

IT INCIDENT MANAGEMENT PORTAL

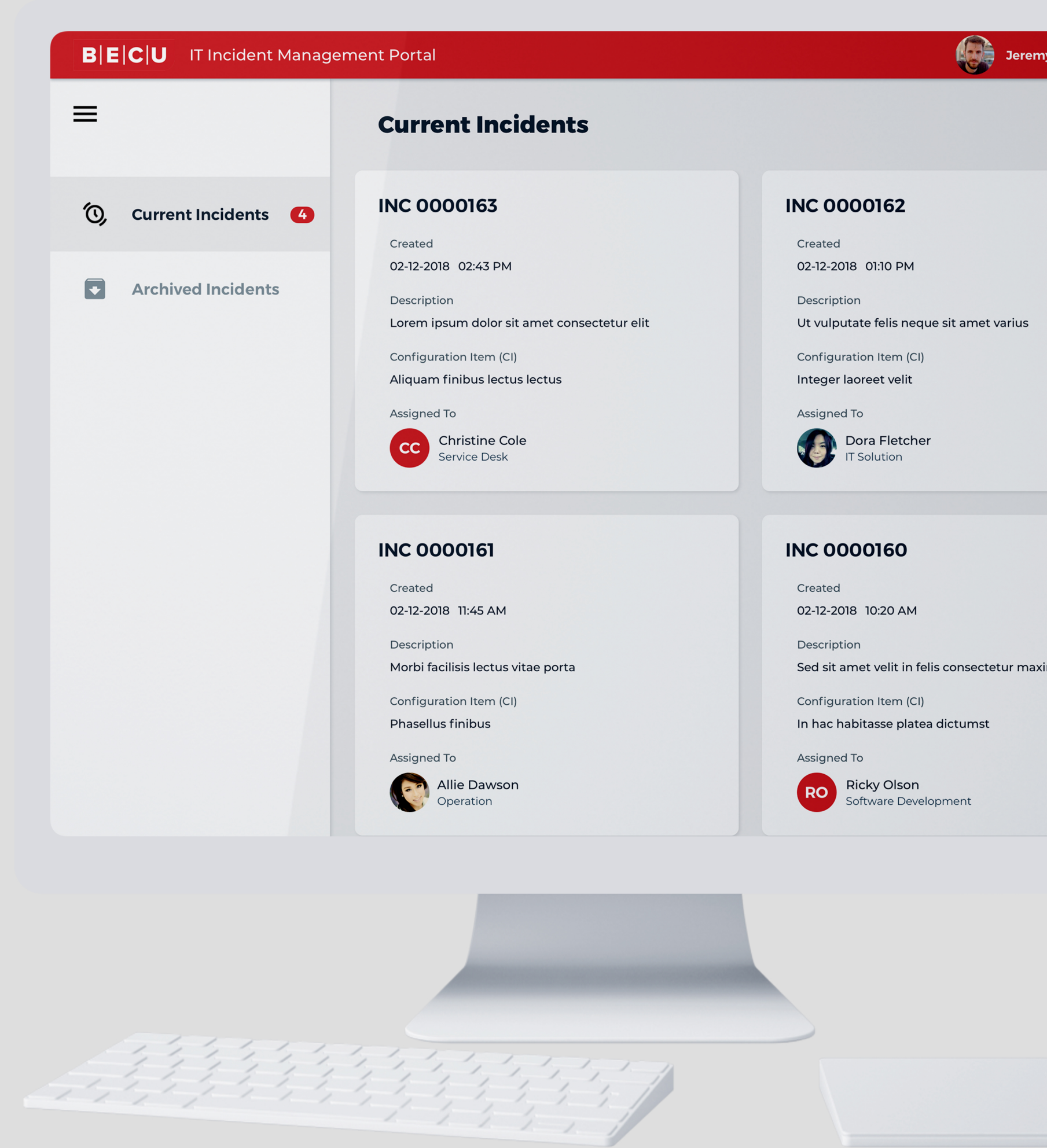
A one-stop online portal for the end-to-end management of High and Critical technology incidents



Provide the right information to help both IT and non-IT employees triage, action, communicate and collaborate



Support the IT team to resolve high-impact incidents and restore services smartly and quickly for BECU members



