated applications.

• 1.2 mSCOA ERP



2 GENERAL SYSTEM INFORMATION

The Incident Management module is a back-office department solution where cases will be managed from the time a service is requested / incident or case logged to when it is closed or solved. The service will be delivered according to the service level agreement. A more efficient way to communicate with customers is enabled from this type of design. Automated notifications can be status driven across all applications, ensuring that customers are kept informed via e-mail and SMS as changes to their requests are updated. Feedback to customers is system automated to ensure the customer is always informed of change. This in turn reduces the workload on service staff and allows attention to be focused to high prioritized tasks

3 LEARNING REQUIREMENTS

It is expected that learners have the following pre-requisites:

- Computer literacy
- A good understanding of the Incident Management System
- Learners with special learning needs are required to inform their manager and the trainer.

This User Guide is intended for the following audience:

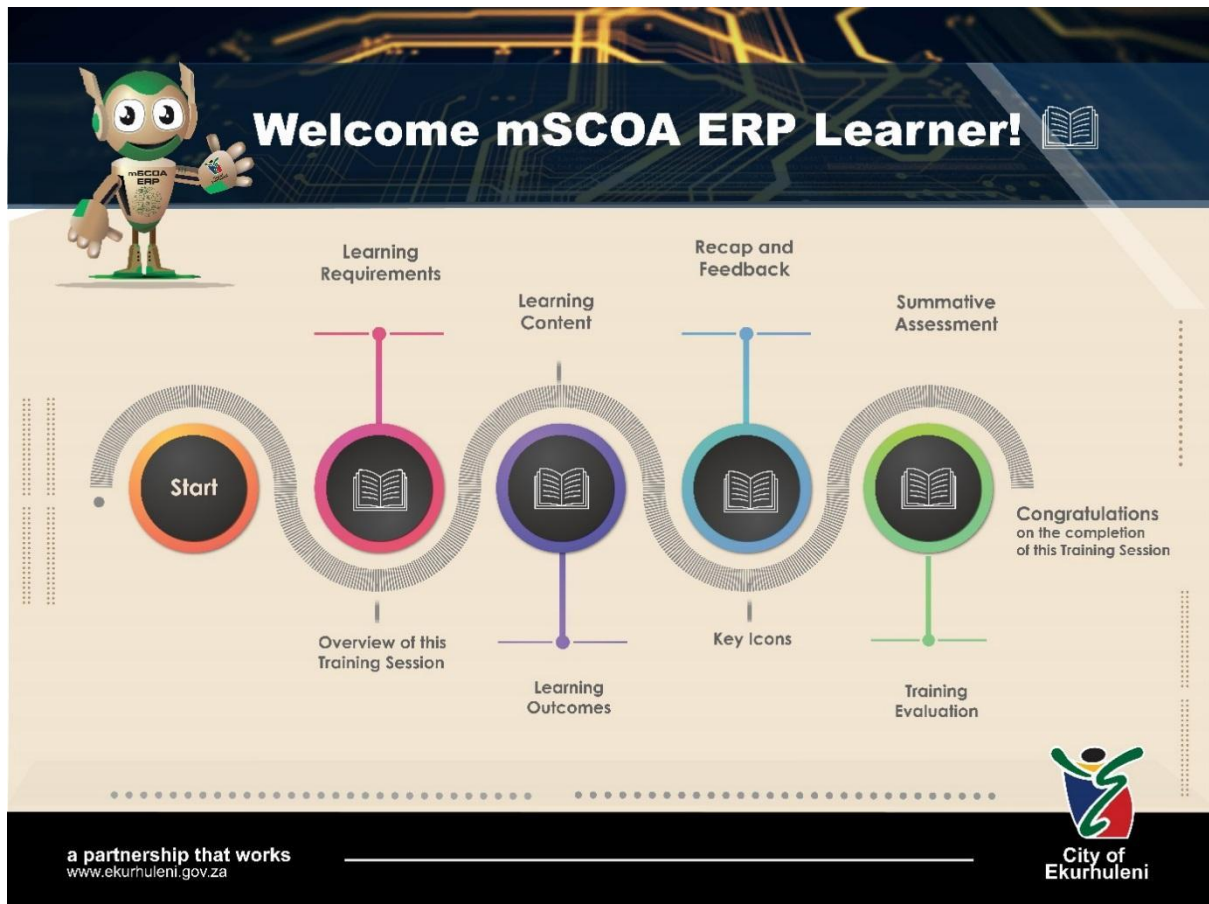
- Supervisor

4 LEARNING EXPECTATIONS

Understand System Concepts:

- Access And Sign Into IMS Mobile App
- Capture A New Incident
- Cases Pending Closure
- Pending Tech Allocation
- Logout

5 LEARNING JOURNEY



6 KEY AREAS OF LEARNING





1	ACCESS AND SIGN INTO IMS MOBILE APP
2	CAPTURE A NEW INCIDENT
3	CASES PENDING CLOSURE
4	PENDING TECH ALLOCATION
5	LOGOUT

7 LEARNING OUTCOMES

At the end of this module, you will be able to:

- Access And Sign Into IMS Mobile App
- Capture A New Incident
- Cases Pending Closure
- Pending Tech Allocation
- Logout

8 KEY ICONS WITHIN THE LEARNING MATERIAL

	Note
	Activity
	Information
	Learning Outcomes

9 ACCESS AND SIGN IN TO IMS MOBILE APP



After completing this sub-section, you will be able to access and log into the Incident Management System Mobile App.



In order to access and login to the IMS Mobile application, you need to enable the permissions.

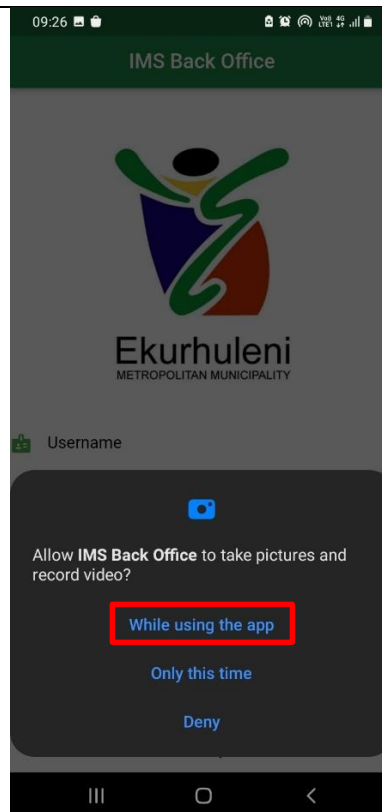
Navigate



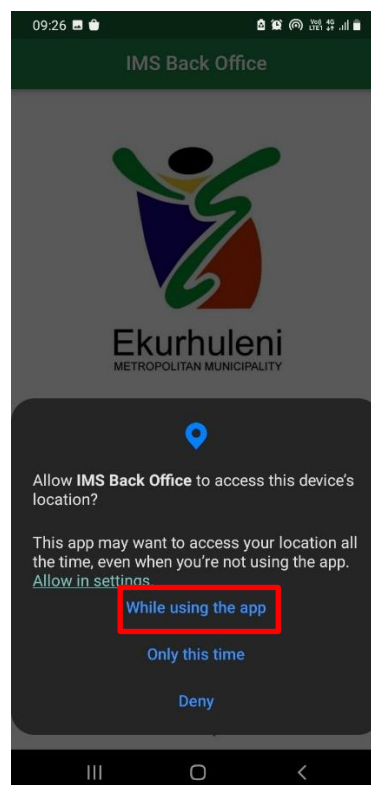
On this screen:

- The device will display a permission requesting access to take a picture and record a video
- Select **While using the app** option
- The next permission will request access to the device's location
- Select **While using the app** option
- The last permission will request access the device's photos, media and file
- Select the **Allow** option

