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INVESTIGATOR III

The Complete Incident Investigation Software Tool

DRAFT USER MANUAL

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Introduction

Investigator 3 is a software program for the professional investigation and analysis of incidents. It can be used for incidents of any scale. **Investigator 3** is based on the TOP-SET® incident investigation methodology and the Tripod method. It leads the user through a systematic nine-step approach which covers the entire investigation process, from noting the initial information available, planning the investigation, carrying out the investigation and data gathering, plotting the data on a Storyboard, through to analysis and making recommendations. The conclusion of the process is the automatic creation of a standardised, structured report.

In this manual, you will learn about each step in the process:

1. Filing an initial incident report
2. Creating terms of reference
3. Creating a report introduction
4. Planning your investigation
5. Developing your Storyboard
6. Identifying the Immediate Causes
7. Creating a Root Cause Diagram or a Tripod Method Diagram
8. Making recommendations
9. Creating a final report

Each step in the process has its own interface, some of which feature graphics and tools that will help you to thoroughly investigate and analyse the incident. The information you enter into **Investigator 3** will automatically be entered into the report which is generated as the final step in the process. At the end of the process, besides the final report, all of the information you have entered will be stored in the saved file, enabling you to keep all of the information in one place, making the whole process of investigation much less cumbersome.

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Introduction Page

When you first start **Investigator 3**, an introduction page will appear which lists each step in the investigation process. You have the choice of selecting the steps from the list that appears in the main window, from the vertical navigation bar to the left, or by using the 'Go To' dropdown menu at the top of the screen. The software was created to lead you through the process from the receipt of initial information about the incident, all the way through to the reporting process. The steps should be completed in the correct order. However, you are encouraged to move back and forth between the sections as much as you like to refer to information you have already entered. This is important, for example, with the 'Plan the Investigation' and 'Storyboard' sections and the 'Storyboard' and 'Analysis Diagram' sections, where you will need to carefully reconsider the information that you have already entered. You can also, of course, stop at any point in the process, save your work, and start from where you left off at a later date.

At the top of the screen are a few buttons that are consistent throughout the program (these are similar to most Microsoft Office applications):

Title	What does it do?
New	Use this button to create a new Investigator 3 file.
Open	Use this button to retrieve and open an Investigator 3 file that has been created previously.
Save	Use this button to save your work.

Tip: There are several ways to navigate through **Investigator 3**. You can select the relevant step of the investigation in the main window, from the navigation bar at the left-hand side, or by using the *Go To* drop-down menu at the top of the screen.

Proceed to the following sections to continue building your **Investigator 3** file.

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In this first step of the **Investigator 3** software, you will enter the basic and detailed information about the incident. You will start with details such as the date and time of the incident, and then expand on these to include a short incident statement, a list of the incident's consequences, and a detailed description of the incident. Here, you also add information about the people who were involved in the incident.

It is important to be thorough with this step. As with all the information you enter, these details will be used to populate your report. It is important that the Incident Statement describes the exact incident you are investigating, as it will provide the starting point for your analysis.

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Basic Information Tab

On this first tab, you need to enter the basic details about the incident.

Titling Information:

- Add a report title
- Add the names of the authors of the report
- Add job title information
- Add employer information

Incident Details:

- Add the date and time of the incident
- Add the location of the incident

Note Type and Severity:

- There is a list of possible outcomes that occurred as a result of the incident. Check the boxes that apply.
- Make sure to click on the *Check if reportable under law* checkbox if this applies to the incident

Note: Click on the *Go To Detailed Information* button or the at the bottom of the screen to switch to the Detailed Information tab.

Detailed Information Tab

On this tab, you will enter more specific information about the incident.

What Happened?

- Condense the incident down to a specific one-line sentence. Make sure that you decide at this point what specific incident you are investigating. Take care not to describe a more general incident in error.

What Were the Consequences?

- Add the consequences of the incident. Click on the uppermost field in the consequences area, enter your text, and press *Enter* to add each consequence. Delete consequences by placing the cursor at the end of the text you want to delete, and use *Backspace*. Click outwith the field to continue.
- Add any potential consequences that could easily have occurred if circumstances had been a little different.

