IncidentBond

Baseline Configuration Guide

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Contents

About Rsam Baseline Configuration Guides

Rsam Baseline Configuration Guides provide you the information needed to understand the pre-defined configurations for each module. These guides should be referenced to gain a better understanding of how the module is configured and can be used out-of-the-box.

Baseline Configuration Overview

This document describes the baseline configuration and structure for the IncidentBond. The baseline configurations for the IncidentBond allow your users to manage a wide variety of incidents. The pre-configured activities help streamline your program by leveraging a central repository, allowing for data normalization, workflow, and timely reporting in a more automated fashion.

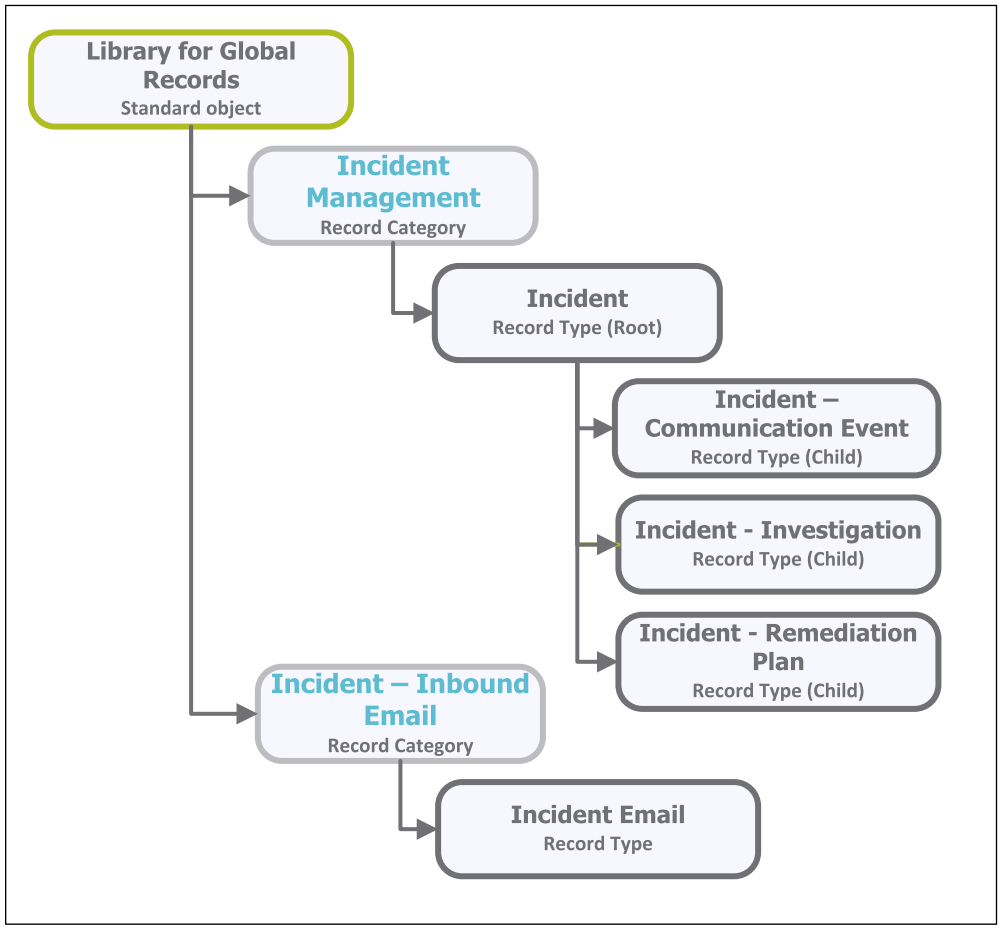
The following is a list of elements that have been configured in the IncidentBond:

- Structure
- Home Page Tabs
- Incident Management Workflow
- Data Import

The information on the elements mentioned above will provide a baseline understanding before you leverage the *IncidentBond Step-by-Step Tutorial* or begin to tailor the module to meet your unique requirements.

IncidentBond Structure

All incidents in the IncidentBond are stored in the object type called *Library for Global Records*.