Screen

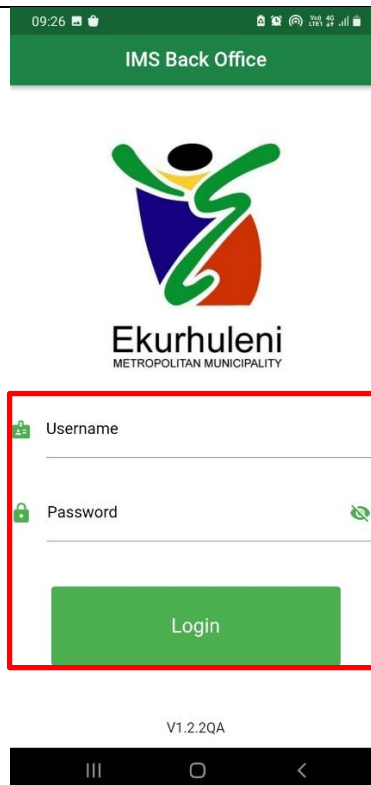


App Permissions

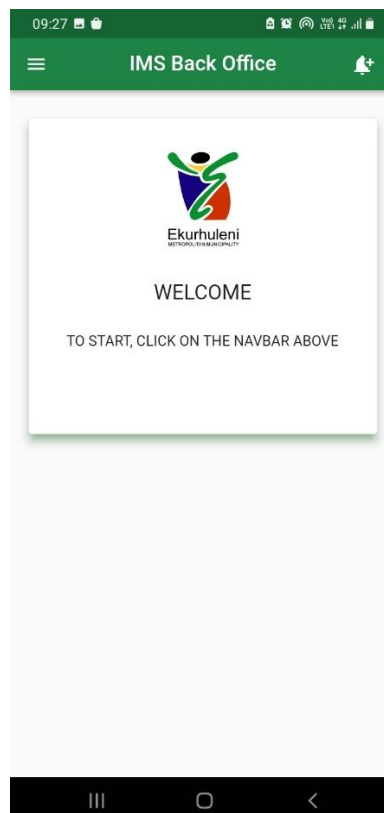


App Permissions

<div data-bbox="654 147 1029 934" data-label="Image"> </div> <div data-bbox="718 936 971 978" data-label="Caption"> <p>App Permissions</p> </div>	
Navigate	
<div data-bbox="242 1162 344 1301" data-label="Image"> </div>	<p>On the Sign In screen:</p> <ul style="list-style-type: none"> • Input your Username and Password • Click Login • You will be navigated to the Welcome screen
Screen	



Sign In



Welcome screen

You have now successfully completed this sub-section

10 CAPTURE A NEW INCIDENT



After completing this sub-section, you will be able to capture a new incident.




The Supervisor has the functionality to capture a new incident if necessary.

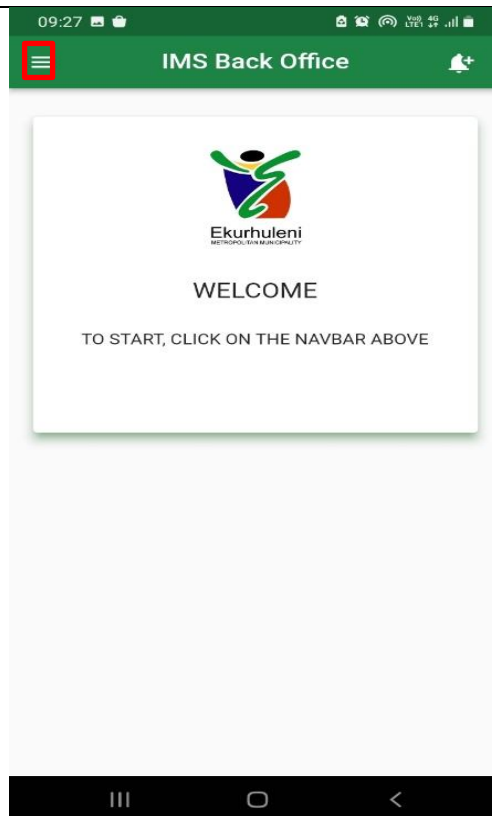
Navigate



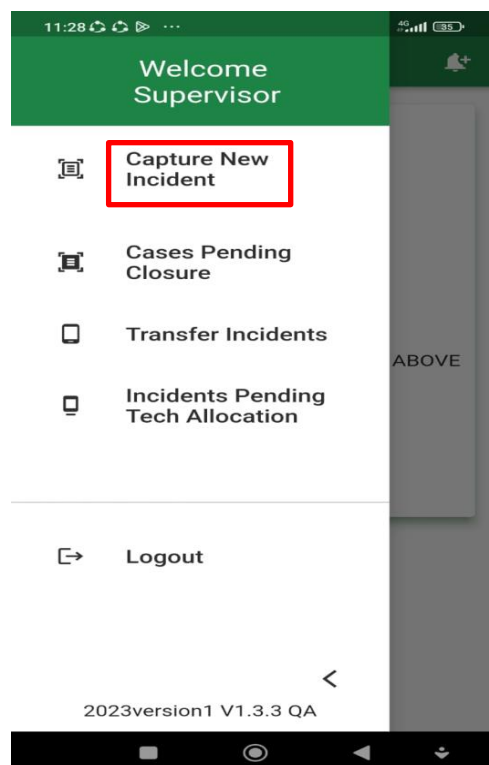
On this screen:

- Click on the  icon to access the navigation bar
- The side panel will expand
- Select Capture New Incident
- You will be navigated to a screen for selection of the department
- Select the respective department
- You will be navigated to a screen for selection of the **Fault Code**
- Select the **Fault Code** pertaining to the incident

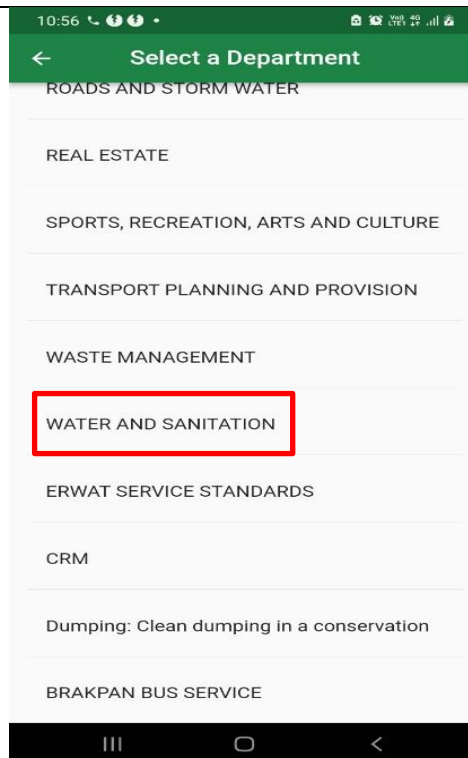
Screen



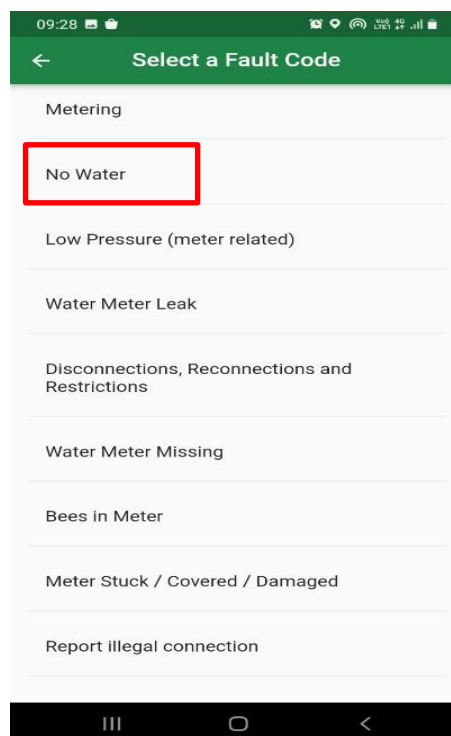
Welcome screen



Navigation bar



Select a Department



Select a Fault Code



- The App provides the functionality to search for an existing customer or manually input the details for a New Customer.

