

BARNOWL SPOTLIGHT SESSION: BARNOWL INCIDENT MANAGEMENT (IM)



26 AUG 2024

**Presented by
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Click [here](#) for recording
of the session.

AGENDA

1. Overview of BarnOwl Incident Management
2. Types of incident management registers
3. Assigning owner/s to an incident (permissions)
4. Raising an action plan/s against an incident
5. Linking an incident/s to a risk which triggers a risk re-assessment
6. Creating an audit project (deep-dive investigation) from an incident
7. Incident Management Power BI dashboards and reporting
8. In summary
9. Q&A

OVERVIEW OF BARNOWL INCIDENT MANAGEMENT

- **Flexible:** configure any type of register with specific custom fields on each register to suit your requirements.
- **Secure:** assigning permissions (owners) to an incident ensures that only authorised users can view the incident
- **Take action and monitor progress:** capture 'living' action plans against an incident and monitor incidents by status.
- **Integrated risk management:** incident management, integrated with risk, facilitates proactive risk management by triggering re-assessments on linked risks / contributing factors / controls.
- **Integrated audit management:** incident management, integrated with audit, facilitates deep-dive investigations including evidence gathering, implicated parties, findings, remedial action plans etc.
- **Reporting:** BarnOwl's Power BI dashboards and incident management reporting enables you to analyse the various types of incidents and trends, providing insight into problem areas where remedial action is required.

TYPES OF INCIDENT REGISTERS

- ✓ Loss events
- ✓ Health & Safety Incidents
- ✓ Tip offs
- ✓ Findings
- ✓ Gifts
- ✓ Non-Compliance Incidents
- ✓ Forensics Incidents
- ✓ Complaints
- ✓ Fruitless and Wasteful Expenditure
- ✓ Irregular Expenditure
- ✓ Lessons Learnt
- ✓ Contracts
- ✓ And More!



ASSIGNING OWNERS / PERMISSIONS

- Only Incident Owners and Originators will have access to their Incidents.
- There is also an option to add owners at the unit level which will then be automatically add incident owners on the incident.
- There is also a licensing option to give users access to their incidents in the BarnOwl Web Interface.



Linking an incident/s to a risk which triggers a risk re-assessment

Risk Title	II	IL	IR	RI	RL	RR
Headhunting by competitors	4,00	4,00	16,00	3,50	2,00	7,00
Lack of ability to attract and retain new talent	5,00	5,00	25,00	5,00	3,00	15,00
Lack of appropriate training	4,00	3,00	12,00	4,00	2,00	8,00
Lack of core competencies	5,00	5,00	25,00	5,00	4,00	20,00
Lack of succession planning	3,00	4,00	12,00	3,00	3,00	9,00
No follow up on staff losses	5,00	3,00	15,00	4,00	3,00	12,00
Non compliance with laws and regulations	5,00	4,00	20,00	5,00	2,00	10,00

Risk Form

Save Save & Close Delete History Model Create / Link View Linked Help

Risk: No follow up on staff losses Risk Unit: Jhb HR (ABC Corporation)\Johannesburg\Jhb HR

