

Archer[®] Incident Management

Use Case for Business Resiliency

The Challenge

While many organizations have incident response processes for business units or locations, these processes are often manually implemented and managed through spreadsheets or homegrown solutions. As a result, valuable time and resources are spent tracking incidents rather than resolving them. Minor incidents can quickly become business interruptions or crisis events with the potential to cause serious harm, and organizations must be able to react quickly and effectively when events occur that could impact customers, employees, operations, or brand reputation.

Overview

Archer[®] Incident Management provides case management and incident response for reporting and categorizing cyber and physical incidents and determining the appropriate response procedures. The use case allows you to evaluate the criticality of an incident and assign response team members based on business impact and other requirements. Archer Incident Management provides a metrics dashboard for tracking and reporting on the status of all incidents, their costs, related incidents, losses and recovery.

Key Features

- Central repository for reporting incidents and managing the incident lifecycle, including workflow and procedures that must be implemented, categorized by incident type (e.g., denial of service, phishing attack).
- Contact information repository for those involved in the incident identification, resolution and investigation process.
- Dashboards and reports that provide visibility into the status of all incidents.

Key Benefits

With Archer Incident Management, you can:

- Centralize incident workflow and tracking.
- Enable end users to report and manage cyber and physical incidents of any type, including theft, harassment, fraud and phishing.
- Allow whistleblowers to report incidents anonymously.
- Integrate data from a call center or intrusion detection service through the flexible Archer Web Services API.
- Centralize and control access to incident data.
- Link incidents to specific findings and remediation plans and monitor all remediation efforts and approvals.
- Produce rollup reports to track incidents and identify trends, incident similarities, and relationships.



INCIDENT MANAGEMENT []

Active Incidents, Ethics Violation Reports & Investigations

Most Recently Started Investigations []

Investigation ID	Investigation Start Date	Investigation Request Name	Urgency	Request Status	Request Type
INV-5	3/29/2017	Examine Surveillance Tapes	High	Under Review	Investigation
INV-1	10/20/2016	Employee Investigation	Medium	Submitted	Litigation
INV-12	8/20/2016	Our Sample Investigation	Low	Submitted	Litigation

Incidents by Owner

Open Incidents by Incident Owner []



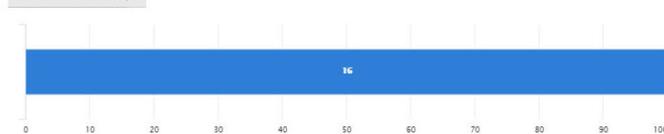
Incident Summary

Open Incidents by Priority []

Process Name	Compliance Impact Rating	Data Confidentiality Impact Rating	Data Integrity Impact Rating	Financial Impact Rating	Operational Impact Rating	Reputation Impact Rating	Strategic Impact Rating	Criticality Rating	BIA ID	Overall Status	Approved Date
Account Management	High	Medium	Low	High	High	High	High	High	BIA-00045	Awaiting Review	2/3/2017
Account Opening	Not Rated	Not Rated	Not Rated	Not Rated	Not Rated	Not Rated	Not Rated	Not Rated	BIA-00008	In Process	
Account Opening - HW Client	High	High	High	High	High	High	High	High	BIA-00040	Approved	4/21/2019

Incident Close Rate

Days to Close (Last 60 Days) []



Incident Trends

Incidents Reported by Quarter []



Discover More

Archer is a leading provider of integrated risk management (IRM) solutions that enable customers to improve strategic decision-making and operational resilience with a modern technology platform that supports qualitative and quantitative analysis driven by both business and IT impacts. As true pioneers in GRC software, Archer remains solely dedicated to helping customers manage risk and compliance domains, from traditional operational risk to emerging issues such as ESG. With over 20 years in the risk management industry, the Archer customer base represents one of the largest pure risk management communities globally, with more than 1,200 customers including more than 50% of the Fortune 500.