About Incident Manager

Incident Manager enables organizations to collect, classify, and manage multiple IT and non-IT incidents. Incident Manager is a single collection point for all manually reported and automatically imported incidents. It imports incidents reported from most monitoring systems and scanners as well as security incident management (SIM) solutions. All incidents, including business, operational, and environmental can be reported on using the incident-reporting portal. Incidents are assessed based on configurable workflow and automatically created and classified based on rules that are tracked throughout the incident's lifecycle. Incidents are tied to controls, policies, and risk to provide closed loop feedback for policy and control assessment and risk monitoring. Incidents are rated based on criticality so organizations can respond based on impact to the business.