

NIC Incident Report Form Help Document

S.No.	Web Capture Form Field Labels	Field Description
1	Dept of Detection	The name of department where the incident was detected. Drill down to the actual Department / Branch that detected the event.
2	Dept of Origin	This is the department/ branch where the failure occurred. In a large institution such as NIC Group, a department/ branch in which a transaction is booked maybe different from that which the transaction is originally undertaken and again different from the department/branch processing the transaction.
3	Reportee	An employee, customer or any other person who is aware of an incident that has occurred and reported the incident through the Event form. In some cases, they may not have access to the incident reporting form for one reason or the other.
4	Reporter Email	Email address of person reporting an event. It Can be pre-populated after the first use. Tick "Remember me" button.
5	Event Nominee	The Department or Branch Risk Champion. This section is auto populated based on origin/detection entity but can be changed to others. A risk Champion is an employee nominated to act as the point man/woman for all risk related activities within a department or branch.
6	Account name	Where applicable, identify and Indicate the particular account name(s) affected by the event.
7	Account number	Where applicable, identify and Indicate the particular account number(s) affected by the event.
8	Event Title	Indicate a brief headline / name for this event
9	Description/ Cause of the Incident	Indicate detailed & helpful information available on the event. At a minimum -What actually happened and full timeline of event -how this departed from the correct procedure & what should have happened - Identify the primary control failures -Where other departments were involved, details of who was contacted and of the response provided
10	Action Taken	A move or undertaking in reaction to the Event. An action can be divided into two types - Immediate actions : An immediate reaction to limit damage. - Corrective or improvement actions : Considered further action at amending and reinforcing controls or the implementation of additional controls.
11	Likely Impact	Indicate amount (numeric) of potential loss or profit. Usually estimates may be available when the event is first detected
12	Actual Impact	Indicate amount (numeric) of accurate & confirmed loss or profit. Usually the net amount after recovery.
13	Recovery	A recovery is an independent occurrence, related to the original loss event, separate in time, in which funds or outflows of economic benefits are received from a third party. Examples of third parties are insurers providing a settlement or other parties (for instance when there is a recovery of fraud loss from a perpetrator or a recovery of a misdirected transfer from the wrong beneficiary
14	Currency	Pick one currency that has been used to report the loss, profit and recovery
15	Discovery Date	Date when event was detected
16	Discovered by	Person or system that detected the event
17	Start Date	Date when event started and has been ongoing before it was detected / discovered.
18	Near Miss	Y/N. NIC Group definition of a Near Miss is - An event has happened, but it did not result in an actual financial or non-financial loss or harm due to either the correct operation of detective and/or corrective controls or simply the random nature of events.
19	Reputational Damage	Y/N. Does the event affect public trust and confidence in this organisation?
20	Attachment	Upto 3 attachment. Total 10MB Max

21	Do you want to raise the Action?	Y/N. It is important to allocate an owner so that there is clear responsibility for achieving the actions necessary to ensure that the event does not happen to the firm again. The form has ability to send internal notifications and alerts to owners.
21.1	Description	Brief description of the corrective or improvement action
21.2	Action Owner	Person with clear responsibility over the action
21.3	Priority	Rank urgency of action on a scale of High, Medium, low scale
21.4	Target Date	Indicate target Completion date
21.5	Commentary	Indicate additional comments regarding the action e.g. Status details on progress
21.6	Review Date	Date to evaluate progress