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.
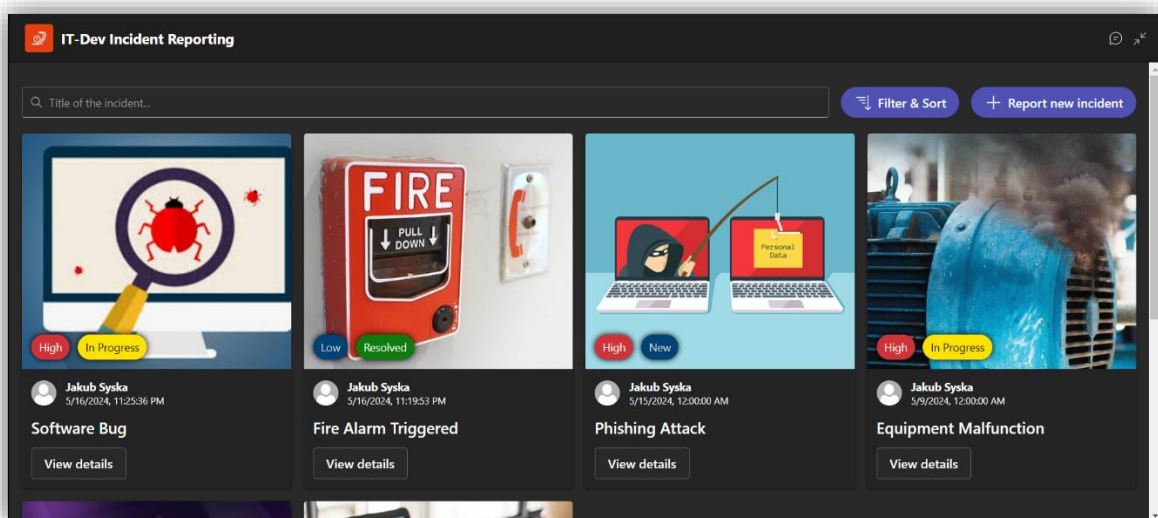
Demo the Solution

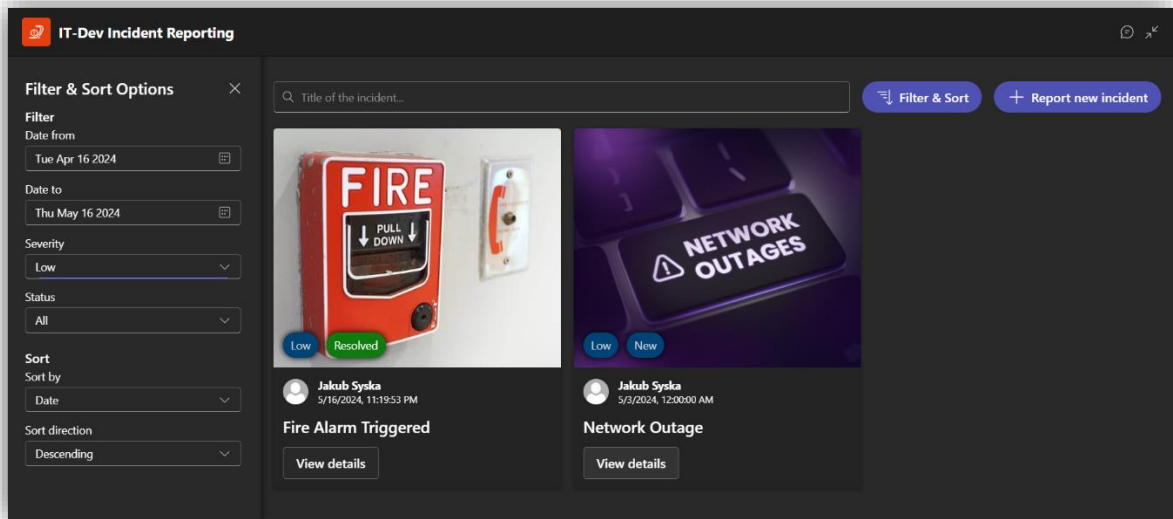*Figure 1. Main view of the app - List of reported incidents*
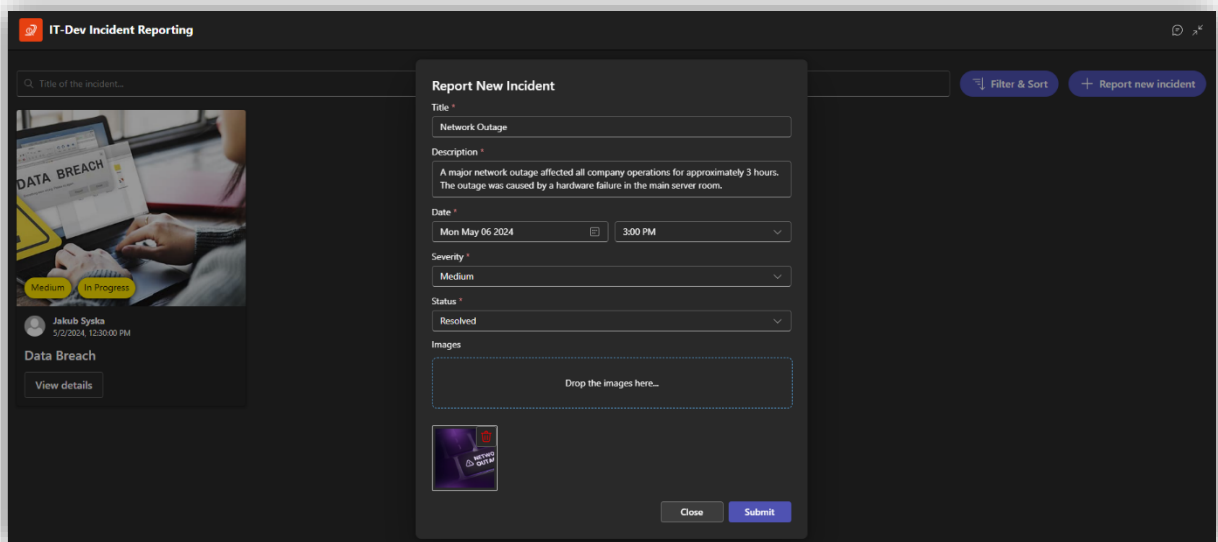
