

# Managing Incident Flags

**Incident Flags** in OPS-COM allow administrators to create custom tags or labels that can be attached to incident reports. This feature is vital for quickly categorizing, highlighting, or drawing attention to specific characteristics of an incident, improving reporting, search capabilities, and internal communication.

## Using this Feature

The **Edit Flags** page allows you to add and edit incident flags, as well as control their visibility in reports.

1. Hover over **System Configuration**, then **Incidents**, and click **Flags**.

### Adding Flags

1. At the bottom of the list, click on the empty text box provided for adding a new flag.
2. Fill in the **name** (e.g., "High Priority," "Follow-Up Required," "Safety Concern").
3. Toggle the **Include In Reports** checkbox if you do not want this flag to show up in reports. By default, this checkbox is **on**.
4. Click **Add**. The new Flag entry will now appear in the list and is ready to be used when creating or editing incident reports.

### Deleting Flags

1. Click the **Delete** button next to the flag and **Confirm**.

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## Best Practices & Considerations

- **Clear and Concise Names:** Use short, descriptive names for your flags that clearly convey their purpose (e.g., "Critical," "Resolved," "Requires Manager Review").
  - **Report Inclusion:** Carefully consider whether each flag should be **Included In Reports**. Flags used purely for internal workflow might not need to appear in aggregated reports.
  - **Standardization:** Develop a standardized list of flags to ensure consistency across all incident reporting. This makes it easier to filter, search, and analyze incident data.
  - **Workflow Integration:** Think about how flags can integrate with your incident management workflow. For instance, a "Follow-Up Required" flag could trigger a review process.
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Revision #6  
Created 22 May 2024 08:01:15  
Updated 24 June 2025 14:45:42 by Cedar Boulianne