Navigate



On the Capture Details screen:

- Click the drop down arrow
- Search criteria will expand
- Select the preferred search criteria to find an existing customer
- Input the information in line with the selected search criteria
- Click the **Search** button
- A pop-up will display the results of all customers that have the noted first name/last name/mobile number/
- Select the relevant customer
- The following fields will get populated :
 - First name
 - Last name
 - Mobile number
 - Email address

Screen

09:28

← Capture Details

Incident

Select type ▼

🔍 Search for a customer

Search

First Name :
📄 Please enter a name

Last Name :
📄 Please enter a last name

Email :
✉ Please enter an email :

Mobile/telephone Number :
📞 Please enter a mobile no.

Capture Details

09:29

← Capture Details

Incident

--Select criteria--

- Identification Number
- First Name**
- Last Name
- Mobile Number
- Email Address
- Account Number

Last Name :
Please enter a last name

Email :
Please enter an email :

Mobile/telephone Number :
Please enter a mobile no.

Capture Details

09:29

← Capture Details

Incident

First Name

Search for a customer

Search

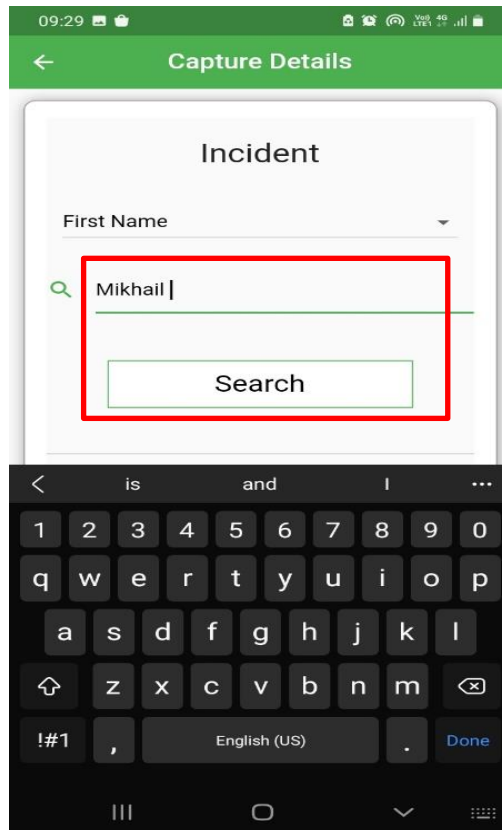
First Name :
Please enter a name
Enter Your Name

Last Name :
Please enter a last name
Field cannot be left empty

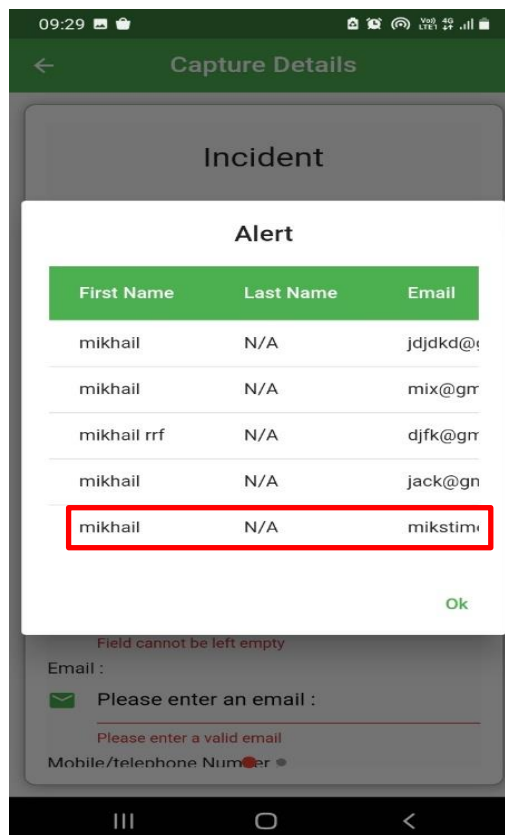
Email :
Please enter an email :
Please enter a valid email

Mobile/telephone Number

Capture Details



Capture Details



Capture Details

09:30

← Capture Details

Incident

First Name

Mikhail |

Search

First Name :
mikhail

Last Name :
N/A

Email :
mikstimol@gmail.com

Mobile/telephone Number :
+27848887890

Capture Details

Navigate



On this screen:

- Swipe right to continue
- Input a keyword (town/city/CCC)
- Click the **Search** button
- A pop-up will display the results of all addresses with the specified keyword
- Select the address of choice
- The following fields will get populated :
 - Street Name
 - Physical Address
 - Town/City
- Input the Street number

Screen

09:30

← Capture Details

Incident

First Name

Search Mikhail

Search

First Name :

mikhail

Last Name :

N/A

Email :

mikstimol@gmail.com

Mobile/telephone Number :

+27848887890

* Swipe right to continue.

Incident Address

09:30

← Capture Details

Incident Address

Search for an address

Search

Unknown Street No. ☐

Unknown Street Name. ☐

*Note: Please remember to fill in a street number

Street Number

Street Number

Street Name

Incident Address

09:30

Capture Details

Incident Address

Boksburg |

Search

Unknown Street No.

☐

Unknown Street Name.

☐





*Note: Please remember to fill in a street number

Street Number

Street Number

Street Name

Incident Address

09:30    VoIP 4G LTE 27 

← Capture Details

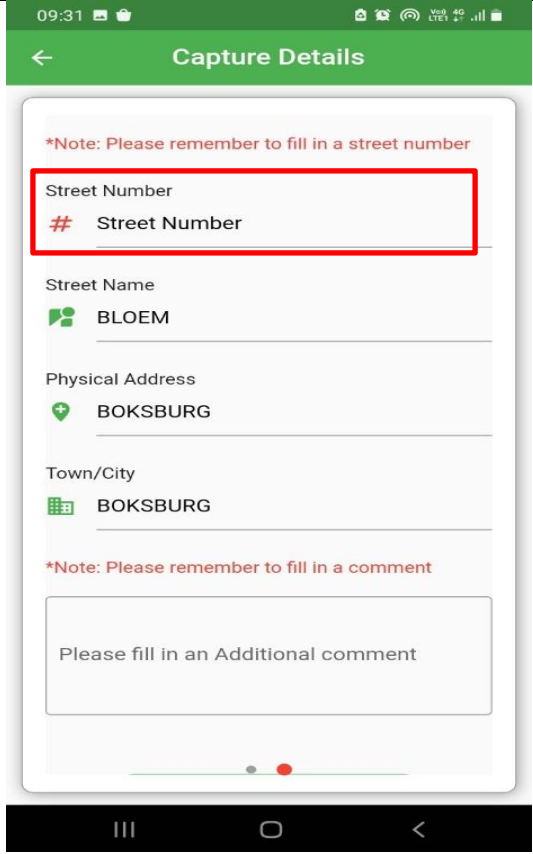


Alert

Street Number	Street Name	Pos
ACACIA	ACACIA	BO
ASH	ASH	BO
BANK	BANK	BO
BATTERY	BATTERY	BO
BEECH	BEECH	BO
BLOEM	BLOEM	BO
BUITEKANT	BUITEKANT	BO
BURG	BURG	BO
CEDAR	CEDAR	BO

Ok

Street Name

Pop-up alert

	 <p style="text-align: center;">Incident Address</p>
	<p>- Uploading supporting documents is not mandatory.</p>
	<p>On this screen :</p> <ul style="list-style-type: none"> • Input a comment pertaining to the incident • Click the Submit button • An alert will be displayed stating “Case Submitted Successfully” and providing a case reference number. • The alert will prompt if you would like to upload a supporting document • Select Upload document • You will be navigated to the Upload Documents screen
Screen	

09:31

← Capture Details

Street Name
BLOEM

Physical Address
BOKSBURG

Town/City
BOKSBURG

*Note: Please remember to fill in a comment

no water since Monday

Submit

Capture Details

09:31

← Capture Details

Street Number

Street Name
Street Name

Physical Address

Alert


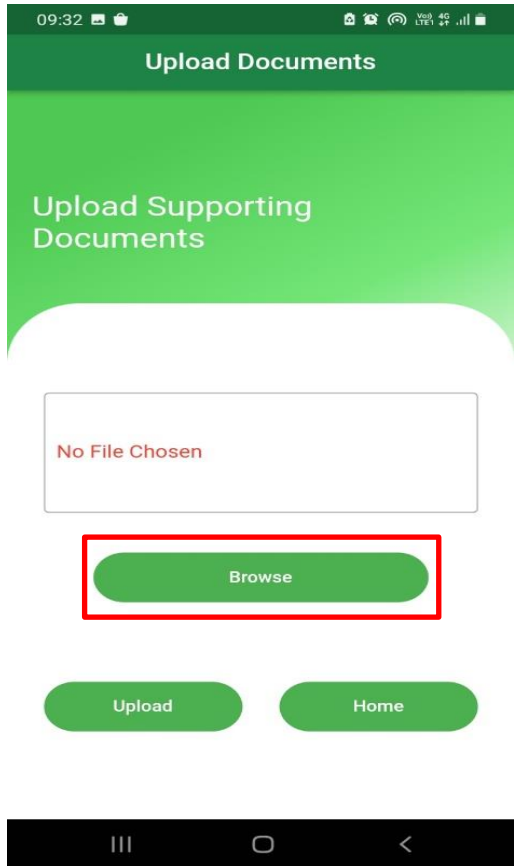
Case Submitted Successfully,
Your Reference No.
is : "CM202211170001.

