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1. Introduction

This user guide describes how to use the RMSS event manager software for Event Investigation by Managers and Safety & Health Representatives across Curtin University, or other assigned Investigators.

2. Investigate Events

Temporary Investigators will receive an “Incident Investigation Notification” email to advise them that they have been assigned as an Investigator to an event. In the email there will be details on the event, as well as a link to login to the Investigation Workbench, using the temporary username and password provided in the email.

2.1. Access the Investigation Workbench

Access Investigation Workbench from Email Notification

To access the Event Investigation Workbench from an email notification, click on the link in the email. If you are a Temporary Investigator, you will be prompted to login to the application once you select the link from the email. Enter the username and password from the email at the login page. You will be taken directly to the Investigation Workbench of the event.

Investigation Workbench

The Investigation Workbench allows for Witness Statements to be recorded; Root Causes to be selected and related to relevant Hazards; files and links to be stored; and allows discussions between numerous Investigators. To navigate through the Investigation Workbench, select the buttons at the top of the screen to be taken to the desired location.

The Investigation Workbench for a given Event can only be accessed by those who have been assigned as Investigators for that Event. When Investigate is selected, the Investigation Workbench will always open in a new window. The specific Event ID number will be displayed at the top of the screen.

Tip: To view the details of the event, click on the located in the top left corner of the screen.
2.2. Witness Statements

Witness Statements can be recorded on the Investigation Workbench for a number of witnesses. To add a new Witness Statement, follow the steps below:

1. Click the Witness Statements button from the top of the screen.

2. To add a Witness, tick the box for Internal person and select their name from the Internal Person drop down menu. Click on the + symbol to add the witness. For an External person, un-tick the Internal Person box and enter the details of the Witness. Click on the + symbol to add the witness.

3. The person will now be added as a Witness and appear in the Witnesses drop down menu.

4. Select the Witness from the Witnesses drop down menu. The person will appear in the Statement Made By menu.
5. Enter the statement made by the Witness in the Statement box provided.

6. Select the Witness making the statement from the Statement Made By drop down.

7. Select the date in Statement Made On.

8. Click OK.

9. Follow the above steps for all witnesses that made a statement in the investigation.

2.3. Root Cause Analysis

To close off each Event Investigation, a minimum of one Root Cause must be selected. When assigning a Root Cause to an Event, a Hazard/Risk is related to that Root Cause that in turn creates an Assessment Record and becomes an Identified Hazard/Risk within risk manager.

To carry out the Root Cause Analysis for the selected investigation, select the Root Cause Analysis button from your Investigation Workbench.
Root Cause Analysis - Add Item
The blank space that appears is known as the 'canvas'. This is where all the items you create will be displayed.

The buttons along the top row are the tools the user can use to create their root cause analysis story.

Figure 6  Root Cause Analysis | Add item

Once a tool is selected from the row of icons, the instructions on how the tool works will appear below in a grey box.

Figure 7  Root Cause Analysis | Instructions box

Adding Items
To begin adding items to the canvas follow the steps below:

Step 1. Select the Add Item button

Step 2. Select where you want the item to appear by selecting any place on the white section/canvas. Click the 'Add Item' button (a yellow pop-up blocker appears “This website is using a scripted window to ask your information..” Right click on the pop-up and click on Temporarily Allow Scripted Windows.) Now click on any place on the white section of the screen.

Step 3. A pop-up text box will appear - enter the text in the space provided followed by the Ok button. The box will appear wherever you selected on the canvas with a heading of Primary Effect.

To add another entity, follow the above steps. From the second entity onwards all boxes will default to 'Caused By':
Figure 8 Root Cause Analysis | Add item

Note: The first entry that you add will always appear as ‘Primary Effect’. A primary effect is the starting point in the chain of causes. The box will appear wherever you selected on the canvas.

Figure 9 Root Cause Analysis | Add item

Step 4. To change the type (i.e. Caused By or Primary Effect), or to edit the Description text, select the Edit Item button, followed by selecting the box you wish to change the heading for.
Step 5. The Modify Item popup will appear where you can edit or modify the item by Editing the Description or the Type selecting from the drop down list, and then clicking on OK.
You will then be brought back to your canvas where the changes have been made.

Figure 10 Root Cause Analysis | Modify item

Follow this process until you have entered all necessary details.

Linking Items
To link your primary effect to your causes and conditions, follow the steps below:
Step 1. Select the ‘Select’ icon at the top of the screen. When an item is green, this means it is currently selected.
Step 2. Select the item you will be linking from by clicking on it.
Step 3. Select the ‘Link To’ icon.
Step 4. Then select the box that you wish to link your first item to.

Figure 11 Root Cause Analysis | Link item

Continue this process until you have linked all desired items to one another.

