



Securely report issues, incidents, or concerns from anywhere at any time with this flexible, tailorable solution

## ComplyTrack™ Incident Management

The Incident Management application gives you proactive control over the management of incidents across your entire enterprise—from initiation to resolution. Securely report issues, incidents, or concerns from anywhere at any time with this flexible, tailorable solution. With automated real-time status and embedded IBM Cognos reporting, you get the clear visibility you need to mitigate vulnerabilities and reduce damage.

- **Always-on global incident submission and tracking** offers round-the-clock, enterprise-wide incident submission, and allows all to track the status of their incident with the built-in ticketing system.
- **Ensure complete, actionable data** with the ability to specify the data you collect by incident type and user profile. Users can attach any type of support documentation required for you to get the complete information you need to take action.
- **Stay proactive with automated status updates** that occur as an incident moves through your workflow, following rules you specify. Determine which notifications are sent to which stakeholders at key milestones, and route using custom workflow rules to match your approval process.



We offer a wide array of ComplyTrack™ Professional Services to help you derive maximum value from your tools, your data, and your existing team. Call 800.808.6800 or visit [complytrack.com](http://complytrack.com) for more information.

The Incident Management application gives you proactive control over the management of incidents across your entire enterprise—from initiation to resolution.

Enter incidents from anywhere in the enterprise using web-based forms, and they will be held open until properly assigned for investigation and resolution.

Use the rule designer to specify your own internal approval processes. Route incident reports to a person or group for approval or to other users for review.

- Track everything you consider to be an incident, even events that don't fall under the traditional definition.
- Establish a true and consistent approval process, with delegation of responsibilities and customized routing.
- Quickly collect additional or alternative information based on incident profile.
- Tailor the embedded IBM Cognos reporting to meet the unique needs of your organization.

**To learn more about ComplyTrack™ Incident Management, contact your WK Account Manager or go to [complytrack.com](http://complytrack.com).**