Detailed Description of Incident:

- Enter a narrative which explains the entire incident in more detail. This will be the main incident description in the report, so the text should cover the incident in as much depth as you think will be required.

Note: Click on the *Go To Basic Information* button or the *People Involved* button at the bottom of the screen to switch to the other tabs.

People Involved Tab

On this tab, you will enter information about all of the individuals with some involvement in the incident.

People Involved:

- Click 'Add' and choose which category the individual you wish to enter details about belongs. This will bring up the 'New Person' dialog box. Individuals can be added under four categories: Injured Person; Witness; Team Member; or Other.
- Injured Persons: In the 'New Person' dialog box, you can enter details about any people injured as a result of the incident. Besides being able to enter personal information about each injured person, you can use the 'Injury Details' tab to thoroughly document injuries.
- Witnesses: In the 'New Person' dialog box, you can enter details about any witnesses to the incident.
- Investigation Team: In the 'New Person' dialog box, you can enter details about members of the investigation team.
- Other Persons Involved: In the 'New Person' dialog box, you can enter details about anyone else involved in the incident or investigation who doesn't fall under the earlier categories.

In the 'New Person' dialog box, you can also add notes, and drag and drop images and other attachments (for example, Word documents), using the Attachments area.

Adding Notes:

- Click the plus symbol icon to create a new note.
- Provide the note with a title and add your note text in the field marked 'Notes', or copy and paste your note text from another document into this field. (NB Please note that it can be very useful to add interview notes in this way.) The text you enter into this field can be shown in the report or left out by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.

Adding images and other attachments:

- Adding images and other attachments by locating the relevant file on your computer: You can add images and other attachments (for example Word documents) by clicking on the small open folder icon. You can then select an image or other attachment. You can rename it in the 'Title' field, and elect whether or not the attachment should be shown in the report by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.

- <u>Adding images and other attachments using drag and drop</u>: You can add images and other attachments by physically dragging the relevant file from its location on your computer into the 'Attachments' field using your mouse. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- <u>Using the 'Link' icon</u>: If you have added an attachment previously to one individual's details, and you wish to add the same attachment to another individual's details, you can do this by using the 'Link' icon. Use the small arrow icon next to the icon to see the attachments you have already added elsewhere shown as a drop-down menu.
- <u>Saving the attachments to disk</u>: Use the small save icon to save your attachments to a location of your choosing.

NB Please note that only plain text can be viewed in the report. This means that only text that has been copied and pasted into the 'Notes' field can be viewed in the report. Pictures can also be viewed in the report. However, it is not possible to view attached documents (for example, Word documents) in the report. You must save these files separately.

Note: Click on the *Go To Detailed Information* button at the bottom of the screen to switch to the Detailed Information tab.

Section 2: Terms of Reference

On this page, information from the *Incident Details* section is inserted where relevant into the upper portion of the text. Then, a basic remit for the investigation is displayed. You should edit the Terms of Reference to suit your own investigation.

To edit the Terms of Reference:

- Simply edit the text as you wish; the existing text is just for guidance.
- If you wish to start again, click *Reset to Default Terms*.
- Be sure to save your work using the 'Save' icon so that you do not lose your edited text.

If you wish, you can edit the default terms so that they appear as you wish them to each time you use the application:

- Click on *Edit Default Terms* to edit the existing text.
- Edit the default Terms of Reference in the 'Default Terms of Reference' window so that they appear as you wish them to.
- If you wish to start again, click 'Reset'.
- Once you are finished, click 'OK'.
- You must restart the application for the edited Terms of Reference to be displayed.

If you wish to reinstate the default terms:

- Click on *Tools*, then *Reset User Settings*.
- You must restart the application for the default Terms of Reference to be reinstated.

Terms of Reference Toolbar

Title	**What does it do?**
Preview & Export	This button allows you to preview the completed Terms of Reference and to export or email it in a variety of formats including PDF, RTF, and HTML.
Print Terms of Reference	Use this button to print the Terms of Reference.

