:RESOLVER

GRC CLOUD ADMINISTRATOR'S
QUICK REFERENCE GUIDE

July 2016

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Manage Criteria

Create Criteria

1. Click **Administration > Criteria** to display the **Criteria** page. Previously configured criteria will appear here, which can be modified or deleted as needed.

2. Click **Create a New Assessment Criteria**.

3. Enter a name for the new criteria in the **Criteria Name** field.

4. Provide additional information and/or instructions in the **Help Text Popup** field, such as definitions of the question or of the criteria values to help ensure more accurate assessments. Text in this area will be visible to users completing assessments.

5. Select the required type from the **Criteria Type** dropdown menu.

Criteria Types

Add a Radio Button List/Drop-Down List/Check Box List

1. Change the **Criteria Type** list to one of the **Radio/Dropdown/Checkbox** options.

2. In the text box, copy and paste a label name or type a label name.

3. Click **Add**.

4. **Optional**: Click the box next to the label name to select a different color.

5. **Optional:** Click the pencil icon to change the value or edit the label name.

6. Click **Save**.

Types

Display Order

The order can be changed by dragging and dropping the labels.

Label Values

You can change the numeric value for any of the scale choices by clicking the pencil. The label values will affect any functions that use the results of this assessment. *Note: The label values are not displayed when users perform their assessments. If you want users to see the scale values for criteria, the numbers must be added as a part of the label (e.g. "5 – High Likelihood").*

Colors

To add a color for a scale choice, click the square next to the label value. Chose a color to represent each scale value. The color choices make assessment screens and reports easier to follow and impact the pie charts, including each user's homepage pie charts.

Date Entry

Date Entry allows users to select a date from a pop up calendar. The way dates appear are determined by the user's culture settings.

Single Text Entry/Multi Text Entry

Maximum Text Length: If desired, change the maximum number of characters that can be entered into the text field. Note that the size of the single text or multi-text boxes will not change. Single and Multi Text Entry determine the maximum text length.

Click **Add** when completed.

User List

Data Source: Customers who have integrated GRC Cloud user IDs with their LDAP Active Directory can choose either list as the data source of users. This is a customization available for a fee.

Selection Type: Select either a single user or multiple users.

Limit to: Enables the list of users to be filtered by members of a specific group.

Edit Criteria

1. Click **Design > Criteria.**

2. Click the criteria you wish to modify to open the **Edit Criteria** window. Beside each criteria name and type, you will see the item types and item sub-types a criterion is currently attached to.

3. Make the required changes to the criteria, as described in the **Create Criteria** section. The **Update Preview** will instantly update.

5. Click **Save** when completed to apply your changes.

Note: Label Deletions

If you delete a label from check box, radio button, or drop down criteria, GRC Cloud automatically deletes any assessments made up to that point to protect data integrity. For this reason, it is highly recommended that you do not modify the labels once assessments have begun.

Furthermore, changing the order of the labels will not update the evaluations. Example: scale of high = 1 / medium = 2 / low = 3 changing the order of the text (medium = 1 / high = 2 / low = 3) the assessment related to high =1 will not update to high = 2. This is only a text/position change, not a change the relationship in the database.

Adding additional labels to the criteria will not impact the criteria across the application.

Note: Criteria Type

You can change the display style between similar criteria (e.g. between drop down lists and radio buttons). However, you cannot change the basic properties of criteria (e.g. if the current type is check boxes, then you cannot change the criteria type to radio buttons or date entry).

Delete Criteria

1. Click **Design > Criteria**.

2. Click the criteria you want to delete to open the **Edit Criteria** window.

3. Click **Delete**.

4. Click **OK** to confirm.

Note: You cannot delete a criterion that has been added to an Item. If a criterion is attached to an item, the ***Delete*** *button will be grayed out. To make the* ***Delete*** *button active, you must first remove its association with all item types.*

Copy Criteria

Copying criteria is done to replicate the color scheme and rating scale of existing criteria without having to reproduce the labels and colors. You can also use the copy feature to edit existing criteria and retain the original versions for reference purposes.

1. Click **Design > Criteria.**

2. Select the criteria you wish to copy by selecting the check box next to the criteria name.

3. Click **Copy Selected**. The new item will appear with **(COPY)** after its name.

Item Templates

An item template defines the characteristics (attributes and evaluations) for all instances of an item type. Each item template page provides you with the necessary tools to develop sub-types, assign assessment criteria, and build functions. The **Item Templates** menu contains templates for all item types in the system.