Object Type

The following object type has been pre-configured in this module:

Object Type	Usage
Library for Global Records	A standard library object under which all the incident records are stored.

Record Categories

The following record categories have been pre-configured in this module.

Object Type	Usage
INC: Incident Management	A category type that includes the Incident record type and its child record types: Communication Event, Investigation, and Remediation Plan.
IND: Incident - Inbound Email	A category type that includes the Incident Email record type.

Record Types

The following record types have been pre-configured in this module.

Record Type	Usage
INC: Incident	This is a root level record that contains all the incident-related information. This record can have multiple child records or record types.
INC: Incident – Investigation	This is a child level record of an incident record (one-to-many). The investigation record tracks investigative actions and allows a user to attach supporting documentation.
INC: Incident - Communication Event	This is a child level record of an incident record (one-to-many). The communication record allows a user to track communication (Phone, Email, and so on) with another party and to attach evidence of that communication event.
INC: Incident - Remediation Plan	This is a child level record of an incident record (one-to-many). This record allows a user to track plans, dates, assignment, and evidence.
INC: Incident - Email	Incidents coming into Rsam from Email Listener are originally created as record of this type. Then they are automatically converted to an Incident record.

Home Page Tabs

The Baseline Configuration of the IncidentBond contains several Home Page tabs. These tabs can be configured for various roles and then can be assigned to your users to complete their tasks. All home pages can be accessed from the **IncidentBond** grouping tab in the left navigation pane.

The following Home Page tabs are available in the IncidentBond.

Home Page Tab	Description
IB: Activities	Provides access to all the task-based activity center tiles for the IncidentBond. Users can navigate to tasks from the relevant tiles.
IB: Dashboards	Provides access to dashboards for all IncidentBond metrics and activities.
IB: Shortcuts	Provides quick access to the links to various record categories for the IncidentBond.
INC: Incident Navigator	This is a record navigator that allows the users to view incidents grouped by various attributes such as workflow state, status, and so on.

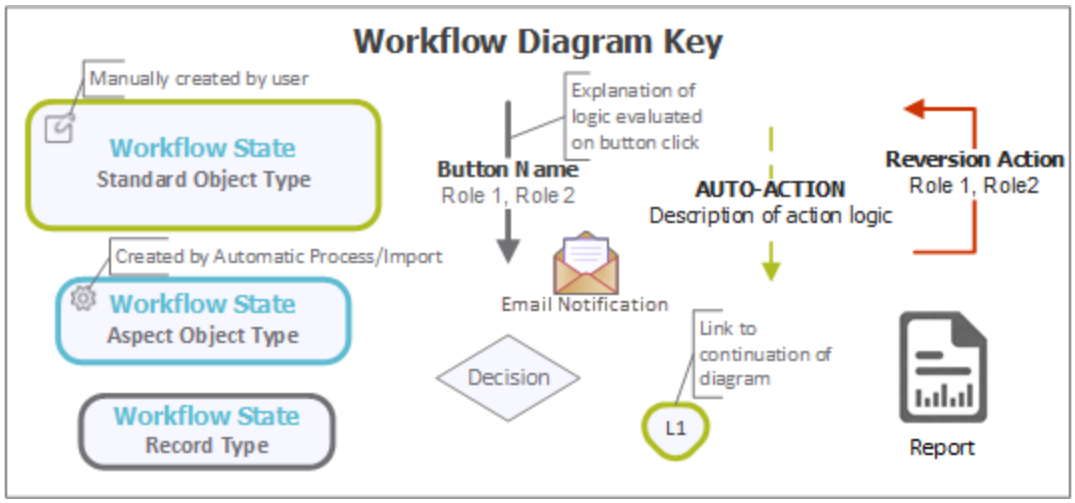
IncidentBond Workflow

This section covers the following concepts of the baseline IncidentBond workflow:

