



ONGC Videsh Ltd.



2021

Paperless Office Incident/Activity Report – User Manual

Restrictions

This data shall not be disclosed and shall not be duplicated, used, or disclosed in whole or in part for any purpose. If a contract is awarded to Appolo Computers Pvt Ltd. as a result of or in connection with the submission of this data, the client or prospective client shall have the right to duplicate, use, or disclose this data to the extent provided in the contract. This restriction does not limit the client's or prospective client's right to use the information contained in the data if it is obtained from another source without restriction. The data subject to this restriction is contained in all marked sheets.

Document Control

Document Information

	Information
Document Id	
Document Owner	Appolo Computers Pvt. Ltd.
Issue Date	08-12-2021
Last Saved Date	08-12-2021
File Name	Incident/Activity Report

Document History

Version	Issue Date	Changes
[1.0]	08.12.2021	

Table of Contents

1	INTRODUCTION	2
2	LOGIN IN THE PAPERLESS OFFICE:	2
3	LOGIN SCREEN OVERVIEW:	3
4	HOW TO RUN THE INFOCOM PROCESSES	3
5	INCIDENT/ACTIVITY REPORT PROCESS LAUNCH:	4
6	INITIATOR SCREEN.....	5
6.1	FORM INFORMATION	6
6.2	SELECT ACTIVITY TYPE CLAUSE	6
6.3	ADD ENCLOSURE	9
6.4	ADD YELLOW NOTE	9
7	SENDING A FILE.....	10
7.1	INITIATOR SCREEN.....	10
7.2	REVIEWING AUTHORITY SCREEN	11
7.3	HEAD IT SCREEN	13
7.4	INITIATOR'S CABINET SCREEN.....	13

1 Introduction

This document is intended to guide you step by step through the Paperless E-Office Application.

2 Login in the Paperless office:

- Open the Process Portal URL: <https://disha.ongcvidesh.in/ProcessPortal/login.jsp>
- Enter Your Windows username/ Password



3 Login Screen Overview:

The screenshot shows the login screen dashboard. The left sidebar contains a search bar, a 'Create Saved Search' button, and a list of navigation items: Dashboard, INBOX, Outbox, Cabinet, and a 'Show more...(6)' link. Below these is a 'Launch' search bar. The main content area is titled 'Dashboard' and features a 'Priority Wise' donut chart showing 92.3% in green and 5.1% in blue. Below the chart is a 'Task List In inbox' table with columns 'File No' and 'Subject'. The table contains several rows of data. A blue arrow points from the 'Dashboard' text in the sidebar to the 'View Process List Panel' text box. Another blue arrow points from the 'Task List In inbox' table to the 'Dashboard- It shows Graphical representation of Task' text box.

View Process List Panel

Dashboard- It shows Graphical representation of Task

4 How to run the InfocomProcesses

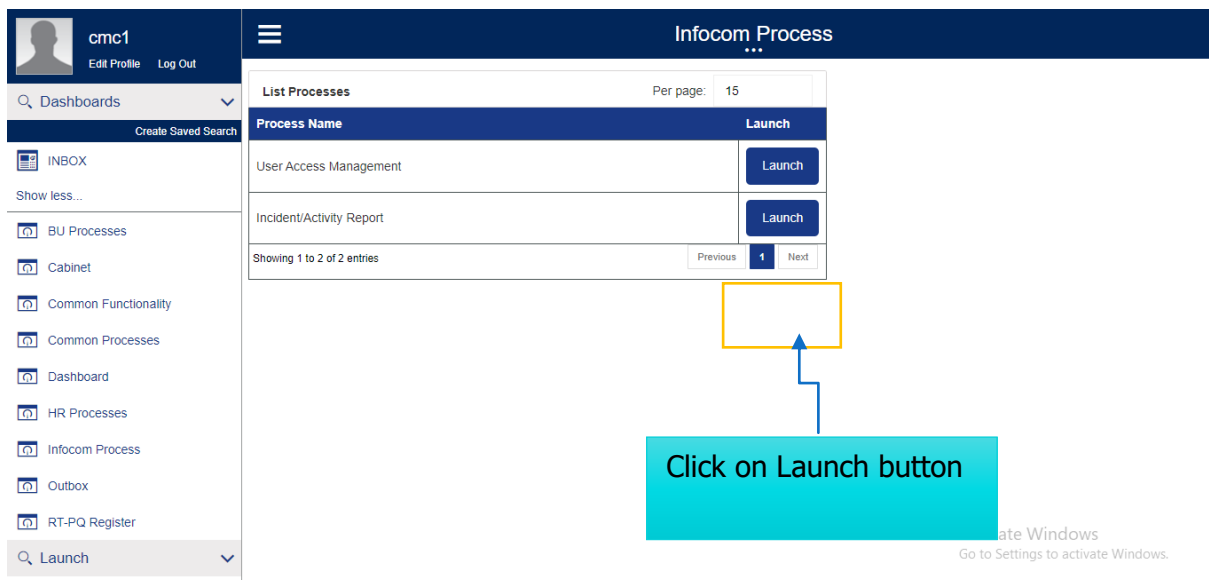
- Click on Infocom Processes.
- Infocom Processes Page displayed. List of Processes should be displayed. Process name with Launch button displays in table.

