

AU RED INCIDENT LOGGING GUIDE

1. Background

A project is currently underway to improve the usability and reliability of the Australian Research Ethics Database (AU RED). An incident logging form has been devised in conjunction with the project, to enable the capture of information to inform a focussed investigation of factors potentially affecting the performance of the system. These may be related to local infrastructure, internet connections, AU RED itself or a range of other factors, perhaps yet to be discovered.

2. Objectives

In addition to the above, the introduction of an incident logging form aims to:

- a. Educate users on the circumstances in which they should report an 'incident' or 'defect' to the Infonetica Help Desk, and the importance of doing so.

An incident is an unplanned interruption or a reduction in the quality of an IT service/application such as a screen freeze or slow response time.

A defect is an irregularity in the system such as wrong data being visible, or a search or report using the same parameters producing different, unexpected results, despite no change having been made to the data.

- b. Improve the quality of support provided by the Infonetica Help Desk by providing a prescribed set of data from which incident resolution can be undertaken, and set expectations for users as to the quality and timeliness of service they should receive.
- c. Enable more effective root cause analysis of incidents.
- d. Facilitate better Infonetica Help Desk reporting by providing more comprehensive, standard data on incidents and defects.

3. Process

When should you complete the form?

- a. Slow screen refresh (i.e. where the screen hasn't refreshed after 1 minute) – please note that this is simply a threshold for incident reporting, rather than a target benchmark for system responsiveness.
- b. Screen or desktop frozen – as a guide: if the screen hasn't refreshed after 5 minutes, it can probably be assumed to be frozen and you should select the Incident Type 'Screen frozen'; if you are unable to use any applications and need to restart your computer you should select the Incident Type 'Desktop frozen'.
- c. Error message displayed – in this event you should attach a screen snapshot of the error message to the incident report.
- d. Wrong data visible (e.g. data for another HREC).
- e. Other – for example:
 - Data entered is not retained after saving.
 - Different results are obtained when performing the same action with the same parameters.
 - The system does not behave as it should – there is some sort of irregularity.

What information should you provide?

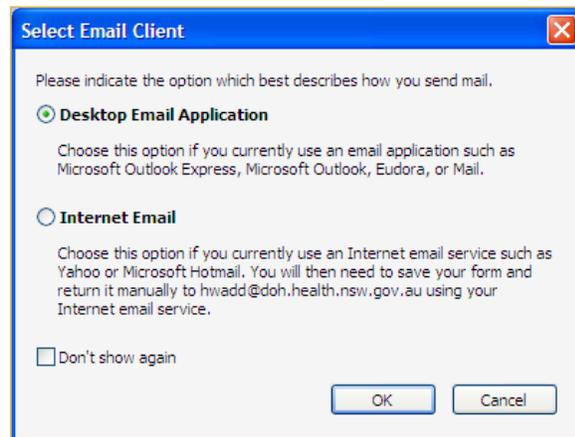
It is important that you provide specific information about the circumstances of the incident or defect (for example the file number, report type, submission code, committee name, documents you are trying to check in etc.). Wherever relevant/possible attach a screen snapshot to illustrate what has occurred.

What will happen when you click on 'Submit by Email'?

A message 'Select Email Client' may appear. The selection will default to 'Desktop Email Application'.

If you are sending the form from your usual workplace, an email screen will open with a file attached. The file is not the form itself but it contains the data from the form in xml format.

If you are accessing the form from home or another external location, you will need to save the xml file to your local drive and then return it manually by attaching it to an email and sending it via your internet email service.



If you wish to include further information you can overwrite the default content of the email with your own message, however there is no requirement to do so. You may also attach a screen snapshot to the email.

When you send the email, a copy will be sent the Infonetica Help Desk for their action and a copy will be sent to the NSW Health project team for analysis.

What will happen next?

The Infonetica Help Desk should email you with a reference or 'ticket number' for the incident and provide an indication of what action they will undertake and when.

They should subsequently provide you with details as to what investigation has been carried out and the outcome.

There are a number of possible outcomes:

- a. Your incident is resolved and closed – The Help Desk has investigated the incident, diagnosed the cause and implemented a solution. The Help Desk should confirm with you that the incident has been resolved and that you are satisfied with the outcome.
- b. Your incident cannot be resolved – The Help Desk has investigated the incident and established that it is not within Infonetica's control or responsibility. The Help Desk should explain to you how they arrived at this outcome and confirm that you are satisfied with the explanation provided.

In this event, you will need to contact either the HSS State Wide Service Desk. You should indicate that the incident has already been reported to and investigated by the 'vendor' (i.e. Infonetica) and what their findings were.

If you are unsure what to do, contact the project team.

- c. The defect has already been reported and a fix is being developed.
- d. The defect has not previously been reported and will be logged for further investigation.

4. Suggestion/tips

After you click on 'Submit by Email' and send the incident details, the form will be visible again with the details that you have just submitted. To avoid having to enter your personal and location details again keep the form open for the day and update just the 'Incident Data' section.

The form works with predictive text so to select your location from the drop-down list, click on the first letter of the area/organisation; this will automatically populate the field with the first entry in the drop-down list beginning with that letter. This is the same for any of the drop-down lists.

If your specific location is not listed, select the area/organisation and then provide specific location details in the free text field 'Other Location/Supplementary Information'.

5. Feedback

We are interested in suggestions for improvements to the form and/or the process for incident logging. In the event that changes are made to the form, users will be advised via email.

We would like to keep you informed of the results of our analysis and will feed results back to users at regular intervals.

6. For further information or assistance

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