

User Manual – Incident Management Application

1. Introduction

This application is a simple and intuitive Incident Management System designed for use in a school environment. Its purpose is to facilitate the reporting, monitoring, and resolution of technical or organizational problems within different departments.

The system allows users to create incidents, assign technicians, record actions taken to resolve those incidents, and mark them as completed. There is no login system, which means any user can perform all operations: creating, editing, and managing incidents and related data.

The application is developed in JavaScript, and it uses Sequelize for database interaction.

2. Main Functionalities

2.1 Incident Creation

Users can report new incidents by providing a title, a brief description of the problem, and selecting the department where the issue has occurred. This helps keep a record of problems as they appear.

2.2 Assigning Technicians

Once an incident has been created, a technician can be assigned to it. This makes it easier to track who is responsible for resolving each issue.

2.3 Recording Actions

Each step taken to solve the problem can be recorded as an “action”. These actions describe what was done and by whom, allowing for detailed documentation of the resolution process.

2.4 Resolving Incidents

When the problem has been solved, the incident can be marked as resolved. This helps distinguish between open and closed incidents and keeps the system organized.

2.5 Managing Technicians and Departments

The application also includes options for managing technicians and departments. New entries can be added at any time, ensuring the system stays up to date with the school's organization.

3. How to Use the Application

Step 1: Reporting an Incident

To create a new incident:

- Navigate to the “New Incident” section.
- Enter the incident title and a description.
- Select the corresponding department.
- Click “Create” to save the new incident.

Step 2: Assigning a Technician

- Open the details of an existing incident.
- Select a technician from the available list.
- Click “Assign Technician” to save the change.

Step 3: Adding Actions

- Inside the incident details view, click “Add Action”.
- Describe the action taken to solve the issue.
- Save the action. You can add multiple actions if needed.

Step 4: Marking the Incident as Resolved

- Once all necessary actions have been completed, click “Resolve Incident”.
- The incident will be marked as closed and moved out of the list of open incidents.

Step 5: Managing Technicians and Departments

- From the main menu, access the Technicians or Departments section.
 - Click “Add” or “Edit” to manage the lists of personnel and organizational areas.
-

4. Additional Information

- No user authentication is required. Every user has full access to all functions in the system.
 - The application is structured to be easy to use and fast to navigate.
 - All incident data, actions, departments, and technicians are stored using Sequelize models and persisted in the database.
-

5. Example Scenario

Let's consider a practical example:

A teacher finds that the projector in classroom B2 is not turning on.

1. The issue is reported with the title “Projector not working” and the department is set to “Audiovisual”.
2. The technician Maria López is assigned to handle the issue.
3. Maria adds the following actions:
 - “Checked cable connections”
 - “Replaced the HDMI cable”
 - “Tested the projector successfully”
4. The incident is then marked as resolved.