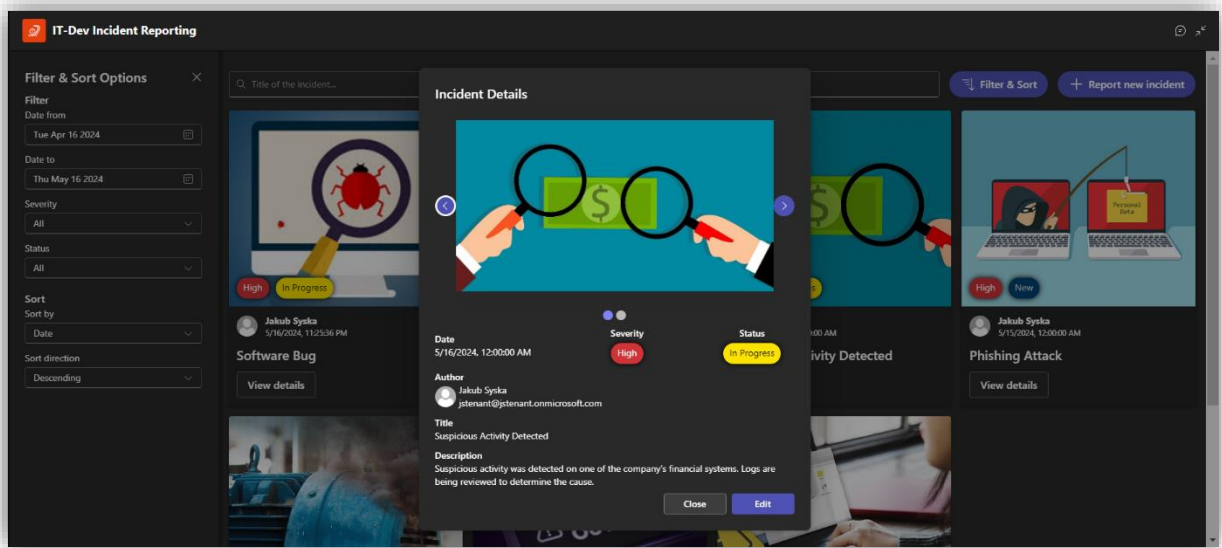*Figure 2. Filtering and sorting incidents*

Figure 3. Adding new incident
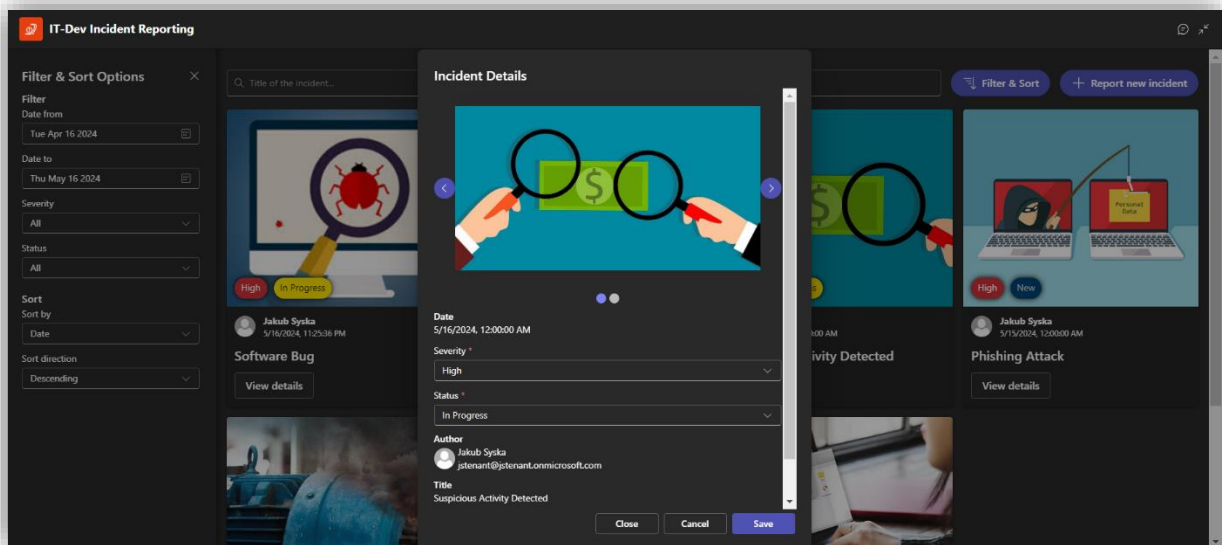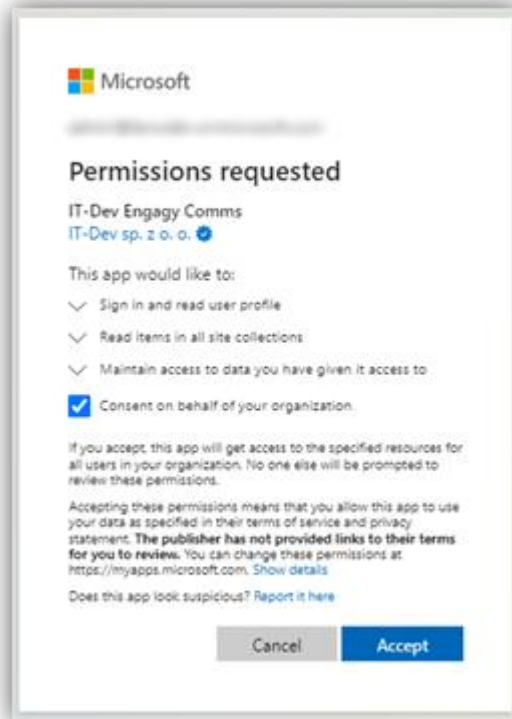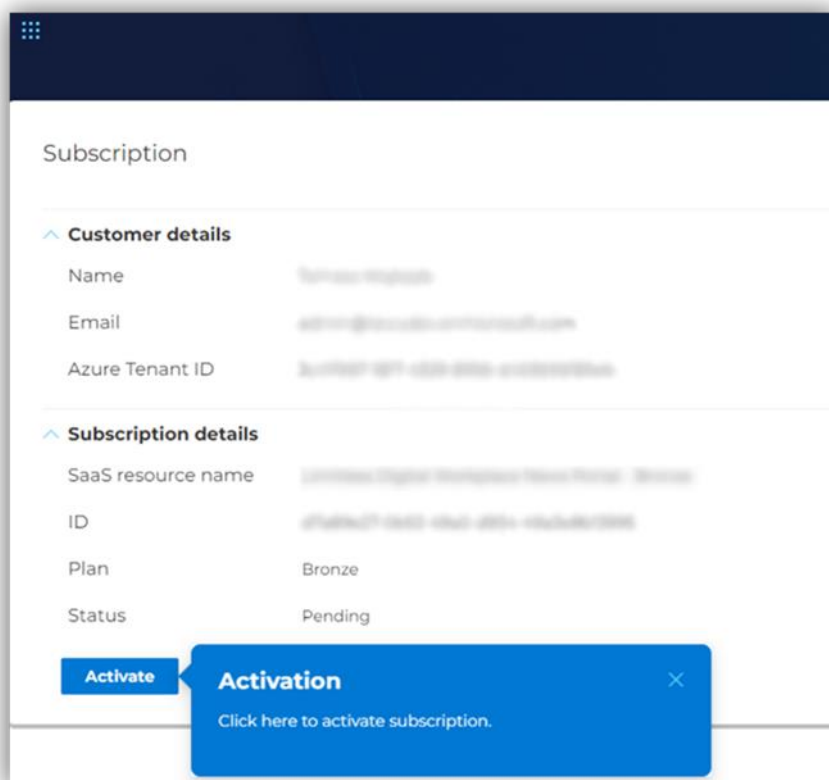
Figure 4. Viewing incident details

