

RSA® Archer™ Incident Management

Prioritize, investigate and resolve incidents across your enterprise

AT A GLANCE

- Track incidents and ethics violations through a configurable and easy-to-use web interface.
- Centralize incident data and control access to ensure data integrity and confidentiality.
- Integrate incident data from a call center, data loss detection/prevention service or security information and event management (SIEM) solution, such as RSA enVision or RSA Data Loss Prevention.
- Prioritize incidents based on business impact, and manage the investigation and resolution process end to end.
- Report on incident status and impact through user-specific graphical dashboards.

OVERVIEW

RSA® Archer™ Incident Management streamlines the complete case management lifecycle for cyber and physical incidents and ethics violations. This web-based solution allows you to capture organizational events that may escalate into incidents, evaluate incident criticality, and assign response team members based on business impact and regulatory requirements. You can also consolidate response procedures, manage investigations, and report on trends, losses, recovery efforts and related issues. RSA Archer Incident Management allows you to effectively handle incidents that occur anywhere you do business from detection through analysis and resolution.

KEY BENEFITS

- Flexible, automated case management solution for handling the entire incident lifecycle
- Rapid access to response procedures so delegated personnel know exactly what they need to do and can act quickly
- Ability to link incidents to facilities, technologies, processes, vendors, etc. and to easily mine the data to see where problems are occurring so preventative action may be taken
- Support for anonymous reporting of incidents and ethics violations in accordance with the Sarbanes-Oxley, EU Data Privacy and U.S. Public Disclosure Acts
- Rapid return on your investment from a solution that you can implement out of the box or tailor to your needs through code-free configuration
- Freedom to choose an on-premise or software as a service (SaaS) deployment

INCIDENT MANAGEMENT DETAILS

Centralize Incident Data and Control Access

Consolidate incident documentation across business units and locations, and secure data down to the individual field level to protect the identity of individuals involved and the integrity of confidential information. The solution allows you to limit access to incident data to only those individuals directly involved in investigation, resolution and analysis.

Data Sheet



“We are now able to automatically track all incidents that revolve around privacy and any information that might be misused. Our privacy team can easily investigate, track status and report out of the [RSA] Archer incident tracking solution.”

BRYAN JONES, ALLSTATE

About RSA

RSA is the premier provider of security, risk and compliance management solutions for business acceleration. RSA helps the world's leading organizations succeed by solving their most complex and sensitive security challenges. These challenges include managing organizational risk, safeguarding mobile access and collaboration, proving compliance, and securing virtual and cloud environments.

Combining business-critical controls in identity assurance, encryption & key management, SIEM, Data Loss Prevention and Fraud Protection with industry leading eGRC capabilities and robust consulting services, RSA brings visibility and trust to millions of user identities, the transactions that they perform and the data that is generated. For more information, please visit www.RSA.com and www.EMC.com.

Track Incidents and Ethics Violations in Real Time

Report incidents and ethics violations that occur anywhere you do business through the solution's web-based interface. Also use the Data Feed Manager to capture incident data from external sources, such as a call center, alert notification service or log management system. Additionally, enable anonymous (“whistle blower”) incident reporting as recommended by the EU Data Privacy and U.S. Public Disclosure Acts and required by Sarbanes-Oxley.

Manage the Investigation Process

Request incident investigations, noting the urgency, location and type (e-Discovery, Investigation or Litigation). Also assign an investigation owner, a manager and support staff, and auto-notify them when assignments enter their queue. Dynamic workflow prompts users for various levels of documentation based on the investigation status, and the solution captures evidence through manual entry and automated data collection.

Track Incident Resolution

Import your library of response procedures and use them in the context of multiple incidents. Also document legal and law enforcement involvement, perform loss and recovery analysis, track incident resolution, including causes and corrective actions, and manage Bank Secrecy Act (BSA) e-filing reporting requirements.

Monitor Incident Status and Impact

Maintain a detailed incident history and audit trail with the ability to display multiple versions of a record throughout the incident lifecycle. Also track how incidents impact your business units, facilities, personnel, technology infrastructure and vendor relationships by generating risk assessments against failed controls or third-party suppliers, or via seamless integration with other RSA Archer eGRC Solutions.

RSA ARCHER eGRC PLATFORM

The RSA Archer eGRC Platform supports business-level management of governance, risk and compliance. As the foundation for all RSA Archer eGRC Solutions, including Incident Management, the Platform allows you to adapt the solutions to your requirements, build supporting applications and integrate with other systems without touching a single line of code.

Learn More

Visit www.rsa.com/grc for more information on RSA Archer eGRC Solutions. You'll find on-demand video demos, case studies, white papers, data sheets and more.

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