

SMP 365 ICAM User Manual

Operational user reference document

Version: 1.0.0.0

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Audience: Operational users, investigators, supervisors, action owners, reviewers and administrators

1. Product Overview

SMP 365 ICAM is a SharePoint-based incident investigation and ICAM workflow system. It helps organisations capture incidents, gather evidence, complete ICAM investigations, assign corrective actions and export investigation reports.

The system supports:

- Initial incident capture.
- Evidence upload for documents, images, audio and video.
- Directory-backed people selection.
- ICAM investigation setup.
- SMP 365 AI Assist draft generation.
- PEEPO data collection.
- Loss-of-control and failed-control analysis.
- 5 Whys and root cause analysis.
- Corrective and preventative action management.
- Management review and sign-off.
- PDF report generation.
- Email notifications through Microsoft Graph where approved.
- Customer logo and white-label header branding.

Core investigation records are stored in customer SharePoint lists and attachments.

2. Access Requirements

Users need:

- An active SMP 365 ICAM Marketplace subscription or a valid temporary activation code for the exact SharePoint tenant and site.
- Access to the SharePoint site where SMP 365 ICAM is installed.
- Membership of the relevant SMP 365 ICAM SharePoint access group.
- Browser permission for microphone use if recording interviews.
- Tenant/admin approval for Microsoft Graph Mail.Send if email notifications are used.

3. Licensing And Activation

SMP 365 ICAM validates licensing before the product loads. The app checks:

- Microsoft tenant ID.
- SharePoint tenant domain.
- Registered SharePoint site URL.
- Product code.
- App version.
- Subscription status and expiry.

If licensing cannot be confirmed, the app displays the license screen. Administrators can retry the license check, open Marketplace activation, or enter a signed temporary activation code supplied by SMP 365.

Temporary activation codes are tenant, site, product and version specific. They expire automatically and do not replace Marketplace licensing.

4. First Load

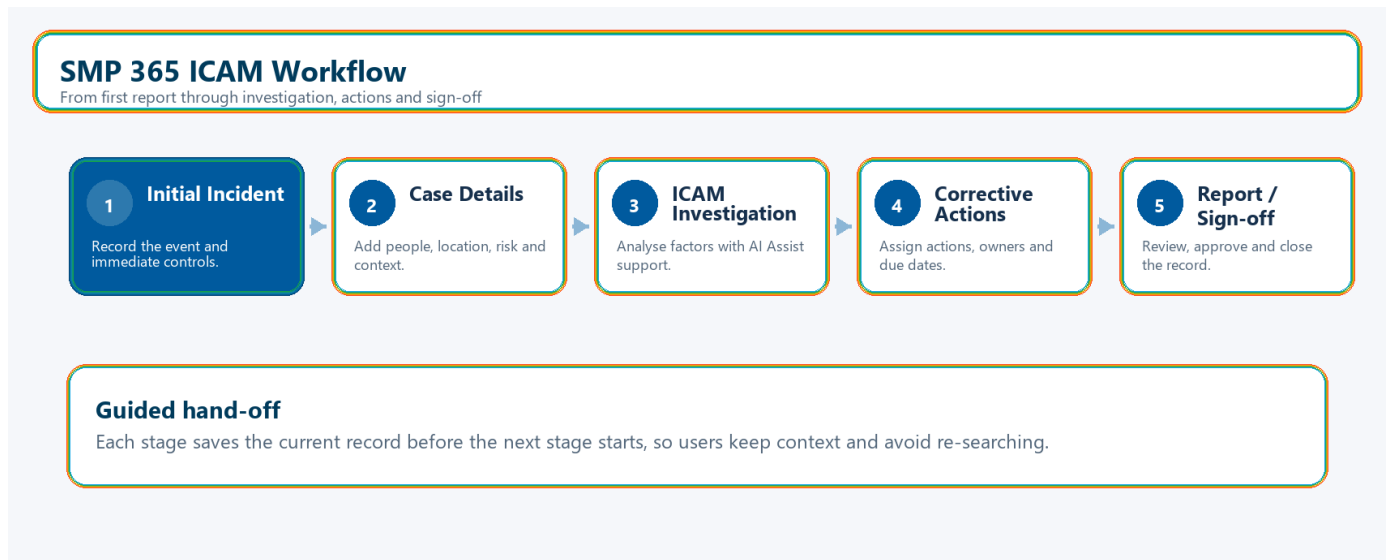
When the app opens, it may briefly show:

Updating ICAM records

This means the app is checking SharePoint lists, columns, lookup fields and access boundaries. It should complete automatically.