The screenshot shows the 'Infocom Process' page. The left sidebar contains a search bar, a 'Create Saved Search' button, and a list of navigation items: Dashboard, INBOX, Outbox, Cabinet, and a 'Show less...' link. Below these is a 'Launch' search bar. The main content area is titled 'Infocom Process' and features a 'List Processes' table with columns 'Process Name' and 'Launch'. The table contains two rows of data: 'User Access Management' and 'Incident/Activity Report'. A blue arrow points from the 'Infocom Process' text in the sidebar to the 'Click on BU Processes button on the Process list Panel' text box.

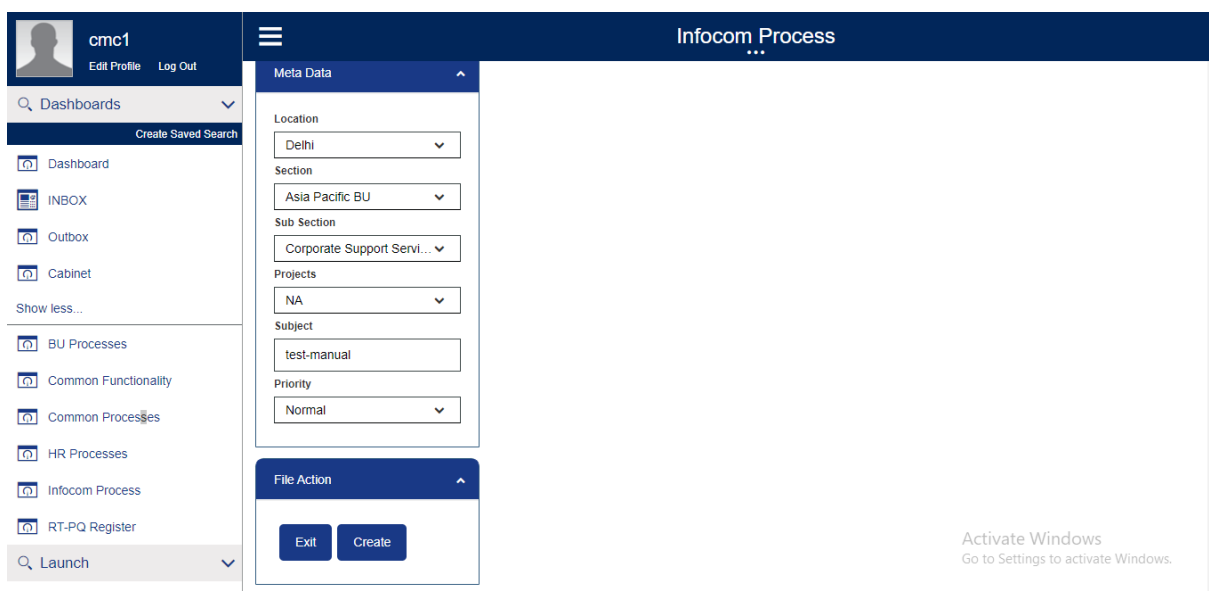
Click on BU Processes button on the Process list Panel

5 Incident/Activity Report Process Launch:

- Click on Launch button.
- Meta Data, File Action Panel will open.
- Enter all the metadata field displayed on the Create file screen. **Note: Location, Section, Sub section, Priority will show repopulated based in the User login profile. If users want to change the repopulated field, he/she can select other value form the dropdown.**
- Click on Create button of File Action panel.

