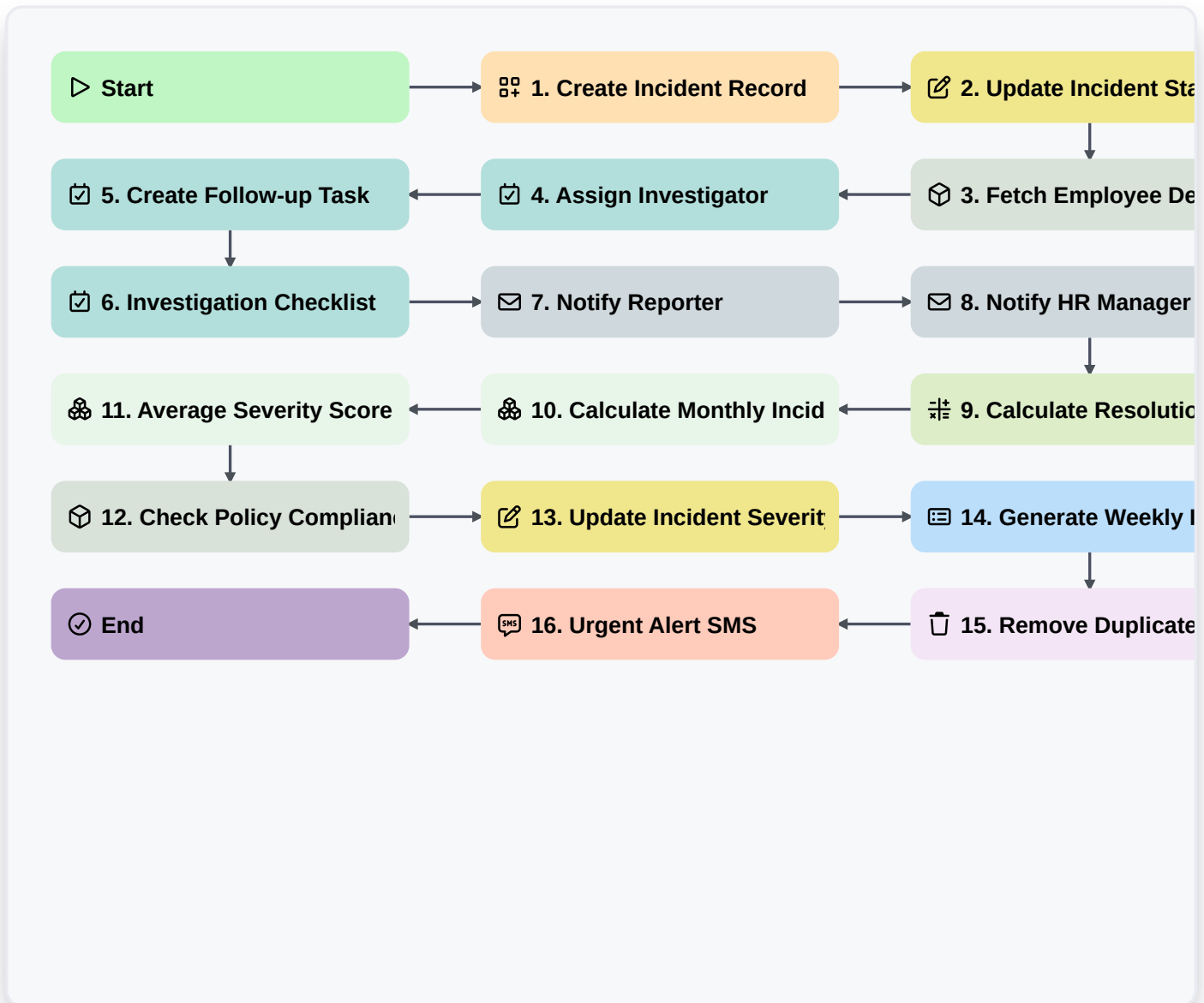


HR Incident Management Process



▷ Start

Start of the Workflow/Process.

🗄️ 1. Create Incident Record

Create a new entry in the 'HR Incidents' data model when a report is submitted.

✍️ 2. Update Incident Status

Update the status of the incident entry (e.g., from 'New' to 'Investigating').

📦 3. Fetch Employee Details

Retrieve employee information (department, manager, contact) from the 'Employees' data model based on the reporter's ID.

📅 4. Assign Investigator

Create a task for the HR Specialist assigned to handle the investigation.

📅 5. Create Follow-up Task

Create a task for the HR Manager to review the investigation findings after 5 days.

📋 6. Investigation Checklist

A predefined list of steps for the investigator (e.g., Interview witnesses, Review logs, Document findings).



✉ **7. Notify Reporter**

Send an automated email to the employee acknowledging receipt of the incident report.

✉ **8. Notify HR Manager**

Send an email alert to the HR Department Head regarding a high-severity incident.

📅 **9. Calculate Resolution Time**

Calculate the difference between 'Incident Created Date' and 'Incident Closed Date'.

🔢 **10. Calculate Monthly Incident Volume**

Sum the total number of incident entries created within the current month.

🔢 **11. Average Severity Score**

Calculate the average severity level of all active incidents to determine departmental risk.

📦 **12. Check Policy Compliance**

Get the 'HR Policy' data model entry to ensure the resolution steps align with company regulations.

✍ **13. Update Incident Severity**

Update the severity field in the incident entry if new evidence is discovered during investigation.

📄 **14. Generate Weekly Incident Summary**

Create a report aggregating all closed incidents from the past week for the management review.

🗑 **15. Remove Duplicate Incident**

Delete an incident entry if it is identified as a duplicate of an existing record.

📱 **16. Urgent Alert SMS**

Send an SMS to the On-call HR Officer for 'Critical' severity incidents.

✔ **End**

End of the Workflow/Process.