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In this section, you can create a Report Introduction and a Method of Work which will be displayed near the start of the report.

To enter a Report Introduction:

- Simply enter text in to the Report Introduction field that is appropriate to your investigation.

The Method of Work should provide a summary for the reader of how you undertook the investigation. It should detail the methodology used, what the various steps were, and what these entailed.

To edit the Method of Work:

- Simply edit the text as you wish; the existing text is just for guidance.
- If you wish to start again, click *Reset to Default Text*.
- Be sure to save your work using the save icon so that you do not lose your edited text.

If you wish, you can edit the default text so that it appears as you wish it to each time you use the application:

- Click on *Edit Default Text* to edit the existing text.
- Edit the default Method of Work in the 'Default Method of Work' window so that it appears as you wish it to.
- If you wish to start again, click 'Reset'.
- Once you are finished, click 'OK'.
- You must restart the application for the edited Method of Work to be displayed.

If you wish to reinstate the default text:

- Click on *Tools*, then *Reset User Settings*.
- You must restart the application for the default Method of Work to be reinstated.

Report Introduction & Method of Work Toolbar

Title	What does it do?
Preview & Export	This button allows you to preview your Report Introduction and Method of Work before exporting them or emailing them in a variety of formats including PDF, RTF, and HTML.

Print	Use this button to print out the Introduction and Method of Work.

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Section 4: Plan the Investigation

In this section you will plan the investigation and investigate to gather evidence or data.

Investigation Planner:

- The Investigation Planner is a representation of the TOP-SET® Planning card, used on TOP-SET® courses and worldwide by professional investigators. The coloured graphic shows the Investigation Planner in its typical form so that users are aware of its usual appearance. Behind the coloured graphics you will see that the Investigation Planner has been recreated as an interactive user interface for the purposes of the program. (You will see the user interface if you hide the graphic.)
- To hide the graphic, click *OK*. It will reappear each time you enter the 'Plan Investigation' section. Alternatively, to see the graphic again, click *Show Planner Image* at the bottom of the user interface.
- To hide the graphic permanently, click the *Do not show this again* checkbox on the graphic. It will not reappear each time you enter the 'Plan Investigation' section. You can reinstate it temporarily by clicking *Show Planner Image*, or permanently by clicking *Tools*, then *Reset User Settings* and then restarting the application.

Tip: To keep the diagram from reappearing each time you navigate to the *Plan Investigation* section, check the box at the bottom of the graphic that says *Do not show this again*.

When you first hide the graphic, a page appears with two tabs:

Planning / Action List Tab

On this tab, a Planning / Action List for your investigation is displayed.

You can arrange the items in the list by grouping them by category, or by filtering them according to the information you have entered under each category. You can move the columns simply by grabbing the title bar with you mouse and moving the column to the position you desire. You can also add or remove items on the list by clicking on the appropriate *Add* or *Remove* buttons.

To group actions (e.g. by Person Responsible):

- Grab the *Person Responsible* title bar.
- Drag it to the dark blue box at the top of the list.
- **Investigator 3** will automatically group your actions according to the people responsible for those actions.
- Click on the plus or minus nodes to expand or hide the details under each item in the list.
- You can Preview & Export or Print out these organised actions by using the print buttons on the toolbar.

Follow the same steps above to arrange by the other available categories.

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To filter items:

- o Arrange the items in the list the way you desire (i.e. by Person Responsible)
- o In the title bar of each category there is a little pin icon.
- o Click on the pin, and you can filter your results.
- o For example, you can use the pin in the *Person Responsible* title bar to show all of the actions for which a particular individual is responsible.

Tip: Filter items in order to make more specific lists – to assign actions, to sort out completed tasks, etc.

Investigation Planner Tab

- o Your investigation is broken down into categories: *Technology, Organisation, People, Similar Events, Environment* and *Time*. Four of the categories have a more detailed list of indicators underneath the main heading.
- o On the right-hand side of the page there is a box with *Additional Planning Items* and *Action Points*. Here, you can add actions to your investigation that may not be represented in the given lists.
- o The indicators in the lists are simply prompts. The indicators are there merely to stimulate discussion and to foster an open minded in the investigator.
- o Double-click on any indicator to add an action to the Planning / Action List using the Action / Planning Issue Editor. You can assign the action to an individual, add a priority and due date, and mark it as complete. If necessary, you can add a new individual to the investigation team.
- o Continue to do this to build a Planning / Action List of things to investigate.

