SECURITY INCIDENT INFORMATION MANAGEMENT
HANDBOOK

TOOL 9:
SIIM SYSTEMS
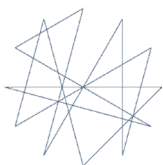
Immediate response

Security

Incident

Organisational security risk management

Management

Information

Strategic decision-making

Lessons learned and applied

Understanding the operational context

Tools

TOOL 9: SIIM SYSTEMS

Available systems to report, record, store and analysis security incidents that affected the organisation at a central level.

INCIDENT RECORDING AND REPORTING METHOD	SYSTEM	ADVANTAGES	DISADVANTAGES	FACTORS IN SET-UP AND RUNNING COST
Written narrative of the incident	• Emails • Google sheet • Shared Google platform • SharePoint	Very low set-up cost.	Only works well if used systematically. Risks: • Know-how and sometimes even access lost at times when staff leave. • Highly uneven reporting; with implications for the compa-rability of the information. Requires considerable time input during the analysis process.	Cost of staff time setting up the system. Cost of staff time writing the narrative reports. Cost of staff time turning the information into a system-atic format. Cost of staff time carrying out the analysis, which is likely to be very time-consuming as the system itself does not support analysis.

INCIDENT RECORDING AND REPORTING METHOD	SYSTEM	ADVANTAGES	DISADVANTAGES	FACTORS IN SET-UP AND RUNNING COST
Excel spreadsheet to record incidents using systematic coding	Excel spreadsheet set up for the fields to be recorded. The Excel spreadsheet can be used to systematically classify information submitted in a written format.	Low set up costs. No consultant cost required as work can easily be done in-house. Can work very well for organisations that start out recording incidents and that have a limited number of incidents to record and manage.	Can become difficult to manage when too many categories and types of events are tracked. Requires a very manual trend analysis that can be time-consuming. Only the person with access to the spreadsheet tends to know and understand the system. Lower incentive for staff to report as they may remain unaware of the recording system.	Cost of staff time to develop an appropriate Excel system. Staff cost in translating written information into coded categories. Staff cost of carrying out the analysis.
Subscription to an online platform for data management	Some private companies and some non-profit organisations offer online platforms for security incident information management.	Efficient systems within in-built analysis functions. Most systems allow for different levels of access allowing tailored access for field staff as well as top management. Technical concerns are outsourced. Direct access for field staff increases the incentive to report. Ensures greater systematic provision of information as everyone uses the same system with the same instructions. Reduces workload for HQ analysis staff as analysis can be an in-built function.	Monthly running costs. Can be difficult or costly to request changes to adapt system to organisation-specific requirements.	Subscription fees.

INCIDENT RECORDING AND REPORTING METHOD	SYSTEM	ADVANTAGES	DISADVANTAGES	FACTORS IN SET-UP AND RUNNING COST
Custom-built online system	Some organisations have commissioned the development of organisation-specific online systems. Some organisations have been able to use existing systems and build the reporting as an extension to existing platforms used for email, such as SharePoint.	The system corresponds to organisational needs and internal definitions. If connected to existing systems, staff may learn how to use it much quicker.	High development costs if external IT specialists are needed. If organisations can use their IT department then costs are lower. Maintenance cost can be high if required to use external IT consultants but less if carried out by internal IT department.	Development and maintenance costs.