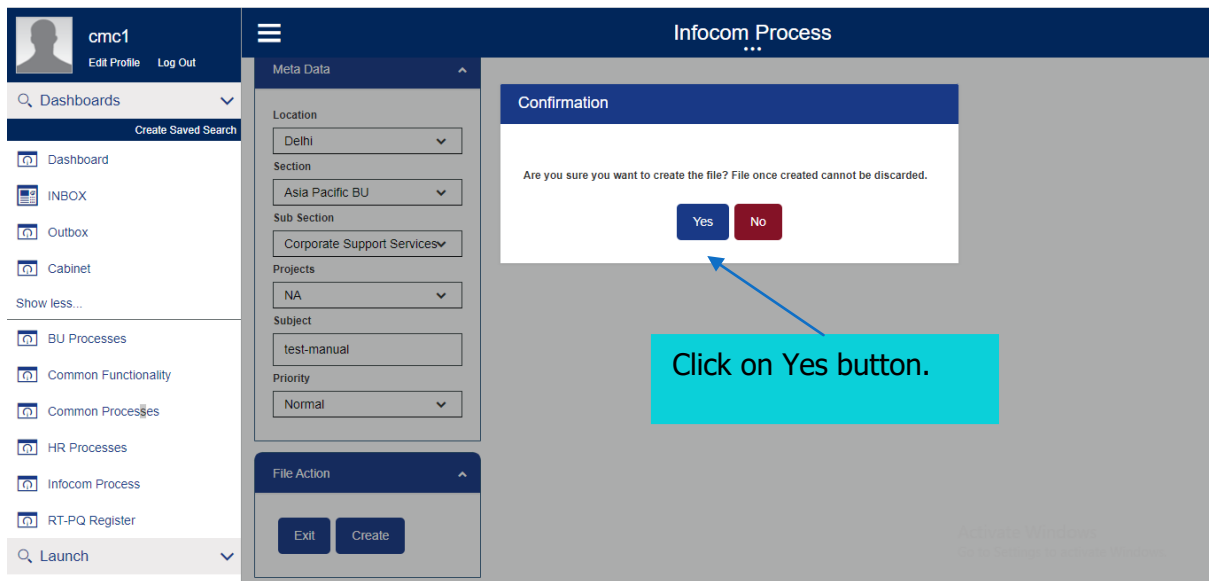


The screenshot shows the 'Infocom Process' dashboard. On the left is a sidebar with a user profile 'cmc1' and a list of dashboards including INBOX, BU Processes, Cabinet, Common Functionality, Common Processes, Dashboard, HR Processes, Infocom Process, Outbox, and RT-PQ Register. The main area displays a 'List Processes' table with columns 'Process Name' and 'Launch'. The table contains two entries: 'User Access Management' and 'Incident/Activity Report'. The 'Incident/Activity Report' row has a 'Launch' button highlighted with a yellow box and an arrow. A callout box with the text 'Click on Launch button' points to this button. Below the table, it says 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' links.



The screenshot shows the 'Infocom Process' 'Meta Data' form. The form is populated with the following values: Location (Delhi), Section (Asia Pacific BU), Sub Section (Corporate Support Servi...), Projects (NA), Subject (test-manual), and Priority (Normal). The 'File Action' panel at the bottom shows 'Exit' and 'Create' buttons. The sidebar on the left is the same as in the previous screenshot.

- Click on Yes button.



- Based on metadata entered at the time of file Selected/Entered, Unique File No get Created.

Note: File No convention based on Location/Sec/Sub Sec/File tag/File No Series.e.g.
DLH/APAC/CSS/30008/00010

6 Initiator Screen

Initiator Screen Opens in Full View:

6.1 Form Information

Meta Data – Meta Data shows the Location, Section, Sub Section, Project, Subject and priority.

Enclosure – User can add the Enclosure by clicking on Add button.

Yellow Note –They are similar to the yellow post-it stickers we use in physical files. They are like informal instruction provided to the next user which is not recorder in the note. Since this is an informal way of communication this can be removed by any user once he reads the instruction. This does not for part of the note. However, it is user’s purgative to remove the yellow note when he feels.