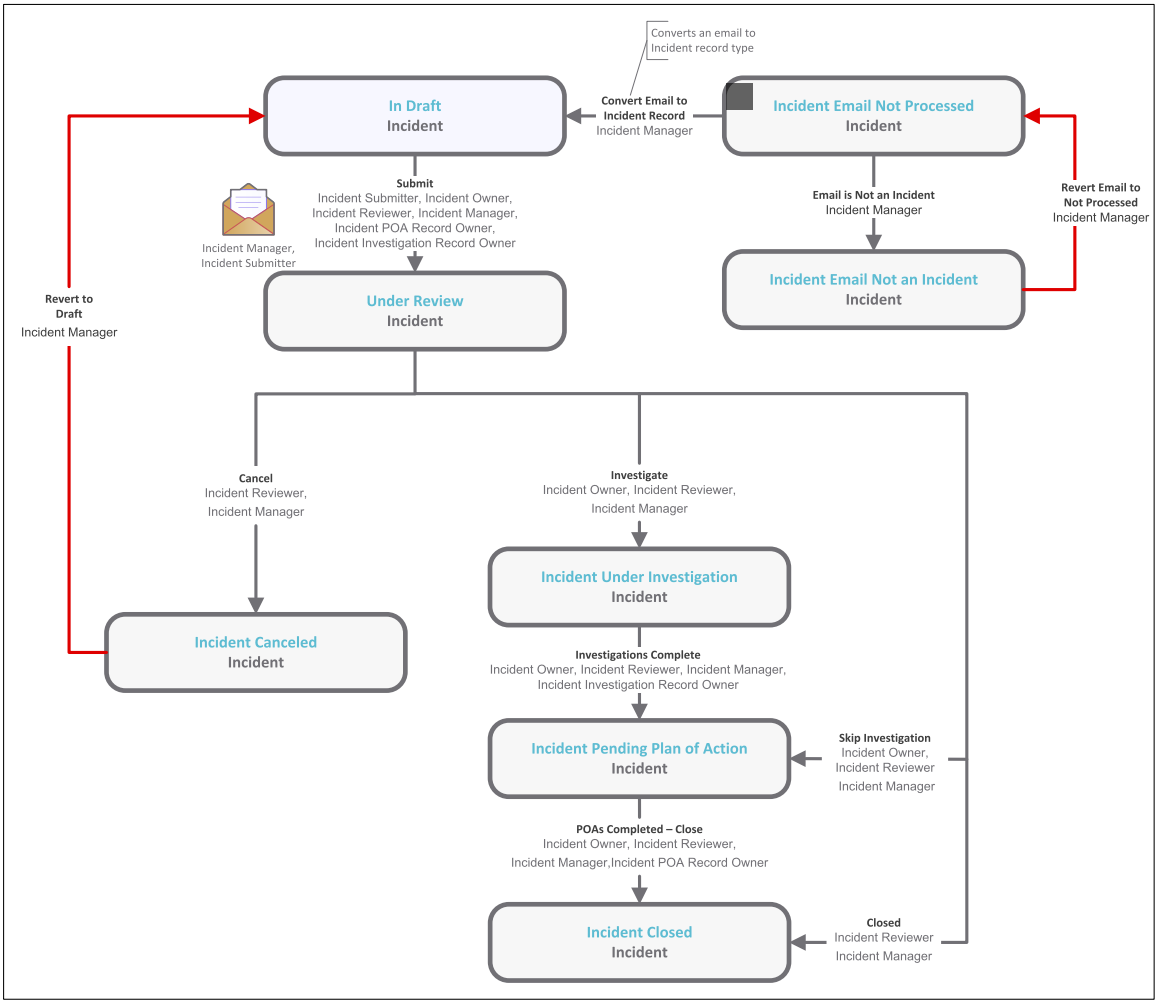
- Workflow Diagram
- Workflow States
- Workflow Roles
- Workflow Buttons

Workflow Diagram

Before proceeding to the workflow, it is recommended that you familiarize yourself with the following Rsam workflow diagram key.



The following diagram shows the baseline IncidentBond workflow.



Workflow States

The following is a list of states associated with the baseline IncidentBond workflow.