Reassessment Detail

Main More Rating Control Adequacy Owners More

Reassessment Detail

No t

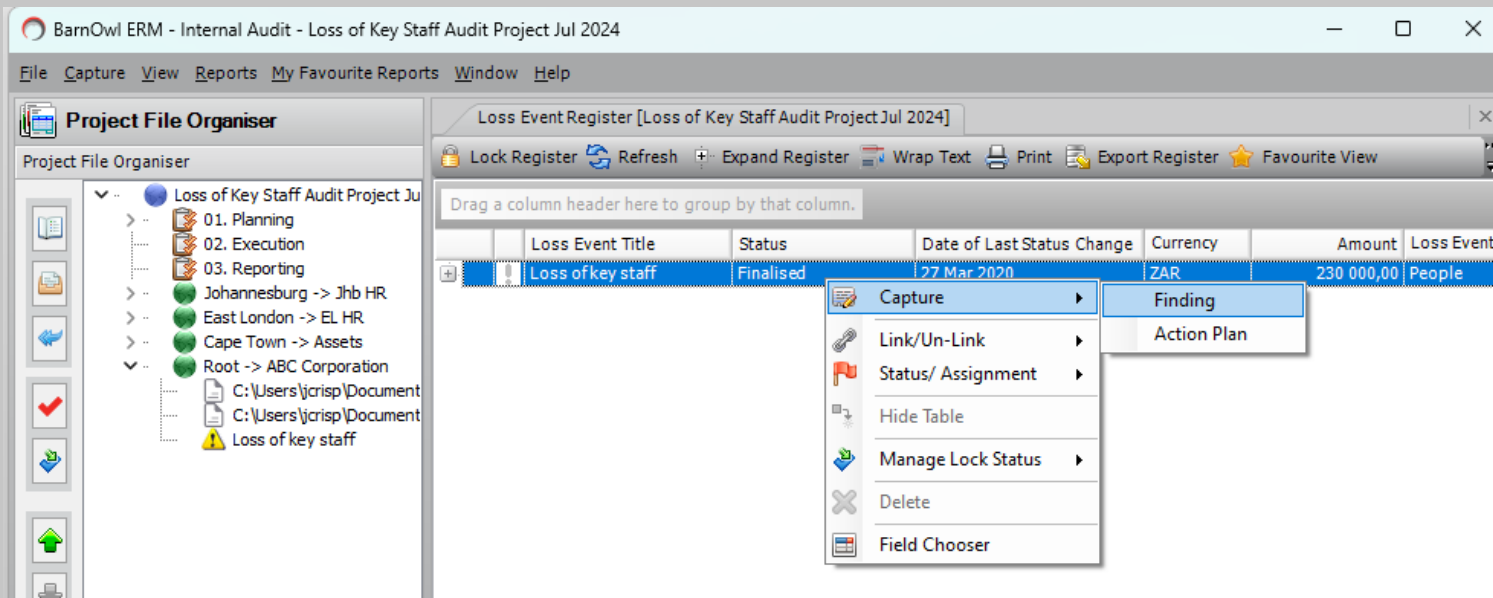
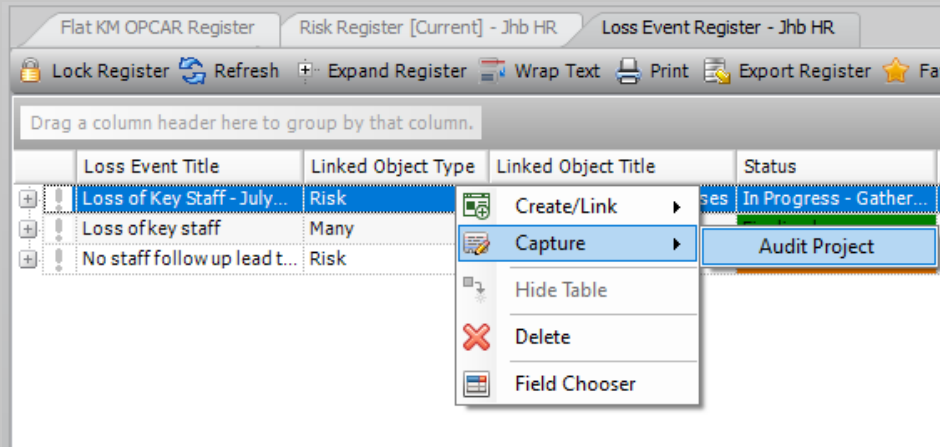
Refer [Risk Unit: Jhb HR\(ABC Corporation\)\Johannesburg\Jhb HR\)](#)
[Risk: No follow up on staff losses](#)