Tip: You do not have to use all of the indicators. Perhaps not all of them will be relevant to your incident. Also, the indicators are not intended to be exhaustive; you can think of your own. You can also use one particular indicator to add several issues to your Planning / Action List if several issues are relate to that indicator.

Plan Investigation Toolbar

Title	What does it do?
Preview & Export	This button allows you to preview your Planning & Action List for the investigation before exporting it or emailing it in a variety of formats including PDF, RTF, and HTML.

Print Action List	Use this button print the Planning / Action List.

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Section 5: Develop the Storyboard

When you click on this section of the software, a Storyboard graphic appears upon which yellow sticky notes are place, which note the different events that contributed to the incident and show the timeline involved.

Note: The Storyboard is divided into five categories – *Technology, Environment, Organisation, People,* and *Similar Events,* and is organised by *Time* from left to right with the time the incident occurred at the very right-hand side of the graphic.

Sticky Notes:

- You should add sticky notes to the Storyboard based on the results of your investigation using the Action / Planning List.
- To create a sticky note, go to the *Actions* menu and select *Add Item*, right-click using your mouse and select *Add Item*, or simply double-click on the graphic.
- You should position the sticky note according to when the event occurred and which category it belongs to. Just click on the sticky note to grab it and move it around the Storyboard.
- Deselect the note in order to drop it into its new position on the Storyboard.
- To add or edit text, double-click near the centre of the sticky note to zoom in and add or edit text. Click on a blank area of the graphic to zoom out again.

Arranging events in time order:

- Events are arranged from left to right, the very right-hand side of the graphic being closest to the actual time of the incident and the very left-hand side being furthest from the actual time of the incident.
- You will see at the top-right of the graphic that the Incident Statement and Consequences of the incident are shown. This is to remind you of the specific incident you are investigating, so that you do not get too side-tracked by the events you are working with.

Item Properties:

- When you click on a sticky note on the Storyboard, the details associated with that note appear in the *Item Properties* box.
- Information is grouped by type: *Details*, *Classification*, and *Miscellaneous*.
- You will see that the event name appears next to *Name*.
- As you move the sticky note, the date and time of the event and the category will change depending on where you position the note.
- You can colour-code sticky notes using the drop-down menu next to 'Colour' in the 'Classification' section. (Click in the field to activate the drop-down menu.)
- Under *Miscellaneous*, you can choose whether each event should be included in the report (the events you select from the Storyboard will be shown in the *Timeline: Sequence of Events Leading to the Incident* subsection of the report).

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Overview:

- Choose between the *Overview* and *Attachment* windows using the tabs at the bottom of the windows.
- The *Overview* window shows you a bird's eye view of the entire Storyboard.
- This is a good way to navigate a complex Storyboard and zoom in on portions you wish to edit or move.
- To select a portion of the Storyboard, use your mouse to drag the green box over the area you wish to focus on. The Storyboard will snap to the selected section.
- Use the *Fit* button on the toolbar to show the whole Storyboard again.

Attachments:

Adding Notes:

- Click the plus symbol icon to create a new note.
- Provide the note with a title and add your note text in the field marked 'Notes', or copy and paste your note text from another document into this field. (NB Please note that it can be very useful to add interview notes in this way.) The text you enter into this field can be shown in the report or left out by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.

Adding images and other attachments:

- <u>Adding images and other attachments by locating the relevant file on your computer</u>: You can add images and other attachments (for example Word documents) by clicking on the small open folder icon. You can then select an image or other attachment. You can rename it in the 'Title' field, and elect whether or not the attachment should be shown in the report by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- <u>Adding images and other attachments using drag and drop</u>: You can add images and other attachments by physically dragging the relevant file from its location on your computer into the 'Attachments' field using your mouse. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- <u>Using the 'Link' icon</u>: If you have added an attachment previously to one individual's details, and you wish to add the same attachment to another individual's details, you can do this by using the 'Link' icon. Use the small arrow icon next to the icon to

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see the attachments you have already added elsewhere shown as a drop-down menu.

