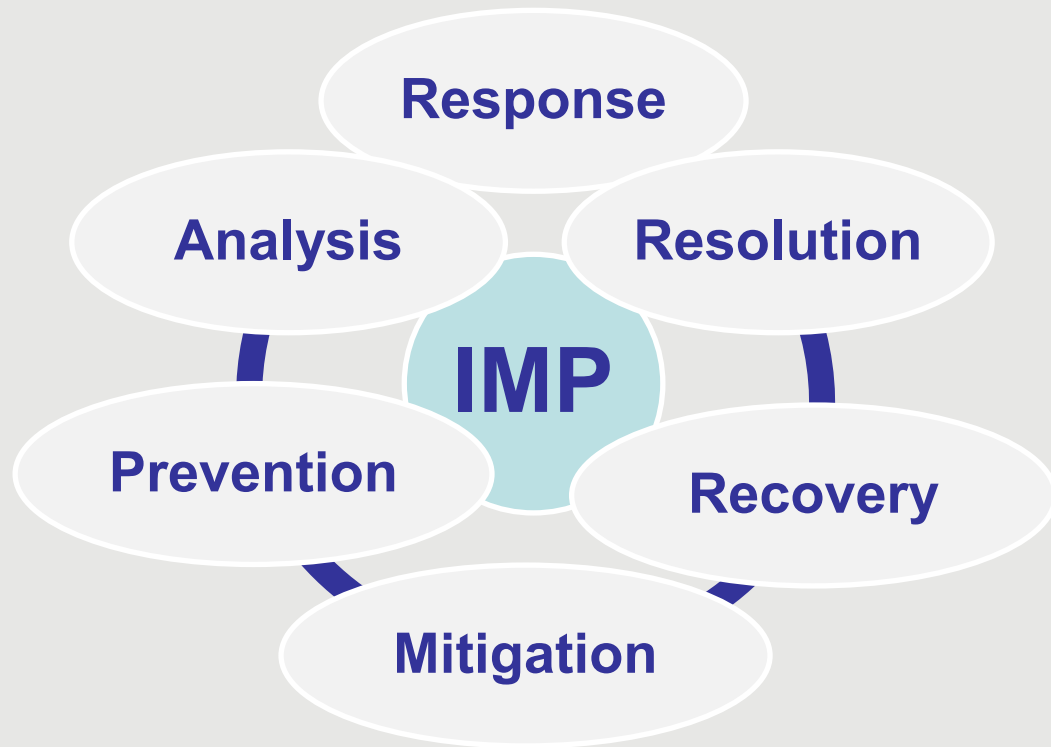




U.S. GOVERNMENT INCIDENT MANAGEMENT PROCESS

Industry Day 2022

What is the Incident Management Process (IMP)?



What does the IMP do?

- Streamline the incident response process in order to:
 - Minimize losses and damages
 - Protect institutional image
 - Prevent adverse impacts to human health and environment
- Builds an incident database
 - Identification of root causes
 - Development of action registries for corrective and preventive actions
- Allows for continuous improvement



Incident Management Champions

Incident Management
Champion (IMC): the main
points of contact for the
USG Incident Management
Process

- Main recipient of complaints, converting them into incident cases
- Assembles Incident Resolution Teams (IRTs)
- Prepares Incident Reports and Incident Updates
- Creates Incident Database
- Develops Incident Action Registry

Incident Resolution Teams

Incident Resolution Team (IRT): a case-specific group convened to discuss and facilitate response to a specific incident

- Assigns a technical lead depending on the nature of the incident
- Provides technical guidance to the IMC, senior management teams, and other stakeholders
- Leads to a prompt resolution of the incident and provides technical updates as needed

WBSCM Complaints Module

United States Department of Agriculture
Web Based Supply Chain Management

New Session | Log off

Back Forward History Favorites Personalize
Welcome: SAMIRA TRAORE
Organization Name: USAID

Home
Operations
Finance
Suppliers
Admin
Reports
Help

Order Processing
Procurement
Complaint Administration
Warehouse Management
Supplier Mgt

Operations > Complaint Administration > USAID Complaints (Incidents) Full Screen | Options

Complaints - USAID: New
Saved Searches Go Advanced

Save Cancel New Create Follow-Up Print Print Preview More

Complaint Details

General Data

Complaint/Incident Number:

* Description:

* PVO:

Employee Responsible: SAMIRA TRAORE

Incident Reported Date:

Additional Reference:

Additional Details

Priority:

Status:

Critical
Major
Minor
Inconsequential

Items

Insert Item with Reference Copy from Template Filter:

Actions	Item No.	Product ID	Commodity Description	Quantity	Unit	BOL	BOL (Contd.)	Item Category

Notes

Filter:

No result found

WBSCM Complaints Module cont.