Modify an Item Type

1. Click **Administration >Item Templates.**

2. Select the item type or sub-type you wish to modify (sub-types are indented to the right of the **Item Types** list).

3. Click the **Overview** tab.

4. Use the **Name** field to change the item name, if required. For instance, Department may be more suitable than Location in your organization.

5. Enter a description of the item type in the **Description** field, if required.

6. Click the **Change** button next to the current type icon, use the **Upload** box to search for an image on your computer, then click **Upload Icon**. The large icon will appear on the screen when that item type is being assessed. The small icon is used in the framework view, reports, and other parts of GRC Cloud where screen space is limited.

7. Click **Save**.

Assign Criteria as an Attribute or Evaluation

Add Existing Criteria

1. Click **Administration > Item Templates**.

2. Select the item type you wish to assign criteria.

3. Click the **Attributes** tab or (optional) the **Evaluations** tab.

4. Click **Add Existing Criteria**. A list of all criteria in the system will appear.

5. Click the criteria name or select the check box beside its name to select it.

6. Click **Add Selected** once you have selected the desired attribute criteria. The criteria will be added to the item in the order they were listed.

7. Use the **Order** dropdown menu to select the position for the criteria.

8. Click **Save** to save your changes.

Add New Criteria

1. Click **Administration > Item Templates**.

2. Select the item type you wish to assign criteria.

3. Click the **Attributes** tab or (optional) the **Evaluations** tab.

4. Click **Add New Criteria**. This will display the **Criteria Editor** page and allow you to add new criteria. When you finish creating your new criteria it will automatically be added to the item type.

6. Use the **Order** dropdown menu to select the position for the criterion. This order also applies to the report display.

7. Click **Save**.

A graphical representation of the assessment is automatically created for each graphable criterion (criteria that have multiple choice answer types: drop downs, radio buttons, and check boxes). This pie graph can be displayed on the user's homepage.

Modifying Sub-Types

Add an Item Sub-Type

Item sub-types will appear on a dropdown menu bar on the **Item Templates** menu once added. Folders have pre-configured item sub-types.

1. Click **Administration > Item Templates**.

2. Select the item type you want to add a sub-type to.

3. Click the **Sub-Type** tab.

4. Click **Add New Sub-Type**.

5. Enter in the name and description for the sub-type. Other options can be changed as described for other item types.

7.   Click **Save** to apply your changes.

Edit an Item Sub-Type

1.   Click **Administration > Item Templates**.

2.   Select the item type that contains the sub-type you wish to edit.

3.   Click the **Sub-Type** tab.

4.   Click the name of the sub-type to be edited from the list of **Existing Sub-Types**. All items may be changed as described for other item types.

6.   Click **Save** to apply your changes.

Delete an Item Sub-Type

1.   Click **Administration > Item Templates**.

2.   Select the item type that contains the sub-type you want to delete.

3.   Click the **Sub-Type** tab.

4.   Click the name of the sub-type to be deleted from the list of **Existing Sub-Types**. The Sub-Type item template will appear.

6.   Click **Delete**.

Note: You will not be able to delete a sub-type item if the sub-type has any attributes, evaluation criteria, or functions set up, or if it's in use within a framework.

Functions

Functions allow you to gather the results of multiple attributes, evaluations, and other functions and create a custom equation with a number of mathematical operators.

Path Context

Many organizations have the same processes and controls in multiple locations. Understanding that you're looking at a control in, for example, the Payroll Process in Denver instead of New York or Rome is an important distinction, however, showing the entire path to the root of the tree can often include many layers of information that aren't helpful for context.

This function allows administrators to identify which item types and sub-types are important for context and can then dramatically shorten the path to an item. This abbreviated context field shows up in the Item **Overview** reports, the **Focus Picker,** and the **Timesheet**.

Framework Library (Content Library)

Build a New Central Framework

1. Click **Design > Frameworks > Framework Library** to display the **Framework Library** page. The panel on the left-side is reserved for your central **Framework Tree**. The panel on the right is used as a workspace for editing individual items and importing items from pre-built frameworks.

4. Click **Framework Actions > Create New Framework**.

5. Enter the name of your framework and provide a description (optional).

7. Click **Create** to add the framework into the system. This returns you to the **Framework Library** page. On the framework panel are the beginnings of your framework, properly named and sequentially numbered.

8. If needed, modify the framework details on the detail panel of the screen under the **Edit Information** tab.

9. Click **Save** to add the new folder to your framework.

10. Continue building out your framework by adding more items to reflect your company's governance, risk, and compliance management hierarchy.

