

Contents

1. Integrated Management System	2
2. IMS:Process descriptions	6
3. IMS:Role definitions	7
4. IMS:Work instructions	8
5. IR:All incidents	9
6. Process map	10
7. RM:All risks	11
8. Relocation of IT Staff	13

Integrated Management System

Tour 2 [Integrated Management system](#)

next: [Process map](#)

An **Integrated Management System (IMS)** brings together various sets of rules that serve corporate governance. For example:

- Quality management (ISO 9001)
- Risk management (ISO 31000)
- Environmental protection and occupational safety management (ISO 14001 and ISO 45001).

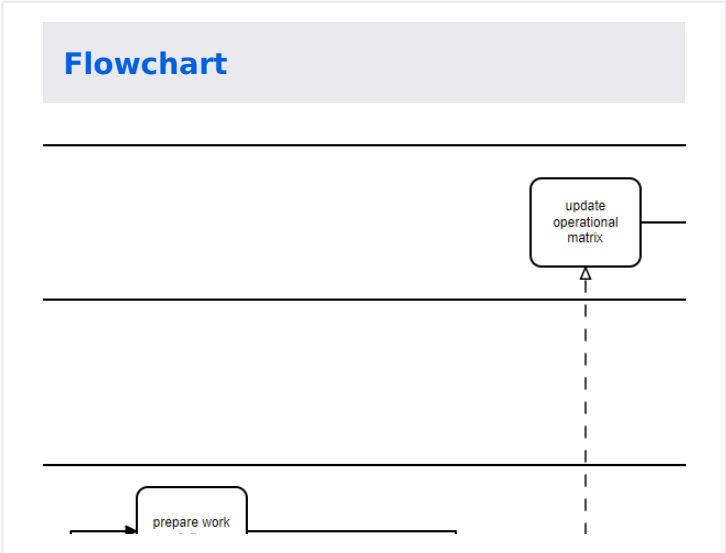
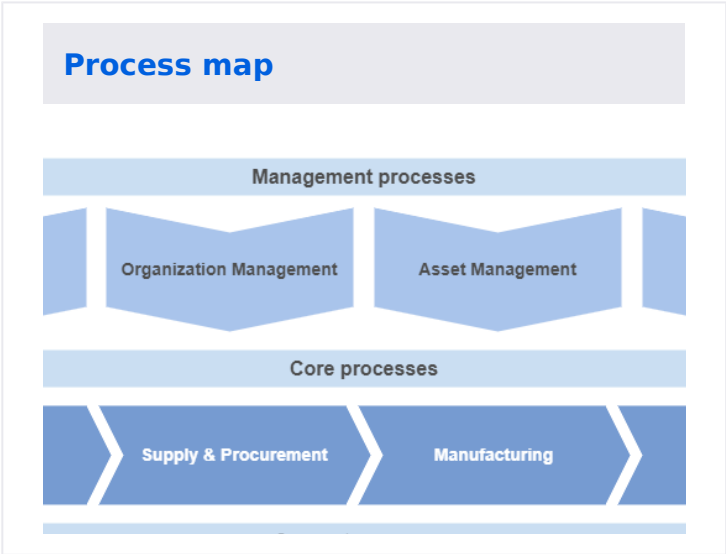


Management systems in a wiki

Wikis have established themselves as appropriate systems for the organization of management systems:

- *Central storage:* The rules and regulations are available centrally and online for all employees.
- *Search function:* Content can be quickly found via the search function and is perfectly pre-sorted via namespaces and categories.
- *Version-based editing:* Content can be edited and easily maintained in no time at all using a visual editor and forms.
- *Document control:* Templates, workflow and release functions ("control of documents") support the editorial processes.

Example pages

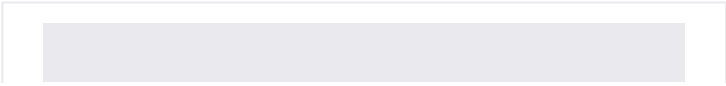


Role definitions

ns

[New page](#)

◆	Role description
	Planning, coordination and control of the products and services to be marketed and sold
	Operational planning and control of the project to achieve the project goals.



Process descriptions

ptions

New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Company, Project Management		Andrew Hayes		Approved	
	Project Management, Sales		Margie Castillo		Approved	
	Company		Carlos Olson		Approved	

Work instructions

ions

New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Sales		Andrew Hayes		Approved	1
	Sales		Margie Castillo		Approved	J

Risk entries

Add new risk

Search:

↕	Affected Domain	↕	O Factor	↕	M Factor	↕	Current Level	↕	Curre Proba
iss uity			D3				Medium		Possible

Incident reports

ner data accidentally disclosed	Reported inte
tection	Reported exte
9/21	Closed?
confidential customer data	


customers data was accidentally exposed for 5 minutes in the ticket.

Process descriptions

Approved: 12:21, 17 July 2023 / Revision: 12:21, 17 July 2023

Tour 2 [Integrated Management system](#) < [Role definitions](#)

next: [Work instructions](#)

Page	Business unit	Process owner	Approval state	Valid until	Status
Procurement of materials	100	Emma Røgeberg	First draft		
Sales process	Sales	Paul Arnoux	Draft	December 31, 2022	

Tour 2 [Integrated Management system](#) < [Role definitions](#)

next: [Work instructions](#)

Role definitions

Approved: 12:21, 17 July 2023 / Revision: 12:20, 17 July 2023

Tour 2 [Integrated Management system](#) < [Meeting minutes](#)

next: [Process descriptions](#)

Page	Role description	Role owner
Executive Manager	The management represents the company in and out of court.	Janusz Čaplo
Sales Agent	Competent customer advice and sales of the company's products and services.	Irene Parker, Stefan Roth