If a configuration error appears, contact the SharePoint owner or administrator.

5. Main Navigation



Main navigation and investigation flow.

The main workflow uses these stages:

1. Dashboard.
2. Initial Incident.
3. ICAM Investigation.
4. Corrective Actions.

Use the workflow tabs to move through the investigation. The app keeps the selected incident or ICAM record open as users move between stages.

6. Initial Incident

Use Initial Incident to create or update the first incident record.

Mandatory fields are marked with an asterisk. Complete the key incident details before submitting:

1. Event type.
2. Severity.
3. Confidentiality level.
4. Incident date and time.
5. Reported date and time.
6. Location.
7. Responsible department.

8. Responsible company.
9. Incident reported by.
10. Incident reported to.
11. Responsible person.
12. Incident summary.
13. Detailed description.
14. Immediate actions after incident.

Severity options are Low, Medium, High and Critical. High and Critical incidents require ICAM investigation controls.

7. Attachments And Evidence

Evidence can be uploaded against incidents and ICAM investigations.

Supported evidence includes:

- Photos and images.
- PDF files.
- Word documents.
- Excel documents.
- CSV files.
- Notes.
- Audio recordings.
- Video files.

Uploaded files are stored as SharePoint list attachments against the relevant record. Only remove files when they are not required as investigation evidence.

8. ICAM Investigation

The ICAM investigation workspace guides users through the investigation report content.

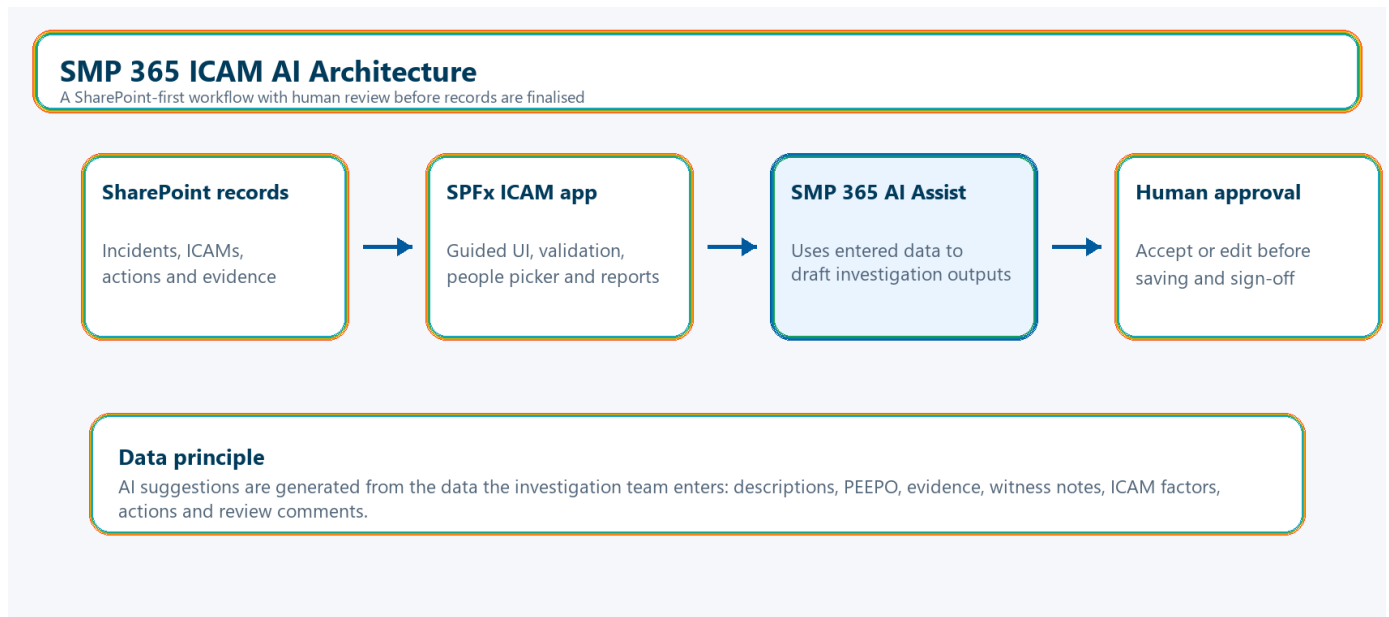
The ICAM workflow includes:

1. Launch ICAM.
2. Introduction.
3. Scope.
4. Methodology.
5. Investigation team.
6. Incident description.
7. Photographs and diagrams.
8. Data collection using PEEPO.
9. Key findings.
10. Recommendations.
11. Management review.
12. Significant learnings.
13. Appendices.

