

Version 3.0 Release Notes (Incident Management)

Last Modified on 01/22/2020 6:08 pm EST

Note: The following features are not added to Incident Management by default. For information on adding these features to your version of the app, contact your CSM.

New Features

Formatted Text for Narratives

- Text can now be formatted using [Core's rich text editor](#) on the following fields in the following forms:
 - Narrative field:
 - Create a Narrative in the Details section of the [Incident Review](#) form
 - Narrative Review in the Details section of the [Incident Review](#) form
 - Summary field:
 - Create a New Interview in the Interviews section of the [Investigation Review](#) form
 - Interview Review in the Interviews section of the [Investigation Review](#) form

Narrative Active

6 Patsy Nussey

Person Patsy Nussey x v	Type Opening Statement v
Date & Time 📅 2019-12-18 9:45 v	Narrative Owner [Redacted] x v

Narrative

Normal ▾
B I U S T_x
= = =
: : :
🔗
💾 ↶

In 2016, the defendant **Maryland Machine** built a Machine system at Crawford Sugar Factory. This is an exhibit of what they built. Now, if you have lived in Baltimore, you have almost certainly seen the Crawford Sugar sign at the [Inner Harbor](#). The factory has been here since the '20s. But the system at issue was redesigned in 2016 and built by Maryland Machine.

Background

The system is in a place called the Wash House. In the Wash House, a hot, chemical slurry is used to begin to convert the sugar that comes out of the fields into the sugar that you put in your coffee.

So Crawford Sugar says to Maryland Machine, we want to re-do this area of the Wash House, here are some drawings with our idea of how we think it should be built. And Maryland Machine said okay, we will build you a system.

This is the 2-3-8 tank. It holds approximately 5,000 gallons of hot [liquid slurry](#). As a part of the beginning of the refining process, raw sugar is pumped through pipes into this 5,000-gallon tank where it is combined with lime and carbon dioxide resulting in a hot liquid slurry

Your content is saved Remaining characters: 17020

Opening Statement

Person Patsy Nussey	Narrative In 2016, the defendant Maryland Machine built a Machine system at Crawford Sugar Factory. This is an exhibit of what they built. Now, if you have lived in Baltimore, you have almost certainly seen the Crawford Sugar sign at the Inner Harbor . The factory has been here since the '20s. But the system at issue was redesigned in 2016 and built by Maryland Machine. Background The system is in a place called the Wash House. In the Wash House, a hot, chemical slurry is used to begin to convert the sugar ... + SHOW MORE
Date & Time 2019-12-18 9:45	
Narrative Owner [Redacted]	

Geolocation Support: Maps

- Locations can now be entered by putting a pin in a map on the following forms:
 - [Submit an Incident](#) form
 - [Submit an Incident \(Anonymous\)](#) form
 - Create a New Involved Location in the [Triage an Incident](#) form

- [Create a New Incident](#) form
- Create a New Involved Location in the Details section of the [Incident Review](#) form
- Involved Location Review in the Details section of the [Incident Review](#) form
- Create a New Location form in the [Library](#) application
- Location Review form in the [Library](#) application

Record an Observation



RESOLVER

Welcome to the Incident Submission web-portal. This avenue offers you the ability to provide vital information to our teams regarding incidents or compliments.

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response seek immediate assistance by calling 911.

In order to make a submission anonymously, click [here](#) to access the Anonymous portal.

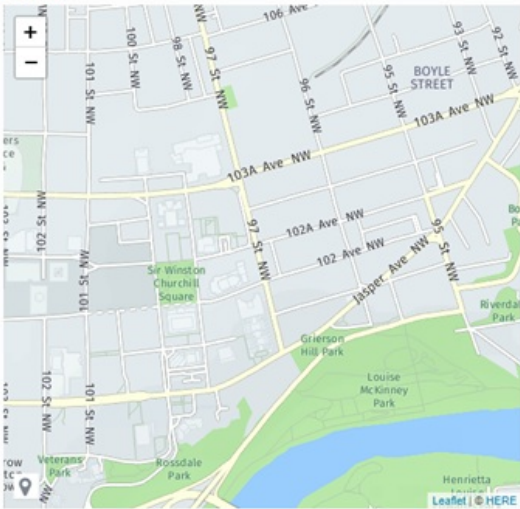
Observation

Observed Date/Time

Observation Type

Select one...