Add a Sub-Folder to an Existing Folder or Sub-Folder

1. Click **Design > Frameworks > Framework Library**.

2. In the framework panel, click the folder you wish to add a sub-folder(s) to. The selected folder's information will appear in the detail panel.

3. Click **New Folder** in the content window toolbar to the right. Alternatively, you can right-click the folder in the left-hand panel, then select **Add a New Folder** from the menu that appears. The new folder information will appear in the right-side panel.

4. Enter the number, name, and description of the new item as required. Any item attributes associated with the folder or folder sub-type will appear below the description field. Administrators can fill in the attribute's information if this information is consistent across all locations this folder is added to.

5. Select the item sub-type and default Icon as required.

6. Click **Save**.

Notes:

- The system will allow you to add sub-items based on the business rules built into the system.
- Risks can only exist under Folders.
- Controls can only exist under Risks.
- Tests can only exist under Controls.
- Test Results can only exist under Tests.

Add a Risk to a Folder

1. Click **Design > Frameworks > Framework Library**.

2. In the framework panel, click on the folder you wish to add a risk to. The selected folder's information will appear in the detail panel.

3. Click **New Risk** in the content window toolbar in the panel to the right. Alternatively, you may right-click the folder in the left-hand panel, then select **Add a New Risk** from the menu that appears.

4. Enter the number, name, and description of the new item as required. Any item attributes associated with the risk or risk sub-type will appear below the description field. Administrators can fill in the attributes' information if this information is consistent across all locations this folder is added to.

5. Click **Save**.

Move a Risk or Add a Risk to Multiple Folders

Some risks may apply to multiple folders. To avoid maintaining multiple copies of the same risk, you can attach a risk to more than one folder. This makes the risk a "multi-parent" item. Users with roles that have the appropriate permissions for that risk can make changes to it and the results will automatically apply throughout the location.

1. Click **Design > Frameworks > Framework Library**.

2. **Add a risk to a folder**.

3. Open the item, then click **Change Parent** in the right panel toolbar.

4. To move the item, select a new parent from the right-hand panel, then click **Move**. Alternatively, you can simply drag it to a new parent.

5. To "multi" an item (attach it to multiple parents), select all items to which this item should be added, then click **Multi-Parent**. Alternatively, hold down either the **Alt**, **Ctrl**, or **Shift** key, then drag and drop the risk onto the second folder it applies to.

6. Click **OK**.

If you have created a multi-parent item, the same risk will now appear under both folders and will be numbered identically. The risk icon will automatically display the multiple risk icon.

Add a Control to a Risk

1. Click **Design > Frameworks > Framework Library**.

3. In the framework panel, click the risk you wish to add a control to. The selected risk's information will appear in the detail panel.

5. Click **New Control** in the content window toolbar in the right-hand panel. Alternatively, you can right-click the folder in the left-hand panel, then select **Add a New Control** from the menu that appears.

7. Enter the number, name, and description of the new item as required.

8. Select the item sub-type and default icon as required. Indicate if this item is a single assessment item. Any item attributes associated with the control or control sub-type will appear below the description field. Administrators can fill in the attributes' information if this information is consistent across all locations this folder is added to.

10. Click **Save**.

Move a Control or Add a Control to Multiple Risks

Sometimes controls are used to mitigate more than one risk. To eliminate performing multiple evaluations of the same control, you can attach a control to more than one risk. The evaluator will only need to assess the control once and the results will apply throughout the location for that control.

1. Click **Design > Frameworks > Framework Library**.

2. **Add a control to a risk**.

3. Open the item, then click the **Change Parent** button in the right panel toolbar.

4. To move the item, select a new parent from the right-hand panel, then click **Move**. Alternatively, you can simply drag it to a new parent.

5. To "multi" an item (attach it to multiple parents), select all items to which this item should be added, then click **Multi-Parent**. Alternatively, hold down either the **Alt**, **Ctrl** or **Shift** key, then drag and drop the control onto the second risk it applies to.

6. Click **OK**.

If you created a multi-parent item, the same control will now appear under both risks and will be numbered identically. The control icon will automatically change into the multiple control icon.

Add a Test to a Control

1. Click **Design > Frameworks > Framework Library**.

2. In the framework panel, click the control you wish to add a test to.

3. Click **New Test** in the content window toolbar in the right-hand panel. Alternatively, you can right-click the folder in the left-hand panel, then select **Add a New Test** from the menu that appears.