- Saving the attachments to disk: Use the small save icon to save your attachments to a location of your choosing.

NB Please note that only plain text can be viewed in the report. This means that only text that has been copied and pasted into the 'Notes' field can be viewed in the report. Pictures can also be viewed in the report. However, it is not possible to view attached documents (for example, Word documents) in the report. You must save these files separately.

Storyboard Toolbar

The toolbar at the top of the Storyboard page has the following specific functions:

Title	**What does it do?**
Preview & Export	This button allows you to preview the completed Storyboard before exporting it or emailing it in a variety of formats including PDF, RTF, and HTML.
Print Storyboard	This button allows you to print out your Storyboard.
Copy to Clipboard	Use this button to copy your Storyboard for pasting into a document or presentation.
Export Metafile	Use this button to save your Storyboard as an enhanced metafile (.emf).
Actions	Use this button to add and deleted sticky notes on your Storyboard.
Zoom	Click on the slider to zoom in and out.
Fit	Use this button to shrink the Storyboard to fit the screen.
Pan	Use this button to grab the Storyboard with a virtual hand and move it to your preferred view.
Options	Use this button to change the size of your Storyboard or the size of the sticky notes

on your Storyboard. You can also preview the diagram after you've made any adjustments.

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Section 6: Identify the Immediate Causes

NB The Immediate Causes Wizard should only be used if you plan to use the Root Cause Diagram subsequently for your analysis. The Immediate Causes Wizard is not relevant to you if you plan to use the Tripod Method Diagram.

When you select the *Immediate Cause Wizard*, a dialog box will appear in the lower right-hand corner of the Storyboard Window.

The Wizard:

- Helps you to identify the Immediate Causes of the incident, which will then be used in the Root Cause Diagram step of the investigation process.
- The output from the Immediate Causes Wizard will be placed on the Root Cause Diagram to help you to begin your analysis of the incident.
- The Immediate Causes Wizard uses a question-and-answer method to logically determine the Immediate Causes of the incident.
- Any events entered into the Wizard that are logically linked will be connected on the Root Cause Diagram.
- It is not essential to use the Immediate Causes Wizard – you can move straight on to the Root Cause Diagram step from the Storyboard.
- You can exit the Wizard at any time by clicking the cross icon in the top-right of the Immediate Causes Wizard window, or by answering 'No' to further questions and finally 'Finish' to complete the Wizard.
- It is recommended that you enter no more than three or four events into the Wizard so that it used maximally and does not become laborious.

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Section 7: Analysis Diagram

In this section, you have the choice of creating two different kinds of diagrams for your investigation – a Root Cause Diagram (Option 1) or a Tripod Method Diagram (Option 2).

Option 1 - Root Cause Diagram

After completing the *Immediate Cause Wizard*, you will move on to the *Root Cause Diagram*. The aim of the Root Cause Diagram is to explain the incident in terms of events linked by causal relationships. This diagram uses sticky notes as are used on the Storyboard. However, on this graphic they are arranged vertically from the Immediate Causes at the top down to the Root Causes at the bottom, linked together using logical reasoning.

Note: The diagram is divided into three vertically arranged sections: *Immediate Causes, Underlying Causes* and *Root Causes*.

Sticky Notes:

- You should add sticky notes to the Root Cause Diagram by using the output of the Immediate Causes Wizard, or by starting with the blank graphic. You should work out the Immediate Causes (if you have not used the Wizard), Underlying Causes and Root Causes through a process of discussion and logical reasoning.
- To create a sticky note, go to the *Actions* menu and select *Add Item*, right-click using your mouse and select *Add Item*, or simply double-click on the graphic.
- You should position the sticky notes according to their logical causal relationships with each other. You should work from the top downwards. You can create branches if, for example, an Immediate Cause was created by two or more Underlying Causes. Just click on a sticky note to grab it and move it around the Root Cause Diagram.
- Deselect the note in order to drop it into its new position on the Root Cause Diagram.
- To add or edit text, double-click near the centre of the sticky note to zoom in and add or edit text. Click on a blank area of the graphic to zoom out again.

