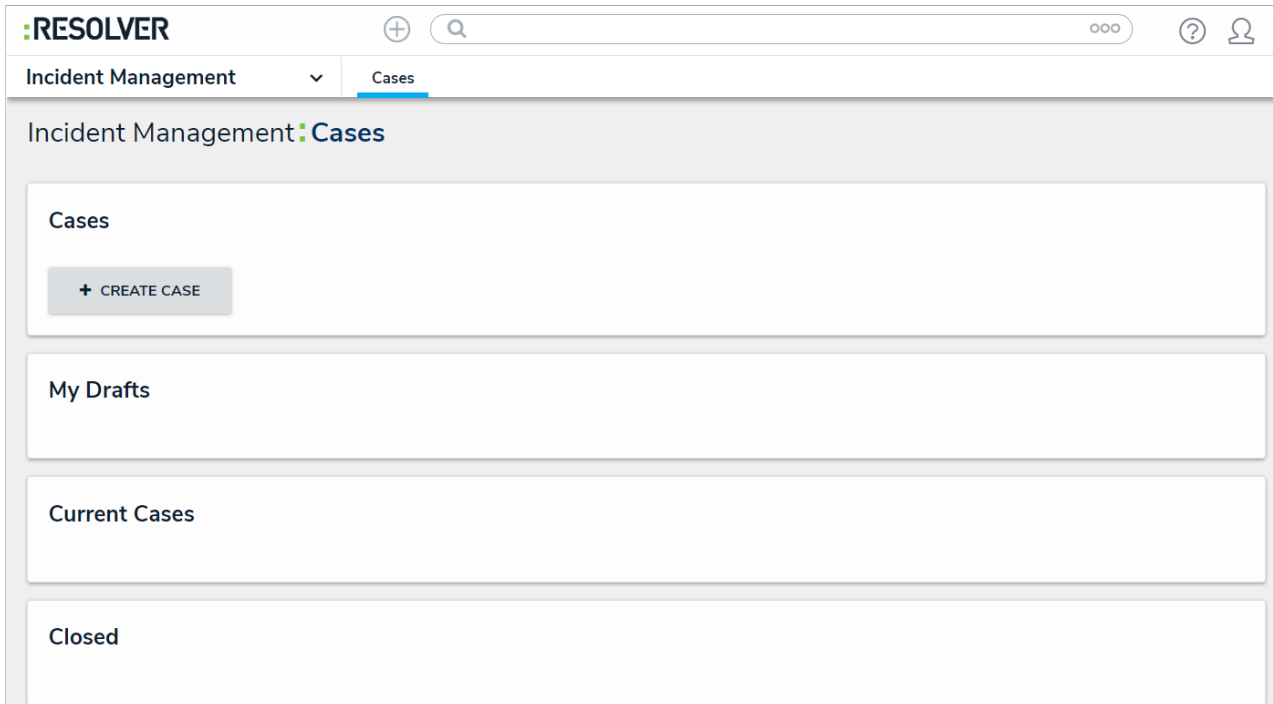


Case Management Overview

Users in the **Incident Investigator** and **Case Manager** user groups can access the **Cases** activity in Incident Management. Cases can be used to create links between multiple incidents, or to investigate a particular location or person. New cases are automatically opened in the **Draft** workflow state, then move to the **Open** state once they are active. The **Incident Investigator** and **Case Manager** can still view cases once they are in the **Closed** state.



The Cases activity in the Incident Management application.