**Removing a Link**

To remove a link follow the steps below:

Step 1. Select the box which you linked your first item to.
Step 2. Select the *Remove Link* icon from the top of the screen.
Step 3. Select the original box that you linked from, the link will disappear.

If you wish to print what you have done so far on your canvas, simply right click and select *Save As*. Save it to the desired location on your PC and you can print it accordingly.

**Deleting an Item**

To delete an item, follow the steps below;

Step 1. Select the ‘Delete Item’ icon.
Step 2. Click on the item you wish to remove.
Step 3. A prompt will appear asking if you are sure you want to delete this item, select *OK*. The item will be removed.

**Set Item as Root Cause**

An item can only be set as a root cause if it is not linked to any other item. Other items may be linked to it, but it cannot be linked to any other items. Your root cause will always appear as the last box at the end of your story.

To set an item as a Root Cause, follow the steps below;

Step 1. Select the 'Set Item As Root Cause' button.
Step 2. Select the item you wish to set as the Root Cause.
Step 3. The Setting Root Cause popup will appear. At the top of the page there is a search function to enable you to search for a particular cause. To search for a cause simply enter the phrase in the search phrase textbox and select the Search Button.
Figure 12 Root Cause Analysis | Searching a Root Cause

Below the search function, the existing root causes by category will appear, enabling you to select existing root causes.

Figure 13 Root Cause Analysis | Selecting a Root Cause

Step 4. Select a Root Cause by clicking on the white arrow on the left of the page – the item will then appear highlighted.

Step 5. Select the [Select As Root Cause] button at the bottom of the page.
You will be taken back to your canvas, where whatever you entered in your Root Cause box will be over-ridden by the Root Cause selected form the tree.
Figure 14 Root Cause Analysis | Root Cause Set

You can add as many root causes to the story as you like, provided the Root Cause box is not linked to any other boxes.

**Tip:** If you would like to sort the Cause Category Name or Cause Name alphabetically, simply click on either the Cause Category Name or Cause Name (in the header row), and it will automatically appear in alphabetical order.

**Remove Root Cause Status**

At any stage you can remove the root cause status of an item. To do so, follow the steps below;

Step 1. Select the Remove Root Cause Status button.
Step 2. Select the item you wish to remove Root Cause Status from.

It will revert back to what you originally entered before selecting a root cause from the tree.

To PDF your canvas, select on the Generate PDF icon.

A popup will appear, select Open or Save and the PDF will appear as below.

Figure 15 Root Cause Analysis | Root Cause PDF

### 2.4. Investigation Files

The Investigation Workbench allows Files and Links to be attached to the Event Investigation. To upload files or links follow these steps:

1. Click on the Investigation Files button to upload links, files and file paths
2. To add a Link, select the Hyperlink radio button. Type the complete web address in the space provided, for example `http://www.curtin.edu.au`. Enter a description of the link in the Attachment Description text box. Click OK to attach the link.
3. To attach a file, select the Attach a File radio button. Click the Browse button to
browse through your folders. Click on the desired file. Enter a description of the file in the Attachment Description text box. Click OK to attach the file.

As part of event investigation, an Incident Investigation Form must be completed, which can be found at:

After completing the Incident Investigation Form, please upload the form in the in this section.

![Event Investigation Workflow](image)

### Figure 16 Event Investigation | Investigation Files

#### 2.5. Discussions

The investigation discussion is an area that allows investigators to make comments or have conversations similar to online chats with other investigators. Each comment is recorded with details of the date, time and who the comment was made by. To add to a discussion follow these steps:

1. Begin your discussion by entering your comments in the space provided at the bottom of the page.

2. To add the comment and or discussion, select the Add Entry button or press Alt+E.

**Note:** Once an entry has been input it cannot be deleted.
2.6. Investigation Closure

Each investigator must vote to close an investigation in order for it to be closed. To close an investigation, follow these steps:

1. Select **Investigation Closure** from the top menu.

2. To vote to close, select the **Vote to close this investigation** button.

3. When prompted ‘Are you sure?’ select **OK** to continue.
4. The check box next to your name will be ticked. The investigation will only close when all investigators have voted to close.

**Note:** When you are assigned as an Investigator to an Event, you will receive the following email notifications:

1) “Risk Manager Notification – Outstanding Investigation” - this email acts as a reminder to all investigators that the investigation is still outstanding. You will receive this email even if you have completed all sections of the Investigation Workbench, until all investigators have completed the investigation.

2) “Incident Investigation Closure Notification” - this email notifies all investigators that the investigation has been completed by every member of the investigation team, and has been approved by the Health & Safety advisor.

3) “Incident Closure Notification” – this email is received by the Notifier, the Recorder (Health & Safety) and all Investigators to advise them that all Actions (if any) have been completed and that the event has been closed.