



IBM OpenPages IT Incident Management

Supports end-to-end incident management, from rapid detection and mitigation through to resolution

Highlights

- Enables end-to-end incident management
 - Provides centralized tracking and management of both IT and non-IT incidents
 - Elevates actionable insights to the right people at the right time
 - Provides users with a comprehensive business context
 - Delivers business metrics for comprehensive analysis and reporting
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IT assumes ever-greater prominence in modern business. Swift identification and effective management of IT events with the potential to escalate to costly security incidents are becoming essential components of corporate governance and risk management. With the increasing frequency of IT security incidents in global headlines representing just a fraction of the larger, often undisclosed business challenges (see Figure 1), it is not surprising that decision makers must recognize the clear business need to effectively manage these incidents across the enterprise, and mitigate their costs to the organization.

IBM® OpenPages® IT Incident Management enables businesses to swiftly identify, investigate and track critical events (both IT and non-IT) through to resolution. This solution delivers end-to-end incident management out of the box with IBM Security Directory Integrator (SDI), and the ability to integrate incident data from IBM Security QRadar® SIEM (Security Information and Event Management) and virtually any third-party source. OpenPages IT Incident Management provides the key risk indicators (KRIs) and/or other metrics you need to evaluate incidents and elevate actionable insights to the right people at the right time. The ultimate goal of OpenPages IT Incident Management is to provide users with a comprehensive business context by mapping to the business process impacted, policies violated and related controls. It also enables centralized tracking and more informed decision making with regard to detection, investigation and response, to help ensure more effective mitigation and control of potential costs.



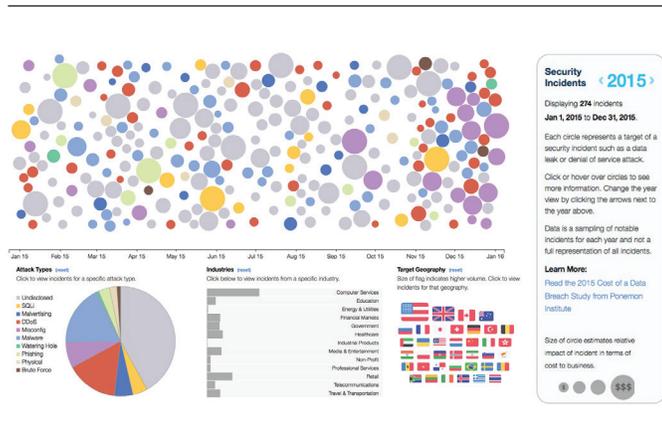


Figure 1: IT security incidents 2015-2016.
Gray-colored circles = undisclosed **Source:** IBM X-Force

Enables end-to-end incident management

OpenPages IT Incident Management enables end-to-end management of IT-related incidents, with IBM SDI and the capability to integrate incident data from IBM Security QRadar SIEM (see Figure 2) and/or virtually any third-party source. Out-of-the-box integration with SIEM delivers a range of critical advantages:

- Provides near real-time visibility for threat detection and prioritization, delivering surveillance throughout the IT infrastructure
- Reduces and prioritizes alerts to focus investigations on an actionable list of suspected incidents

- Enables more effective threat management while producing detailed data access and user activity reports
- Delivers security intelligence in cloud environments
- Enables automatic generation of detailed weekly status reports in preparation for weekly review meetings to better demonstrate robust compliance

Provides centralized tracking and management of IT-related incidents

OpenPages IT Incident Management’s configurable, web-based interface provides centralized management of IT-related incidents across the enterprise and management lifecycle—from detection and investigation through to mitigation and resolution. This enables streamlined workflows and faster detection, investigation and analysis of organizational events and incidents.

Elevates actionable insights about key incidents

OpenPages IT Incident Management enables organizations to elevate actionable insights about key incidents to the right people at the right time. IBM SIEM provides near real-time visibility for threat detection and prioritization, giving decision makers the actionable insights they need to appropriately respond to potential threats. They can then assign resources and personnel to help mitigate any potential costs to the organization.

Report Schedule: **Week**
Business Entity: **/QRadar**
Report Period: **Feb 8, 2016 - Feb 14, 2016 (Run @ Feb 9, 2016 11:11:52 AM)**

Incident trend - Open / Closed

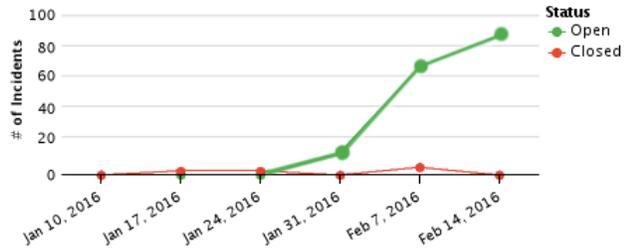


Figure 2: IBM OpenPages Incident Management screenshot detail.

Provides users with a comprehensive business context

OpenPages IT Incident Management provides users with a comprehensive business context by mapping to business processes impacted, policies violated and related controls. This enables generation of detailed incident reports that provide critical business insights (for example, relating incident to market) to such questions as:

- What are the top policies affected by these incidents?
- What are the top policies impacted by losses due to these incidents?
- Can I use incidents from the past year to update the risk this year?

Delivers business metrics for comprehensive analysis and cost-efficient reporting

OpenPages IT Incident Management delivers KRIs and other metrics that allow organizations to leverage rich, data-based insights for comprehensive analysis and reporting on IT-related incidents. Decision makers are not only able to prioritize events based on business impact but, with the IBM OpenPages API, are able to mine diverse incident data from call centers, data loss services or the IBM SIEM solution to better understand where problems occur. This capability supports more detailed analysis and reporting, delivering cost efficiencies in mitigating current events and in preventing future incidents.

About IBM Analytics

IBM Analytics software delivers data-driven insights that help organizations work smarter and outperform their peers. This comprehensive portfolio includes solutions for business intelligence, predictive analytics and decision management, performance management and risk management.

Business analytics solutions enable companies to identify and visualize trends and patterns in areas, such as customer analytics, that can have a profound effect on business performance. They can compare scenarios, anticipate potential threats and opportunities, better plan, budget and forecast resources, balance risks against expected returns and work to meet regulatory requirements. By making analytics widely available, organizations can align tactical and strategic decision making to achieve business goals. For further information, please visit ibm.com/analytics

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