

Incident Management

Record and manage incidents of all categories, and use this data to implement measures to minimise the occurrence/severity of future events.

Functionality

- ✓ Capability to tag incidents against different categories (e.g. security, travel ban, etc.). Form fields can change depending on the category of the event.
- ✓ Ability to configure necessary reminders or alerts to stakeholders (owner, reporter, business unit/department lead, etc.)
- ✓ Ability to link an incident to a department or business unit.
- ✓ Ability to document the location and people affected by the incident
- ✓ Ability to record any financial impacts due to the incident
- ✓ Ability to define any other stakeholders that should be kept informed of the progress or status.
- ✓ Ability to document all assets impacted by the incident, such as People, Process, Technology or Third Parties.
- ✓ Ability to attach photographs of the incident (if applicable) directly from a smart-phone or tablet or upload if from a PC.
- ✓ Ability to capture logs or messages that might be relevant with respect to a given incident.
- ✓ Ability to document resolutions and remediations performed along with actual loss, insurance claim, other recoveries.
- ✓ Ability to log any issues that might be relevant for a given incident and assign separate ownership to those issues.
- ✓ Ability to attach documents or other evidences to support the incident resolution or remediation.
- ✓ Ability to define and allocate action plans/tasks to individuals to perform to mitigate the effects of the incident.
- ✓ Ability to centrally manage actions and tasks from a single dashboard.
- ✓ Ability to configure necessary reminders or alerts to action or task owners to ensure timely closure.

Investigations

Conduct investigations to determine the root-cause of incidents.

Functionality

- ✓ Ability to identify submitter and investigator for each investigation record
- ✓ Ability to specify the priority of the investigation depending on the impact of the incident and/or external requirements.
- ✓ Ability to record interview and conversations with personnel related to the incident.
- ✓ Ability to record resolution steps (initial response and others) to the incident to provide complete visibility to the investigator
- ✓ Ability to store documents (or attachments) that may be required to be presented to various parties including external/regulatory bodies.
- ✓ Ability to conduct risk assessment based on likelihood of this incident happening again and the impact it could have.
- ✓ Ability to define and allocate action plans/tasks to individuals to perform to mitigate the effects of the incident.

Security Roles

Loss Event Manager	Full access (Create, Read, Update and Delete) to all Incident Management objects such as All Incidents, Controls, Interview, Evidence, Notifications, Notes, Organisational Assets, People and Sites.
Incident Owner	Create, view and edit access to Controls, Evidences, Interviews, Investigations, Issues, Notes, Notifications and Tasks assigned to them.
Administrator	Administration access to all objects and ability to make configuration changes