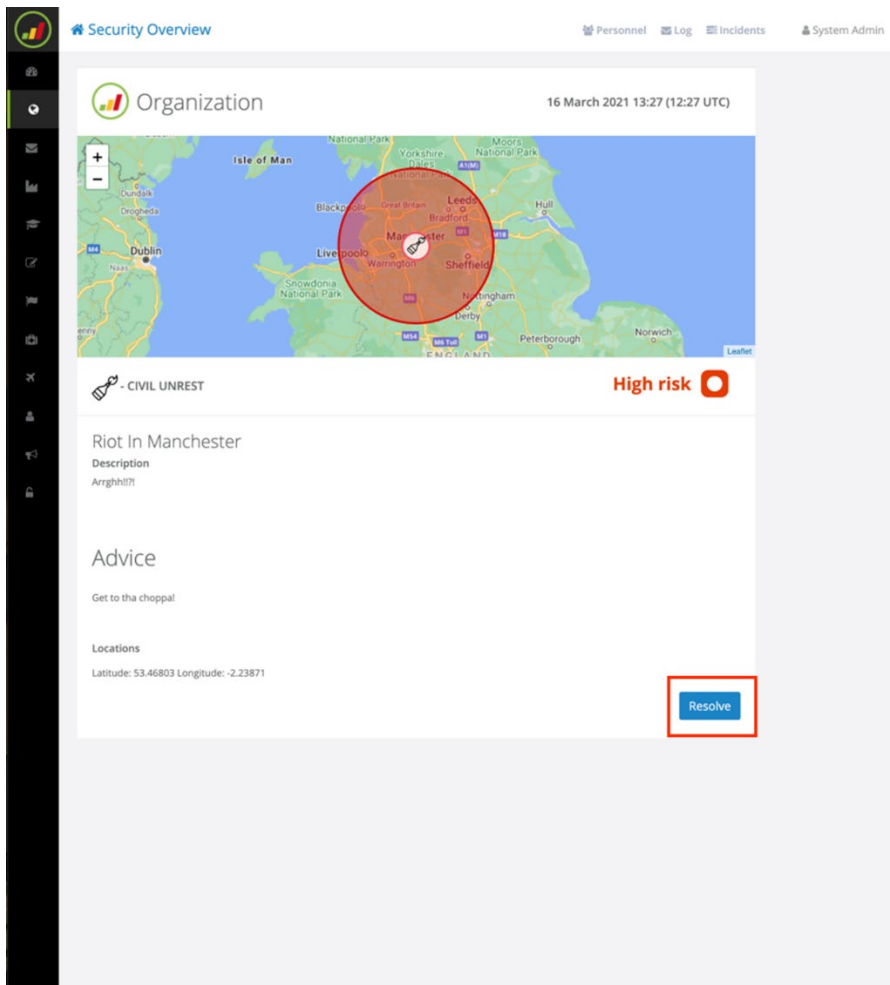


<b>Product name</b>	Resolving Incidents on ISO
<b>Internal Release Date</b>	April 30 2021
<b>External Release Date</b>	April 30 2021
<b>Type (New/Addition/Enhancement/Bug)</b>	New
<b>Applicable to (Portal/Apps/APIs/etc.)</b>	Portal
<b>Description</b>	The ISO portal now supports resolving high-risk incidents. Resolving an incident will remove it from high-risk widgets both for affected users and facilities, which allows administrators to focus on what is important.
<b>How to Enable</b>	Automatic
<b>Prerequisites</b>	ISO admin access.
<b>Planned Future Enhancements</b>	None
<b>Cost (EUR)</b>	Included

A new “Resolve”-button is introduced on the detailed incident page for high-risk alerts:

