fountain **quick reference**

The Incident Owner

If you are the Incident Owner for an Incident record, you must follow these eleven steps.

REMEMBER: These are just the basic steps. For more detailed instructions, view the Help in the application.

Eleven steps of an Incident Owner

1. To accept ownership, click the Accept button on the Incident record.
2. Complete the RAM.
3. Add information to the record.
4. Add Consequence records to the Incident record.
5. Change the status of the Incident record to In Progress.
6. Add an Investigation record to the Incident record.
7. When the Investigation is complete, change the status of the Incident record to In Review.
8. Change the status of the Consequence records to Accepted.
9. Conduct an Incident Review.
10. Create Action Items related to the Incident or Investigation record, if needed.
11. Change the status of the Incident record to Closed.