Connect Plus
5) Findings

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5) Findings

In BSI Connect Plus, Findings are the method of raising non-compliances in your organisation.

To see the information contained in section 5 in a video format, see the 'Findings' video in in the User Guides & Resources, under the question mark, in the top right of the Connect Plus software.

Click on the left menu, and click Finding, then 'View Findings' (highlighted [fig.1]).
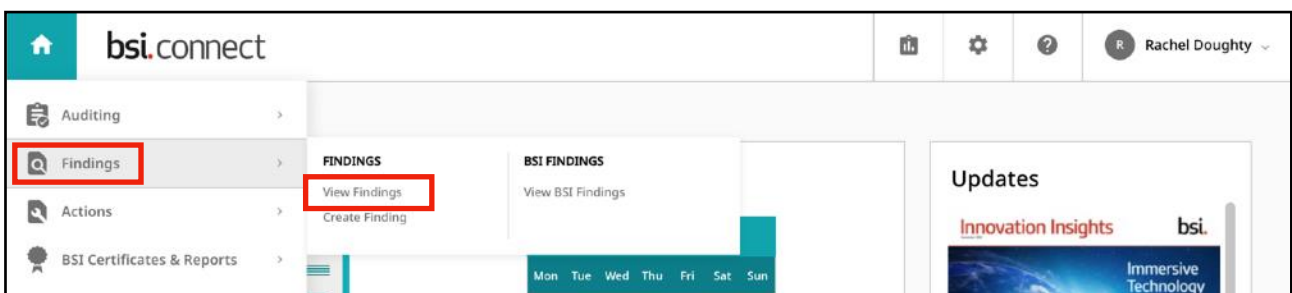

Fig. 1

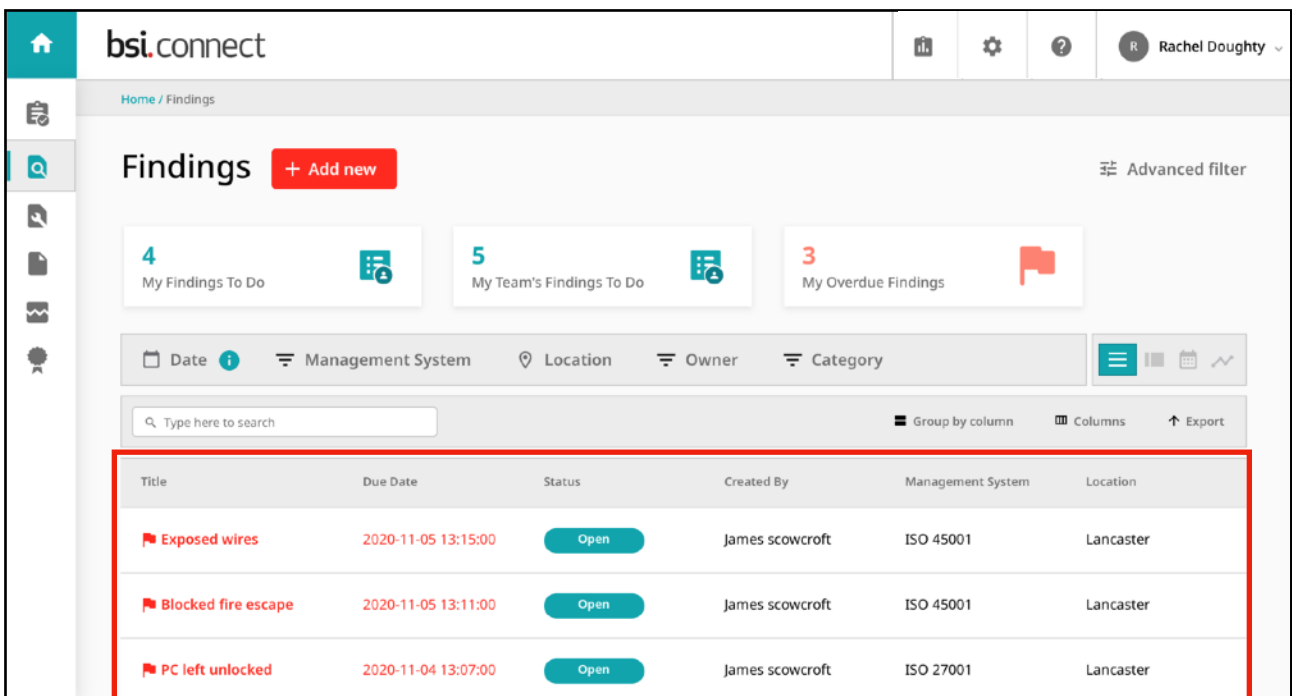This will take to you to the Findings Record Grid [fig.2].