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.
     - o Accept required permissions by pressing *Accept* button.

o   Activate your subscription by pressing *Activate* button.

o   Press *Go to service* button.

o   Accept required permissions by pressing *Accept* button.

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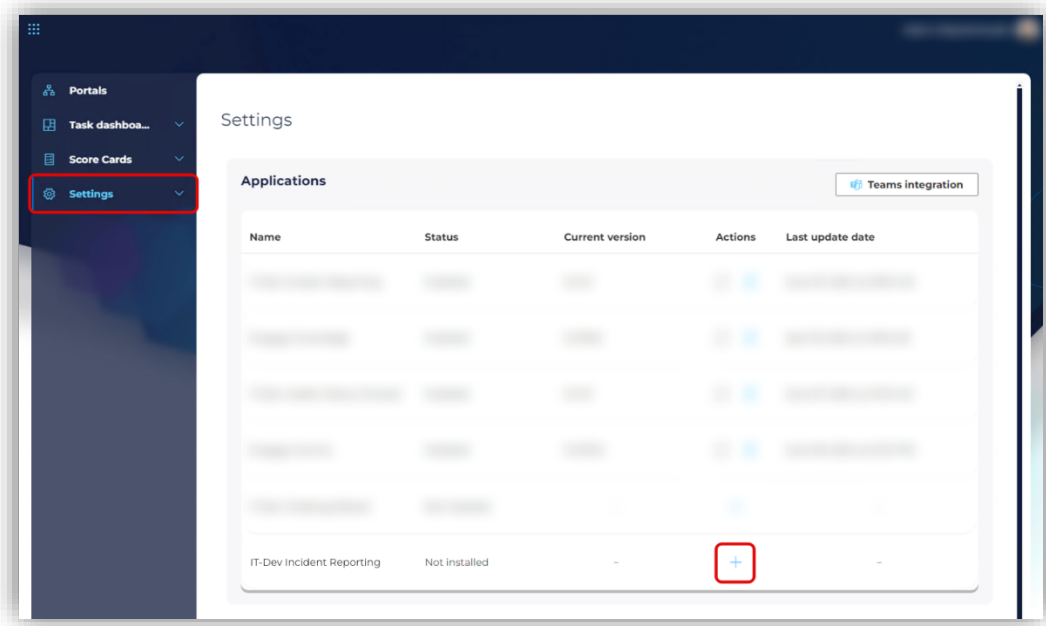
- Mechanism will automatically add selected app your tenant app catalog and accept all necessary API Access permissions. It takes approximately 5 minutes to complete the operation.
