SECURITY INCIDENT INFORMATION MANAGEMENT
HANDBOOK

TOOL 3:
ORGANISATIONAL OR EXTERNAL INCIDENT

Immediate response

Security

Incident

Strategic decision-making

Organisational security risk management

Management

Information

Lessons learned and applied

Understanding the operational context

Tools
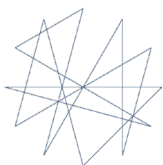
TOOL 3: ORGANISATIONAL OR EXTERNAL INCIDENT

Organisations will often focus on the reporting and recording of organisational incidents (i.e. incidents that have an impact on the organisation, its staff, properties and reputation) and not include external incidents (i.e. incidents that impact other organisations) in their reporting and recording system. The organisation needs to define what constitutes an incident that affects the organisation and decide whether external incidents should be reported and recorded as well.

The below is an example of a grid developed by an organisation to help in assessing what would be considered an organisational incident and what would not. The below is subject to adaptation and changes, depending on an organisation's security policy and procedures. Please find a blank version below.

PERSON INVOLVED	WORKING HOURS		ORGANISATION GOODS IMPACTED		QUALIFICATION
	Yes	No	Yes	No	
Staff is not in-home country (international posting)	X		X		Organisational incident
	X			X	Organisational incident
		X	X		Organisational incident
		X		X	If no violence: No If with violence: Yes
Staff is in home country	X		X		Organisational incident
	X			X	Organisational incident
		X	X		Organisational incident
		X		X	Non-organisational
External stakeholder contracted by the organisation	X		X		Organisational incident
	X			X	Non-organisational
		X	X		Depending on the type of incident and goods, and the impact of the incident: yes or no
		X		X	Non-organisational

PERSON INVOLVED	WORKING HOURS		ORGANISATION GOODS IMPACTED		QUALIFICATION
	Yes	No	Yes	No	
Staff is not in-home country (international posting)					
Staff is in home country					
External stakeholder contracted by the organisation					

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