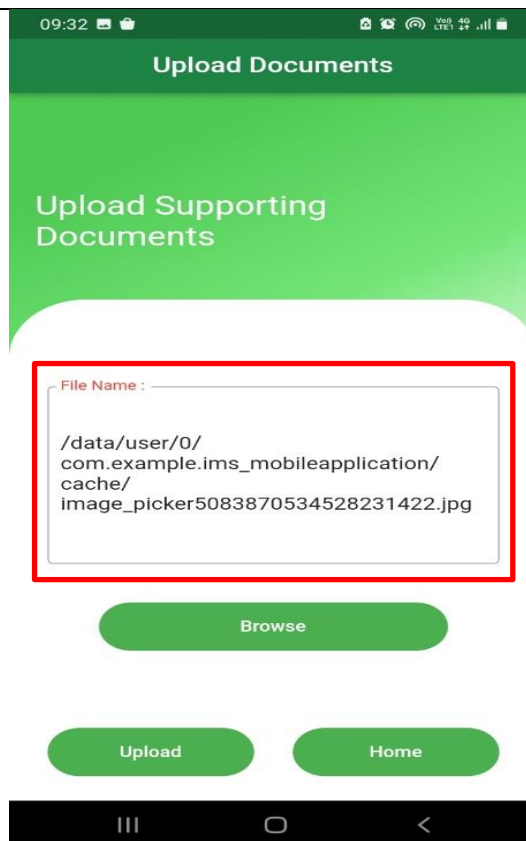
Would You Like to Upload a
Supporting Image?

Upload document Continue

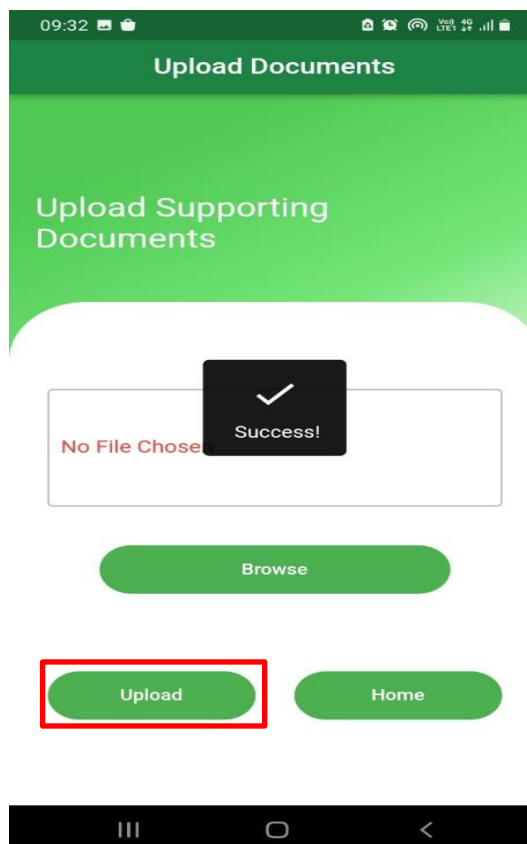
Submit

Pop-up alert

Navigate	
	<p>On this screen:</p> <ul style="list-style-type: none"> • Click the Browse button. • Upon selecting the picture from your device folder, the file name will be displayed. • Click the Upload button. • A notification stating “Success” will be displayed
Screen	
	 <p style="text-align: center;">Upload Documents</p>



Upload Documents



Upload Documents

You have now successfully completed this sub-section

11 CASES PENDING CLOSURE



After completing this sub-section, you will be able to close an incident.





The Supervisor has the functionality to close a Pending Closure incident.

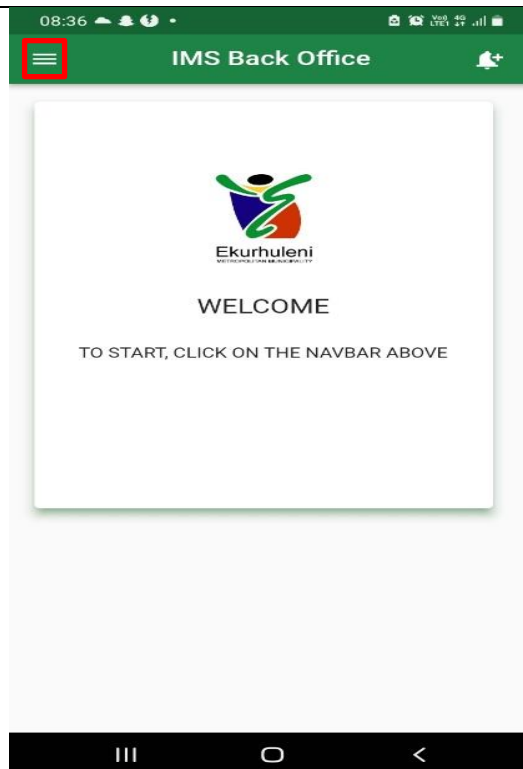
Navigate



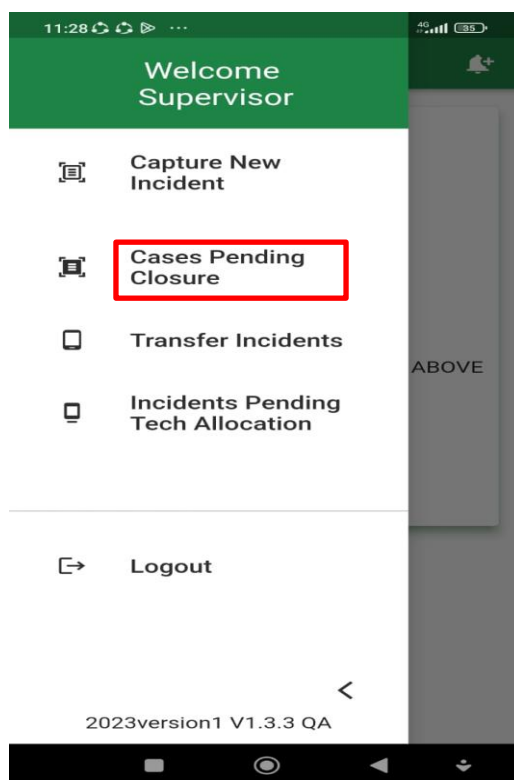
On this screen:

- Click on the  icon to access the navigation bar
- The side panel will expand
- Select Cases Pending Closure
- You will be navigated to the Incidents Pending Closure screen
- Click on the  icon
- A pop-up alert will be displayed prompting if you sure you want to open details for the selected case
- Click on **Continue**
- You will be navigated to a screen where Incident Details are viewable