- After successfully adding app, you will see your app with status: **Installed** with info about currently installed version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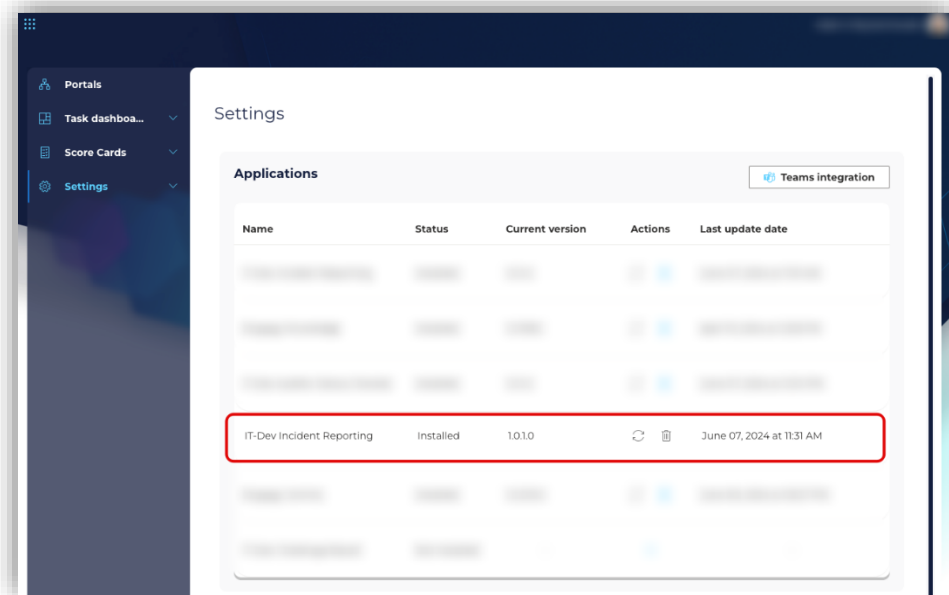
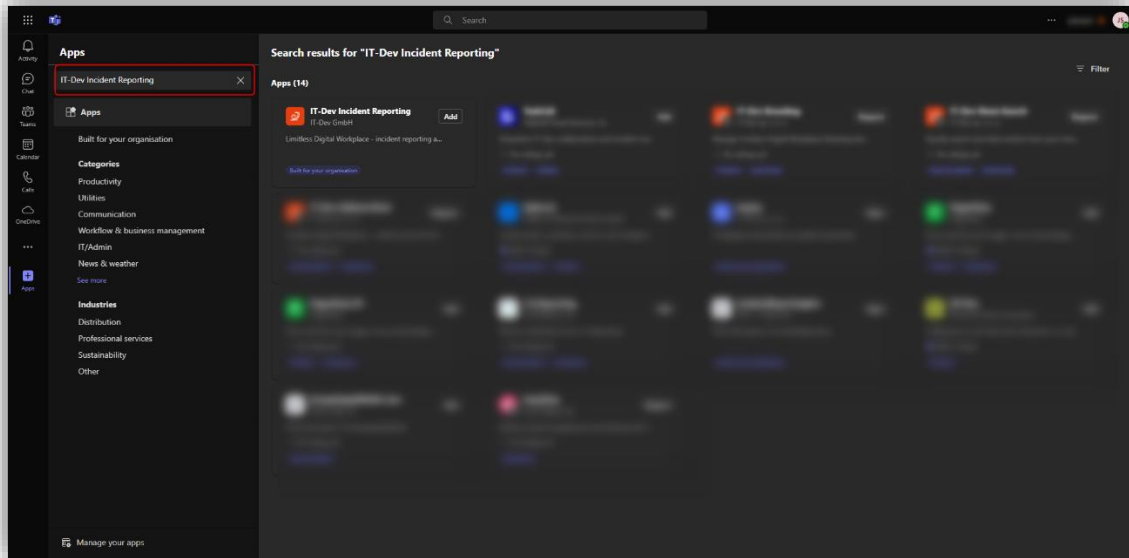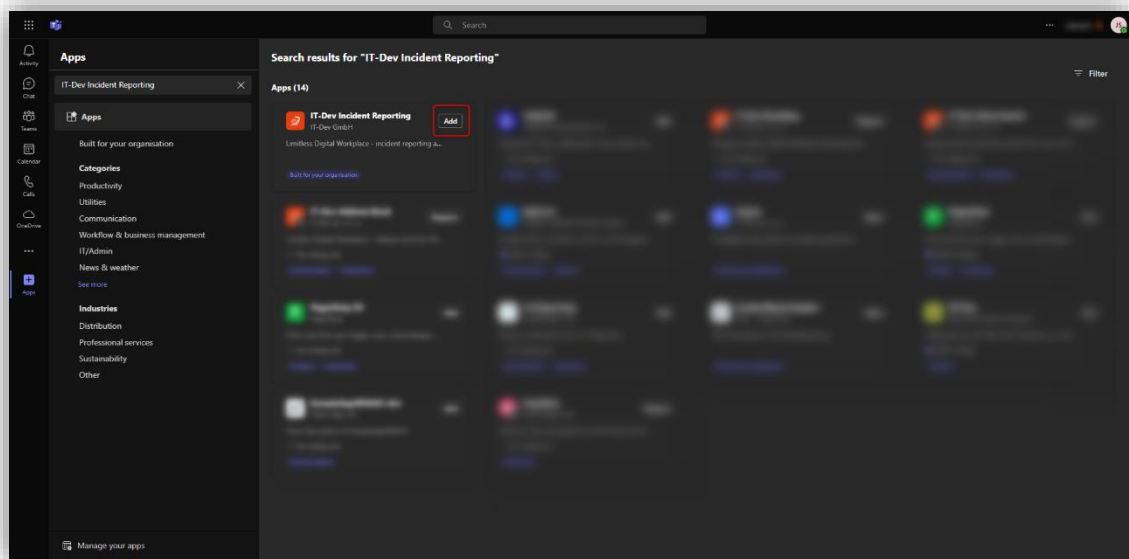## 3. How to add the Application to Teams

