

# Blackthorn GRC Incident Manager

## Managing investigations successfully

Effective management of Governance, Risk and Compliance (GRC) requires an organisation to undertake a range of investigations.

Blackthorn GRC Incident Manager enables you to collate all information associated with these investigations, logging actions taken and tracking follow-up activity. As a result, you will gain in-depth intelligence about incidents, as well as managing impact and achieving resolution effectively and collaboratively.

## End-to-end process support

From initial notification that an incident has taken place, through all the key stages of follow-up activity, Blackthorn GRC Incident Manager offers end-to-end workflow support for the entire investigation management process.

Providing a secure, centralised repository for all information concerning sensitive incidents, Blackthorn GRC helps you to preserve vital evidence and enables incident management teams to collaborate effectively.

## Automatic updates to operational risk models

Data collected within Blackthorn GRC Incident Manager is automatically fed into asset-based risk models within the Blackthorn GRC Risk Manager module. This ensures that your risk models are kept up-to-date and accurately reflect the operational risk experienced by your organisation.

## Secure data log

Every investigation incorporates a secure data log which safeguards the integrity of all information entered in such a way that it is not possible to change entries made. As well as helping to protect vital information, the secure data log also ensures that information can later be called on as legally-admissible evidence.

## Sophisticated analysis tools

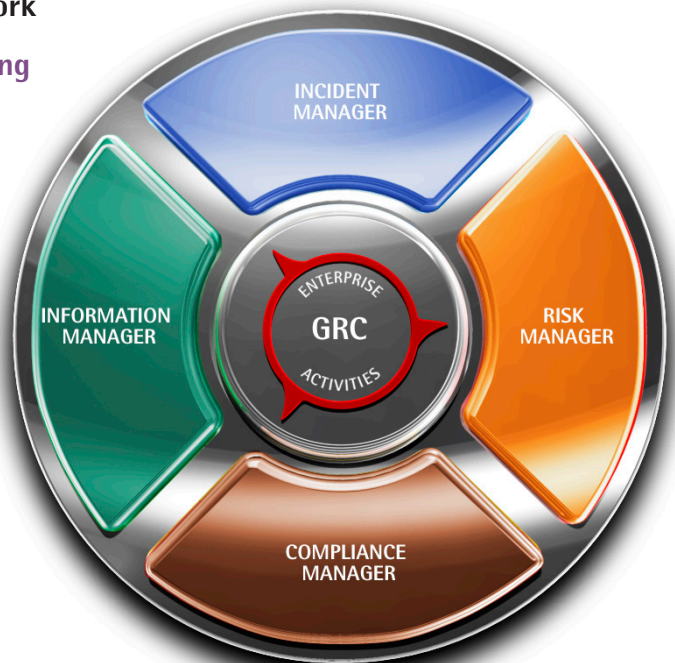
Situational awareness tools and incident cost calculations help you to understand the full impact of incidents on your organisation.

## Real-time reporting

Dashboards incorporating a range of charts and advanced reporting features enable in-depth analysis and support management decision-making.

## The Blackthorn GRC Framework

A secure solution for managing sensitive business activities



## Wide range of applications

Blackthorn GRC Incident Manager supports effective investigations management in a wide range of areas, including:

- **Physical security incidents**  
Including theft and vandalism
- **IT and information security breaches**  
Including contact with malicious software, unauthorised access and inappropriate usage. With CERT support for NIST/ISO standards
- **Health and safety issues**  
Including fire and evacuation & OHSAS 18001
- **Regulatory or legal compliance breaches**  
Including those associated with privacy and data protection, Information Governance (IG), anti-bribery, anti-money laundering and fraud. With support for Sarbanes-Oxley and HIPPA
- **Staff-related issues**  
Including incidents such as harassment and disciplinary matters
- **Crises and emergencies**  
Requiring execution of business continuity plans with support for BS 25999
- **Breakdowns in quality control**  
Including support for ISO 9001
- **Child and adult social care and protection**  
Following UK NHS standards and support for the London Child Protection Procedures

## Modular solution

Providing support for all governance, risk management and compliance activities, the Blackthorn GRC solution consists of five integrated modules:

- **Blackthorn GRC Information Manager**  
Supports the collection of information using customised online surveys, as well as sending and receiving alerts through numerous types of media and devices
- **Blackthorn GRC Compliance Manager**  
Supports the management of proactive activities – such as assessments, audits and reviews – with a range of workflows, dashboards and reports
- **Blackthorn GRC Incident Manager**  
Supports the management of reactive activities such as the management of security incidents, investigations and crises – with a range of workflows, dashboards and reports
- **Blackthorn GRC Risk Manager**  
Enables you to build asset-based risk models quickly and simply, correlating data from proactive and reactive activities to give you a real-time picture of operational risk
- **Blackthorn GRC Z-Crypto**  
Delivers automatic and transparent encryption to ensure the confidentiality and integrity of incident, assessment and risk data

### About QCC

*Established in 1996 as one of the first independent information security companies in Europe, QCC has a strong reputation across all areas of proactive and reactive security and risk management services. These include security management consultancy, risk assessment and digital forensics, as well as payment card security and security awareness training.*

*With considerable experience working in the public and private sector, our highly-skilled consultants are uniquely placed to help you develop a clear and robust information security strategy for your organisation.*

**Identify. Quantify. Fortify.**

### Contact us

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