

The Industry Standard in IT Infrastructure Monitoring

Nagios Incident Manager™ is a powerful tool for managing infrastructure incidents and enabling faster problem resolution across an organization's entire IT infrastructure.

Nagios Incident Manager is an enterprise-class incident management application that allows teams and individuals to track and solve problems faster using a powerful web-based application that offers security, mobility, third-party integration, and tools for collaboration.

Nagios Incident Manager Overview:

- **Ease of Use:** Web-based interface lets admins hand out control of incoming tickets to different users and teams. Teams and individuals can easily manage their own tickets based on priority and status.
- **Simple Integration:** Integrates easily with other Nagios-based solutions, as well as third party applications through the use of web API's.
- **Multi-Tenancy:** Manage multiple teams of users and keep tickets compartmentalized based on user, team, or incident type.
- **Track Statistics:** Track incident statistics, mean time to resolution (MTTR), and first response times with incident reporting tools.
- **Proactive Planning:** All historical information from incidents are stored for later review and can be utilized to prevent or solve future incidents.
- **Accessible API:** Flexible web-based API allows for 3rd party tools to utilize automation, ticket management, and custom actions for ticket updates.
- **High-Performance Architecture:** Nagios Incident Manager is built for speed and performance. The lightweight design provides all the features necessary to efficiently manage network incidents, without the clutter of resource-intensive elements.

Nagios Incident Manager™
Dashboard Incidents Reports Help Administration Search Incidents nagiosadmin

Home / Reports / First Response Time

First Response Times

Start Date * 2013-09-08 yyyy-mm-dd End Date * 2013-10-08 yyyy-mm-dd Update

Report start date September 8th, 2013
Report end date October 8th, 2013

Incident	Opened	First Response	Time to First Response
OracleQuery.170 : DOWN	September 10th, 2013 at 03:04:54 pm	September 10th, 2013 at 04:35:15 pm	1 hour 30 minutes 21 seconds
test123 : DOWN	September 11th, 2013 at 08:59:50 pm	September 11th, 2013 at 09:00:58 pm	1 minute 8 seconds
192.168.5.195 : MSSQL Connection Time CRITICAL	September 12th, 2013 at 03:07:49 am	September 12th, 2013 at 03:12:04 am	4 minutes 15 seconds
MSSQL-Server : 195 : MSSQL Connection Time CRITICAL	September 12th, 2013 at 03:09:49 am	September 12th, 2013 at 03:14:04 am	4 minutes 15 seconds
MSSQL-Database : 195 : MSSQL Connection Time CRITICAL	September 12th, 2013 at 03:10:49 am	September 12th, 2013 at 03:14:58 am	4 minutes 9 seconds
MSSQL-Query : 195 : MSSQL Query - Test Query WARNING	September 12th, 2013 at 03:11:49 am	September 12th, 2013 at 03:15:52 am	4 minutes 3 seconds
192.168.5.195 : RDP CRITICAL	September 12th, 2013 at 03:18:49 am	September 12th, 2013 at 03:23:44 am	4 minutes 55 seconds

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Home / Site Administration / Manage Users

Success: The user was added.

Manage Users New User

Users & Teams	Name	Username	Role	Created	Last Login	Active
Teams	Tom Ontor	tomonitor	Normal	October 9th, 2013	October 9th, 2013	No
Incidents	Jessie Tarkenton	JTarkenton	Readonly	October 9th, 2013	October 9th, 2013	No
Incident Types	Bob Robertson	BobbyR	Normal	October 9th, 2013	October 9th, 2013	No
Callback API	George Stanley	gstanley	Normal	October 9th, 2013	October 9th, 2013	No
Server Settings	Scott Wilkerson	swilkerson	Normal	April 15th, 2013	April 15th, 2013	Yes
Licensing	L M	nagiosxi	Admin	August 10th, 2012	October 9th, 2013	Yes
Mail Config	Ludmil Milchev	nagiosadmin	Admin	August 10th, 2012	October 9th, 2013	Yes

More Information

For more information about Nagios products and services, or to order Nagios IM, contact us:

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