Outbox –Outbox will list all the task that a user has worked on and forwarded to any user from his/her inbox. User can also see the current status of the file through “History” button after opening the task in his Outbox.

File Action – File Action section has three buttons:

- Save & close – File is saved in Inbox.
- E-Sign –User can sign and forward the file.
- History –User can view the history of file.

6.2 Select Activity Type Clause

- SelectActivity Type Clause.

Select Activity Type

Select Activity Type

☒ Planned

☐ Unplanned

- Enter Activity Details
- Fill Nature of Incident.

Fill Activity Details

Activity Details

Activity Start Date and Time

Activity End Date and Time

Urgency

07.12.2021 03:56 PM

09.12.2021 03:56 PM

Medium

Type of Incident

Activity Report Type

Incident Attended By

IT

DR Drill

900003-cmc2 (MENA-PRJ)-General Manager (

Nature of Incident

☒ Unauthorised Access

☐ Cyber-Attack

☐ Malicious Content

☐ Data Theft

☐ Security Breach

☐ Illegal Activity

☐ Other

Fill Project Detail

Activity Details

Activity Start Date and Time

Activity End Date and Time

Urgency

07.12.2021 03:56 PM

09.12.2021 03:56 PM

Medium

Type of Incident

Activity Report Type

Incident Attended By

Non-IT

Incident Reporting

900003-cmc2 (MENA-PRJ)-General Manage...

Nature of Incident

☒ Other

Fire breakdown

- Enter Incident Details and Root Cause Analysis.

Enter Incident Details and Root Cause Analysis

Incident Details

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

Formats ▾ **B** *I* [Text Alignment Icons] [List Icons] [Link Icon] [Image Icon] A ▾ [Background Color Icon] ▾

A paragraph is a self-contained unit of discourse in writing dealing with a particular point or idea. A paragraph consists of one or more sentences. Though not required by the syntax of any language, paragraphs are usually an expected part of formal writing, used to organize longer prose

Root Cause Analysis

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

Formats ▾ **B** *I* [Text Alignment Icons] [List Icons] [Link Icon] [Image Icon] A ▾ [Background Color Icon] ▾

A paragraph is a self-contained unit of discourse in writing dealing with a particular point or idea. A paragraph consists of one or more sentences. Though not required by the syntax of any language, paragraphs are usually an expected part of formal writing, used to organize longer prose

➤ Enter Action/Restoration Steps Taken.

Enter Action/Restoration Steps Taken

Action/Restoration Steps Taken

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

Formats ▾ **B** *I* [Text Alignment Icons] [List Icons] [Link Icon] [Image Icon] A ▾ [Background Color Icon] ▾

A paragraph is a self-contained unit of discourse in writing dealing with a particular point or idea. A paragraph consists of one or more sentences. Though not required by the syntax of any language, paragraphs are usually an expected part of formal writing, used to organize longer prose

➤ Enter Status and Recommendations.

Enter Status and Recommendations

Status

RAC Done

Recommendations

RAC Done

6.3 Add Enclosure

- User can view the document with or without annotation.
- User can to the annotation on the enclosure after opening the enclosure in Preview Windows.
- Select the option in Enclosure section to open the document in with annotation or without annotation
- Select the document after selection view option.

Enclosures

☐ With Annotation ☐ Without Annotation

Description	By	Date	Actions
Showing 0 entries			

Add Delete

Click on Add button to add Enclosure

- Click on Add Button of Enclosure.
- Fill the all detail of box, upload document and then click on Add button. (Description is mandatory field)
- Click on Add Button.
- Also you can Delete your enclosure, on clicking of radio button of your enclosure.

Add Enclosure

Description : Add Enclosure

Page No : 2

Browse Generic(Scrsht).docx

Add Exit

Click on Add button

Add Description, Page NO. Upload Document.

6.4 Add Yellow Note

Yellow Notes

Date	By	Note
Showing 0 entries		

Add Yellow Note

Click on Add Yellow Note button

- Click on Add Yellow Note button of Yellow Notes.
- Fill the box of yellow note.

- Click on Add Button.

7 Sending a File

7.1 Initiator Screen

- Click on E-sign button.

Note: On click on save button. Noting will saved as Draft.

- Select Send to Reviewing Authority.
- Click on Add Button.

- Enter User in Select Reviewing Authority Field.
- Click on Add button.