Workflow State	Description
INC: In Draft	An incident that is created automatically enters this state. In this state, an owner is assigned to the incident. After performing the necessary steps, the incident owner submits the workflow to the "Under Review" state.
INC: Under Review	In this state, an incident is reviewed and analyzed thoroughly. Depending on the outcome of analysis, the incident is submitted for further investigation or to seek an approval on the remediation action plan, or it can be closed straightaway if proper measures are in place or cancelled if no proper evidence is available.

Workflow State	Description
INC: Incident Under Investigation	An incident enters this state from the Under Review state when it is required to investigate the root cause of incident. In this state, a remediation plan is created and proposed.
INC: Incident Pending Plan of Action	An incident can enter this state from either the Under Review state or Incident Under Investigation state. In this state, the remediation plan is approved and then the incident is closed.
INC: Incident Closed	An incident enters this state from either the Under Review state or Incident Pending Plan of Action state after that incident has been mitigated and necessary measures to avoid its recurrence has been taken.
INC: Incident Cancelled	An incident enters this state from the Under Review, Under Investigation, or Pending Plan of Action state due to some of the reasons, such as the incident has zero effect on the organization or has no proper evidence that needs further action.
INC: Incident Email Not Processed	This state flags records created by Email Listener that have been not analyzed to verify whether they are related to an incident.
INC: Incident Email Not an Incident	This state flags records created by Email Listener that do not qualify as an incident.

Workflow Roles

The following is a list of workflow roles that perform tasks associated with the states in the baseline IncidentBond workflow.

Note: Sample users for each of these roles are optionally provided with the baseline module installation package.

User ID	Role	Description
r_incident_submitter	INC: Incident Submitter	This role is assigned to a user that submits incidents.

User ID	Role	Description
r_incident_owner	INC: Incident Owner	This role is assigned to a user that has the responsibility to mitigate the effect of incidents and resolve them completely by adopting appropriate measures. This role allows a user to create, view, update, and delete incidents records, and view email records.
r_incident_reviewer	INC: Incident Reviewer	This role is assigned to the user that needs to review incident records. A user with this role reviews and approves a remediation plan and helps an incident owner to resolve and close an incident case. This role allows a user to create, view, update, and delete incidents records.
r_incident_manager	INC: Incident Manager	This role is assigned to the user that needs to assign incidents to users. A user with role can create, view, update, and delete incident records, and create, view, and update email records. Typically, this role allows a user to perform all the tasks in each state.
None	INC: Incident POA Record Owner	This role is assigned to a user to whom you want to work on a specific portion of an incident. This role has read-only access to some tabs, and create, read, and update access to the Communication, Time Entries, and Remediation tabs.
None	INC: Incident Investigation Record Owner	

In addition to the above roles, the Rsam installation package includes an administrative role, **U: Object Administrator**, as well as a sample user for that role, **r_admin**. This user has access to all record types, object types, workflow states, and workflow buttons across all Rsam baseline modules. Rsam Administrators should take necessary precautions to restrict standard users from accessing Rsam with this administrative role. If additional administrative roles are required, you can create it from **Manage** > **Users/Groups**.

Workflow Buttons

The following is a list of buttons that are available in the various states of the baseline IncidentBond workflow.

Button	Available to	Notification	Description
INC: Revert to Draft	Incident Manager	No	Available in the **Incident Under Investigation**, **Incident Pending Plan of Action**, **Incident Closed**, **Incident Cancelled**, and **Under Review** states to move the incident record workflow to the **In Draft** state.
INC: Submit	Incident Submitter Incident Reviewer Incident Manager Incident POA Record Owner Incident Investigation Record Owner	Yes	Available in the **In Draft** state to move the incident record workflow to the **Under Review** state.
INC: Investigate	Incident Owner Incident Reviewer Incident Manager	No	Available in the **Under Review** state to move the incident record workflow to the **Incident Under Investigation** state for investigation purpose.
INC: Skip Investigation	Incident Owner Incident Reviewer Incident Manager	No	Available in the **Under Review** state to move the incident record workflow to the **Incident Pending Plan of Action** state for skipping the investigation step.
INC: Closed	Incident Reviewer Incident Manager	No	Available in the **Under Review** state to move the incident record workflow to the **Incident Closed** state.
INC: Cancel	Incident Reviewer Incident Manager	No	Available in the **Under Review**, **Incident Under Investigation**, and **Incident Pending Plan of Action** states to move the incident record workflow to the **Incident Cancelled** state.