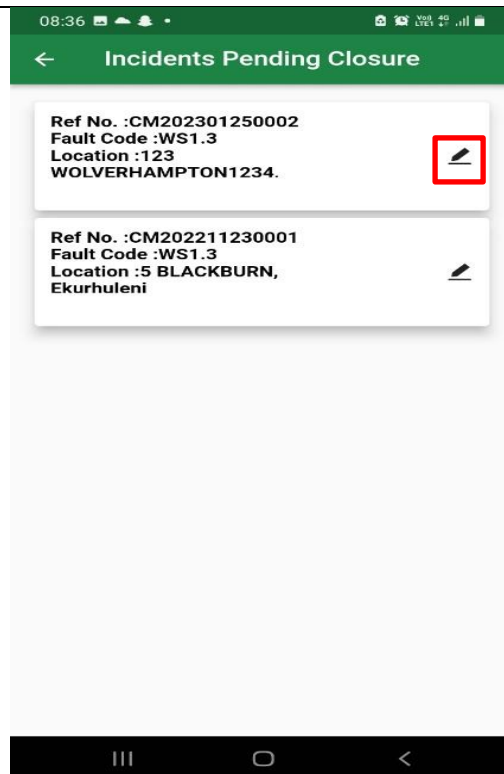
Screen



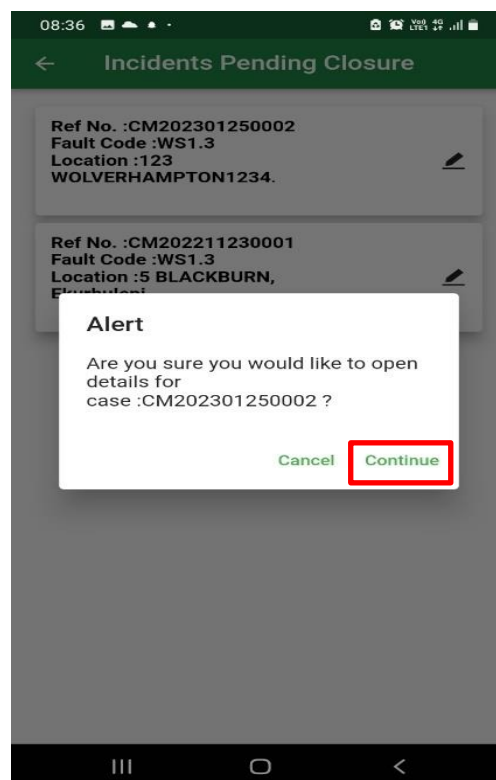
Welcome screen



Navigation Bar



Incidents Pending Closure



Pop-up Alert

Navigate




On this screen:






- Click on the dropdown arrow on **Ref No** section
- The **Incident Details** will expand
- The following information will be viewable :
 - Job Card Status
 - Street Number
 - Street Name
 - Township
 - City
 - Fault Code
 - Service Type
 - Service Failure
 - Severity
 - Incident Description
 - CCA
 - Region
- Click on the dropdown arrow on the **Task** section
- The **Task** section will expand, displaying the task information for your viewing
- Click on the dropdown arrow on the **Site Worker** section
- The **Site Worker** section will expand, displaying the information for your viewing
- Click on the dropdown arrow on the **Material Used** section
- The **Material Used** section will expand, displaying the information for your viewing
- Click on the dropdown arrow on the **Vehicle Used** section
- The **Vehicle Used** section will expand, displaying the information for your viewing

Screen

08:37





4G

4G

4G

←

Case Pending Closure

Incident Details

Ref No : CM202301250002

Task

Site Worker

Materials Used

Vehicle used

Submit

▼

▼

▼

▼

▼

08:37






Case Pending Closure

Incident Details

Ref No : CM202301250002

Name	Value
Job Card Status :	Job Card Resolved
Street Number :	123
Street Name:	WOLVERHAMPTON1234
Township :	APEX
City :	Ekurhuleni
Fault Code :	WS1.3
Service Type :	Metering
Service Failure :	Water Meter Leak
Severity:	High
Incident Description :	Metering
CCA :	Benoni
Region :	East

08:37



Vol 115 4G

←

Case Pending Closure

Failure :

Severity:High

Incident Description :Metering

CCA :Benoni

Region :East

Incident Description :Testing 1234

Name :New Name New Surname

Mobile No. :+27833827320

Task

Site Worker




Materials Used

Vehicle used

Submit

Case Pending Closure

08:37



4G

←

Case Pending Closure

Failure :

Severity:High

Incident Description :Metering

CCA :Benoni

Region :East

Incident Description :Testing 1234

Name :New Name New Surname

Mobile No. :+27833827320

Task

Start DateEnd Date

2023-01-24T00:00:002023-01-26T00:00:00

2023-01-26T00:00:002023-01-27T00:00:00

Site Worker

▼

Materials Used

Case Pending Closure

08:37

←

Case Pending Closure

Description :

Name :

New Name New Surname

Mobile No. :

+27833827320

Task

Start Date	End Date
2023-01-24T00:00:00	2023-01-26T00:00:00
2023-01-26T00:00:00	2023-01-27T00:00:00

Site Worker

Pay No.	First Name	Last Name
001030	Yegesan Nonhlanhla	Mnisi
001030	Yegesan Nonhlanhla	Mnisi

Materials Used

▼

Vehicle used

▼

08:37

Case Pending Closure

Task

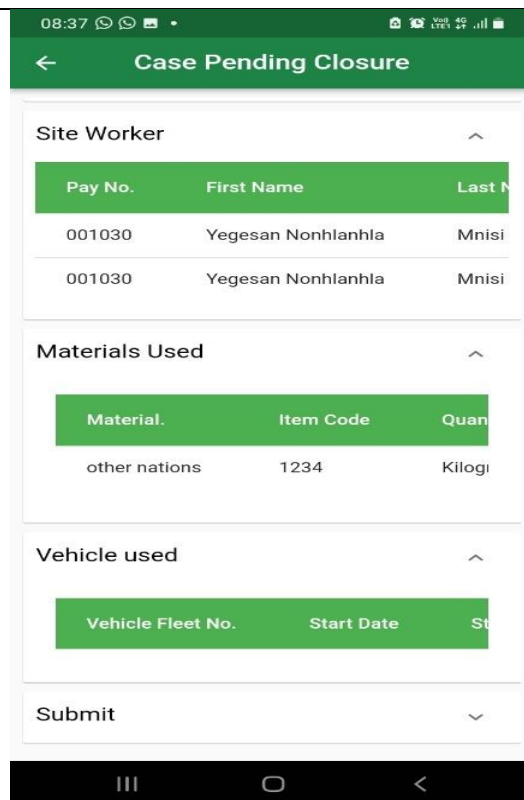

Start Date	End Date
2023-01-24T00:00:00	2023-01-26T00:00:00
2023-01-26T00:00:00	2023-01-27T00:00:00

Site Worker

Pay No.	First Name	Last Name
001030	Yegesan Nonhlanhla	Mnisi
001030	Yegesan Nonhlanhla	Mnisi

Materials Used

Material.	Item Code	Quantity
other nations	1234	Kilogi

<div data-bbox="576 143 1101 940">  </div>	
<div data-bbox="692 945 1007 985"> <p>Case Pending Closure</p> </div>	
<div data-bbox="780 1025 916 1066"> <p>Navigate</p> </div>	
<div data-bbox="240 1330 344 1469">  </div>	<p>On this screen:</p> <ul style="list-style-type: none"> • Click on the dropdown arrow on the Submit section • The Submit section will expand • Input a comment/feedback/additional information regarding the incident • Click the Submit button • A pop-up alert will be displayed, prompting if you want to close the case, click on Continue • A pop-up notification will state “Success! Press ok to continue” • Click Ok
<div data-bbox="796 1722 903 1762"> <p>Screen</p> </div>	

08:37

←

Case Pending Closure

Site Worker

Pay No.	First Name	Last Name
001030	Yegesan Nonhlanhla	Mnisi
001030	Yegesan Nonhlanhla	Mnisi

Materials Used

Material.	Item Code	Quantity
other nations	1234	Kilogram




Vehicle used

Vehicle Fleet No.	Start Date	Stop Date

Submit

Case Pending Closure - Submit

08:37



Case Pending Closure

Vehicle used

Vehicle Fleet No.






