

Incident Management Cover Letter

255 Joline ManorPort Deadra, AR 41984

Dear Jordan Ankunding,

I submit this application to express my sincere interest in the incident management position.

In the previous role, I was responsible for client access and input capabilities to Incident Management Services tracking system to allow for Incident monitoring and ad hoc reporting.

Please consider my experience and qualifications for this position:

- ITSM tool experience
- Update and maintain the Incident Management SOPs
- Collect and analyze event logs, personal accounts, system inventories and other sources to determine root cause and incident response measures
- Conduct impact assessments on systems and programs going through the DSS Approved Products Lists (APL) or the system accreditation process
- Develop, update, and maintain existing and future COAs to effectively contain events and incidents to minimize and damage or impact to DSS networks, Information Systems (ISs), data, and services in accordance with DOD mandates
- Provide impact reports following incidents
- Assist in conducting Forensic investigations with EnCase Forensic (or similar) tool using all legal and DSS Control Steps
- Improve information and knowledge sharing capabilities

Thank you for taking your time to review my application.

Sincerely,

Frankie Mann