RSA 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

RSA 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. RSA 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 RSA 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 RSA 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
ABOUT RSA

RSA Archer® Suite enables organizations to manage the broad dimensions of business risk and confidently pursue digital opportunity. The suite is part of the RSA portfolio of business-driven security solutions, which provides a unified approach to managing digital risk that hinges on integrated visibility, automated insights and coordinated actions. RSA protects millions of users around the world and helps more than 90 percent of the Fortune 500 companies thrive and continuously adapt to transformational change. For more information, go to rsa.com.