

Choosing an **ISSUE MANAGEMENT SYSTEM ...** **... in today's uncertain world JUST GOT EASIER**



Does your business effectively and efficiently prioritize and manage issues to meet organisational and statutory responsibilities, and do you have the tools to support this process?

Do you have a issue management system that:

- Facilitates the management of operational and project issues at macro and micro levels within your business;
- Provides a real time visual issue matrix report at any level of your organisation, and other powerful charts and reports;
- Ensures staff are accountable and actively participate in the issue management process across the business;
- Provides a stable and reliable methodology in which to implement and manage your strategic and business unit issues.
- Provides a point to record issues that are classified and managed as risks, complaints, incidents, skills shortage, standards compliance, action items, etc.;
- Makes sure that issues are raised, logged, assessed and solutions distributed to the staff responsible for implementing and reporting on actions.

What did Enron, WorldCom, HIH, Parmalat, Arthur Anderson and Global Crossing, have in common?

They had market share, investor confidence, goodwill ... and lost the lot through poor management



Don't waste time and resources

Do not waste valuable time and resources re-inventing the wheel. Implement an 'off-the-shelf' reliable solution that is customised to your requirements and that is regularly upgraded to meet your business needs.

Partnering with Incom

Your industry knowledge and Incom's software expertise allow you to reap the benefits of an issue management database designed and customised to your needs. The system will operate over your Intranet giving access to all staff, is secure, and is easy to use and manage.

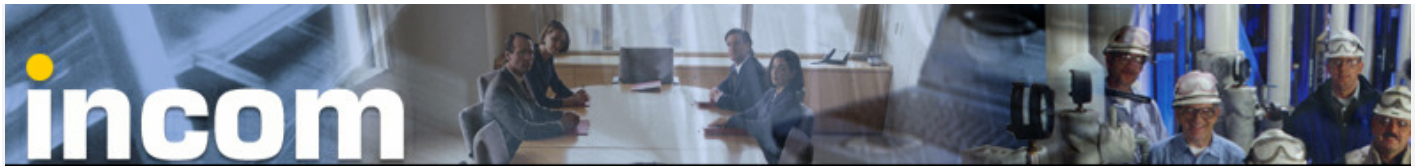


Qualitative Issue Assessment

Enterprise Issue Manager™ supports issue assessments and provides the ability to record and sort data by issue category, project, location, department, division, issue contact, action owner, action type and responsible party.

The Priority and Impact are assigned to each issue and the issue rating is derived by the system. An issue may be associated with an industry standard, law or regulation, staffing, operational requirement, procurement, or any other matter.

Taking control of your issues has never been easier



Configurable System

Customise to your requirements

The issue management structure may be altered to suit your business. All data fields may be renamed. In fact Enterprise Issue Manager™ may be translated into any language and has already been translated to Portuguese in Brazil to help customers manage Social Responsibility supporting ISO 26000 efforts.

Notification Manager

Enterprise Issue Manager™ provides issue review and action due reminders by task list, or email to issue and action owners. If an action is not attended to, the system will escalate as required.

System Dashboard

Issue Manager monitors itself with aggregated data such as the number of issues relating to each category, active issues, high issues, critical issues; issue reviews due and overdue, actions due and overdue, actions in progress and completed, issue and action contacts and owners.

Technical Description

Enterprise Issue Manager™ is a web-enabled multi-user Microsoft .NET application using SQL Server relational database supporting hundreds of decision makers across the enterprise. It includes Microsoft Windows single sign-on authentication, role based security, country specific dates and formats, and translation to any other natural (human) language.

You can start with a small system and add more uses as you deploy the system enterprise-wide.

Do you have the tools to support your enterprise-wide issue management process?

Incom provides user and technical training and support, software maintenance and upgrades.

Contact Incom on +612 9417 2480 or visit www.incom.com.au

Powerful System

Report Wizard and Chart Wizard

The software has a Reporting Wizard and Charting Wizard with powerful graphical charting capabilities.

All reports allow issues to be selected and filtered by category, asset, department, division, etc. An Executive Issue Summary report cuts right across the issue system (or within a specific context) to report the highest issues giving a quick snapshot for senior executives.

Search and Report Filters

There are many ways to slice and dice the information to produce snapshot reports of top issues, to monitor action progress and to audit the effectiveness of the system itself. Any user may list issue reviews and mitigation actions for which they are responsible. A system coordinator may also activate an email alert process to remind owners of overdue tasks.

Incom® for Issues and Incidents

Enterprise Issue Manager™ is a product within Incom's overall software suite known as INCOM®, and may be integrated with:

- Enterprise Incident Manager™ to manage workplace injury and other incidents
- Enterprise Risk Manager™ to manage the operational of risks you may have
- Compliance, Audit and Self Assessments to validate processes and systems

All software has the same look and feel.

Contact Incom or resellers for demonstrations of these advanced software packages.

Issue Manager is based on a simple proven approach to issue control supporting ISO 9000 ISO 26000 and other international standards

You decide the issue matrix you want to use.

Taking control of your issues has never been easier