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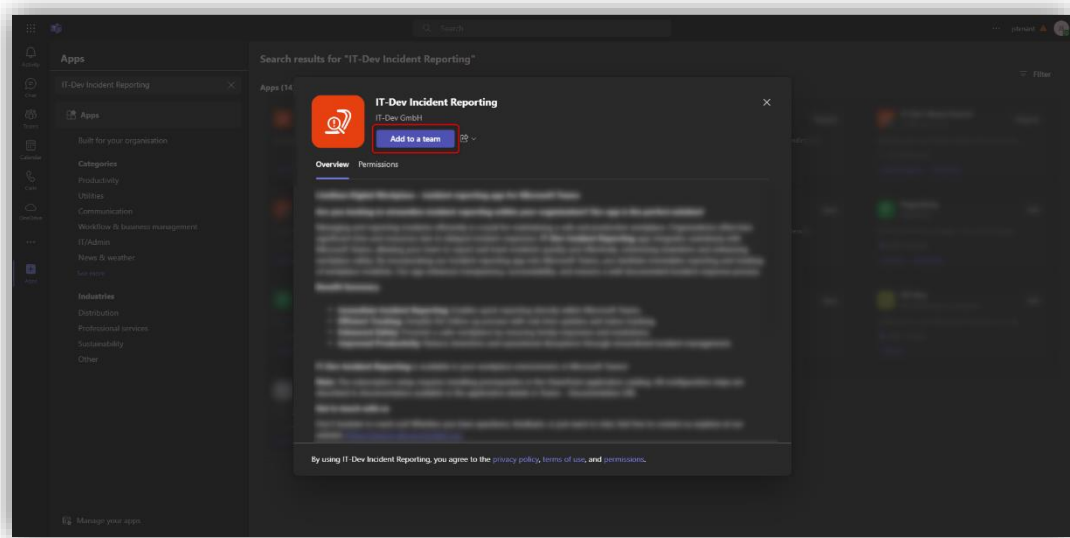- In the app search bar write `IT-Dev Incident Reporting`.

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

- 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: biuro@it-dev.pl
Phone: +48717234904