

Investigation-Applicable Incident Types

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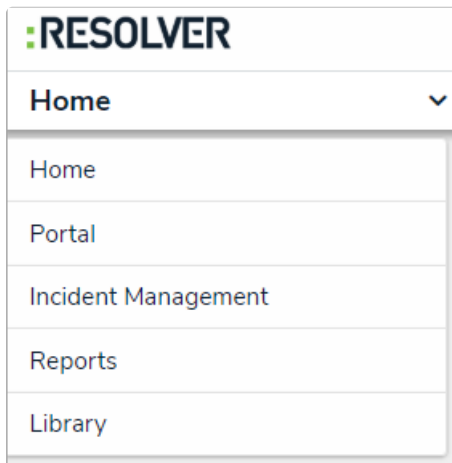
An investigation can only be opened if the associated incident is given an investigation-applicable [incident type](#). Users in the **Administrator (Incident Management)** user group can determine if incident types are investigation-applicable.



The **Administrator (Incident Management)** user group can view incident objects and create library objects only. It is not to be confused with the [Core Administrator](#), who can add users.

To make an incident type investigation-applicable:

1. Log into a user account that's been added to the **Administrator (Incident Management)** user group.
2. Click the dropdown in the nav bar > **Library**.



The Library application in the nav bar.

3. Click the **Incident Types** activity.
4. Click an incident type name to open the **Incident Type Review** form.

RESOLVER

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Library

Org Structure

Locations

People

Organizations

Vehicles

Assets

...

Status Active

Security BreachIT-1

Incident Type Abbreviation

SB

Description

Category: General Security Subcategory: Building

Hierarchy

Context

Dashboard

Security

Incident Category

General Security

Incident Subcategory

Building

ARCHIVE

VIEW RELATIONSHIP GRAPH

DONE

The Incident Type Review form.

- Click the **Context** tab.

Hierarchy
Context
Dashboard
Security

Primary Use Case

General

What is the Organizational context or driver for this Incident Type?

Organizational Driver

Business Unit

What level of complexity for the Triage Form is required for this Incident Type?

Triage Detail

Low

What is the default Severity for this Incident Type? It may be overridden at the Incident level.

Inherent Severity

Medium

Does this Incident Type involve any values at an Item level, including any Losses or Recoveries?

Losses

Yes

Are Investigations (Root Cause & Outcomes) applicable for this Incident Type?

Investigation

Yes

The Context tab on the Incident Review form.

6. Select **Yes** under **Investigation**.
7. **Optional:** If there is an incident value threshold at which the incident should be automatically investigated, enter the amount in the **Investigation Threshold** field.