Complaints - USAID: New

Save | Cancel | New | Create Follow-Up | Print | Print Preview | More

▾ **Linked Transactions** Subsequent Assignment Transaction Analyzer Filter:

No result found

▾ **Complaint Attributes** Edit

Add

Key Word	Attribute	Attribute Type	Attribute Detail
<input type="checkbox"/> No result found			

▾ **Incident Details/Survey** Filter:

Actions	ID	Description	Version
<input type="button" value="Add"/>	USAID_COMPLAINT_QUESTAION...		

▾ **Parties Involved** Edit List

Insert | Address Proposal | Propose Alternatives Filter:

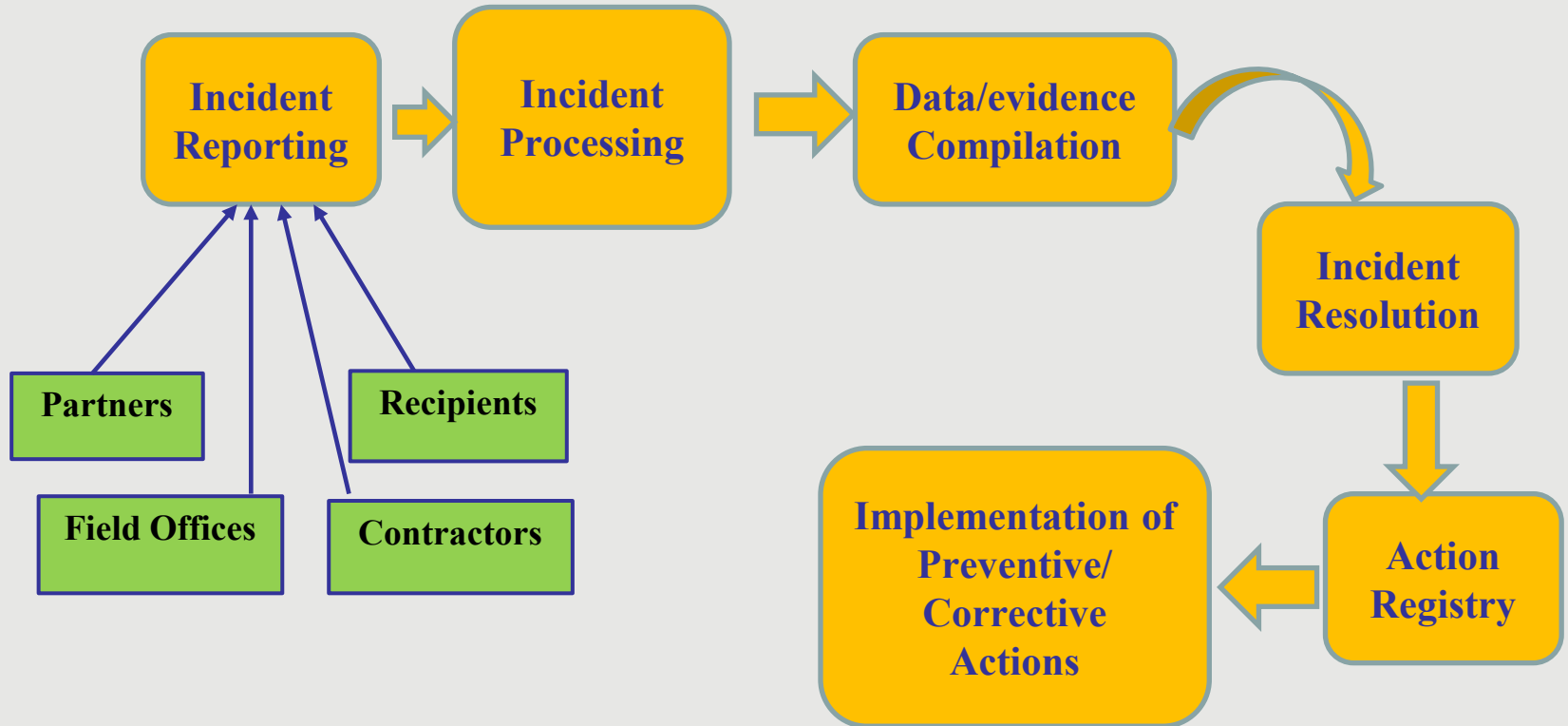
Actions	Partner Function	Partner ID	Name	Address	Main...
<input type="button" value="Add"/>	Employee Responsible	TRAORES0001	SAMIRA TRAORE	555 12th Street NW / Washington DC 2...	<input checked="" type="checkbox"/>
	Account				<input type="checkbox"/>

▾ **Attachments** Attachment | URL | With Template | Download Advanced Filter:

No result found

Upload Document(s) From Local Hard Disk:

IMP Flowchart



Thank you!

Samira Traore
samtraore@usaid.gov