14. Report sign-off.

Use Save and Continue to progress through the workflow while keeping the same ICAM record open.

9. SMP 365 AI Assist



SMP 365 AI Assist uses entered investigation data to draft editable outputs.

SMP 365 AI Assist creates draft investigation content based on information already entered into the system.

It can use:

- Incident description.
- Immediate actions.
- Timeline.
- PEEPO data.
- Evidence summaries.
- Interview transcript text.
- Management review notes.
- Existing actions.

SMP 365 AI Assist may suggest:

- Investigation plans.
- Evidence requests.
- Interview questions.
- PEEPO factors and conclusions.
- Loss of control.
- 5 Whys.
- Root cause.
- Key findings.
- Recommendations.
- Corrective action suggestions.

SMP 365 AI output is a draft. Users must review, edit and accept the draft before relying on it. Do not submit AI-generated content without checking it against evidence.

10. Voice Recording And Transcript

Where supported by browser and tenant settings, users may record interview audio, upload voice recordings, add transcript text or dictate notes.

Always follow site privacy, consent and consultation requirements before recording interviews.

11. PEEPO Data Collection

PEEPO Data Collection Board
Use the categories to make sure evidence covers the whole work system

People

Evidence prompts

- Witnesses, operators,
- supervisors, fatigue,
- competency

AI summary
Draft evidence themes and gaps for review.

Attach evidence

Environment

Evidence prompts

- Weather, lighting,
- layout, access,
- scene condition

AI summary
Draft evidence themes and gaps for review.

Attach evidence

Equipment

Evidence prompts

- Plant, vehicles,
- tools, guarding,
- defects

AI summary
Draft evidence themes and gaps for review.

Attach evidence

Procedures

Evidence prompts

- SWMS, JSA, SOPs,
- permits, checklists,
- risk assessments

AI summary
Draft evidence themes and gaps for review.

Attach evidence

Organisation

Evidence prompts

- Planning, resources,
- contractors, culture,
- assurance

AI summary
Draft evidence themes and gaps for review.

Attach evidence

PEEPO categories used to organise investigation evidence.

PEEPO categories are:

- People.
- Environment.
- Equipment.
- Procedures.
- Organisation.

For each category:

1. Stage or upload evidence.
2. Enter evidence and factors.
3. Use AI draft support if helpful.
4. Review the conclusion.
5. Save the ICAM record.

PEEPO data should be factual and evidence-based.

12. Key Findings And Root Cause

Use Key Findings to document:

- Loss of control.
- Basic cause.
- Immediate causes.
- Contributing factors.
- Organisational factors.
- Absent or failed defences.
- Individual or team actions.
- Task or environmental conditions.
- 5 Whys root cause.
- Root cause summary.
- ICAM analysis summary.

Use the contributing factor code library only where the evidence supports the selected codes.

13. Corrective Actions

Use Corrective Actions to create, assign and track actions.

Each action should include:

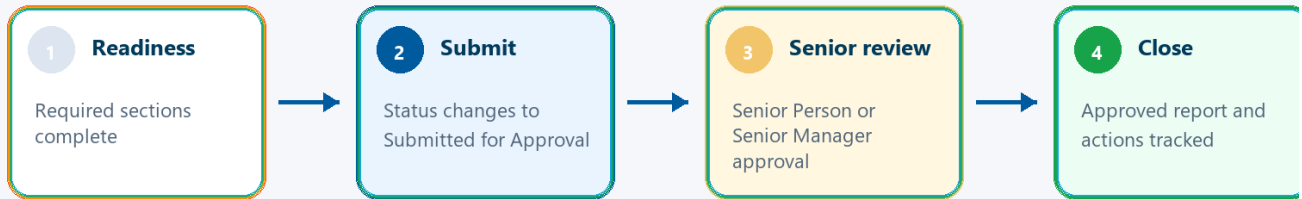
- Action title.
- Action description.
- Source.
- Owner.
- Due date.
- Evidence requirement.
- Evidence notes or uploaded evidence.
- Verification details.