Fig. 2

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5.1) Viewing, Exporting and Filtering your Findings

Your findings are displayed in the record list (highlighted [fig.2]).

You can organize how the records are displayed with various sorting and filtering options, including which columns are visible and what information about each Finding is displayed.

For more information on section 5.1, please see the navigation video in User Guides & Resources, under the question mark, in the top right of BSI Connect Plus.

5.1.2) Using the Advanced Filter

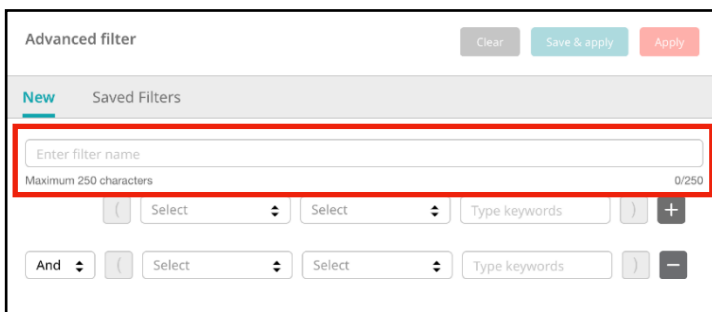The advanced filter is in the top right. This allows you to create and save specific filters.

Fig. 3

Name your filter by typing in the field (highlighted [fig.3]).

Click the ⬍ button, and select an option from the drop down, from left to right to create your filter.

Clicking the ➕ button adds a new filter row, so you can drill further into your data.

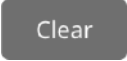Clicking the ➖ button deletes a filter row, to simplify your search.

You can decide whether you want to return records that follow both filter requirements or follow one or the other by changing the 'and' field on the left side to 'or'.

The brackets allow you to combine filters.

Click the Apply button to search using your filter.

To save your filter to use at another time, click the Save & apply button.

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You can find your saved filters by clicking the 'saved filters' header next to 'new'.

To clear your filter specifications, click the [Clear] button.

5.1.3) Using the Quick Filters

Below the advanced filter are the quick filters [fig.4]. Click these to quickly filter the records.

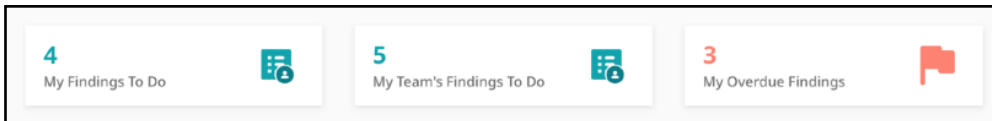## 5.1.4) Using the Common Filters

Below the quick filters are the common filters [fig.5].

Fig. 5

Filter your records by date, management system, location, owner and category by clicking the icons to the left of each word.

5.1.5) Changing the Record View

To the side of the common filters are the record list view, card view, calendar view, and chart view choices [fig.6].

Fig. 6

These affect how the records are shown. Any filters applied will stay when switching views. The

button produces the list view.

The button produces the card view, shown fig.7.

The cards are shown on the left. You can search for a specific record by typing in the field (highlighted [fig.7]) and clicking the magnifying glass.