How to connect your sticky notes:

- Float over the edge of a sticky note and you will see that four small arrow shapes appear at the edges.
- Click and drag from within one arrow shape at the top or bottom of one sticky to the the top or bottom of the second sticky note.
- When you connect sticky notes vertically, the question *Why?* will appear to illustrate the causal relationship.
- When you connect sticky notes horizontally, *And / Or* will appear to show that two causes are related, and that it is difficult to discern which has a causal relationship with other causes above an below it. The *And / Or* link is used very rarely.

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Tips:

If you create a sticky note and double-click the edge, you can create another sticky note with the connector already in place.

Item Properties:

- When you click on a sticky note on the Root Cause Diagram, the details associated with that note appear in the *Item Properties* box.
- Information is grouped by type: *Details*, *Classification*, and *Miscellaneous*.
- You will see that the event name appears next to *Name*.
- As you move the sticky note, the Cause Type will change depending on where you position the note.
- You can colour-code sticky notes using the drop-down menu next to 'Colour' in the 'Classification' section. (Click in the field to activate the drop-down menu.)
- Under *Miscellaneous*, you can choose whether each event should be included in the report (the Root Cause Diagram will be shown in *Appendix A*).

Overview:

- Choose between the *Overview* and *Attachment* windows using the tabs at the bottom of the windows.
- The *Overview* window shows you a bird's eye view of the entire Root Cause Diagram.
- This is a good way to navigate a complex Root Cause Diagram and zero in on portions you wish to edit or move.
- To select a portion of the Root Cause Diagram, use your mouse to drag the green box over the area you wish to focus on. The Root Cause Diagram will snap to the selected section.
- Use the *Fit* button on the toolbar to show the whole Root Cause Diagram again.

Attachments:

Adding Notes:

- Click the plus symbol icon to create a new note
- Provide the note with a title and add your note text in the field marked 'Notes', or copy and paste your note text from another document into this field. (NB Please note that it can be very useful to add interview notes in this way.) The text you enter into this field can be shown in the report or left out by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.

Adding images and other attachments:

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- Adding images and other attachments by locating the relevant file on your computer: You can add images and other attachments (for example Word documents) by clicking on the small open folder icon. You can then select an image or other attachment. You can rename it in the 'Title' field, and elect whether or not the attachment should be shown in the report by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- Adding images and other attachments using drag and drop: You can add images and other attachments by physically dragging the relevant file from its location on your computer into the 'Attachments' field using your mouse. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- Using the 'Link' icon: If you have added an attachment previously to one individual's details, and you wish to add the same attachment to another individual's details, you can do this by using the 'Link' icon. Use the small arrow icon next to the icon to see the attachments you have already added elsewhere shown as a drop-down menu.
- Saving the attachments to disk: Use the small save icon to save your attachments to a location of your choosing.

NB Please note that only plain text can be viewed in the report. This means that only text that has been copied and pasted into the 'Notes' field can be viewed in the report. Pictures can also be viewed in the report. However, it is not possible to view attached documents (for example, Word documents) in the report. You must save these files separately.

Option 2 - Tripod Method Diagram

Here you can enter, arrange, and connect the pieces of your investigation using the shapes and definitions associated with the Tripod Method:

- Event
- Object
- Agent of Change
- Barrier
- Active Failure
- Precondition
- Underlying Cause

To start your Tripod Diagram:

- Double-click on the lower edge of the Event icon in the window to create a trio.
- You can create additional icons by using the Actions menu, double clicking on the colored edge of existing icons, or by double clicking on a blank area of the diagram.
- To connect icons, float over the left or right edge of an icon, then click and drag to the icon to which you want to connect.
- To edit the text in any box, just double-click in the middle of the box.