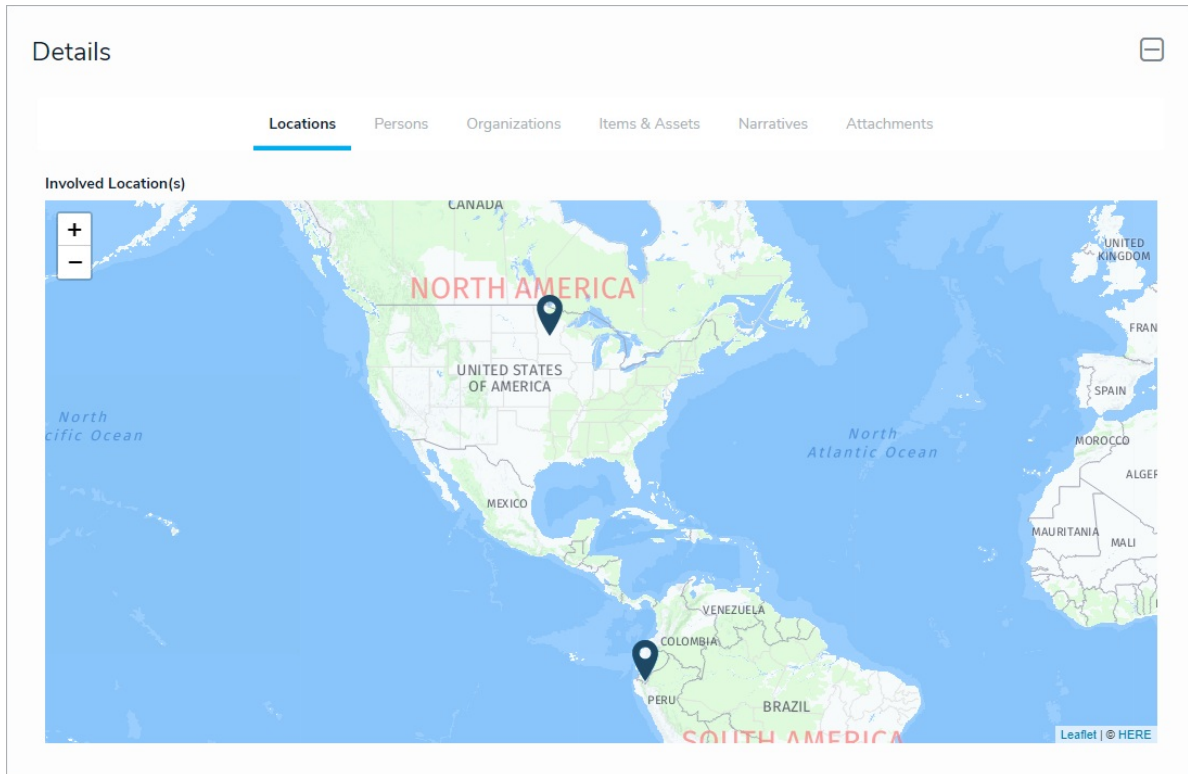
Location



SAVE AS DRAFT

SUBMIT

- In the Details section of the [Incident Review](#) form, the read-only map will render multiple pins if more than one involved location has been entered.



