



Close Call System Start Centre

Eight 'portlets' are available in the start centre, providing you with an overview of relevant data:-

Portlet 1: Bulletin Board - Messages for users will appear in the bulletin board section

Portlet 2: My Open Close Calls – If a close call event has been created by the user and saved rather than processed, it will remain in the Start Centre under Open Close Calls **(As the Close Call reporting team enter all Network Rail calls, this will be empty for Network Rail users)**

Portlet 3: My Close Calls Awaiting Responsible Manager Completion – Users whose close call events are awaiting Responsible Manager (RM) review will see the events in this portlet until the RM has processed them. **(Not applicable for Network Rail RMs as the Close Call reporting team log all Network Rail calls)**

Portlet 4: My Organisations Close Calls Awaiting Responsible Managers Completion – All events assigned to a Responsible Manager's project/division level and below, will appear in this portlet.

Portlet 5: Open Close Calls – Current Period * - Close call events with a status of OPEN or W-RM within this Financial Period for your organisation level or lower.

Portlet 6: Open Close Calls – Year to Date * – Close call events with a status of OPEN or W-RM year to date for your organisation level or lower. This information is shown as a graph by default, showing the close calls split by NR period. However, this view can be switched to display the data in a list as well.

Portlet 7: Closed Close Calls – Current Period * - Close call events with a status of CLOSED for your organisation level or lower within this Financial Period.

Portlet 8: Closed Close Calls – Year to Date * - Close call events with a status of CLOSED for your organisation level or lower year to date. This information is presented in graphical view by default, showing close call events with the status of CLOSED, split by period.

** These portlets contain data relevant to the user's level of the organisation hierarchy and the levels below, which is determined in their user profile.*

The portlets contain a column to show the age of the close call event. The events are colour coded by close call age as follows –

- Green - Less than 7 days old
- Amber – 7 to 14 days old
- Red – 15+ days old

Some of the information can be changed to a graph by clicking on 'Graphical View' at the bottom of the portlet (or changed to an event list if a graph is the default view).

Open Close Calls - Current Period						
Close Call Number	Involved Project	NR Region/Programme	NR Route/Area	Reported Date	Close Call Age	Risk Ranking
87323	NR_TRAINING	NOT APPLICABLE		09/12/14 13:02	0-7 DAYS	LOW
87326	AREA DIRECTOR Z	NOT APPLICABLE		09/12/14 13:55	0-7 DAYS	HIGH
87324	AREA DIRECTOR X	NOT APPLICABLE		09/12/14 13:03	0-7 DAYS	LOW
87327	DELIVERY UNIT B	NOT APPLICABLE		09/12/14 13:57	0-7 DAYS	HIGH

[Graphical View](#)

1 - 4 of 4