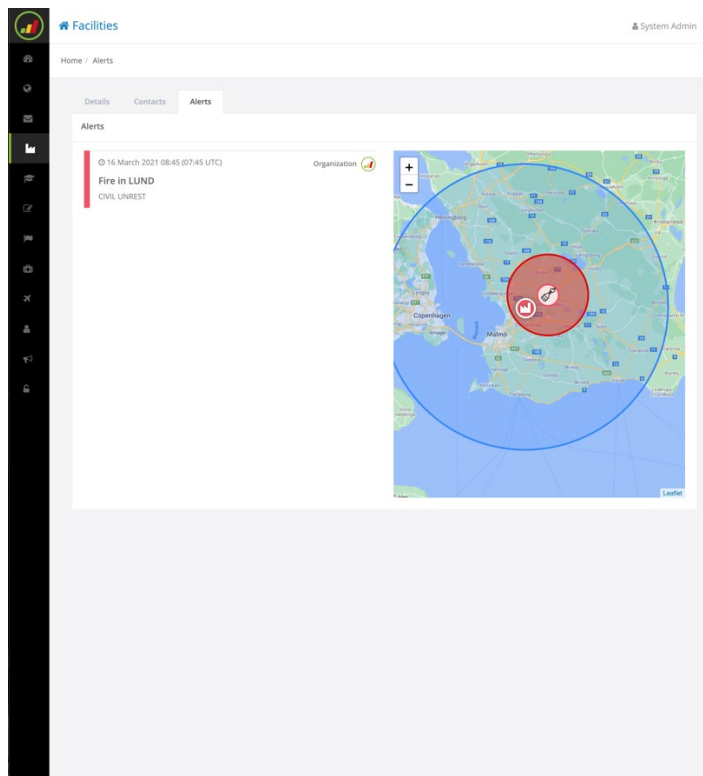
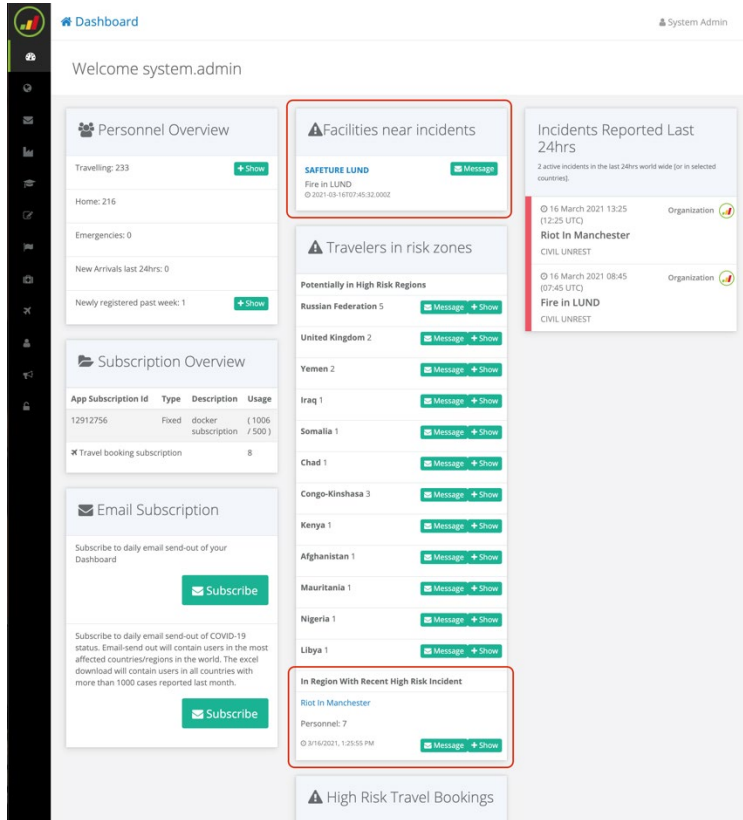


The screenshot displays the SAFETURE interface for a high-risk incident. At the top, there is a navigation bar with 'Security Overview' and user options for 'Personnel', 'Log', 'Incidents', and 'System Admin'. The main content area shows an 'Organization' header with a date and time stamp: '16 March 2021 13:27 (12:27 UTC)'. Below this is a map of the United Kingdom with a red circle highlighting the Manchester area. The incident details are as follows:

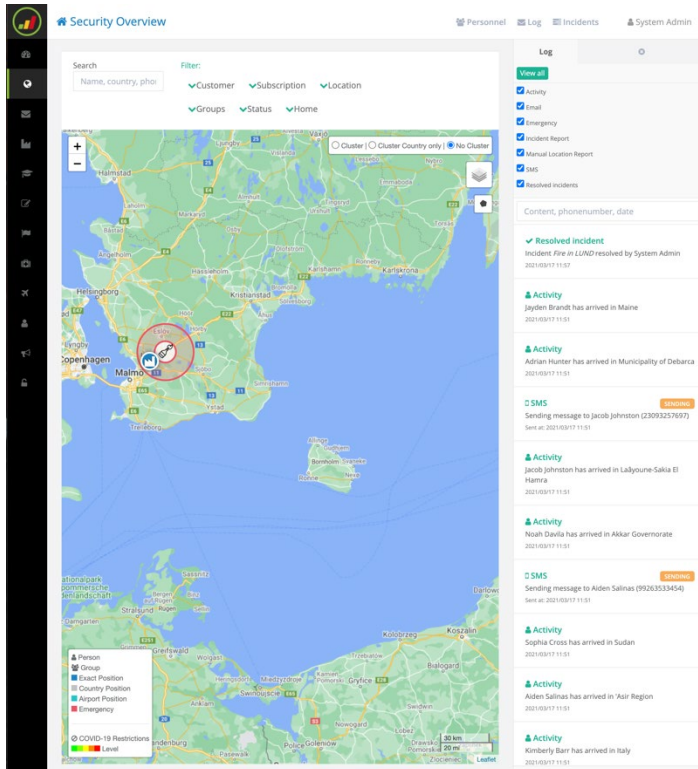
- Incident Type:** CIVIL UNREST (indicated by a key icon)
- Risk Level:** High risk (indicated by a red square icon)
- Title:** Riot In Manchester
- Description:** Arrghhh!!!
- Advice:** Get to tha choppal
- Locations:** Latitude: 53.46803 Longitude: -2.23871

A blue 'Resolve' button is located at the bottom right of the incident details panel, highlighted with a red box.

By clicking the button, the user is asked to confirm the action and when accepted the incident will be removed from the following sections:



A log-message will also be added to the system log:



Other:

- It is possible to unresolve an incident. This will remove the system log for the previous resolve action.
- If incidents are not resolved they will automatically be removed after a period time defined by the analyst publishing the alert (default 14 days).