Geolocation Support: Addresses

- A mailing address can now be selected in the Location field for the following forms:
 - Create a New Involved Location in the [Triage an Incident](#) form
 - [Create a New Incident](#) form
 - Create a New Involved Location in the Details section of the [Incident Review](#) form
 - Involved Location Review in the Details section of the [Incident Review](#) form
 - Create a New Location form in the [Library](#) application
 - Location Review form in the [Library](#) application

Location

111 Peter St, Toronto, ON M5V, Canada

111 Peter Bangs Vej, Frederiksberg, Hovedstaden 2000, Danmark

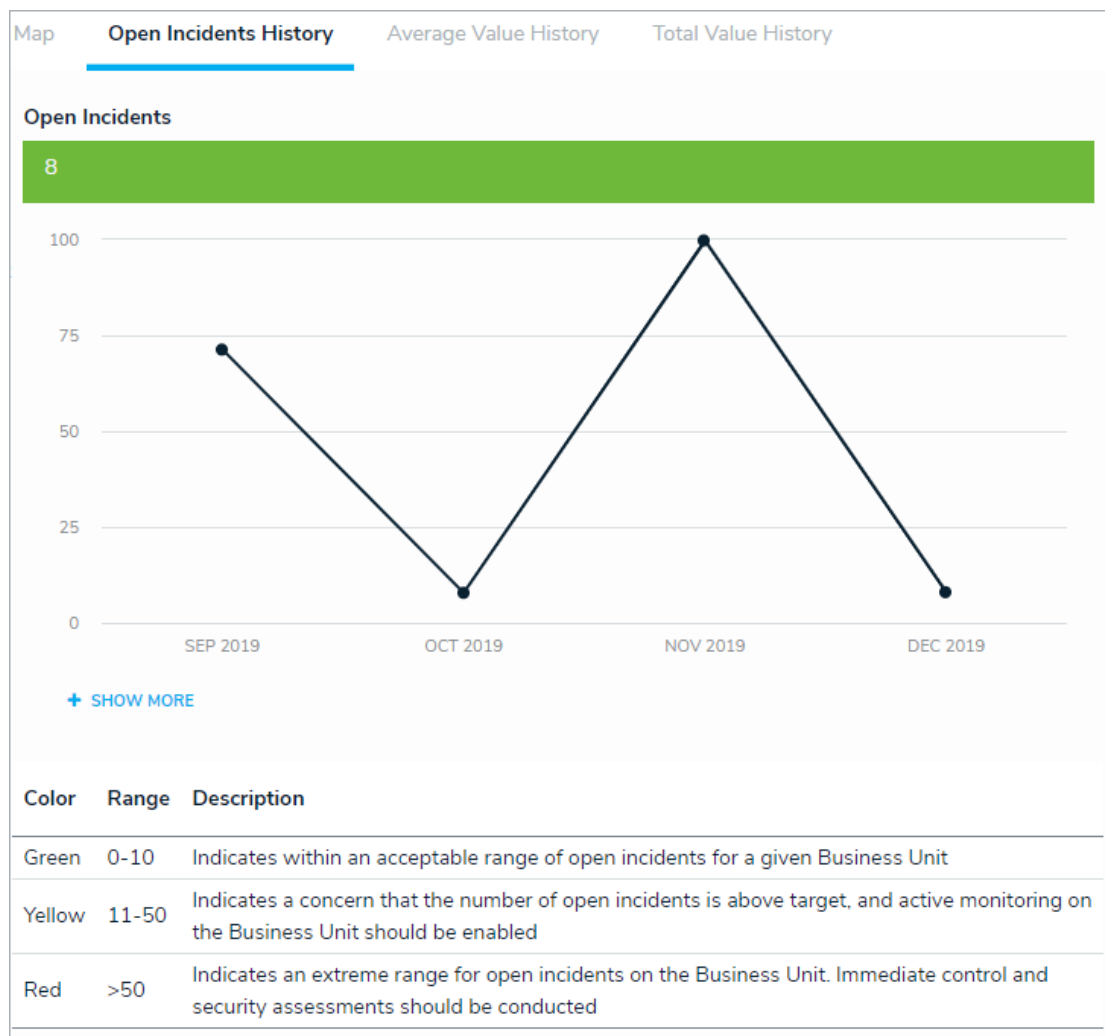
111 Peterburgskoe shosse, Tver', Tsentral'niy federal'niy okrug 170036, Rossiya

