

# Call To Actions App

(Plan ----- Prepare ----- Fire ----- Evaluate)



## Objective:

- 1) Any organizations in the critical situations must be prepared with predefined procedures and actions, once any incident happened, each person should know exactly what he/she needs to do within predefined duration, in addition to report to the incident owner of the status of the assigned actions till the mission to be accomplished.
- 2) Any organization has default predefined work procedures for certain topics, as each topic has tasks to be handed by different resources to make the topic done.

## Problem Statement:

- 1- In the critical situations, emails not the best approach to send to the subject persons their missions as the email could be lost in the daily hundred emails.
- 2- In Covid era, the phone calls couldn't be the best approach as most of employees work from home. In addition, we need to send the situation missions for mutable persons at the same time.
- 3- The critical situation does not have the project behaviour to use project management tool.
- 4- For some of the default predefined work procedures, it's simple to use missions distributions than to use complicated workflow builder.

## Application Description:

- **Plan:**
  - o Through the application the authorized person (MD, Admin, or Department Manager ) define the case description and knowledgebase for the tasks
- **Prepare:**
  - o Any department manager can clone the case knowledgebase and allocate his employees on the task with defining the required duration.
- **Fire:**
  - o Once the critical situation took place, the assigned manager click Fire missions to the assigned employees.
  - o The missions to be sent through Teams to the subject employees.
  - o The subject employee to click received and start to execute the mission.
  - o Automatic reminder on Teams to be alerted based on schedule defined by the case owner till the employee inform that his mission is accomplished.
- **Evaluate:**
  - o The case owner can view the status of each mission till he is reported automatically that the mission is accomplished.

### Targeted Industries:

- Energy.
- Manufacturing

### User Cases:

#### For the Critical Situation:

- Security incidents.
- IT incidents.
- Fire incidents.
- Manufacturing line incidents.

### Suggested tools:

- PowerApps
- Power Automate
- Power Virtual Agent
- Teams Platform

### Roadmap:

- Increase the receiving channels: SMS, mobile notifications, WhatsApp,.....
- IOT integration: the missions can be fired by trigger of certain machines
- IOT integration: the missions can be sent to certain machine to stop for example (Azure services)