4. Enter the number, name, and description of the new item as required.

5. Select the item sub-type and default icon as required and indicate if this item is a single assessment item. Any item attributes associated with the test or test sub-type will appear below the description field. Administrators can fill in the attributes' information if this information is consistent across all locations this folder is added to.

6. Click **Save**.

Add a Test to Multiple Controls

Sometimes tests are used to evaluate more than one control. To eliminate performing multiple evaluations of the same test, you can attach a test to more than one control. The evaluator will only need to assess the test once and the results will apply throughout the location for that test.

1. Click **Design > Frameworks > Framework Library**.

2. **Add a test to a control**.

3. Hold down either the **Alt**, **Ctrl** or **Shift** key, then drag and drop the test onto the control it applies to. Alternatively, open the item, then click **Change Parent** in the right panel toolbar. Select all items that should be added, then click **Multi-Parent**.

4. Click **OK**.

The same test will now appear under both controls and will be numbered identically.

Import Items from Pre-Built Frameworks

1. Click **Design > Frameworks > Framework Library**.

2. Click the **Add from Pre-Built Frameworks** tab in the detail panel.

3. Using the drop down menu, select the framework that you want to import an item from.

4. Expand the framework to find the section of the pre-built framework you want to import into your customized framework.

   Click on the highest level item, drag it over to the framework panel, then drop it onto the parent folder that you want the section to be grouped under. If you hold the **Ctrl** key while dragging items from the pre-built framework, it will copy all items below it, not including itself, into the item it is dropped into. Alternatively, you can use the check boxes to add only certain items from the pre-built framework into your customized framework.

5. Click **OK**.

6. Place a checkmark beside the items you wish to add. All levels directly above the check marked item will automatically be marked as well.

7. Once all items are selected, select the top level item, drag and drop it onto the desired folder in your customized framework. Only items check marked will be transferred.

Contact Resolver if you wish to have a custom framework loaded into your site.

Org/Location Framework

The **Org/Location** framework enables administrators to create specific instances of items by attaching them to locations such as countries, cities, divisions, departments, etc. associated with your organization.

On the **Org/Location Framework** page, you can easily add locations and sub-locations and import Items from an existing framework(s). To view this page, click **Administration > Frameworks > Org/Location**. The page is divided into two panels similar to the framework library:

- The framework panel displays your location tree.

- On the detail panel under the **Edit Information** tab, you can enter the number, name and description for selected locations and sub locations.

- Under the **Add From Existing Framework** tab, you can select items from your customized framework(s) then add them to each location in which they are present.

Add a Location to your Organization

1. Click **Administration > Frameworks > Org/Location**.

2. Click on your organization's starting point, symbolized by the Earth icon.

3. In the detail panel under the **Edit Information** tab, click **Add a Sub-Location**. Alternatively, you can hover your cursor over the Org/Location's starting point (or a location) to which you want to add a sub-location. Once highlighted, right-click the location, then select **Add a New Location** from the menu that appears.

4. Enter the number, name and description of the new location as required. Any item attributes associated with the location, sub-locations, or location sub-type will appear below the description field. Administrators can fill in the attributes information in this area, although **Manage by Location** is generally where attributes are completed.

5. Click **Save**.

Locations and sub-locations can be moved to another parent location by dragging and dropping a location onto a different parent location. This works the same as in the framework library.

Add Processes, Risks, and Controls to Locations

1. Click on **Administration >Frameworks > Org/Location**.

2. In the detail panel under the **Add From Existing Framework** tab, use the dropdown menu next to **Select a framework**, then select the framework you want to work from. The framework developed in the **Framework Library** section will appear on the detail panel.

3. Locate the item(s) you want to import to a specific location.

4. Click on the parent item in the framework tree.

5. Drag the parent item over and drop it onto the sub-location under which you want the Items to appear. All sub-Items will be included in this drag and drop action.

6. Click **OK** to confirm.

Click on any item in the framework tree and in the detail panel under the **Edit Information Tab**. Item attributes associated with the item(s) or item sub-type(s) will appear below the description field.

Administrators can fill in the attributes' information in this area, although **Manage by Location** is generally where attributes are filled out. If you hold the **Ctrl** key while dragging items from the pre-built framework, it will copy all items below it, not including itself, into the item it is dropped into. Instead of dragging an entire branch of a pre-existing framework, you can select certain sections or items using the check boxes. This works the same as in the **Framework Library**. Folders and folder sub-types can also be moved to another parent location by dragging and dropping the folder onto a different parent location.

