

Investigation-Applicable Incident Types

Last Modified on 07/15/2020 5:35 pm EDT

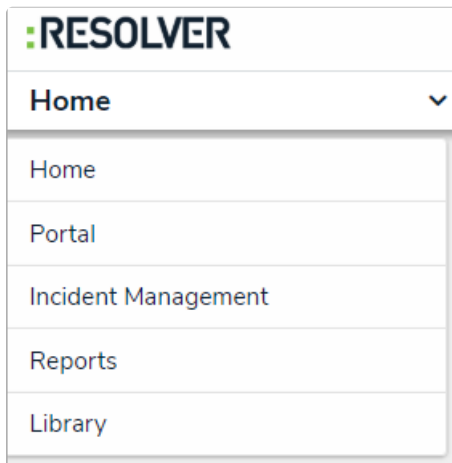
An investigation can only be opened if the associated incident is given an investigation-applicable [incident type](#). Users in the **Administrator (Incident Management)** user group can determine if incident types are investigation-applicable.



The **Administrator (Incident Management)** user group can view incident objects and create library objects only. It is not to be confused with the [Core Administrator](#), who can add users.

To make an incident type investigation-applicable:

1. Log into a user account that's been added to the **Administrator (Incident Management)** user group.
2. Click the dropdown in the nav bar > **Library**.



The Library application in the nav bar.

3. Click the **Incident Types** activity.
4. Click an incident type name to open the **Incident Type Review** form.

The screenshot shows the Resolver web interface. At the top, there is a navigation bar with the Resolver logo, a search bar, and user icons. Below this is a menu with options: Library, Org Structure, Locations, People, Organizations, Vehicles, Assets, and a dropdown menu. The main content area is titled "Security Breach" with a status of "Active" and an ID "IT-1". It contains a form with the following fields:

- Incident Type Abbreviation:** A text input field containing "SB".
- Description:** A text area containing "Category: General Security Subcategory: Building".
- Hierarchy:** A tabbed interface with four tabs: "Hierarchy" (selected), "Context", "Dashboard", and "Security".
- Incident Category:** A dropdown menu showing "General Security".
- Incident Subcategory:** A dropdown menu showing "Building".

At the bottom of the form, there is an "ARCHIVE" button, a "VIEW RELATIONSHIP GRAPH" link, a red trash icon, and a "DONE" button with a checkmark.

The Incident Type Review form.

5. Click the **Context** tab.

Hierarchy **Context** Dashboard Security

Primary Use Case
General

What is the Organizational context or driver for this Incident Type?
Organizational Driver
Business Unit

What level of complexity for the Triage Form is required for this Incident Type?
Triage Detail
Low

What is the default Severity for this Incident Type? It may be overridden at the Incident level.
Inherent Severity
Medium

Does this Incident Type involve any values at an Item level, including any Losses or Recoveries?
Losses
Yes

Are Investigations (Root Cause & Outcomes) applicable for this Incident Type?
Investigation
Yes

The Context tab on the Incident Review form.

6. Select **Yes** under **Investigation**.
7. **Optional:** If there is an incident value threshold at which the incident should be automatically investigated, enter the amount in the **Investigation Threshold** field.