Des

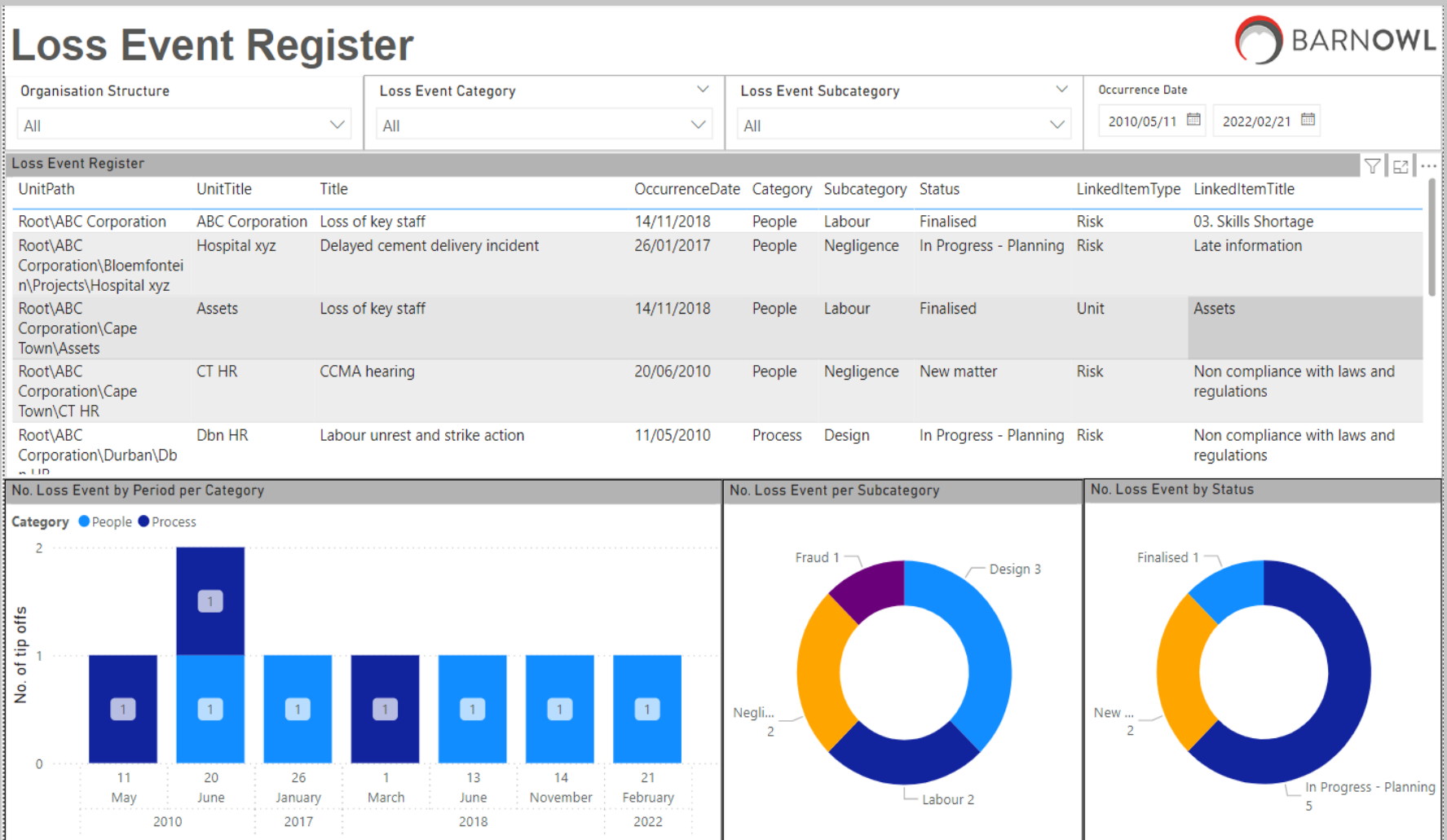
Type	Title	Trigger Description	Previous Value	Current Value	Edited Date
Type: Loss Event	Title: Loss of Key Staff - July 2024	Loss of Key Staff - July 2024	N/A	N/A	27 Aug 2024 16:00:2



Creating an audit project (deep-dive investigation) from an incident



Incident Management Power BI dashboards and reporting



IN SUMMARY

This powerful tool allows you to manage and track various types of incidents with flexibility, security, and integration with risk and audit management, all while providing actionable insights through comprehensive reporting. Don't miss this opportunity to enhance your incident management processes.

NEXT STEPS

- Log ticket (support@barnowl.co.za) and include your Account Manager for any Incident Management queries.
- All customisations /report development / training will be quoted for.



THANK YOU

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<https://barnowl.co.za/barnowl-knowledge-base/>