



Steps to Work

WALSALL Limited

Information Incident Management

1. Purpose

1.1 Information Incident Management is a process for reporting, recording, managing and resolving incidents to ensure that the computer based operating systems used by Steps to Work and Starting Point Recruitment are fully operational for the maximum of time and to minimise any security breaches and weaknesses.

1.2 An incident is:

A) where an error occurs: something doesn't work the way it is expected. This is often referred to as: • a fault • error • it doesn't work! • a problem.

B) where there is loss, theft or destruction of information assets.

2. Scope

2.1 All departments of Steps to Work and Starting Point Recruitment.

3. Policy Statement

3.1 All users of the Steps to Work and Starting Point Recruitment information assets contribute to their usage within the parameters of their roles and access rights. At times incidents may occur that need to be reported to the third party suppliers. Walsall MBC is the main third party supplier and all staff can contact them directly. In order to manage this contact more robustly the implementation of this process has been introduced. Other third party suppliers are used for Management Information Systems (MIS) specific to the requirements of our contracts. Some of these are provided by the funding bodies. Users can make contact directly to some help desks and some contact has to be made via MI Manager or a named contact. This will vary depending on the MIS provider. The parameters are made clear on the information incident management control document for each MIS system.

3.2 All users of information assets such as laptops, mobile phones, removal media will be recorded on the asset management system which is managed by finance and management information departments. Any incidents relating to these assets such as loss, theft, destruction will be notified to the Management Information Manager and the information incident management control document will be updated.

4. Specific responsibilities

- 4.1 When staff make contact with the Walsall MBC helpdesk, they need to record the details on the information incident management control document.
- 4.2 Staff using other MIS systems need to complete the relevant sections of the information incident management control document and email the relevant personnel to inform an incident has being reported.
- 4.3 Staff to notify Management Information Manager in writing of any loss, theft or destruction of information assets.
- 4.4 MI Manager and team will have overall responsibility for the management of the information incident management control document.
- 4.5 Personnel and line managers need to ensure when staff need to gain access to the computer based systems that the appropriate starter and leaver processes are adhered to.

5. Timescales and Review

- 5.1 MI Manager will review the information incident management control document weekly to monitor and ensure liaisons with Walsall MBC and MIS providers is managed to satisfactory levels.
- 5.2 All MIS incidents will be assessed to identify if they are business critical and will be dealt with as quickly as possible.
- 5.3 If any incidents that constitute a breach of security will be reported to Senior Management Team.

6. Information Incident Management Control Document

- 6.1 The document is located here – [K:\Administration Systems\Information Incident Management Control Document.xls](#)

7. Key contact

Crystina Woolley, Management Information Manager

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