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You can use quick filters, column filters and the advanced filter in the list view. You can scroll down through cards on the left.
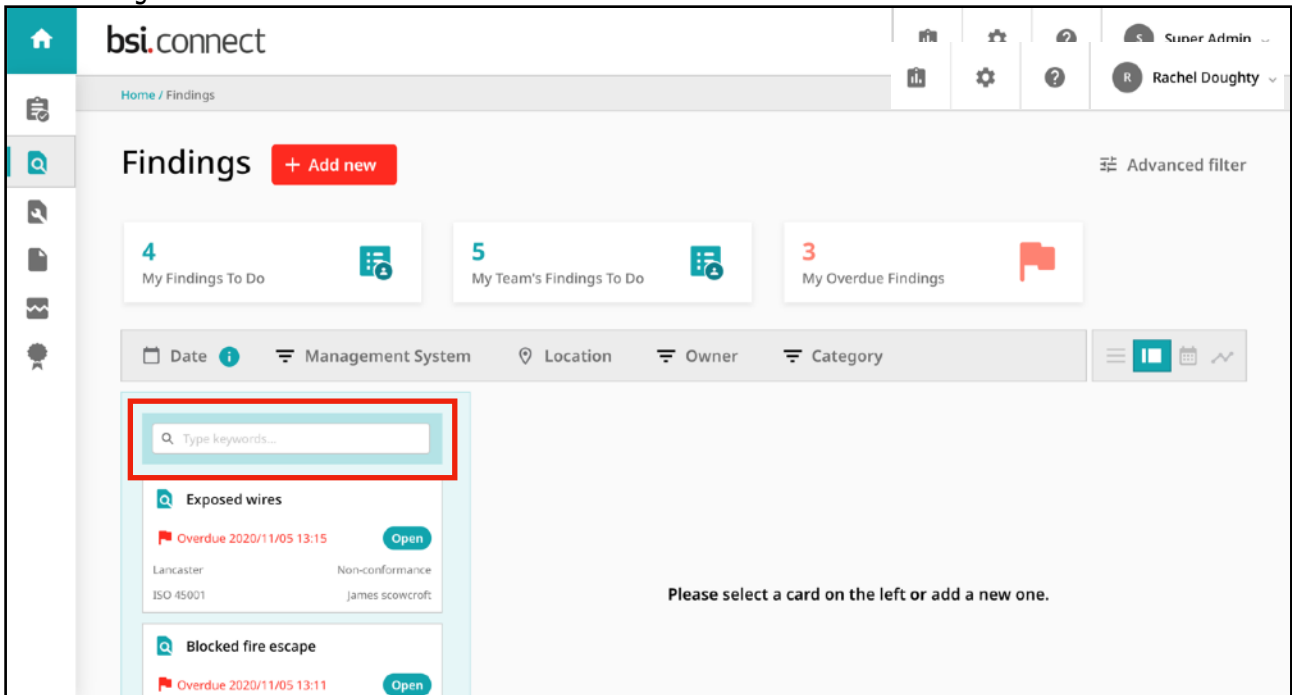

Fig. 7

If you scroll to the bottom of the record list, you will see the pagination options [fig.8].

Fig. 8

Click the ⬍ button to alter the number of records displayed on each page.To the right, use the arrows to navigate through the pages of records.

At the top of the page, use the **Clear all filters** button to clear any filters applied.Click on a card to see more detail and edit the record.

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Fig. 9

Edit the record using the screen on the right (highlighted [fig.9]).

Next to the card view button, is the 📅 button – the calendar view.
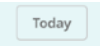
Fig. 10

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Like in the list and card views, you can filter using the advanced, column and quick filters. Remember that any filters used in one view will affect the records shown in another.

At the top of the page, use the **Clear all filters** button to clear any filters applied.

At the top right of the calendar view, you can click ↑ Export to export the calendar as an excel spreadsheet.

At the top left, you can decide which month you would like to see. Click the Today button to see the current month.

To change the year and month, click the arrows either side of the text (highlighted [fig.10]) to see chronologically linear months.

You can also click on the text (highlighted [fig.10]) to produce a drop down, where you can select a year and a month.

Next to the calendar view button is the ∿ button. This is the chart view button. Like the other views, you can filter the records shown.
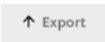
Click the ⬇ button in the top right corner of each graph to download it as a .png or .pdf file. Back on the list view, there are several ways to organize your records.

5.1.6) Configuring the Columns

Above the column headers are the column configuration options, and the export function.

🔍 Type here to search	☰ Group by column	▥ Columns	↑ Export

Fig. 11

Type in the search field to return a specific record. Click the ↑ Export **button to** export your record list to a .csv file.

Clicking 'group by column' will produce the menu in fig.12.

Fig. 12

This allows you to group specific records together.

Search for specific options by clicking the magnifying glass.To clear

a grouping, click the `Clear grouping` button.
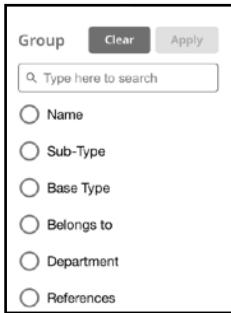
It will appear next to the advanced filter button when you have groupings applied.