Actions cannot be closed without evidence upload or evidence notes.

14. Management Review And Sign-Off

Review and Sign-off Flow

Standard incidents and ICAM investigations require the right approval before closure



Closure governance

Incidents cannot be closed until senior review and sign-off are complete. ICAM records require Senior Manager approval.

Review and sign-off governance before closure.

Reviewers should check:

- Evidence has been reviewed.
- Root cause is supported by the evidence.
- Recommendations address failed controls.
- Actions are assigned and evidence-based.
- Sign-off requirements are complete.

An incident cannot be closed until required review and sign-off are complete.

Closure authority:

- Standard incident: Senior Person.
- ICAM investigation: Senior Manager.

15. Generate Report

Use Generate Report to export the ICAM report to PDF.

The report includes:

- SMP 365 logo.
- Incident details.
- Investigation team.
- PEEPO analysis.
- Key findings.
- 5 Whys.
- Root cause.
- Recommendations.
- Corrective actions.
- Sign-off.
- Relevant uploaded images where available.

Review the PDF before distribution.

16. Notifications

The system can send email notifications to people involved in the record, including:

- Reporter.
- Reported to.
- Responsible person.
- Lead investigator.
- Investigation team.
- Action owners.

Email notifications require Microsoft Graph Mail.Send permission to be approved in the tenant.

17. System Setup And Branding

ICAM Admins can open System Setup from the header.

System Setup includes:

- White Label: customer company name, customer logo URL, uploaded company logo and logo alt text.
- Manage Access: customer access roles backed by SharePoint groups.

Use a transparent horizontal PNG, JPG, SVG or WebP logo where possible. The customer logo appears in the top centre of the ICAM System header. The SMP 365 logo remains visible in the header and on exported reports to preserve product identity.

Only ICAM Admins should update branding or access assignments.

18. Mobile Use

The system is designed to work in SharePoint desktop and mobile views.

Mobile tips:

- Complete mandatory fields from top to bottom.
- Use Save Draft regularly.
- Upload photos directly from the device where allowed.
- Keep descriptions concise but factual.
- Review AI draft text before accepting it.

19. Troubleshooting

Issue	What To Do
License check failed	Confirm the Marketplace subscription is active, the SharePoint site is registered, or use a valid SMP 365 temporary activation code.
Records check keeps running	Refresh the page. If it continues, contact the site owner.
Configuration error	Ask a SharePoint owner to check ICAM list provisioning and permissions.

Issue	What To Do
Branding fields missing	Open System Setup again after refresh. The app repairs missing System Settings columns where the current user has permission.
Unable to save draft	Refresh the record and try again.
Attachment failed	Check file size, file name and network connection. Try uploading again.
People picker cannot find user	Confirm the user exists in the tenant directory and has access to the site.
Email notification failed	Confirm Graph Mail.Send permission has been approved.
Microphone unavailable	Check browser/device permissions or upload an audio file instead.
AI draft is wrong	Edit or reject the draft. Do not submit unsupported content.

20. Data And AI Notes

SMP 365 AI Assist produces investigator-reviewed draft content. Core investigation records remain in SharePoint.

Where configured and licensed, evidence intelligence can use Microsoft Azure AI services, including Azure AI Document Intelligence, Azure AI Speech and Azure OpenAI, to extract and summarise evidence before the investigator reviews the draft.

The system stores records in SharePoint lists and attachments. Email notifications are sent through Microsoft Graph where enabled.

All AI-assisted content must be reviewed and approved by a user before final submission.

21. Administrator Notes

Before production use:

- Upload SMP-365-ICAM.sppkg to the SharePoint app catalog.
- Approve required API permission requests.
- Add the app to the target SharePoint site.
- Confirm the SaaS subscription is active and the SharePoint site is registered with SMP 365 licensing.
- Confirm ICAM lists are created.
- Confirm users have appropriate permissions.
- Test incident creation, evidence upload, ICAM creation, actions, report generation and notifications.

22. Support Information

For support, contact the SMP 365 administrator, the organisation's designated SharePoint support contact, or SMP 365 support.

Support email: support@smp365.com Website: <https://www.smp365.com> Marketplace activation: <https://licensing.smp365.com/signup>