Button	Available to	Notification	Description
INC: Investigations Complete	Incident Owner Incident Reviewer Incident Manager, Incident Investigation Record Owner	No	Available in the **Incident Under Investigation** state to move the incident workflow to the **Incident Pending Plan of Action** state.
INC: POAs completed – Close	Incident Owner Incident Reviewer Incident Manager Incident POA Record Owner	No	Available in the **Incident Pending Plan of Action** state to move the incident record workflow to the **Incident Closed** state.
INC: Email is not an incident	Incident Manager	No	Available in the email records that are created by Email Listener. Clicking this button moves an email record workflow to the **Incident Email not an Incident** state.
INC: Convert email to incident record	Incident Manager	No	Available in the email records that are created by Email Listener. Clicking this button converts a specific email record into an incident record type and places it in the **In Draft** state.
INC: Revert Email to Not Processed	Incident Manager	No	Available in the **Incident Email not an Incident state**. Clicking this button transitions the email record workflow to the **Incident Email Not Processed** state.
INC: AUTO: Incident Email (new)	N/A	Yes	This workflow button is used when automatically creating an incident from an email. This button is associated with the handler— **INC: Notification - New Incoming Incident Email**. During a record import, this button will automatically notify the *Incident Manager* of a new Incident being created.

Button	Available to	Notification	Description
INC: AUTO: Incident - Investigation - On Record Create	N/A	No	This button is used to automatically populate specific fields used in creation of new investigations. The fields that are automatically populated can be changed from the handler— **INC: Auto Populate Initial Incident Investigation Fields**.
INC: AUTO: Incident - On Record Create	N/A	No	This button is used to automatically populate specific fields used in creation of new incidents. The fields that are automatically populated can be changed from the handler— **INC: Auto Populate Initial Incident Fields**.

Importing Data

Default import maps have been created for the baseline record categories to help you import incidents with little to no configuration required in your Rsam instance.

Importing Incidents

Incident records can be imported using the *Incident Email Message* map. This map allows you to automatically import incident-related emails and converts them to incident records.

Appendix 1: Auto-Assigning Incidents

In addition to assigning the owners to incidents manually, Rsam provides you the ability to automatically assign owners to individual incidents based on a specific keyword imported from the Email Listener. This method is commonly used for technologies by the team responsible for addressing incidents on those technologies. For example, Java, Adobe, Apache, and SQL are some of the most common technologies that are assigned using this method.

Note that managing your Rsam instance with a large number of individually assigned incidents can affect the overall performance of your Rsam instance. We recommend assigning the owners at the object level or above. Otherwise, consider to upgrade your system requirements. For more information, please refer to the *Rsam Performance Guide*.

Appendix 2: Rsam Documentation

IncidentBond Tutorial

For a detailed walk-through of the IncidentBond user experience, refer the *IncidentBond Step-by-Step Tutorial*. You should have received the *IncidentBond Step-by-Step Tutorial* along with the IncidentBond instance. If not, contact your Rsam Customer Representative to obtain an electronic copy of the *IncidentBond Step-by-Step Tutorial*.

Online Help

This document provides an overview of the IncidentBond configuration. To get familiar with the specific Rsam features used in this configuration, refer the *Rsam End-User Help*, *Rsam Administrator Help*, or both. The Online help you can access depends on your user permissions.

To access the Online Help, perform the following steps:

1. Sign in to your Rsam instance. For example, sign in as *Example Administrator* user. Provide the **User ID** as ***r_admin*** and provide the **Password**.
2. Hover the cursor over **Help** and select an Online help from the menu that appears. Depending on your user permissions, you will be able to access the Rsam End-User Help, Rsam Administrator Help, Step-by-Step Tutorials, or all.

   The following image shows the *Rsam Administrator Help*, opened from the *Example Administrator*

user account.