To add a Barrier:

- Double-click on a connector between two boxes.
- A *Barrier* will be added.
- Right-click on the *Barrier* box to select the Barrier type.
- If you double-click at the bottom of the *Barrier* box, a chain of boxes will be created – working backwards from the *Barrier*. *Barrier – Active Failure – Precondition – Underlying Cause*.

To add a BRF code to an Underlying Cause:

- Once you have added an *Underlying Cause* to your diagram, you can select a BRF code.
- In the bottom left corner of any *Underlying Cause* icon, there is a small drop-down window.
- Click on the arrow to select from the list of BRF codes provided.

Item Properties:

- You can also edit the name, description, location of event, date and time, and other information in the *Item Properties* Window on the right.
- To the right of your diagram is a smaller window where you can edit information directly.
- Any changes made here will be reflected instantly in your diagram.

Item Properties:

- When you click on a sticky note on the Root Cause Diagram, the details associated with that note appear in the *Item Properties* box.
- Information is grouped by type: *Details*, *Classification*, and *Miscellaneous*.
- You will see that the icon name appears next to *Name*.
- Under *Miscellaneous*, you can choose whether each event should be included in the report (it will be shown in *Appendix A*).

Overview:

- Choose between the *Overview* and *Attachment* windows using the tabs at the bottom of the windows.
- The *Overview* window shows you a bird's eye view of the entire Tripod Method Diagram.
- This is a good way to navigate a complex Tripod Method Diagram and zero in on portions you wish to edit or move.
- To select a portion of the Tripod Method Diagram, use your mouse to drag the green box over the area you wish to focus on. The Tripod Method Diagram will snap to the selected section.
- Use the *Fit* button on the toolbar to show the whole Tripod Method Diagram again.

Attachments:

Adding Notes:

- Click the plus symbol icon to create a new note
- Provide the note with a title and add your note text in the field marked 'Notes', or copy and paste your note text from another document into this field. (NB Please note that it can be very useful to add interview notes in this way.) The text you enter into this field can be shown in the report or left out by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.

Adding images and other attachments:

- <u>Adding images and other attachments by locating the relevant file on your computer</u>: You can add images and other attachments (for example Word documents) by clicking on the small open folder icon. You can then select an image or other attachment. You can rename it in the 'Title' field, and elect whether or not the attachment should be shown in the report by clicking the *Show in Report?* checkbox. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- <u>Adding images and other attachments using drag and drop</u>: You can add images and other attachments by physically dragging the relevant file from its location on your computer into the 'Attachments' field using your mouse. You can then move back to a list of the notes, images and attachments you have added by clicking the small arrow icon.
- <u>Using the 'Link' icon</u>: If you have added an attachment previously to one individual's details, and you wish to add the same attachment to another individual's details, you can do this by using the 'Link' icon. Use the small arrow icon next to the icon to

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see the attachments you have already added elsewhere shown as a drop-down menu.

- Saving the attachments to disk: Use the small save icon to save your attachments to a location of your choosing.

NB Please note that only plain text can be viewed in the report. This means that only text that has been copied and pasted into the 'Notes' field can be viewed in the report. Pictures can also be viewed in the report. However, it is not possible to view attached documents (for example, Word documents) in the report. You must save these files separately.

Analysis Diagram Toolbar

Title	What does it do?
Zoom	Click on the slider to zoom in and out.
Fit	Use this button to shrink the diagram to fit the screen.
Hide Barrier Details	Use this button to hide the Active Failures, Preconditions and Underlying Causes from the diagram.
Show All	Use this button to show hidden Active Failures, Preconditions and Underlying Causes.
Actions	A drop-down menu appears. When creating a **Root Cause Diagram** you can select to add a cause, delete, or hide a consequence. When creating a **Tripod Method Diagram** you can select to add from the storyboard or add a Tripod, Event, Object, Agent of Change, Active Failure, Precondition or Latent Failure.
Layout	A drop-down menu appears where you can select to display the Layout Children or the Layout Barriers in your diagram.
Pan	Use this button to grab the diagram with a virtual hand and move it to your

preferred view.

