Creating a New Incident

Create a new incident to record an event that affects your organization and track the response to the event and the eventual resolution of the incident. You can create a new incident if you have the Incident View and Incident Create or Incident View and Incident Manage permissions. Unless you have the Incident View permission, the incidents are not visible to you if you are the owner of an incident. The Incident View permission is required in order to use permissions, such as Update and Manage in the Incident permissions hierarchy.

To create a new incident:

1. Click **Incidents** > **Incidents**. The **Incidents** page is displayed.
2. Click **New**. The **New Incident** dialog appears.
3. Enter the following fields:

Parameter	Description
Title	Give the new incident a summary title.
Incident Type	Select from existing types or define a new incident type if permissions allow. See note, below.
Incident Subtype	Select from existing subtypes or define a new incident subtype if per-missions allow. See note below.
Description	Describe the incident. The title is intended to summarize the description. Both fields are required.
Entities	Click + to choose entities to associate with the new incident. Click - to delete selected entities from the list.
Time Started	Use the date and time popup to specify the start time for the incident.
Time Ended	Optional. Specify the time the incident ended, if known.
Time Detected	Specify the time that the incident was detected.
Due Date	Optional. Enter the date by which a response to this incident is needed.
Organization name	Optional. Select an organization.
Division	Optional. Choose a division within the organization.
Subdivision	Optional. Choose a subdivision within the division.
Comments	The incident submitter can add initial comments as the incident is cre-ated. Others can add comments later.

4. Click **Finish** to create the new incident.

By default, the RiskVision application assigns an appropriate workflow and immediately starts the workflow in the Submitted stage (first stage) after an incidents is created. Set the com..incident.autoLaunchIncidentproperty to "false" if you want a workflow not to start on its own.

The option of defining a new Incident Type or Subtype can be limited to users with the Incident Manage privilege by setting the global property: allow.incident.type.subtype.creation.toIncidentManagePermissionOnly = true