Start Date

Stop Date

Submit

* Feedback (Mandatory)

Please fill in an Additional comment



1234567890

qwertyuiop

asdfghjkl

↑zxcvbnm↵

!@# , English (US) . Done

Case Pending Closure - Submit

08:37
📶
📶
📶
📶

←

Case Pending Closure

Material.	Item Code	Quan
other nations	1234	Kilogi

Vehicle used

Vehicle Fleet No.

Start Date

St

Submit

* Feedback (Mandatory)

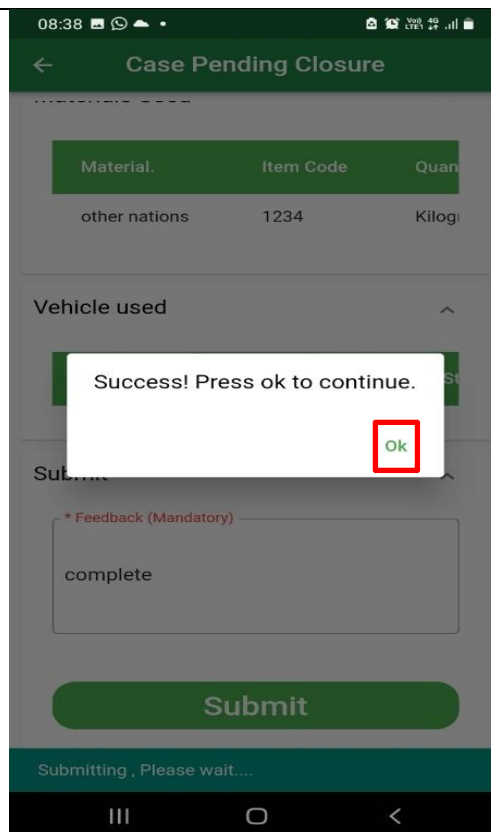
complete

Submit

Case Pending Closure - Submit

The screenshot shows the 'Case Pending Closure' screen. At the top, the status bar displays the time 08:37 and various icons. The app header is green with a back arrow and the title 'Case Pending Closure'. Below the header, there is a table with three columns: 'Material.', 'Item Code', and 'Quantity'. The first row of data shows 'other nations', '1234', and 'Kilogram'. Below the table, there is a section for 'Vehicle used' with a dropdown menu. A white alert dialog is centered on the screen with the title 'Alert' and the message 'Proceed to close case ?'. The dialog has two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a red rectangle. Below the dialog, there is a 'Submit' button and a feedback section with the text '* Feedback (Mandatory)' and a text area containing the word 'complete'.

Pop-up Alert



Pop-up notification

You have now successfully completed this sub-section

12 PENDING TECH ALLOCATION



After completing this sub-section, you will be able to successfully allocate an incident to a specific Technician




This queue displays incidents according to a Supervisor's Township and Fault Code allocations

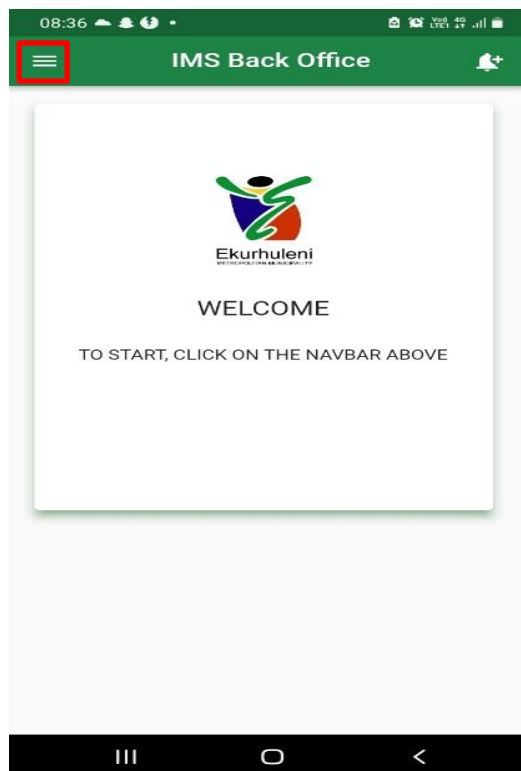
Navigate



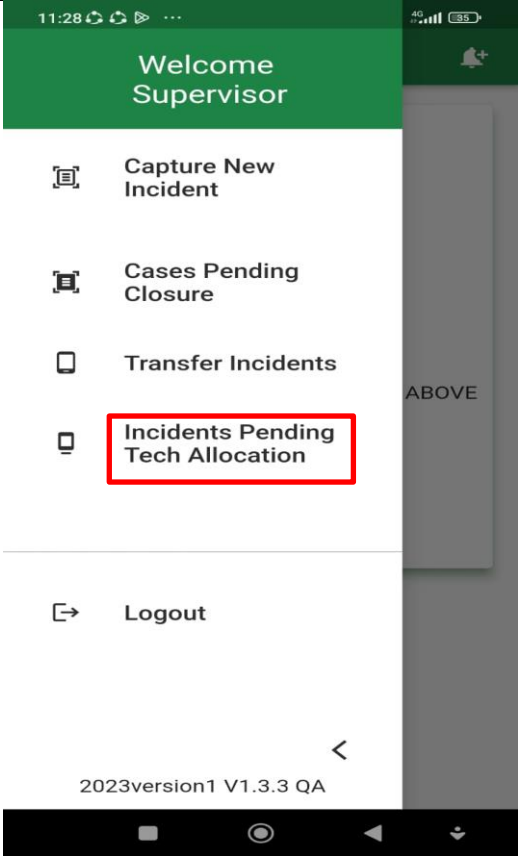


On this screen:

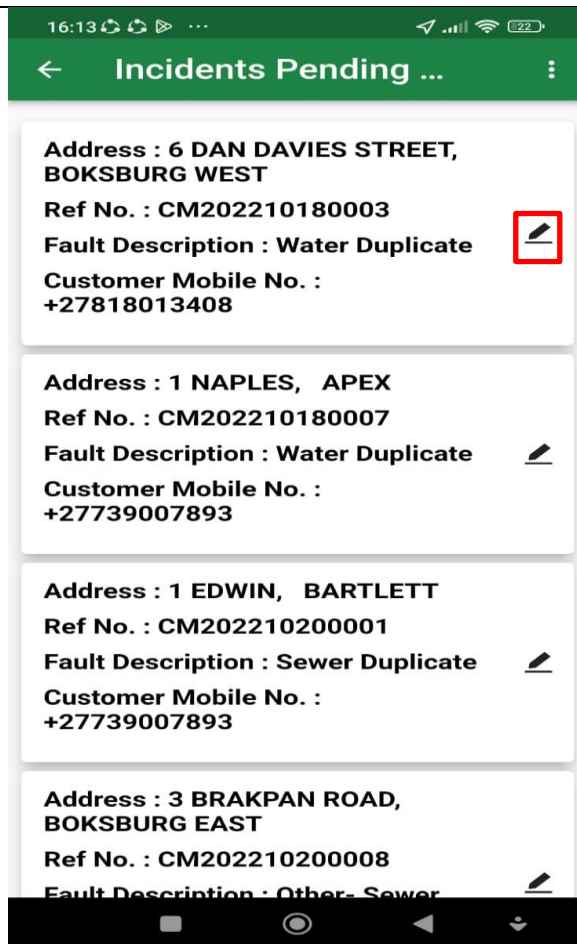
- Click on the  icon to access the navigation bar
- The side panel will expand
- Select Incidents Pending Tech Allocation
- You will be navigated to the **Incidents Pending Tech Allocation** page

