

# IT-Dev Incident Reporting User Guide

## Prerequisites

- The user has the Limitless Digital Workplace for Manufacturing license steps listed in *Purchase Limitless Digital Workplace for Manufacturing license.*
- The user is a Global Administrator.

## Get Familiar with the solution

The IT-Dev Incident Reporting app is a comprehensive tool designed to streamline the process of reporting and managing incidents within Microsoft Teams. The app enables users to easily report incidents, attach relevant photos, and manage incident details efficiently. It also provides features to browse, filter, edit, and view incidents, making it an essential tool for maintaining incident records and ensuring effective incident management.

# Demo the Solution



Figure 1. Main view of the app - List of reported incidents

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Tue Apr 16 2024		
Date to		
Thu May 16 2024		o -ok
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Low		D OUTAGE
Status		
All		
C	Low Resolved	Low New
Sort by		
Date	Sakub Syska 5/16/2024, 11:19:53 PM	5/3/2024, 12:00:00 AM
Sort direction	Fire Alarm Triggered	Network Outage
Descending	View details	View details

Figure 2. Filtering and sorting incidents

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Figure 3. Adding new incident

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direction	Software Bug	5/16/2024, 12:00:00 AM	High	In Progress	ivity Detected	Phishing Attack	
Descending	View details	Author Jakub Syska jstenant@jstenant.onmicrosoft.	com			View details	
	Contract Contract	Title			1		
	011	Description					
	and I all the set of the	Suspicious activity was detected on o	ne of the company's finar	ncial systems. Logs are		77	

Figure 4. Viewing incident details



Figure 5. Editing incident

# Deploy & Adopt for IT Admins

- 1. Guidance for Configuration Steps:
  - Purchase Limitless Digital Workplace for Manufacturing license
    - o Go to Azure Marketplace or AppSource portal and buy Limitless Digital Incident Reporting
    - o Configure your subscription.
    - Accept required permissions by pressing Accept button.



• Activate your subscription by pressing *Activate* button.

Subscription	
<ul> <li>Customer details</li> </ul>	
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ID	
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o Accept required permissions by pressing Accept button.

Permissions requested Review for your organization						
IT-Dev Engagy Comms IT-Dev sp. z o. o. 🔅						
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$\sim$	Read items in all site collections					
$\sim$	Sign in and read user profile					
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$\sim$	Read items in all site collections					
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lf you all us reviev	accept, this app will get access to the specified resources for ers in your organization. No one else will be prompted to w these permissions.					
lf you to yo	i accept, IT-Dev Engagy Comms Service will also have access ur user profile information.					
Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. <b>The publisher has not provided links to their terms</b> <b>for you to review</b> . You can change these permissions at https://myapps.microsoft.com. Show details						
Does	this app look suspicious? Report it here					

Important: After accepting the required permissions, go to Microsoft Teams admin center and distribute the app to the users.

# 2. Install prerequisite SPFx application

- Go to Engagy Comms website
- Find IT-Dev Incident Reporting app and click "+" button

Portals					
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Score Cards 🗸 🗸	Applications				🕫 Teams integration
3 Settings 🗸 🗸	Name	Status	Current version	Actions	Last update date
	IT-Dev Incident Reporting	Not installed	-	+	-

- Mechanism will automatically add selected app your tenant app catalog and accept all necessary API Access permissions. It takes approximately 5 minutes to complete the operation.
- After successfully adding app, you will see your app with status: **Installed** with info about currently installed version and last update date:

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	IT-Dev Incident Reporting	Installed	1.0.1.0	Cû	June 07, 2024 at 11:31 AM

- 3. How to add the Application to Teams
- Go to you MS Teams app.
- Press the `Apps` button.
- In the app search bar write `IT-Dev Incident Reporting`.

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• Press the `Add` button in the IT-Dev Incident Register app tile.

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• Press the `Add to a team` button.



#### How to Use Guide for End Users

- 1. Access Microsoft Teams: Open the Microsoft Teams App on your device
- 2. Search for the app:
  - On the desktop or browser version, click the "..." (More apps) button below the message box.
  - On the mobile version, tap the "+" button on the left side of the message box.
- 3. Choose Incident Reporting app from the list of available apps

#### 4. Report an Incident:

- Click or tap the button to open the incident reporting form.
- Fill out the form with the incident's title, description, date, severity, and status, and attach any relevant photos.

#### 5. Browse and Manage Incidents:

- View the list of reported incidents on the main grid.
- Use the available filtering and sorting options to organize the incidents as needed.

#### 6. View and Edit Incident Details:

- Click or tap the 'details' button on an incident card to see more information.
- If you are a team owner or the author of the incident, you can edit its status and severity.

#### How to Get Support

For support with the IT-Dev Incident Reporting app: Email: <u>biuro@it-dev.pl</u> Phone: +48717234904