Incident Management

The following properties are associated with incident management:

1. **com..incident.globalIncidentProject.name**

   This property is used to set global incident program name. If it is not set to a program name, by default "Incident Assessments" name is used.

2. `com..incident.autoLaunchIncident` = [true |**false]**

   If this property is true, the system will automatically assign the appropriate workflow and start the workflow. By default, it is true.

3. `com..incident.reconciliationCriteria` = Title,Description,IncidentType

   Based on the properties of Incident, supplied as comma-separated values to the above property, RiskVision decides whether to update an existing Incident or create a new one. There are three properties:

   - Title
   - Description
   - IncidentType

4. allow.incident.type.subtype.creation.toIncidentManagePermissionOnly = [true | `false`]

   This property is used to allow creation of type, sub type of incident. If the property is false, users with Incident Create permission will be able to create types and subtypes of incident. If the property is true, then only users with Incident Manage permission will be able to create type and subtype. The default value of the property is false.

   Note: By default, all users with the Incident Manage permission can create new incident types and subtypes. If you want to restrict users with the Incident Manage permission from creating new incident types and subtypes, you can use the allow.incident.type.subtype.creation.toRole=User_Role property value to require that, in addition to having to have Manage permissions, users have a specific role in order to be able to create new incident types and subtypes.

5. com..incident.workflow.allowToLaunchNewIncidentWF = [true | false]

   This property is used to allow launching a new workflow that will be picked up, based on the property com..incident.workflow.type, whenever any underlying incident property value changes. The default value of the propety is true.

To create an incident workflow:

1. Create a new workflow and check the box next to theEnable Risk Assessmentoption in the stage from where you will want to start the assessment.

2. In the **Selection** tab of the workflow, set the criteria based on the incident type, division, or riskLevel so that the creation of incident automatically picks the required workflow.

3. If you want to start assessing risk from first stage, enable the **Enable Risk Assessment**option in the initial, "Submitted," stage.