

QUICK REFERENCE GUIDE - WHAT'S CHANGED IN CLOSE CALL SYSTEM

1. Look & Feel

Introduction

The change from Close Call System (CCS) (Maximo) Version 7.5 to 7.6 sees a new look and feel applied to the platform. This change means the main icons, buttons, etc have either changed or moved positions.

This Quick Reference Guide (QRG) is designed to give you an insight into these changes and where your most used icons or links now resides in CCS V7.6.

Start Center



Return to the Start Center

Access CCS' Main Menu

Close Call's main toolbar (which will appear on every screen in CCS) has been updated reflect the change in look and field.

Another new change, is the introduction of the **Navigation Panel** on the LHS

Find Navigation Item

Go To Applications

- My Recent Applications
- Analytics
- Assets
- Self Service
- Service Desk

Quick Insert

Create New Close Call

Favorite Applications

Search Close Call

Close Call Web App

Bulletin Board

To filter for specific records, specify data in the filter

Subject Message

My Open Close Calls



Access the announcements on the Bulletin Board

Access and Amend your Profile

Logout of CCS

A link to the Help available via the RSSB Industry System's Service Desk.

Find Navigation Item

Go To Applications

My Recent Applications

Analytics

Assets

Self Service

Service Desk

Navigation Panel - The options available will change depending on which area of CCS that a user has accessed.

Quick Insert

Create New Close Call

Favorite Applications

Search Close Call

Close Call Web App

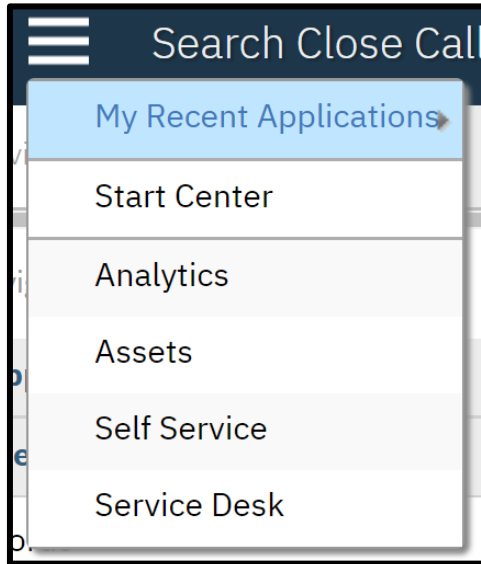
Quick Insert & Favorite Applications - A user can create or a search for a Close Call in this area.

Rail Programme/Area	Network Rail Region	Risk ranking	Global Ticket	Reported Date	Service Request
		NOT APPLICABLE		11/09/2019 22:01	378199
		NOT APPLICABLE		12/09/2019 10:13	378217
		NOT APPLICABLE		12/09/2019 14:23	378228

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Rail Programme/Area	Network Rail Region	Risk ranking	Global Ticket	Reported Date	Service Request
		NOT APPLICABLE		11/09/2019 23:24	378203
		NOT APPLICABLE		22/11/2014 09:45	85459
		NOT APPLICABLE		22/11/2014 09:04	85444
		NOT APPLICABLE		22/11/2014 09:31	85454
		NOT APPLICABLE		22/11/2014 09:22	85451
		NOT APPLICABLE		17/12/2014 13:59	90955
		NOT APPLICABLE		17/12/2014 13:46	90944

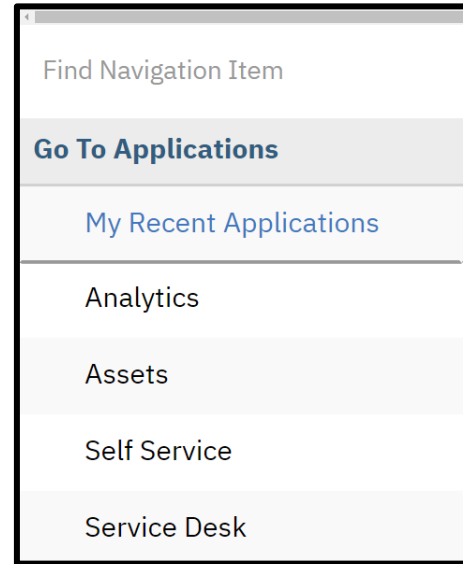
New Menus



The main tool bar will appear on every screen on CCS, therefore, the main menu will be available for use.



If at any point you wish the navigation panel to be hidden from view, run your mouse over the navigation panel and a blue box, with white arrow, will appear. Clicking on this box will prompt the panel to slide out of view.



In addition to the main menu, a navigation panel is available on the left-hand side of the screen.

The options available will change depending on which page a user has accessed. The example shows the options available when a user is navigating the Start Center.



To show the navigation panel again, click onto the blue box (with white arrow) again and the panel will slide into view.

Close Call Reporting Screen

The Close Call Reporting Screen has also been updated.

Inline with the rest of the system, the icons on the toolbar has been updated and the Navigation Panel is also available on the LHS (in this example it has been hidden).

Any field which is editable by the user is in **bold black** font, whilst any field which is read only is in a light grey font.

The screenshot shows the 'Close Call Reporting' interface. At the top, a search bar contains 'Find Close Call ID'. Below it are tabs for 'Search', 'Close Call', and 'Log'. The main form includes fields for 'Close Call ID: 378266', 'Reporters Email: test62192@gmail.com', and 'Reporters Organisation Dep:'. A central text area is titled '* Describe the Close Call event and what could have happened:' and includes a rich text editor toolbar. Below this is a text box for 'What were you able to do about it:' and a field for 'Responsible Manager / Department:'. Two checkboxes are present: 'Are you reporting this as a result of a Safety Conversation?' and 'Was the Close Call logged as a result of a workplace safety inspection?'. The form is divided into sections: 'Event Detail', 'Organisation Detail', 'Category and Causes', 'Risk Matrix', and 'Other Detail'. The 'Organisation Detail' section includes fields for 'Event Date', 'Involved Division / Project', 'Reporter Division / Project', 'NR Project Name', 'NR Region/Programme', 'NR Route/Area', 'NR Delivery Unit', 'NR Local Operations Manager', and 'NR Function'. The 'Category and Causes' section includes 'Category', 'Sub Category', 'Primary Cause Incident Factors', 'Level 2 Incident Factors', and 'Environmental Contributing Factors'. The 'Risk Matrix' section includes 'Accident Probability', 'Potential Accident Consequence', and 'Risk ranking'. The 'Other Detail' section includes 'Asset Type', 'Trackside or Non Trackside', 'Trackside / Non Trackside Location', 'Other Location Info (ELR/Mileage etc)', 'Other involved Organisation/s', 'Can the event be closed at source', and 'Required Actions'. At the bottom, there are fields for 'Lone worker?', 'Reported by:', 'Was the Event Outdoors:', and 'Close Call Age: 0-7 DAYS'. A callout box at the top right highlights a toolbar with icons for '+', a speech bubble, a refresh arrow, left and right navigation arrows, and an envelope icon. Below the callout box are labels: 'New', 'Save', 'Undo', 'Previous record', 'New Record', and 'Progress Close Call'. The top right of the screen shows 'Status: OPEN' and an 'Attachments' link.