Incident/Activity Report (Initiator)

Reviewing Authority

☐ **Urgent**

☒ Send to Reviewing Authority ☐ Send to Head IT

Select Reviewing Authority

Selected Users				
CPF No	Name	Section	Sub Section	Role/Designation
900004	cmc3	OCS	OTH	General Manager (Geology)

Forward

Exit

File Action

Click on Forward button

- Click on Forward Button.
- Task go to the selected User.
- Login with the selected User.

7.2 Reviewing Authority Screen

- Task shown in Inbox.
- Now open the task.

cmc 3
Edit Profile Log Out

INBOX
...

Enter search text...

File Name	File Subject	Stage	Task Name	Task From	Priority	Task received...
DLH/APAC/CSS/...	new access	User Access Man...	User Access Man...	cmc2 (900003)-G...	Normal	Dec 8, 2021, 4:...
DLH/APAC/CSS/...	test-manual	Incident/Activity R...	Incident/Activity R...	cmc1 (900002)-A...	Normal	Dec 6, 2021, 4:...
DLH/APAC/CSS/...	user access	User Access Man...	User Access Man...	cmc2 (900003)-G...	Normal	Dec 8, 2021, 3:...
DLH/APAC/CSS/...	Statutory Levies T...	Interest/Penalty R...	Interest/Penalty R...	cmc1 (900002)-A...	Normal	Dec 7, 2021, 4:...
DLH/APAC/CSS/...	Test	Re-Appropri...			Normal	Dec 6, 2021, 2:...
DLH/APAC/CSS/...	Demo Test of ptcc	Payment to...			Normal	Dec 6, 2021, 1:...

Task is visible in Inbox

Incident/Activity Report (Reviewing Authority)

File No DLH/APAC/CSS/30008/00010 Creation Date 8-12-2021 Priority Normal Age Of File (in Days) 0 Year 2021-22

Subject test-manual Location Delhi

Meta Data

Location
Delhi

Section
Asia Pacific BU

Sub Section
Corporate Support Services

Project
NA

Subject
test-manual

Priority
Normal

Office Note / Green Sheet



सार्थक पत्र / Working Paper

Incident Activity Report

Activity Type:	Planned
Activity Start Date and Time:	7.12.2021 15:56:00
Activity End Date and Time:	9.12.2021 15:56:00
Urgency:	Medium
Type of Incident:	Non-IT
Activity Report Type:	Incident Reporting
Incident Attended By:	900003-cmc2 (MENA-PRJ)-General Manager (Production)

- All the sign of user shown in office note.
- Click on E-sign button.

File Action

Save & Close **E-Sign** History

Activate Windows
Go to Settings to activate Windows.

Click on E-Sign

- Select Review on Select Action.
- When you select Return to Initiator, task goes to the initiator, for doing next action. When you select Forward for Review, task go to the selected user.
- Click on Forward button.

Incident/Activity Report (Reviewing Authority)

Action With eSign

Select Action

☒ Reviewed ☐ Return to Initiator ☐ Forward For Review

Forward **Exit**

Note

Select Action and Click on Forward Button

- Task go to the Head IT.
- Login with Head IT User.

7.3 Head IT Screen

- Open the task from Inbox.

File Name	File Subject	Stage	Task Name	Task From	Priority	Task received...
DLH/APAC/CSS/...	test-manual	Incident/Activity R...	Incident/Activity R...	cmc3 (900004)-G...	Normal	Dec 8, 2021, 4:...
DLH/MENA/PRJ/...	hr onboard test	HR Onboarding I...	HR Onboarding I...		Normal	Dec 7, 2021, 8:...
DLH/APAC/CSS/...	Email Support	File For Review	File For Review		Normal	Dec 7, 2021, 7:...
DLH/APAC/CSS/...	Test	Interest/Penalty A...	Interest/Penalty A...	cmc1 (900002)-A...	Normal	Dec 7, 2021, 4:...
DLH/APAC/CSS/...	46556	Incident/Activity R...	Incident/Activity R...	cmc1 (900002)-A...	Normal	Dec 7, 2021, 3:...
DLH/MENA/PRJ/...	test	Incident/A			Normal	Dec 7, 2021, 1:...
DLH/APAC/CSS/...	Test UAM by Diks...	User Acco			Normal	Dec 7, 2021, 1:...
DLH/APAC/CSS/...	test-Generi-07/12	Generic F			Normal	Dec 7, 2021, 1:...
DLH/MENA/PRJ/...	project test	Generic F			Normal	Dec 5, 2021, 1:...
DLH/MENA/PRJ/...	Test By gautam 123	Generic File Initiator	Generic File Initiator		Normal	Nov 29, 2021, ...
DLH/MENA/PRJ/...	ggg	Generic File Initiator	Generic File Initiator		Normal	Nov 29, 2021, ...
DLH/MENA/PRJ/...	cmc2 test user	Generic File Initiator	Generic File Initiator		Normal	Nov 29, 2021, ...
DLH/MENA/PRJ/...	test1	Generic File Initiator	Generic File Initiator		Normal	Nov 29, 2021, ...