Next to 'group by column' is 'columns'. Clicking this will produce a list of all columns available inthe record grid. If you select many columns, you may need to scroll left or right to view them. The scroll bar is at the bottom of the record grid.

5.1.7) Filtering the records using the Column Headers

Fig. 13

Columns can be sorted or filtered. Click the ↓ button to sort.

Sorting is either ascending, descending or off. Sorting is applied cumulatively. For example, if youapply a sort to both the title and the date columns, it will sort in the order you applied them.

N.B. If it appears that sorting is not working as you'd expect, ensure there is not a sort applied toanother column (either off screen, or hidden).

If you click and drag on the column boundary, you can make the column wider or narrower.Click the

button to filter the records according to each column.

Remember, to clear any filters applied, click the `Clear all filters` button in top right corner of the screen.

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5.1.8) Using the Record list

Below the column filters is the record list. If you hover over a record, you have the option to add adate to an external calendar.

To do this, click the [+] button. Then select which date you'd like to export, and then an external calendar.

🚩 **Exposed wires**	2020-11-05 13:15:00	Open	James scowcroft	ISO 45001	Lancaster
🚩 **Blocked fire escape**	2020-11-05 13:11:00	Open	James scowcr 📅	📄 0 📷 0	📎 0	📋
🚩 **PC left unlocked**	2020-11-04 13:07:00	Open	James scowcroft	ISO 27001	Lancaster

Fig. 14

Next to the calendar button are three icons. These show the number of attachments connected to a particular record.

The first shows actions, the second photographs, and finally references. The numbers alongside reflect the number of records or files associated with the finding record.

The [📋] button copies the record.

If you have multiple findings to create, copying the record is useful to pre-populate theassociations (e.g., owner, location).

If you scroll to the bottom of the record list, you will see the pagination options [fig.15].

Records per page: 50 ⇕ 1 - 40 of 40 records |◁ ◁ **1** ▷ ▷|

Fig. 15

Click the ⇕ button to alter the amount of records displayed on each page.To the

right, use the arrows to navigate through the pages of records.

When you log off, your filters will stay applied.

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5.2) Creating Findings

To create a finding, click 'findings', then 'create finding' (highlighted [fig.16]).
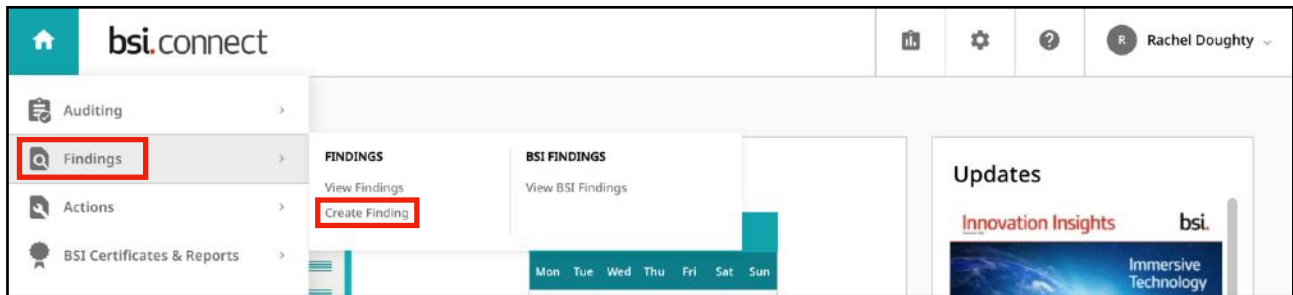
From the findings record grid, you can also click the **+ Add new** button.

Choose a finding type.

Non-Conformance is a non-fulfilment of a requirement.

Opportunity for Improvement is a statement of fact made by an assessor during an assessment,and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future.

Observations are comments that may be relevant for the next audit. Actions do not necessarily have to be taken for observations however, it is recommended that these have been considered aspart of your continuous improvement process.

Click the **Continue** button.

This will take you to the findings creation page.

Every field that is mandatory has a * next to it. Fill these fields in, starting with the title.