Screen

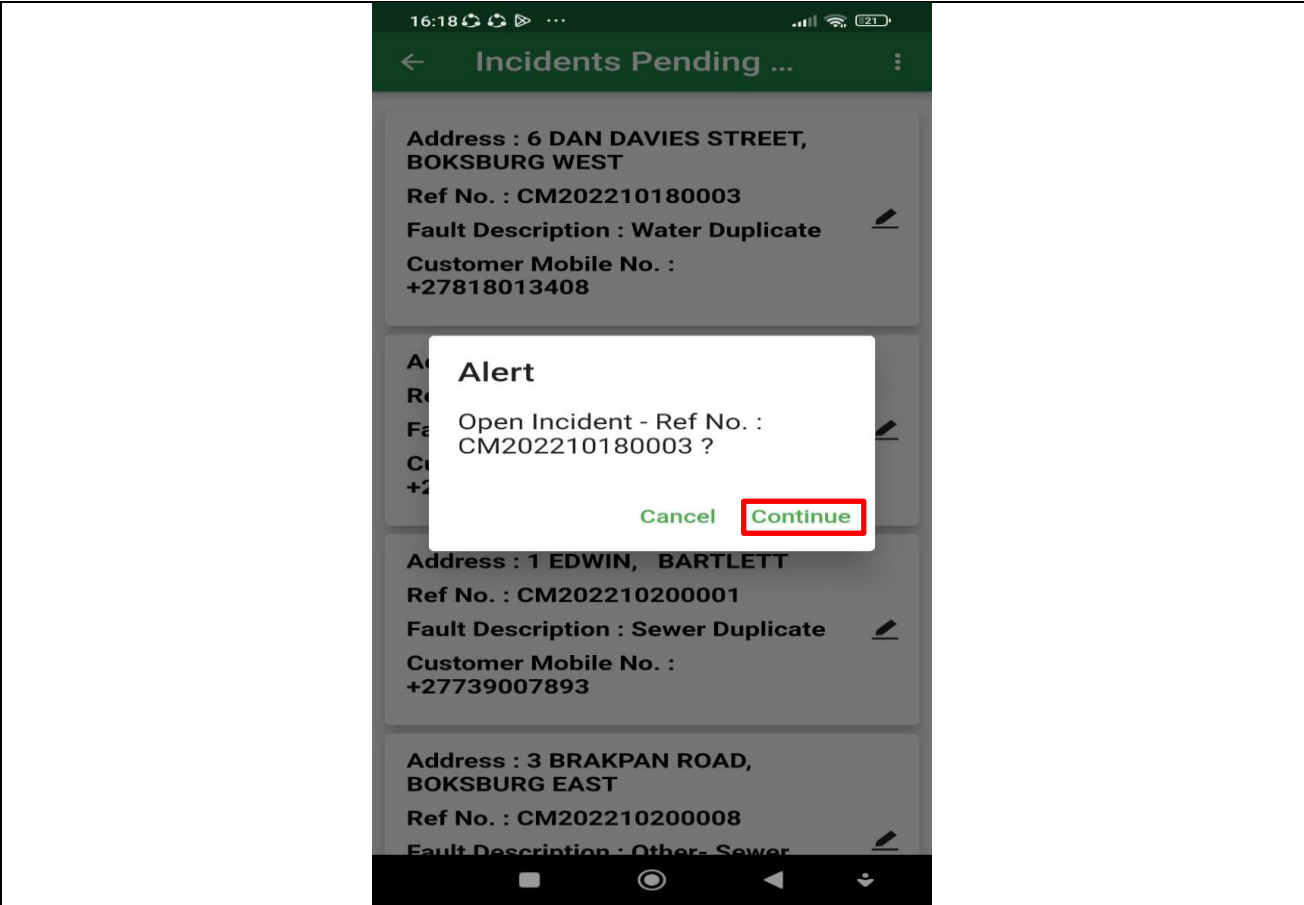


Welcome Screen


 <p style="text-align: center;">Navigation bar</p>	
Navigate	
	<p>On this screen:</p> <ul style="list-style-type: none"> You will have an overview of all the cases listed in your work queue. Click on the  icon on the case of choice. An Alert popup will indicate “Open Incident – Ref No. (Reference No.)” Click Continue You will be navigated to the Incident page
Screen	



Pending Tech Allocation Page

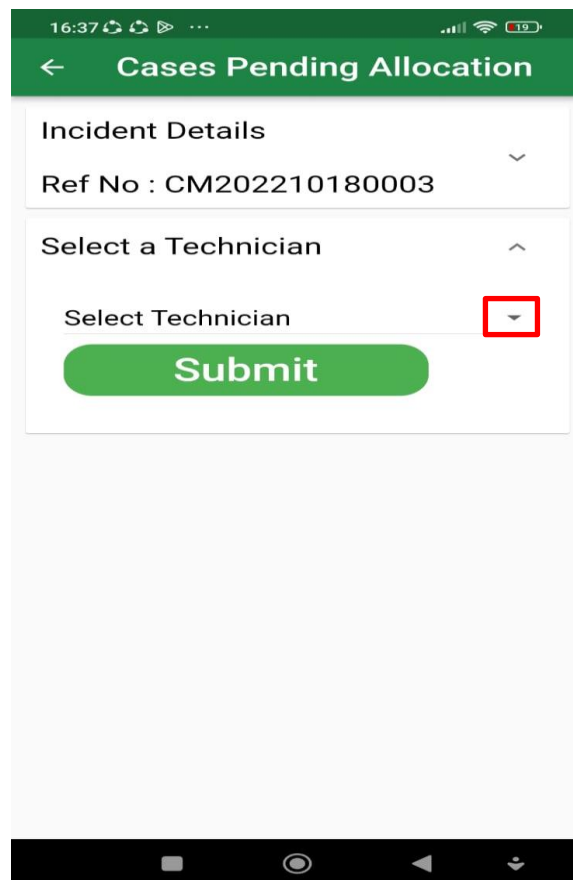


Pop Up Alert

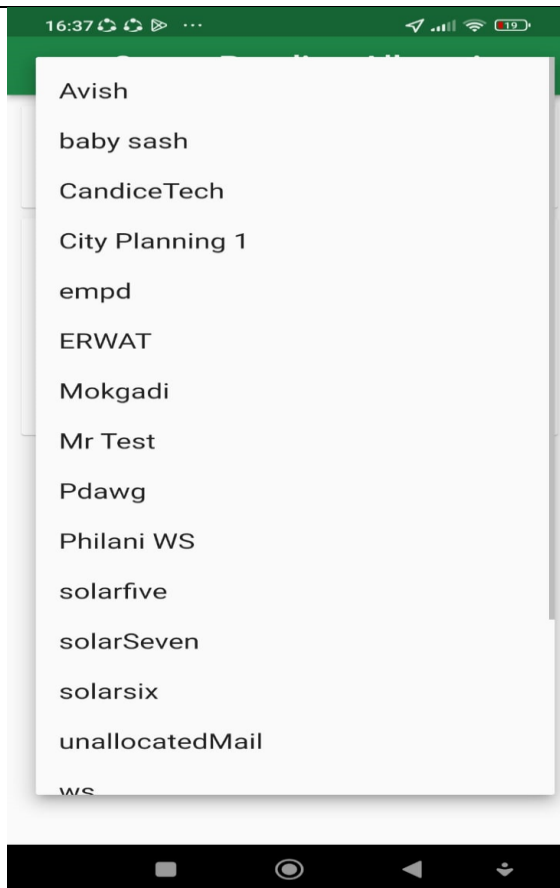
Navigate	
	<p>On this screen:</p> <ul style="list-style-type: none">• Click the drop down arrow next to Select a Technician.• The menu will expand.• Click on the drop down arrow next to Select Technician.• Select a Technician from the dropdown list.• Click the Submit button.
Screen	