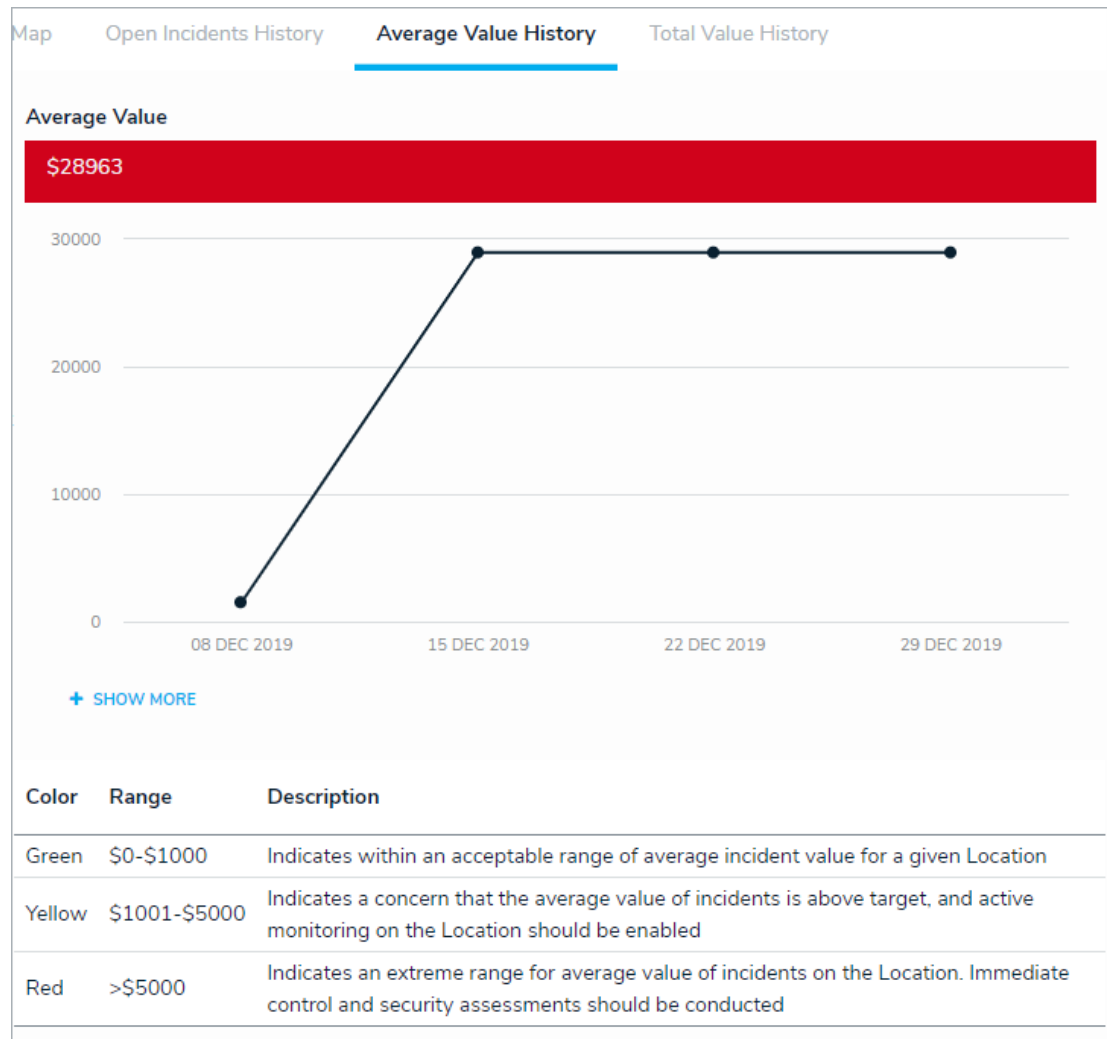
111 Peter St, Hamilton, ON L8R, Canada

111 Petén, Benito Juárez, CDMX 03023, México

Incident Trending Over Time (Introduction)

- Users can now view incident trending data for business units, locations, and persons on the following forms and reports:
 - [Business Unit Overview](#) report
 - Location Trending Review on the Location Review form in the [Library](#) application
 - Location Dashboard Report on the Location Review form in the [Library](#) application
 - Person Review form in the [Library](#) application
 - Person Report on the Person Review form in the [Library](#) application





Trending data is applied based on Incident creation. Historical incidents (imported or backdated) are not yet included in this feature.