Fig. 17

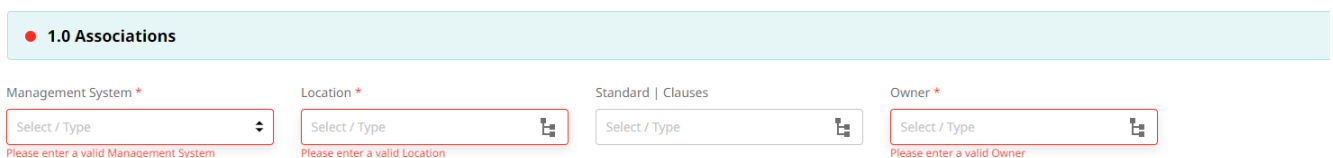In the associations panel, management system, location and owner are mandatory. Use the

▲
▼ button and the ⬚ buttons to input data.

In the 'finding information' section, select a classification by clicking the ⬍ button, and choosing from high, medium or low.

Complete the due date and the identification date.

Fig. 18

For the statement of non-conformance and objective evidence fields, enter the relevant information. You can use the formatting tools [fig.18] to assist you.

Complete any further fields as required.

Scroll down to the 'actions' section. You can click the ⬚ Add button to create an action for the finding.

For further information on creating an Action, refer to section 6.3. in this manual.

Scroll down to the 'Photos' section. You can add a photo as supplementary evidence - this is also optional.

Click **Select file** to open your computer's file menu.

You can attach any files that are relevant to this finding in the 'references' section [fig.19]. Click the relevant button. 'Upload file' brings up your computer's file selector.

'Add URL' allows you to type a web address. 'System record' allows you to associate anotherConnect Plus record.
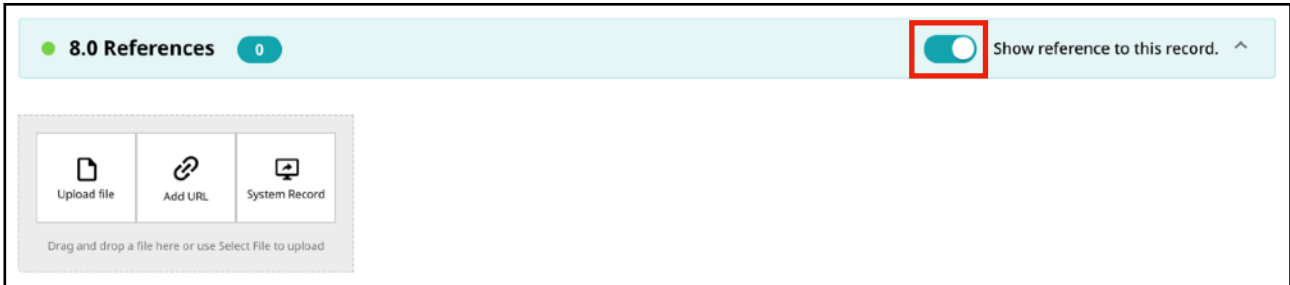

Fig. 19

When the switch 'show references to this record' (highlighted in red [fig.19]) is in the on position, this will list any other system records that reference this finding in their own references.

Below this, the revision history shows when the finding was edited and by whom.

Once you have completed the mandatory fields, you can click the **Create** button in the top right corner.

5.3) Finding Statuses

Once you click the **Create** button, the finding is saved into the draft status.You

can edit it here and click the **Save** button.

If you click the **Submit** button, your finding becomes 'Open'.

The transition options will then change at the top of the Finding. Click the **Close** button to transition the finding to 'closed'. Once the finding is closed, it cannot be reopened or otherwise edited.

The transition options will then change again, allowing you to transition the finding to 'archived'.The status
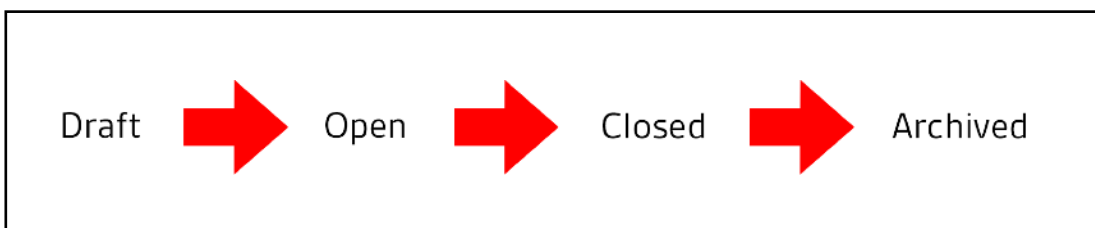
workflow for findings is shown below [fig.20].

Fig. 20

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