Activating & Updating an Incident

What Happens When You Activate?

There are several pre-defined business rules and actions that occur upon activation of an incident. The following provides an overview of the process. Upon activating, the plan associated with the Incident Type is activated. The activation then follows the standard Global AlertLink plan processing rules.

Each Incident Type plan is stored for a business unit or organization within a Plans folder. To access these plans, login to the Global AlertLink system, navigate to your organization, and then click Plans

from the right portion of the screen.

Updating an Incident

You may also update an existing incident from an ISF. Typically, this will load the activation form based upon the initial activation or previous update. Make the appropriate changes and click the Submit button.

Upon submitting an update, the system will merge in the workflow contained within an Update Plan that could be set to simply send an updated notification to the same recipient list as the original activation.

Additional Items

The list of questions for each Incident Type is typically set and may not be edited. When updating an incident, you may not change certain types of fields such as Incident Type and other key question fields. You may manage the process flow that occurs after incident activation as well as incident update by editing the plans associated with the ISF. You may also customize the process flow of each incident type if required.

Upon incident update, the system will automatically insert an asterisk (*) beside any data point that has changed since last update in the message.

ISF's are highly customizable to each business unit organization. Global AlertLink provides customization services to design, build and support your ISFs. If you would like to learn more about how ISFs

can work in your business, please contact Global AlertLink at support@resolver.com .