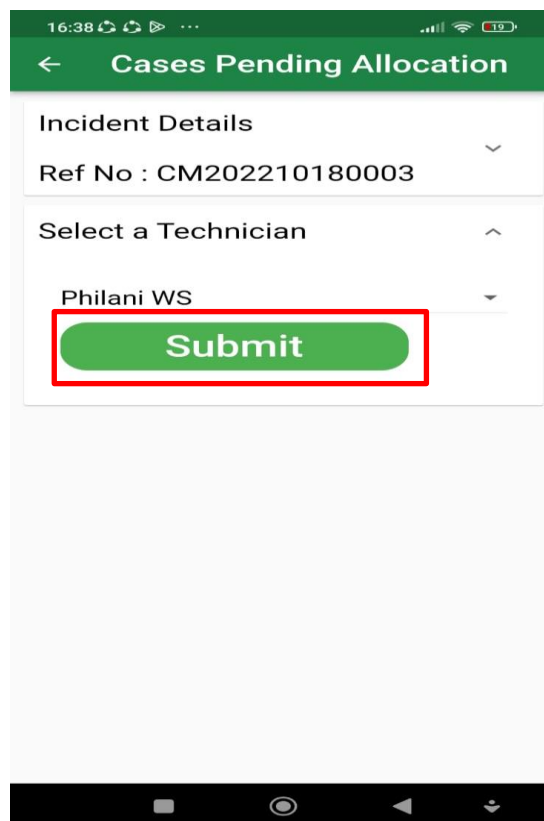
Incident Details Screen




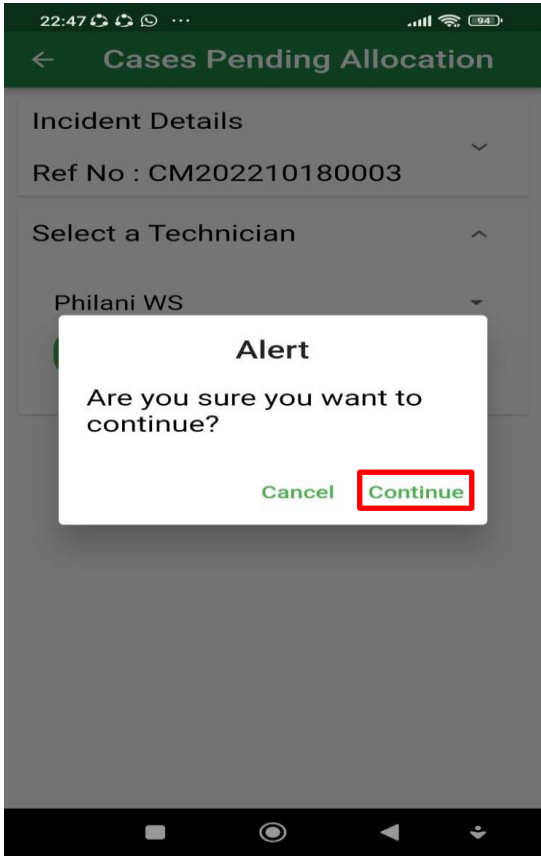
Incident Details Screen

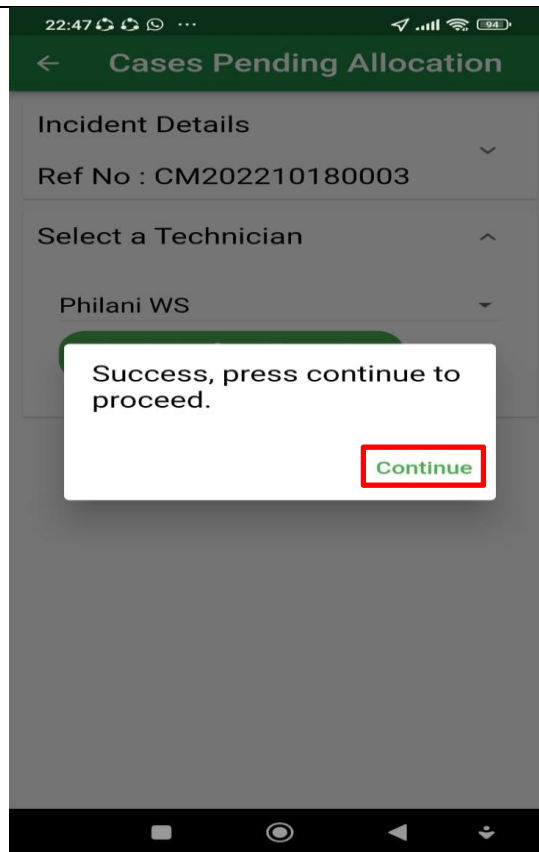


Technician Drop Down List



Pending Tech Allocation – Submit

Navigate	
	<p>On this screen:</p> <ul style="list-style-type: none"> • A pop-up alert will be displayed, prompting if you want to proceed, click on Continue • A pop-up notification will state “Success, press continue to proceed” • Click on Continue
Screen	
	
Pop Up Notification	



Pop Up Success Alert



- The selected Technician will receive an alert notifying them of the allocation request.

You have now successfully completed this sub-section

13 LOGOUT



After completing this sub-section, you will be able to successfully log out of IMS Mobile App.

Navigate



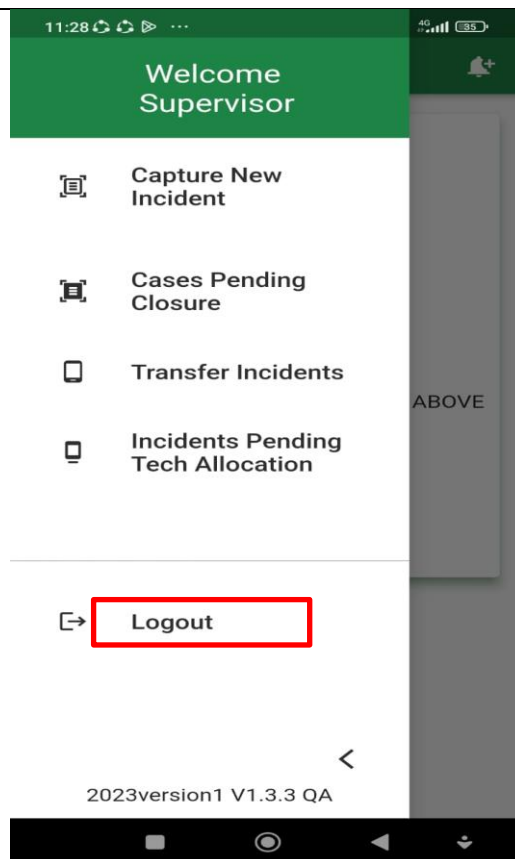
On this screen:

- Click on the **Navigation Bar** at the top left corner
- The menu items will display.
- Click on **Logout**
- You will be navigated to the **Login** page.

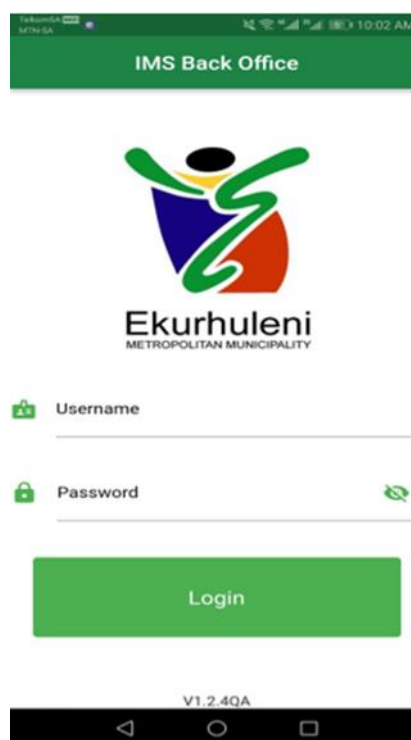
Screen



IMS Mobile App Welcome Page



Menu Page



Login Page

You have now successfully completed this sub-section

14 HELPFUL HINTS



- Be able to find useful guidelines throughout the application:

Screen	Navigate
	The Log out icon, logs you off the Incident Management System Mobile app and ends your session.
	The compression icon, allows you to hide the navigation bar
	The navigation bar allows you to expand or compress the navigation bar.
* Red Asterisks	The Red Asterisks next to a specific field, means that it is mandatory to complete that field.
	The side arrow enables you to go back to the previous page

15 ASSESSMENTS OF SPECIFIC LEARNING OUTCOMES

Description of Learning Outcomes		
Were you able to?	Yes Tick ✓	No Tick ✓
ACCESS AND SIGN INTO IMS MOBILE APP		
MOBILE APP – CAPTURE A NEW INCIDENT		
MOBILE APP – CASES PENDING CLOSURE		
MOBILE APP – PENDING TECH ALLOCATION		
MOBILE APP - LOGOUT		

16 NEXT STEPS

You will be required to complete the following:

	Training Evaluation
	Assessment



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