

Crisis and Incident Management

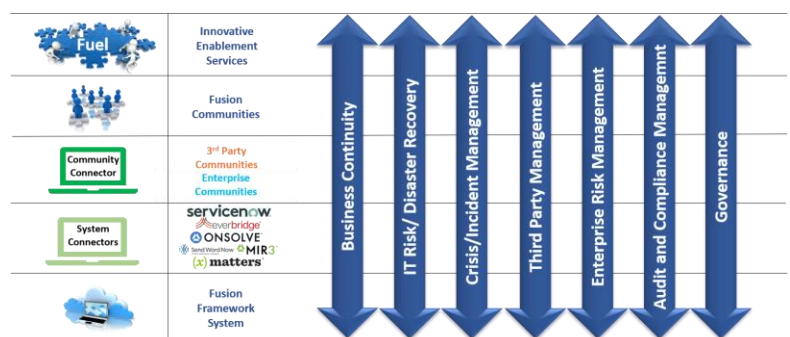
Build Your Own Approach Where One Size Does Not Fit All

Timing and effective decision-making are critical when it comes to managing an incident. Each situation has its own unique set of circumstances. By mobilizing the right response quickly, you can prevent a small incident from growing into a full continuity event or even a crisis. As organizations continue to transform, their approach to incident management must also transform.

Because a crisis can develop at the speed of the internet, incidents must be managed at the first line of defense – your communities of employees, associates, members, suppliers and vendors – to prevent escalating into a major disaster. Are you equipped to manage incidents and engage your front lines from a single pane of glass no matter what the situation is?

Preparing for Incidents You Cannot Predict

When an incident occurs, you need to rely on two things: information and preparation. The quality of your information foundation will determine the effectiveness of your decisions. The breadth and depth of your planning and exercises will determine the efficiency of your response. The success of your incident management efforts is directly related to the engagement of your communities, using current, accurate and complete information, and following a well-orchestrated plan that has been thoroughly exercised.



But there is no way to prepare for everything. The best programs are nimble. The ability to build plans dynamically, at the time of the incident, based upon the situation ensures a higher probability for success. With the right system, an incident action plan can be formulated rapidly and flexibly and then be enhanced in real-time, always keeping you in command and control.

A Structured Approach to Incident Management

By structuring your program to manage incidents based on timely escalation as thresholds are breached, you can focus the right resources at the right time. Your responsiveness will improve with a system that can monitor the incident, determine the response level, and notify the right resources for you as thresholds are breached. Having a system that can provide full visibility to your Crisis and Incident Management teams will improve your decisiveness.

Plan Type	Description	Examples
Emergency Action	Facilities and people are in immediate risk	<ul style="list-style-type: none"> Weather related incidents Building fire
Incident Response	Your organization may have a partial or hidden impact	<ul style="list-style-type: none"> Preparation for a tornado, hurricane, snow storm Technology outage isolated to one area
Business Continuity	Your plan to continue operations to keep up with customer need	<ul style="list-style-type: none"> Major facility or infrastructure failure Power outage
Crisis Management	Impacting reputation; require communications with the media	<ul style="list-style-type: none"> Data breach Active shooter

Building your plans with the Fusion Framework System enables you to create an appropriate response by dynamically compiling an incident-specific set of actionable procedures that can be managed from a single portal. Assign tasks, monitor progress, adapt your incident plan, and resolve each situation from a position of command and control.

Key Capabilities

Leverage Fusion's flexible system of tools to plan and run exercises and capture learnings in real time. Use the same familiar tools to target a specific response and engage your teams in actual situations.

Unique Plan Activation

- Create situational plans in minutes
- Build cross-plan dependencies
- Estimate completion times
- Add to the incident plan as the situation evolves

Dynamic planning

- Build plans during an exercise
- Add additional steps in real time
- Track changes for plan updates

Incident Dashboard

- Access information via any mobile device
- Monitor progress against milestones
- Manage issues
- Visualize progress on a dynamic timeline
- Geocode anything on an Incident map
- Configure user-specific views

My Tasks

- Create task lists for each incident participant

Data-Driven Decisions and Augmented Intelligence

- Build data-driven alerts into your processes
- Ensure timely changes in course

Automated alerts and reminders

- Notify teams and other personnel involved in the incident
- Send executive alerts based on severity

Fusion Connector to Your ENS

- Communicate with specific groups
- Send Manual or automated alerts

Fusion Connector to ServiceNow

- Send tasks to ServiceNow users
- Receive status updates automatically

After-Action Reporting

- Generate your Post Incident Report with the click of a button
- Track status of remediation actions

Benefits

Digitally transform the way your team handles crises and manages incidents. Make maintaining plans and conducting exercises more efficient, productive and engaging. Enable participants to contribute improvements in real time.

Reduce Time Spent Planning and Running Exercises

- Build off your Information Foundation
- Rapidly pull procedures and related information into an exercise plan
- Leverage previous exercises as quick start templates
- Automate communications to participants
- Reduce idle time for participants

View the Situation and Drive Targeted Responses

- Map Organizational Data and External Situational Intelligence
- Understand how your sites and assets may be impacted by developing situations.
- Map your locations, vendors or any other assets
- Add situational intelligence such as weather feeds or natural disaster feeds
- Launch Incidents quickly with a point and click interface

Quickly Build a Focused Response to an Incident

- Select only the impacted plans and procedures to create a targeted plan of action in minutes
- Select only areas that apply to the situation
- Extend the action plan in stages

Be in Command and Control

- Manage from an interactive incident dashboard
- Orchestrate the situation from anywhere on your mobile device
- View status, issues, and real-time updates

Automate After-Action Reporting and Track Plan Remediation

- Improve plans through information tracked as you manage incidents
- Drive success based on practices learned

About Fusion Risk Management

Founded with a vision to transform how risk and business continuity programs are managed, Fusion Risk Management is dedicated to helping organizations improve integrated risk, business continuity, IT disaster recovery and crisis management programs. Based on the premise that an integrated information foundation and flexible tools can meet any program's needs, the Fusion Framework System designed to adapt and evolve to drive customer success.