Options	Use this button to change the size of your diagram or the size of the shapes or text in your diagram. You can also preview the diagram after you've made any adjustments.
Preview & Export	This button allows you to preview the completed diagram before exporting it or emailing it in a variety of formats including PDF, RTF, and HTML.
Print Diagram	This button allows you to print your diagram.

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Section 8: Make Recommendations

In this section of the software, the recommendations made by you or your team are displayed. You can arrange them by name, person responsible, date, and priority. You can also add or remove recommendations on this screen by clicking on the appropriate buttons.

To group recommendations (e.g. by person responsible):

- Grab the *Person Responsible* title bar.
- Drag it to the dark blue box at the top of the list.
- **Investigator 3** will automatically group your actions according to the people responsible for those actions.
- Click on the plus or minus nodes to expand or hide the details under each item in the list.
- You can Preview & Export or Print out these organised actions by using the print buttons on the toolbar.

Follow the same steps above to arrange by the other available categories.

To filter recommendations:

- Arrange the items in the list the way you desire (i.e. by person responsible)
- In the title bar of each category there is a little pin icon.
- Click on the pin, and you can filter your results.

For example, you can use the pin in the *Person Responsible* title bar to show all of the recommendations for which a particular individual is responsible.

Tip: Filter items in order to make more specified lists – to assign actions, to group by date, etc.

Recommendations Toolbar

Title	What does it do?
Preview & Export	This button allows you to preview the completed list of recommendations before exporting it or emailing it in a variety of formats to include PDF, RTF, and HTML.
Print Diagram	This button allows you to print out your recommendations.

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Section 9: Report

When you click on Report, your investigation report will be created automatically. On the left side of the screen, there is a Document Map you can use to navigate through your final report. You can click on the plus or minus nodes to expand or hide the subheadings.

Investigator 3 creates the following parts in your report:

- Contents
- Terms of Reference
- Recommendations
- Method of Work, which includes the Investigation Team
- The Incident, which includes a description of the incident in detail and people involved
- Findings of the Investigation, which includes a timeline of events, and the Immediate Causes, Underlying Causes and Root Causes of the incident.
- Appendices containing your Analysis Diagram, Persons Interviewed and Injury Reports.
- Index

Tips for Exporting the Report:

- If you export your report to RTF, you can open and resave this RTF document using Microsoft Word to create you report as a Microsoft Word document.
- To export your report so that it can be fully edited, you should export it as an RTF file. Then open and resave the file in Microsoft Word to create a Microsoft Word file. Then, in Microsoft Word, go to the *Table* menu, then *Convert*, then *Table to text* to create a fully editable version of the report.
- When exporting to RTF, in the RTF Export Options dialog box, choose *Single file page-by-page* to ensure that your exported report will include your Analysis Diagram and appropriate page breaks.

Reports Toolbar

Title	What does it do?
Document Map	Hides or reveals the document map.
Search	Use this button to search for a word or word string in your report.
Print	Prints your entire report.

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Quick Print	Prints just the page(s) visible in the Report Window.
Page Setup	Use this button to choose how to print your report.
Scale	Use this button to adjust the scale of the document.
Hand Tool	Use this button to grab the diagram with a virtual hand and move it to your preferred view.
Magnifier	Use this button to magnify a certain area on the report page.
Zoom In	Use this button to zoom in on a certain area on the report page.
Zoom Out	Use this button to zoom out from a certain area on the report page.
First Page	Use this button to return to the first page in your report
Previous Page	Use this button to return to the page you were viewing previous to the current page.
Next Page	Use this button to skip to the next page in your report.
Last Page	Use this button to skip to the last page in your report.
Multiple Pages	This button allows you to choose how many pages to view at one time. Drag your mouse over the squares that appear to choose the configuration you prefer.
Color Background	This button allows you to change the background color of your report.
Watermark	Use this button to adjust the watermark
Export Document	This button allows you to export the report in a variety of formats including PDF, RTF, and HTML.
Send Via Email	Use this button to quickly and easily export and email the report.

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Contact Details

RPS - Licensed BowTieXP and Investigator III Distributors; BowTieXP and Investigator III Training & Consultancy Services

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- Authorised Resellers of BowTieXP and Investigator III Software
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