



Incident Management | Solution Overview

Your organization is constantly exposed to threats, some of which may materialize into incidents that require attention and prompt action. Given the varying nature and severity of these incidents, you need a solution that helps you consistently and effectively identify and address them.

Onspring's Incident Management solution empowers your users to identify and control incidents and manage them to resolution in the manner that best suits your organization's specific needs.

With Onspring, you can:

- **Manage the intake of critical incidents from a variety of data sources**
- **Logically evaluate, categorize and prioritize incoming incidents**
- **Dynamically route incidents to impacted parties for approval based on your business rules**
- **Define, deploy, assign and manage incident response procedures**
- **Actively and securely monitor the overall state of your Incident Management program**

Incident Management Software That Works for You



Incident Intake & Processing

Enable the capture of incidents from a variety of sources, from direct end-user data entry to dynamic integrations with 3rd party incident logging solutions.



Key Relationships

Establish relationships between your incidents and other impacted elements of your organization, including risks, locations, disaster recovery plans and policies.



Response Management

Define the detailed response procedures required to address various types of incidents and automatically engage responders when required.



Establish Dynamic Workflow

Engage the appropriate groups in the incident management process based on the parameters that drive your critical incident response procedures.



Reporting & Alerts

Engage impacted parties with custom reports, dashboards and alerts that deliver critical information at the appropriate points in the process.



Monitor Incident Response Program

Establish and track key performance measurement criteria and enable ongoing evaluation of your incident management program.

Incident Reporting Information

Onspring

Incident ID: Case - 7

Overall Status: In Progress

Days Open: 5 day(s)

Date/Time Occurred: 1/26/2017 10:08 AM

Date/Time Reported: 1/26/2017 12:08 AM

Reporter: Jacob Smith (913) 555-4254

Address: [redacted]

Phone Number: (913) 555-4254

Type: Traffic Accident

Incident Management | Latest Features

At Onspring, we work directly with our clients to deliver frequent platform enhancements. Here are just a few of our features that add value to the Incident Management process:

Reporter

Full Name	Email Address	Phone Number
Shelly Fisher	shelly.fisher@abcco.com	(913) 555-2436

Date/Time Reported: 2/1/2017 12:32 PM

Date/Time Occurred: 1/30/2017 2:51 AM

Type: Cyber Attack

Subtype: DDoS

Dynamic Incident Processing

- Enable capture of incident information via end-user input and integrations with external data sources
- Dynamically and automatically categorize incidents and engage the appropriate responsible parties in their research and resolution
- Deploy incident response procedures and monitor their status throughout the incident's life cycle

Access Control & Workflow

- Drive accountability by assigning key stakeholders as actors in the incident response process
- Define the parameters of your incident workflow and ensure the complete and accurate capture of critical data elements
- Dynamically grant access to incident information on a need-to-know basis



Report Properties: Incident Status by Initial Reviewer

Scheduling

Schedule: Event

Send To: Attachment

Send: Every Week

Type: PDF

Starting On: 1/26/2017 12:08 AM

Ending On: 1/27/2017 12:08 AM

Recipients

Specific Groups: Incident - Initial Reviewers

Specific Users: [redacted]

Note: The selected recipients must have permission to run the report or they will not receive it.

Message

From Name: Incident Management Team

From Address: [redacted]

Alerts & Reporting

- Engage users in the incident response process at the exact point their participation is required
- Enable email and report notifications to alert users of key dates and events in the incident management life cycle
- Configure dynamic reports and dashboards that deliver incident information to all stakeholders in a manner that fits their specific responsibilities

About Onspring

Onspring is a cloud-based platform that makes reporting, analysis, process management and coordination refreshingly easy. Our connected solutions for audit, legal, risk, vendor and compliance professionals put key metrics at your fingertips—anytime and everywhere. Get started with our solutions in days, not months, and easily tailor them to your requirements. With Onspring, you are in control.