- All the sign of user shown in office note.
- Click on E-sign button.

- Task go to the Initiator's Cabinet.
- Login with Initiator.

7.4 Initiator's Cabinet Screen

- File shown in table.
- Choose your File.
- Click on Open button.

cmc1 Edit Profile Log Out

Dashboard

Create Saved Search

Dashboard

INBOX

Outbox

Cabinet

Show more...(6)

Launch

Select Type : Closed Search File : Search by selected type.. File No

Per page: 10

	File No	Subject	File Type	Year	Created By	Created On	Updated On
<input type="radio"/>	DLH/APAC/CSS/30008/00010	test-manual	IncidentActivityReport	2021-22	cmc1 (900002)	08-12-2021	08-12-2021
<input type="radio"/>	DLH/APAC/CSS/30001/00018	test	User Access Management	2021-22	cmc1 (900002)	08-12-2021	08-12-2021
<input type="radio"/>	DLH/APAC/CSS/30008/00009	Backup report			cmc1 (900002)	08-12-2021	08-12-2021
<input type="radio"/>	DLH/APAC/CSS/30008/00007	Test Incident by gautam	ityReport	2021-22	cmc1 (900002)	08-12-2021	08-12-2021
<input type="radio"/>	DLH/APAC/CSS/30099/00013	Ivlyy	Generic	2021-22	cmc1 (900002)	01-12-2021	08-12-2021
<input type="radio"/>	DLH/APAC/CSS/30001/00014	test-Manual	User Access Management	2021-22	cmc1 (900002)	08-12-2021	08-12-2021
<input type="radio"/>	DLH/APAC/CSS/30020/00004	test-536567	ReAppropriation	2021-22	cmc1 (900002)	07-12-2021	07-12-2021

Click to open the file.

➤ File opens in full view.

Cabinet

File No DLH/APAC/CSS/30008/00010 Creation Date 8-12-2021 Priority Normal Age Of File (in Days) 0 Year 2021-22

Subject test-manual Location Delhi

Meta Data

Location Delhi

Section Asia Pacific BU

Sub Section Corporate Support Services

Project NA

Subject test-manual

Priority Normal

Office Note / Green Sheet

सार्थक पत्र / Working Paper

ONGC Videsh

Incident Activity Report

Activity Type: Planned

Activity Start Date and Time: 7.12.2021 15:56:00

Activity End Date and Time: 9.12.2021 15:56:00

Urgency: Medium

Type of Incident: Non-IT

Activity Report Type: Incident Reporting

Incident Attended By: 900003-cmc2 (MENA-PRJ)-General Manager (Production)

Nature of Incident

➤ Click on History button.

File Action

Exit History Send For Review

Click on History button

➤ File Movement History is shown.

Cabinet
...

Note Sheet 1	cmc1	Signed	08.12.2021
--------------	------	--------	------------

Movement History

File No :
DLH/APAC/CSS/30008/00010

Subject :
test-manual

Per page: 10

Date	Stage	From	To
08.12.2021 04:23:05 PM	Incident Activity Report Initiator	cmc1 (900002)-Director (Finance)	cmc3 (900004)-General Manager (Geology)
08.12.2021 04:25:36 PM	Reviewed	cmc3 (900004)-General Manager (Geology)	cmc2 (900003)-General Manager (Production)
08.12.2021 04:26:57 PM	Approve	cmc2 (900003)-General Manager (Production)	To Cabinet

Showing 1 to 3 of 3 entries

Previous 1 Next

Close

-----End of Document-----