



IncidentManager Fact sheet

Version 1.6

Small Business	Business	Enterprise
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General

Runs on Microsoft Windows 2000, XP, 2003, Vista, 32- and 64-bit versions	✓	✓	✓
Network and multi-user support		✓	✓
Single-sign-on support	✓	✓	✓
Supports Oracle, DB2, MS SQL Server, Interbase, Firebird, DB2/400, MySQL	✓	✓	✓
Installable on mobile storage devices (USB stick, USB harddisk)	✓	✓	✓
Available in English and German. Other languages on request	✓	✓	✓

Data input and handling

Individual configuration of the user interface (Sort orders, data groups, column widths, window sizes)	✓	✓	✓
Data entry in forms or directly in tables	✓	✓	✓
Free text can be entered for each record. A simple text editor is integrated	✓	✓	✓
Option lists can be extended and reordered	✓	✓	✓
Redundancy-free data structure, efficient record linking	✓	✓	✓
Representation of hierarchically structured data as tree	✓	✓	✓
Optional multi-language support allows each user to choose the preferred language	✓	✓	✓
Interfaces with e-mail client, telephony application and browser	✓	✓	✓

Document management

For each record, free text notes can be entered using the integrated text editor or inserted with copy-paste from other applications	✓	✓	✓
Each record can be associated with external documents	✓	✓	✓
Documents can be opened and edited directly from the system.	✓	✓	✓
User-related authorization for opening and editing of documents			✓
Arbitrary documents can be stored in the database			✓
Version management for internally stored documents			✓
Synchronization of internal documents with external network directories			✓
Documents attached to records can be integrated in the report generation			✓

Planning component

Graphical representation of plans as flow charts	✓	✓	✓
Activities, queries and milestones are available as plan elements.	✓	✓	✓
Grouping of plan parts as block, which can be expanded and collapsed by mouse-click	✓	✓	✓
Blocks can be reused in multiple plans	✓	✓	✓
Comments with formatted text can be inserted in the plan	✓	✓	✓
Export of plans as BMP, JPG or EMF file	✓	✓	✓
Version control and release management for plans	✓	✓	✓
Interactive execution of plans with monitoring capabilities	✓	✓	✓
Input of textual protocol texts during plan execution	✓	✓	✓
Plan execution can be done distributed	✓	✓	✓

All plan executions are automatically archived for review	✓	✓	✓
Dynamic indication of critical paths	✓	✓	✓
Automatic calculation of plan duration from contained activities	✓	✓	✓

Report generation

Free definition of reports with introduction, report header and footer	✓	✓	✓
Recursive reports for hierarchically structured data	✓	✓	✓
Embedding of graphical plan in reports	✓	✓	✓
Free definition of templates with title page, page header and footer	✓	✓	✓
Embedding of company logo and other graphics in reports, title page, header or footer	✓	✓	✓
Calculation of sums from numerical fields (e.g. specific device characteristics)	✓	✓	✓
Creation of manuals with arbitrary structure and automatic generation of table of contents	✓	✓	✓
Documents can be used as attachments for manuals			✓
Immediate print preview during generation	✓	✓	✓
Direct PDF generation with optional password protection and 128-bit encryption	✓	✓	✓
Attachments can be integrated in the print preview or the PDF output			✓
Direct e-mail creation with generated PDF files	✓	✓	✓
A comprehensive collection of predefined reports is included.	✓	✓	✓

User management

An arbitrary number of user accounts can be managed		✓	✓
Detailed authorization management based on a group concept		✓	✓
Program settings like column widths, sort order in tables and data grouping are stored individually for each user	✓	✓	✓
Date and user of the last record modification is optionally displayed			✓
Application events such as record modifications are stored in an application log			✓

Data backup

Backup files are database independent. Database system can be switched at any time	✓	✓	✓
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Data import, export, interfaces

Import of data from structured text and XML files	✓	✓	✓
Import of contacts from Outlook or Exchange	✓	✓	✓
Data transfer between IncidentManager databases	✓	✓	✓
Interfaces to local e-mail client, browser and CTI application	✓	✓	✓
Command line operation for direct displaying or starting of plans	✓	✓	✓

Application configuration

Wizard for creating new databases	✓	✓	✓
Wizard for database setup of client-server DBMS	✓	✓	✓
Simple license management	✓	✓	✓
Customization of field names is possible	✓	✓	✓

Data structure

- ▶ The database contains the following information

Data area	Fields, Relations
Persons	Company, functions, address, skills, contact information, responsibilities
Functions	Company, contact information, responsibilities
Companies	Address, services, contact information, staff, locations, responsibilities, contracts, organization structure
Locations	Structure (buildings, levels, rooms, etc.), accesses, staff, inventory
Contracts	Costs, terms, inventory
Object types	Manufacturers, responsibilities, features
Objects	Features, responsibilities, contracts, components
Connections	Features, connected devices
Services (optional)	Description, responsibilities, SLA, dependencies
Teams	Description, team structure, tasks
Scenarios	Risk assessment, description, plans
Procedures	Type, responsibility, execution, resources, permissions, plan structure
Resource groups	Resources
Documents	Link-URL, keywords
Keywords	Documents