PEOPLE

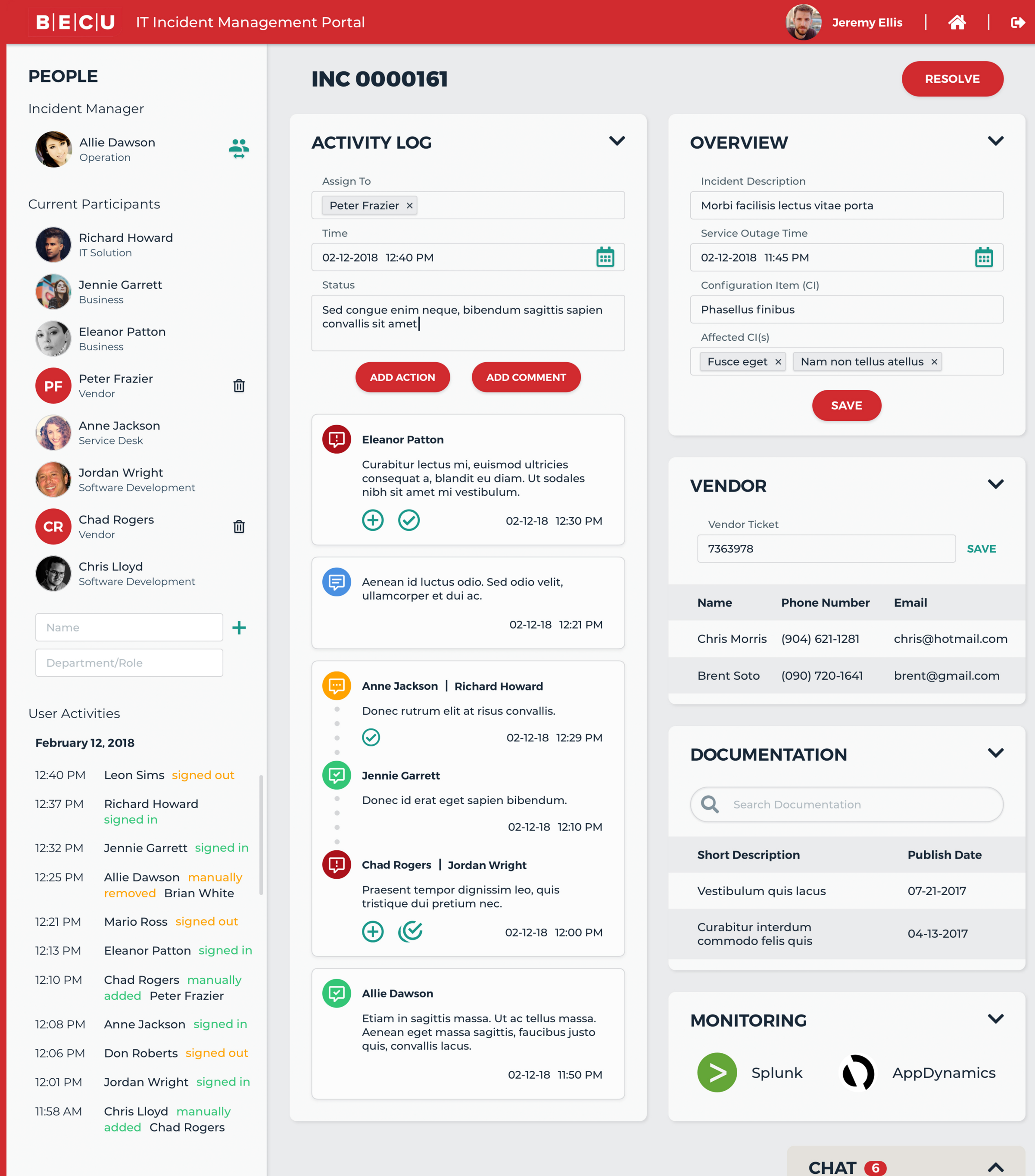
View contributors involved throughout the incident to track individual activities

ACTIVITY LOG

Document and follow up on incident activities to inform current progress and monitor ongoing investigation

OVERVIEW

Review and update important information about the incident without the need to switch tools



RESOLVE & ARCHIVE

Wrap up the incident with one simple click, resolving the incident ticket and archiving all information generated

VENDOR

Display information of associated vendors for quick contact

DOCUMENTATION

Search existed documentation for answers to questions regarding impacted services