U.S. GOVERNMENT INCIDENT MANAGEMENT PROCESS

Industry Day 2022
What is the Incident Management Process (IMP)?

IMP

Response
Analysis
Resolution
Prevention
Recovery
Mitigation
What does the IMP do?

• Streamline the incident response process in order to:
  – Minimize losses and damages
  – Protect institutional image
  – Prevent adverse impacts to human health and environment
• Builds an incident database
  – Identification of root causes
  – Development of action registries for corrective and preventive actions
• Allows for continuous improvement
Incident Management Champions

Incident Management Champion (IMC): the main points of contact for the USG Incident Management Process

- Main recipient of complaints, converting them into incident cases
- Assembles Incident Resolution Teams (IRTs)
- Prepares Incident Reports and Incident Updates
- Creates Incident Database
- Develops Incident Action Registry
Incident Resolution Teams

Incident Resolution Team (IRT): a case-specific group convened to discuss and facilitate response to a specific incident

- Assigns a technical lead depending on the nature of the incident
- Provides technical guidance to the IMC, senior management teams, and other stakeholders
- Leads to a prompt resolution of the incident and provides technical updates as needed
WBSCM Complaints Module
WBSCM Complaints Module cont.

### Complaints - USAID: New

- **Linked Transactions**: Subsequent Assignment, Transaction Analyzer
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- **Complaint Attributes**: Edit
  - **Add**
  - **Key Word** | **Attribute** | **Attribute Type** | **Attribute Detail**
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- **Incident Details/Survey**
  - **Actions** | **ID** | **Description** | **Version**
  - USAID_COMPLAINTQUESTAION...

- **Parties Involved**: Edit List
  - **Actions** | **Partner Function** | **Partner ID** | **Name** | **Address** | **Main...**
  - Employee Responsible | TRAORES0001 | SAMIRA TRAORE | 555 12th Street NW / Washington DC 2...
  - Account

- **Attachments**: 
  - **Attachment** | **URL** | **With Template** | **Download** | **Advanced**
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IMP Flowchart

1. Incident Reporting
2. Incident Processing
3. Data/evidence Compilation
4. Incident Resolution
5. Implementation of Preventive/Corrective Actions
6. Action Registry

- Partners
- Recipients
- Field Offices
- Contractors
Thank you!

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