



GRC-TICKETS

A powerful new operational governance, compliance, support, and risk management platform designed to centralise operational issues, service management, reporting, and AI-driven oversight

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GRC-TICKETS EXTENDS THE ICSS COMPLIANCE ECOSYSTEM WITH A MODERN AI-ENABLED OPERATIONAL GOVERNANCE AND SERVICE MANAGEMENT CAPABILITY

WATCH LISTS

Create personal or team watch lists to quickly monitor critical issues, vendors, recurring incidents, risks, or operational concerns.

RISK CARDS

Automatically generate risk-focused operational cards around critical issues and trends

CHANGE MANAGEMENT

Track and manage operational and system changes with improved governance and accountability

MEETING PACKS

Assemble structured reporting packs for:

- * Ops meetings
- * Vendor reviews
- * Governance committees
- * Executive reporting



TICKET MANAGEMENT

- * Log tickets directly by users or helpdesk agents
- * Work in shared ticket pools or assign tickets into operational buckets
- * Improved ownership, routing, escalation, and SLA management



SECURITY & GOVERNANCE

- * Built-in 2FA (Two-Factor Authentication) support
- * Full ticket version control and audit history
- * Track all updates, edits, comments, status changes, and user activity



DASHBOARDS, REPORTING & EXPORTS

- * Operational dashboards
- * Trend analysis and reporting
- * Executive summaries
- * Excel exports
- * Share issue lists and reports via URL or Excel

AI Flash Reports

Generate AI-powered summaries and scheduled operational insights automatically.

Examples:

- * Daily operational summaries
- * Monday management reports
- * Vendor issue reviews
- * Risk trend reporting

grAIC AI Assistant

Interact naturally with the platform using the integrated grAIC AI assistant.

Ask questions about:

- * Tickets
- * Vendors
- * Risks
- * Trends
- * Operations
- * Compliance issues

SOP & Policy Intelligence

Upload Standard Operating Procedures (SOPs) and organisational policies, then ask the grAIC AI assistant questions about controls, processes, procedures, and governance requirements instantly.

SLA REPORTING

Monitor response times, overdue tickets, bottlenecks, and operational performance with built-in SLA reporting