Formula Cards

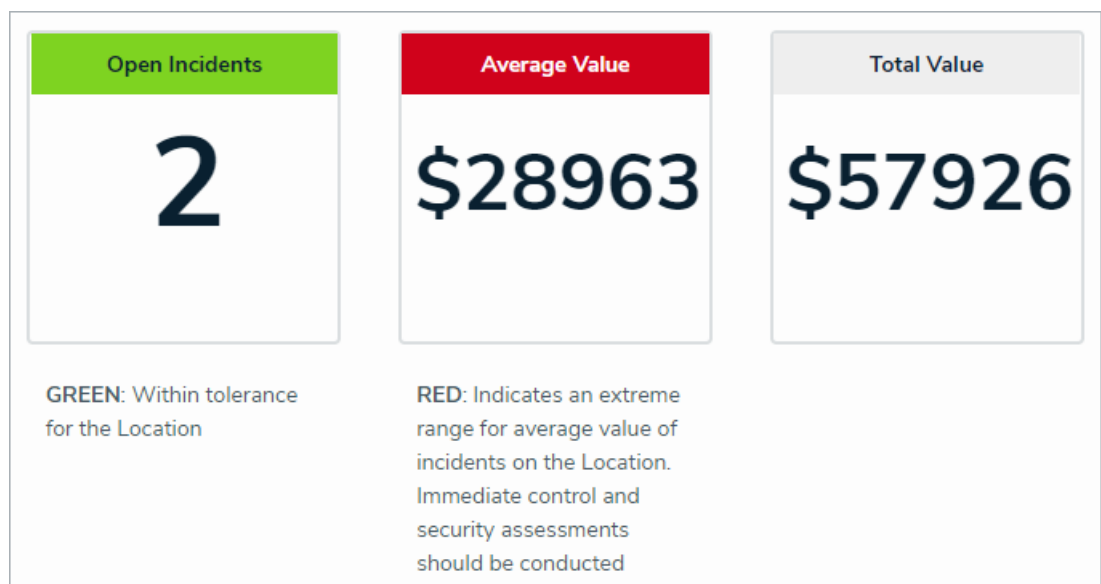
- The following formulas will now be displayed as cards on the following forms and reports:
 - [Business Unit Overview](#) report



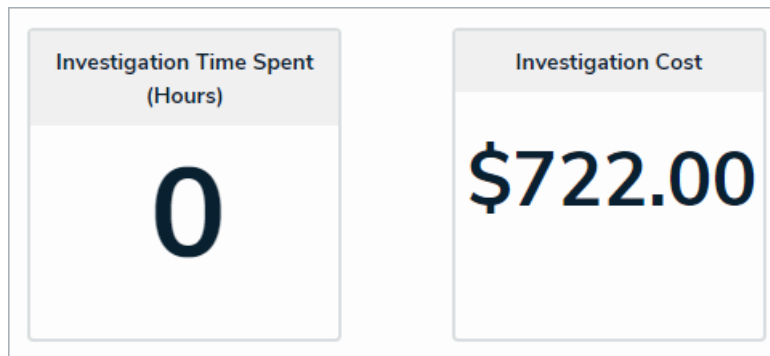
- Location Review form in the [Library](#) application



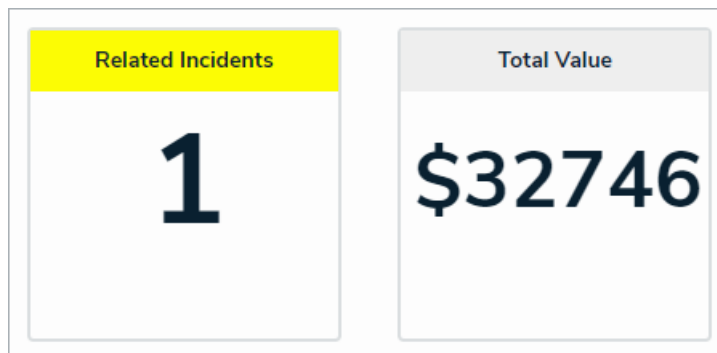
- Location Trending Overview and Location Dashboard on the Location Review form in the [Library](#) application



