Incident Management

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Child Pages

Purpose, Scope and Users

The goal of the Incident Management Process is to restore service as quickly as possible and with minimum impact to the business and/or our customers. All Incidents should follow the defined Incident flow diagram and Incident management process described below.

An incident can come in many forms: disruption to public-facing applications, and attacker, virus or other malware infecting systems, or even a stolen laptop containing company data. This policy covers all incidents that may affect the confidentiality, integrity and availability of Virtuoso's information assets, and outlines steps to take in the event of such an incident.

This policy governs the actions required for reporting or responding to security incidents involving Virtuoso information and/or information technology resources to ensure effective and consistent reporting and handling of such events.

This policy applies to all Virtuoso Staff with responsibility to respond to security and availability incidents involving Virtuoso-owned resources or data.