Tour 2 [Integrated Management system](#) < [Meeting minutes](#)


next: [Process descriptions](#)

Work instructions

Approved: 12:22, 17 July 2023 / Revision: 12:22, 17 July 2023

Tour 2 [Integrated Management system](#) < [Process descriptions](#)

next: [Audit reports](#)

Page	Business unit	Process owner	Approval state	Valid until	Status
Making an offer	Sales	Emma Røgeberg	First draft	December 1, 2023	

Tour 2 [Integrated Management system](#) < [Process descriptions](#)

next: [Audit reports](#)

IR:All incidents

Tour 2 [Integrated Management system](#) < [Risk entries](#)

Tour 2 [Integrated Management system](#) < [Risk entries](#)

Process map

Tour 2 [Integrated Management system](#)

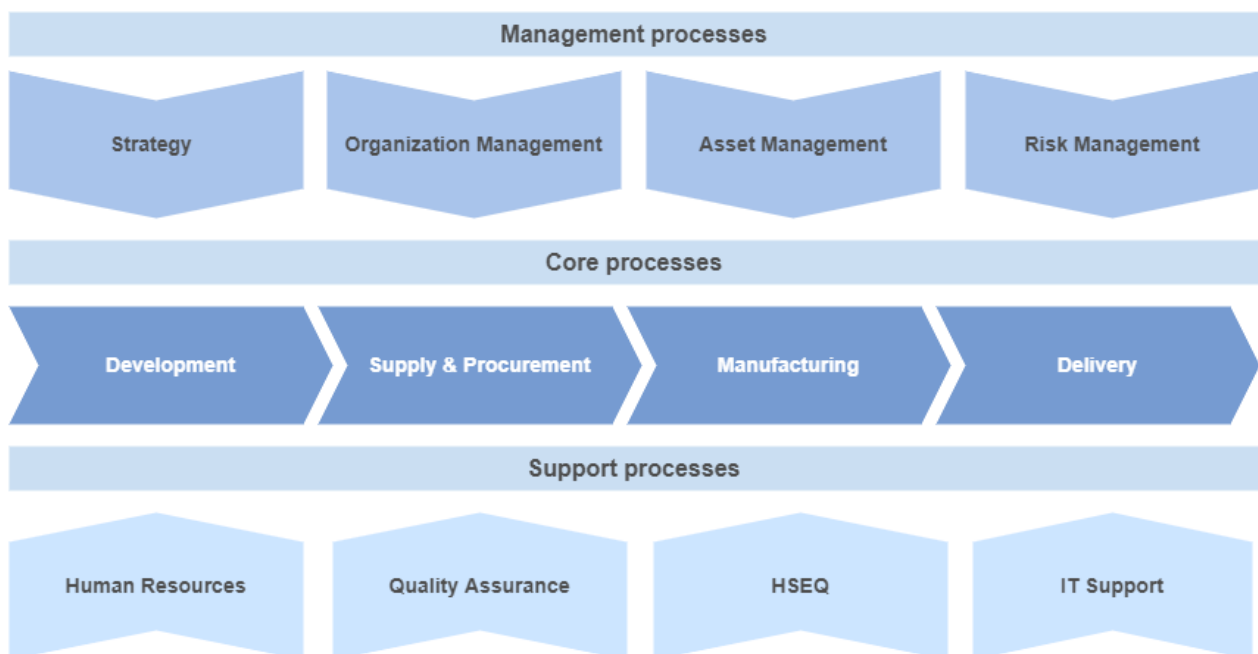
next: [Flowchart](#)

This process map is created using the in BlueSpice integrated app [draw.io](#). You can change the diagram by clicking the [Edit](#) link above the image. After editing the diagram, click [Save](#) and then [Exit](#) in the draw.io app.

Tip: Use the fullscreen mode toggle of this page.



Drawio diagram



Tour 2 [Integrated Management system](#)

next: [Flowchart](#)

RM:All risks

Tour 2 [Integrated Management system](#) < [Audit reports](#)next: [Incident reports](#)

● ● ● Risk matrix

	Impact →	Negligible (A)	Marginal (B)	Considerable (C)	Critical (D)
Consequence	Environment (IE)	Slight effect	Minor effect	Localized effect	Major effect
	Asset (IA)	Slight damage	Minor damage	Medium damage	Major damage
	Health (IH)	Slight physical or mental harm	Minor physical or mental harm	Major physical or mental harm	Single fatality
	Business continuity (IB)	Minor visible or barely recognizable disruption of service	Recognizable temporary disruption of service	Minor functional (permanent) disruption of service	Major functional (permanent) disruption of service
	Data protection (ID)	No data loss / no data disclosure	Loss of rebuildable secondary data, disclosure of public data	Loss of easily recoverable data, disclosure of internal data	Loss of recoverable data, disclosure of some protected data
	Certain (5) 81-100%	A5	B5	C5	D5
	Likely (4) 61-80%	A4	B4	C4	D4
	Possible (3) 41-60%	A3	B3	C3	D3
	Unlikely (2) 21-40%	A2	B2	C2	D2

	Improbable (1) 0-20%	A1	B1	C1	D
↓ Probability (within 5yrs)					

Relocation of IT Staff

Tour 2 [Integrated Management system](#) < [Process Map](#)

next: [Minutes](#)

When relocating the workstation of an employee (e.g., office transfer or change of department), the respective team leaders coordinate the move and agree on a relocation date.

The process can easily be visualized in a [BPMN](#) diagram.

Tour 2 [Integrated Management system](#) < [Process Map](#)

next: [Minutes](#)