

TRAINING & DEVELOPMENT

Incident Management



 **PROTECHT**

 **RiskNZ**



RiskNZ

RiskNZ is the leading non-profit association for risk professionals in New Zealand. The Society brings together people and organisations managing risk under the guiding vision that New Zealand prospers when risk is well managed. Our focus is to organise regular opportunities for members to meet and experience a wide variety of professional development and networking opportunities.

The society supports special interests groups, encourages research, informs public thinking, influences government, and conducts other activities to achieve risk management best practice in the private and public sectors.

Training & Development

RiskNZ is proud to partner with Protecht to bring the latest in training and development opportunities.

www.risknz.org.nz



Protecht helps create the risk leaders of tomorrow by providing risk training that meets people where they are in their risk management journey.

It is an online learning platform that enables delivery of Protecht's risk methodology training to individuals or organisations that is backed by decades of industry experience, an understanding of risk management challenges learned through ongoing engagement with Protecht customers and the risk community, and a commitment to high quality training materials.

Protecht Academy courses are broken down into two Catalogs:

Organisational Risk Excellence

Primarily intended for groups and organisations

Risk Management Mastery

Aimed at individuals or for teams looking to up-skill in a specific area.

See all courses available [here](#):

Note: By completing and submitting a course application form (online, emailed request or in any other form that was used to make a training booking), you are agreeing to [Protecht Academy User Terms & Conditions](#) and [RiskNZ's Training Terms and Conditions](#).



Incident management

The difference between a well-managed or poorly executed incident process can have a significant impact on outcomes.

This course, presented by David Tattam, Chief Research and Content Officer at Protecht, is aimed at risk practitioners wanting to gain an understanding of what a risk incident is and what the different types of incident are, thereby gaining awareness of the processes required to manage an incident well.

It provides guidance on how to develop an incident management process that can be managed from initial identification through to closure. It includes how to integrate your incident management processes into other enterprise risk management to enable integrated risk reporting and assurance. You will gain the ability to analyse an incident using bow tie analysis to address weaknesses and identify improvements to avoid it happening again.

Incident management course description

In this course, you'll learn:

1. Objectives of incident management

- Why do we do incident management
- Drivers of incidents
- Overview of regulatory incident management requirements

2. Defining incidents

- Definition of incidents
- Near misses
- Scoping the incident management function
- Thresholds and systemic incidents

3. Key steps in managing incidents

- Exploring the key steps required to manage an incident
- Comparison to the ITIL Incident Management Process
- Case studies

4. Defining the incident management process

- Centralised vs decentralised processes
- Steps to develop your incident management process

5. Standards for incident management

- Exploring international standards on incident management

6. Root cause analysis

- Using risk bow ties to analyse incidents
- Treatment methods
- Issues management

7. Incident management as part of enterprise risk management

- How incident management integrates with ISO 31000
- Incident management as part of an ERM Framework
- Integrating incident management with other risk processes

8. Incident reporting

- Objective of incident of reporting
- Types of reports
- What to report

9. When to carry out incident management

- Speed of initial response
- Root cause analysis

10. Roles and responsibilities

- The Three Lines Model and incident management
- Creating the right culture
- Overcoming potential problems in incident management

Course expectations

- Watch 12 videos
- Answer 10 quiz questions
- Complete 5 downloadable materials

Timings

- 3 hours of video content
- Approximately 4 hours for the whole course

Register, Receive Invoice, Payment, Set-up with Log In To Course

Cost: RiskNZ Members: \$875+GST | Non-member: \$1000+GST

Next steps

Register now via: adminofficer@risknz.org.nz Please contact RiskNZ directly if you would like to discuss packages to implement this training across your organisation. Bulk discounts are available.