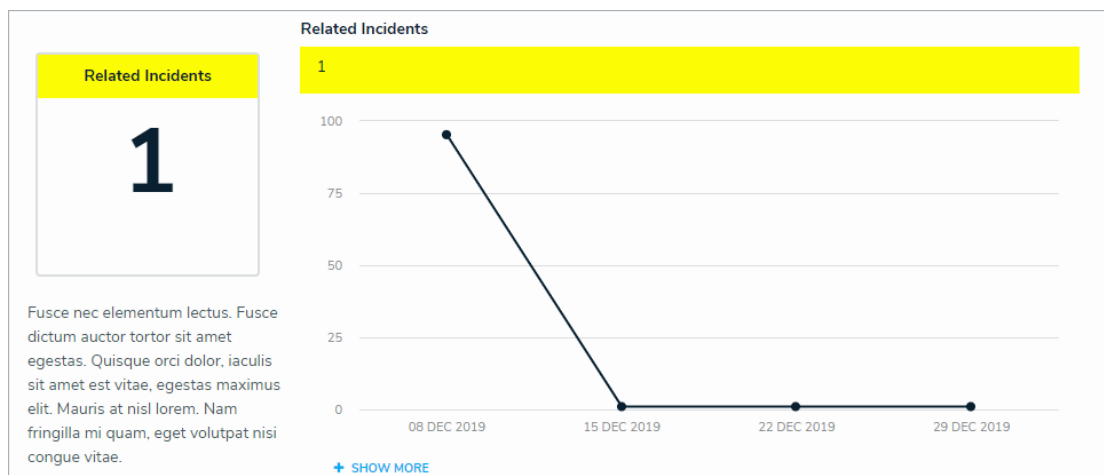
- [Investigation Review](#) form



- Person Review form in the [Library](#) application



- Person Report Header on the Person Review form in the [Library](#) application



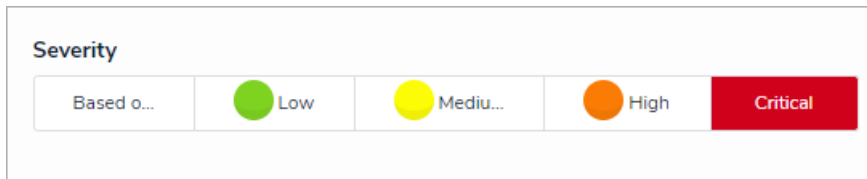
Excluding Archived Incidents from General Access

- Main users will now have archived incident data omitted from performance-impacted activities (such as searching for records or running reports). This data has been restricted to the Administrators (Incident Management) group.

New Select List Format

- Certain select lists have been changed to a horizontal format in the following forms:
 - [Triage an Incident](#) form
 - [Incident Review](#) form

- Create a New Loss or Recovery from the Loss & Recovery section of the [Incident Review](#) form
- Loss or Recovery Review from the Loss & Recovery section of the [Incident Review](#) form
- Person Review form in the [Library](#) application
- Create an Asset form in the [Library](#) application
- Asset Review form in the [Library](#) application
- Create Evidence from the Evidence tab of the [Investigation Review](#) form
- Evidence Review from the Evidence tab of the [Investigation Review](#) form
- [Create a Task](#) form
- [Task Review](#) form



The image shows a UI element titled "Severity" with four buttons: "Based o...", "Low", "Mediu...", and "High". The "Low" button is green, "Mediu..." is yellow, and "High" is orange. The "Critical" button is red and is positioned to the right of the others. The "Based o..." button is partially visible on the left.

Severity			
Based o...	Low	Mediu...	High
			Critical

Empty Views Are Hidden

- If a view in the [Library](#) does not contain any data, it will be not be visible to users.