



INCIDENT MANAGEMENT PROCESS AND TOOL FOR SECURITY INCIDENTS (NON-IT) OF A BANK - 2012

Used services

- ✓ Project & Change Management
- ✓ Process & Information flows
- ✓ Tools & Databases
- ✓ Reporting

Context

In 2011, the client had implemented a new incident mgt tool in order to respond to audit requirements about incidents follow-up. But, the tool did not respond to the requirements.

Headlines

- ✓ Major Belgian bank
- ✓ +/- 5 users of the software (incident managers)
- ✓ +/- 100 guards recording incidents and events

FacOrg Contribution

Step 1 : analysis of the existing situation

We have analysed the software and the way it has been configured. We have recommended to leave new tool and to reuse and upgrade the MS access DB that was used before.

Step 2 : update and upgrade the database

We have upgraded the database and add some new functionalities. The tool has also been documented (user manual + technical documentation). The tool responds to the need of data analysis through specific reportings on the database.

Step 3 : adapt process

The roles and responsibilities of each actor are also being reviewed in order to organise better the incident mgt process. This also allows a better use of resources.