DATA SHEET

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.

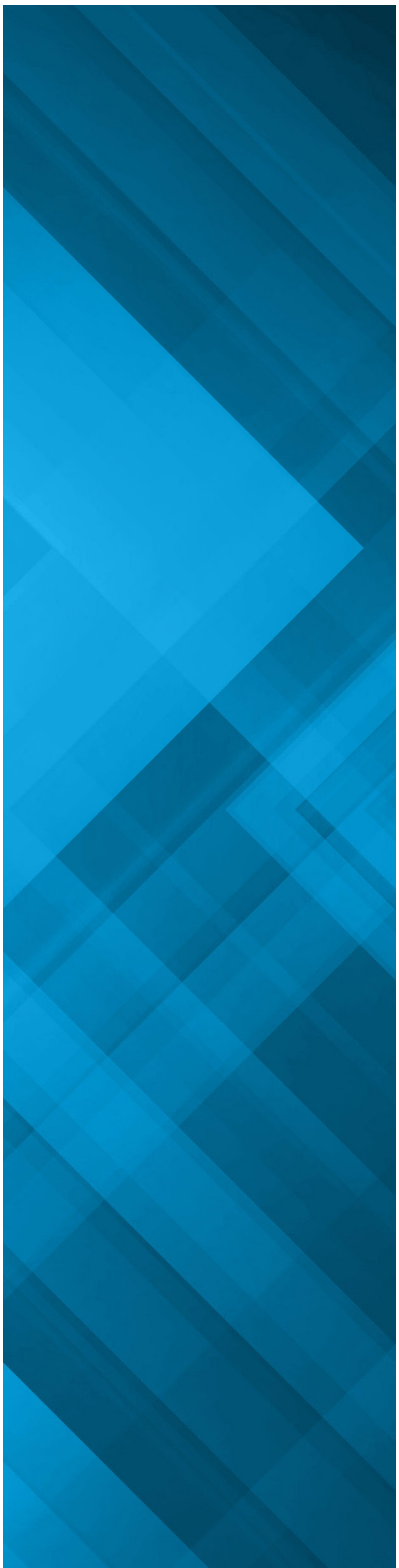
Key Features

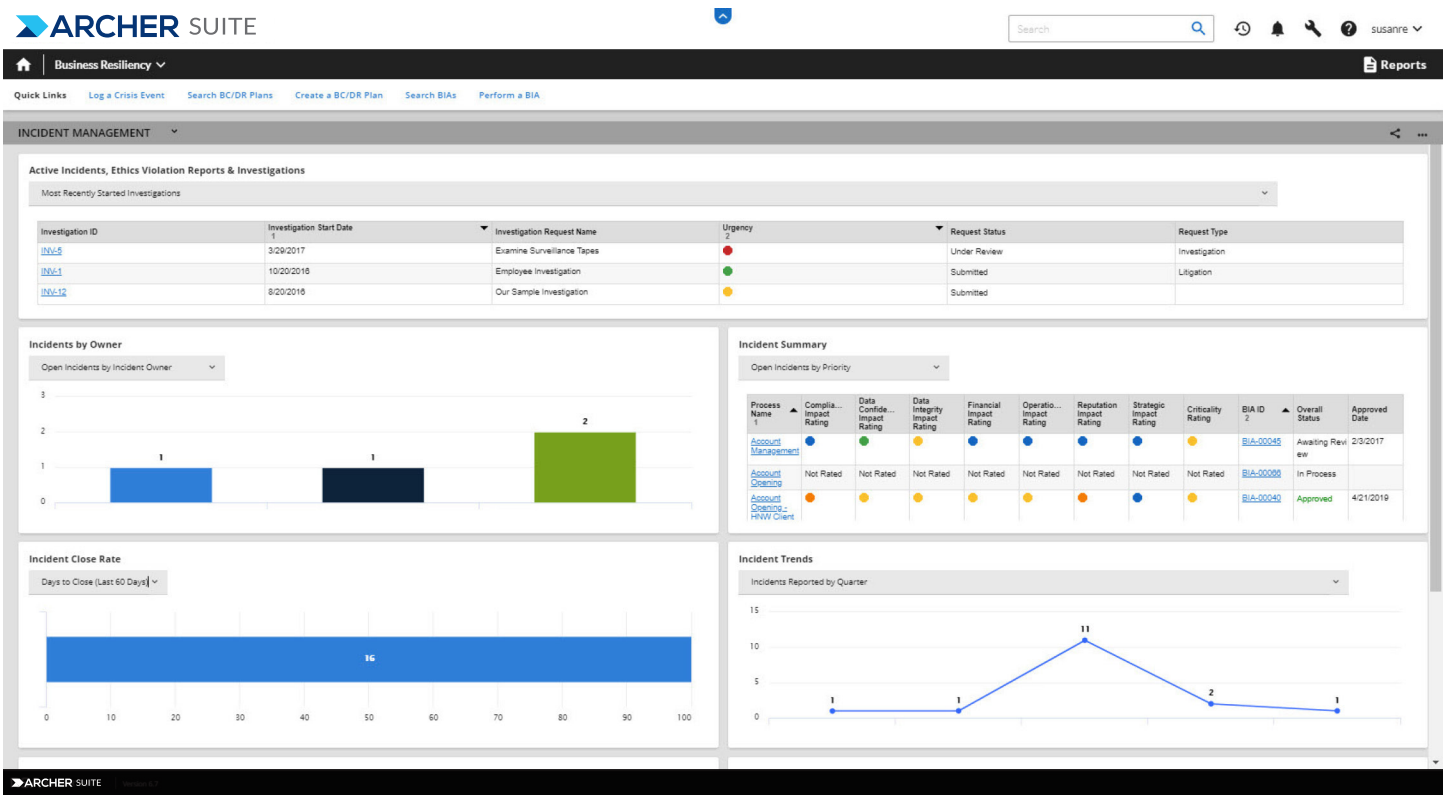
- Central repository for reporting incidents and managing the incident lifecycle, including workflow and procedures that must be implemented, categorized by incident type (e.g., denial of service, phishing attack).
- Contact information repository for those involved in the incident identification, resolution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





Discover More

Archer, an RSA company, is a leader in providing integrated risk management solutions that enable customers to improve strategic decision making and operational resiliency. As true pioneers in GRC software, Archer remains solely dedicated to helping customers understand risk holistically by engaging stakeholders, leveraging a modern platform that spans key domains of risk and supports analysis driven by both business and IT impacts. The Archer customer base represents one of the largest pure risk management communities globally, with over 1,500 deployments including more than 90 of the Fortune 100.

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