ERP Incident Report

Date: 18-8-2025

System: ERP – Memo, Document & Admin Modules

Severity: High (affects communication, document access, and administrative control)

# 1. Incident Summary

During routine testing and usage of the ERP system, several critical issues were observed in the Memo, Document, and Admin modules. These issues affect both usability and core functionality. Immediate attention is required to maintain system reliability and user confidence.

# 2. Issues Identified

## A. Memo Module

1. Sender’s View Bug  
 - After sending a memo, the sender can only see a snippet preview.  
 - Full message content is inaccessible.

2. Receiver’s View Bug  
 - Recipients also receive only the snippet preview.  
 - Full message cannot be opened or read.

3. Improvement Opportunity  
 - The Memo section can be repurposed/enhanced to allow structured communication such as weekly or monthly performance reports, following a defined template (with headers like KPIs, Progress Notes, Action Items, etc.).

## B. Admin Test Data Management

1. Test Entries Non-Deletable  
 - Neither Admin nor Super Admin accounts can delete test data from the system.  
 - This leads to data clutter and undermines database integrity.

## C. Document Management Module

1. 404 Error (Not Accessible)  
 - The Document area is not visible to any user, including Super Admins.  
 - Attempting to access returns a 404 (Not Found) error.

2. Missing Standard Documentation  
 - The system lacks a White Paper / User Guide.  
 - Industry-standard software should include:  
 - Navigation process (system map, workflows, roles)  
 - API connectivity guide (for integration & third-party developers)

# 3. Impact Assessment

- Communication Breakdown: Critical memos cannot be properly viewed, leading to incomplete information exchange.  
- Data Integrity Risk: Inability to delete test entries increases chances of bloated databases and inaccurate reports.  
- Operational Blockage: Missing document module prevents file management, storage, and retrieval – a core ERP function.  
- User Adoption Barrier: Absence of whitepaper and API documentation reduces system usability, onboarding speed, and third-party integration.

# Others

* Custom fields do not reflect a proper input system (name, type, format) to mirror the module or section workflow.

Dedicated reporting module is highly required to reflect workflow and performance analysis based on department. And should reflect in dashboard as a summary report.