Incident Management App Summary

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Library Management

- Build Organizational Structure including Regions, Business Units, Departments, Markets, and Locations for careful segmentation of incident data and reporting dimensions
- Identify Incident Types to be reported and standardize categorization of each type, along with determining business flow for each type
- Load lists of people, organizations, vehicles, items, and assets for easy identification in incident involvements

Incident Reporting Portal/Intake

- Simplified Incident Reporting form for users to report incidents with zero training required on the system
- Authenticated users (via SSO or Invites for username and password creation) can save as draft, monitor their submission for resolutions, and follow up on requests for more details
- Support unauthenticated users with an autogenerate URL for one-way reporting of incidents from any device. You can request contact details to follow up via email or phone or allow confidential submissions for whistleblower regulations
- Portal submissions can flow through a gated triage process to validate the information and ensure clean data for reporting or can automatically be routed to supervisors or investigators for immediate follow-up
- Submission text data in any language can be translated to a base language during the review, supporting localized language portals

Detailed Incident Data Collection

- **What Occurred:** Incident Type identification can drive additional fields and workflow actions
- **Where did it Occur:** Incident Location details include geographic information and demographic details like location type, areas, and headcounts. Identify locations by using a map or auto-generation of addresses
- **Who or what was Involved:** Link people with associate organizations, vehicles, assets, or items
- **Business Impact:** Track departments or business units responsible for or will be impacted by the disruption of the incident

- **Financial Impact:** Track assets affected, Indicate Loss values and recoveries, and Identify total exposure and losses averted

Track Tasks and Assignments

- Create and assign tasks
- Reminders of work remaining and upcoming due date
- View tasks for a team and manage incidents to completion

Investigation and Case Management

- Escalate Incidents to the Investigation team for more detailed follow-up
- Record additional information about the incident like interviews and evidence
- Attach searchable documents
- Log time and Expenses of the investigation
- Monitor key suspects to Persons of Interest for BOLO or Watchlists
- Consolidate key incidents investigation into a single Case

Key Reporting

- Detailed Incident Reports for Law Enforcement and Legal follow-up
- List report summarizing recent incidents
- Business Unit and Location overviews providing key aggregate incident indicators
- Open Incident and Aging reports to ensure efficient review and follow up
- Incident Breakdown reports by any dimension (location, type, business unit, etc.)

Root Cause, Outcomes, and Corrective Actions

- Document Contributing Factors and Root Cause of the incident
- Identify the effectiveness of Security Controls and key issues
- Create and assign action plans to control owners for remediation