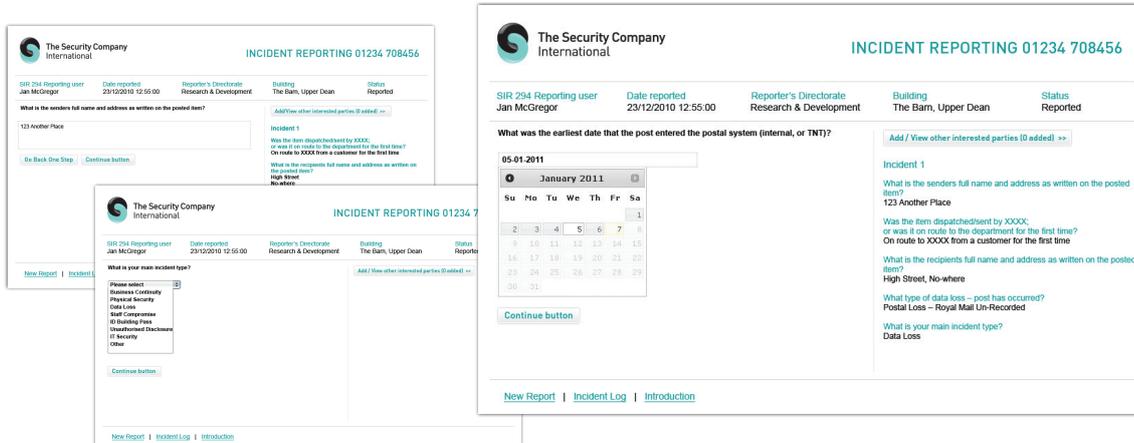




Incident Reporting Management System



The sooner information is relayed the more valuable it is!

The Incident Reporting Management System enables the capture of security incidents by guiding the employee through a series of questions, using pre-populated fields and comprehensive help text pop-ups. All fields are completely configurable.

Demographic information, using AD if required, is captured initially for the employee, assigning a security incident reference number (SIR) to each incident reported.

Each incident is managed within the content management system and is accessible by relevant stakeholders who can view, amend and research incidents on a case by case basis.

The tool contains a bespoke management information area to enable effective reporting. This is designed to be configured in-line with your organisation's processes.

The benefits

The Incident Reporting Management System:

- Allows employees to identify and report security incidents quickly via one simple route;
- Encourages the data capture of incidents to ensure future prevention;
- Improves the communication of incidents to relevant parties;
- Allows multiple incidents to be recorded at once;
- Streamlines reporting and investigation workflows;
- Highlights any security vulnerabilities;
- Provides tangible evidence to support your business case for security awareness and education initiatives;
- Allows employees to report "on behalf of" as standard;
- Identifies the root cause of incidents.

Functionality:

- Draft area to enable trial incident reporting prior to publishing.
- Total configurability of business units and directorates.
- Ability to assign access to relevant stakeholders.
- Automatically generates and sends assigned emails.
- Email content is completely configurable.
- Ability to assign actions and options to specific questions allowing your action workflow to be automatically triggered when a specified finding is recorded.
- Assigns a status to each incident depending on outcomes, actions and responses to specific questions.
- Determines a root cause of individual incidents.
- Ability for an employee or relevant stakeholder to update a reported incident with additional detail.
- Emails assigned to interested parties following a reported incident to ensure quick response and outcome.
- Full audit trail of all amends to the site admin area.
- Management information reports driven by real time data.
- Maintains a history of incident approvals/rejections along with approver comments.
- Automatically notifies reporters' Line Manager when an incident has been submitted.
- DDA compliant (AA)