Delete an Item from the Org/Location Framework

Method 1:

1. Click **Administration >Frameworks > Org/Location**.

2. In the framework panel, click on the item you wish to delete.

3. In the detail panel under the **Edit Information** tab, click **Delete**.

4. Click **OK** to confirm.

    *Note: You may see a pop-up advising you to uncheck items in your framework panel before proceeding. The system will not allow you to use this **Delete** button if you have items selected in the framework panel. If you see this message, click **OK**, then deselect the items in the framework panel before proceeding.*

Once **Delete** is clicked, it will indicate to the user the number of descendants that will also be deleted. A delay is in place to ensure users take the time to acknowledge the implications of the delete. To disable this, check the box next to **Remove delay for 1 day** and the **OK** button will appear immediately.

Method 2:

1. Click **Administration >Frameworks > Org/Location**.

2. In the framework panel, locate the item(s) you wish to delete and check the box(es) beside the item(s).

3. Right-click on any item within the organizational structure (framework panel), then select **Delete Checked Items** from the menu that appears.

4. Click **OK** to confirm.

Note: When you delete any framework items (folders, processes, risks, controls, and tests) added to a location, the association with the location is removed, however the item is not deleted permanently. When you delete a location or sub-location, the item is deleted permanently. The organizational starting point cannot be deleted.

Roles & Permissions

Set Up Roles and Permissions in the Role Builder

An individual user's access to items and the criteria within those items is defined by roles. Roles are collections of permissions for one or more item types and sub-types (rather than specific items in the location framework). These permissions may be as specific as read or write access to individual criteria, descriptors, and functions within a specific item type or sub-type.

As roles are set across item types rather than individual items, the allocation of one or more users to a role for specific areas of the location framework is achieved by setting **Role Membership** at various points of the framework.

Create a Role

1. Log in as an administrator.

2. Click **Administration > Roles**.

3. Click **Create a New Role**.

4. Enter a name and description (optional) for the role.

5. Click **Save**.

6. Click **Go Back** to return to the previous screen.

Delete a Role

1. Log in as an administrator.

2. Click **Administration > Roles**.

3. Click the **X** next to the role you want to delete.

4. Click **OK** to confirm.

5. Click **Go Back** to return to the previous screen.

Edit Role Permissions

1. Log in as an administrator.

2. Click **Administration > Roles**.

3. Click the role you wish to edit.

4. Click the **Permissions** tab. All current permissions are displayed for one or more item types and sub-types.

5. Click **Edit Permissions**.

6. Using the dropdown menu, pick an item type or item sub-type. The available permissions option will load onto the screen. These are divided into **Field Permissions** and **Advanced Permissions**. The following sections explain these options.

Select Field Permissions

When setting up a role's permissions, an item type or sub-type can be set for every criteria as either **Read/Write** (editable), **Read Only**, or **None** (when **None** is selected, the criteria will not be visible to users in that role).

1. For each descriptor (main, mandatory criteria) and criteria, select whether this role has **Read/Write** permissions, **Read Only** permissions, or **None** by using the radio buttons in the **Access** column.

2. To manage this more efficiently, use the **Set all Access fields to:** dropdown menu to choose **None**, **Read Only**, or **Read/Write**, then change the settings for individual field permissions by using the radio buttons in the **Access** column.

3. Continue to **Advanced Permissions** or click **Save**.

Select Advanced Permissions

Advanced Permissions enable a role to have specific capabilities for a particular item type or sub-type.

1. **Add/Delete Child Items:** Select which of the available item types can be attached to the item type or sub-type. For example, when editing permission for a risk, it's possible to add a control, issue, or steps.

2. **Files:** This option enables members of the role to manage file attachments within this item type or sub-type. Select the check box to enable this option.

The following options are typically configured by administrators only:

1. **Change Permissions:** This enables the user to set permission membership for other users for this role in this item type or sub-type. This is useful when adding new items that may need to be allocated to a specific user to work on who may not have acquired permissions through the cascading feature.

2. **Update Library from Manage by Location:** Enables the user to edit an existing item in **Manage by Location** and copy those changes to the corresponding item in the framework library.

3. **Move Items between Locations:** Enables a user to move items from one location to another by using the **Change Parent** button in **Manage by Location**, while retaining all the values for descriptors, attributes and evaluations. To use this, it is also necessary to have the **Add/Delete Child Items** permission for the item type that will become the parent of the item being moved.

4. **Create Multi Items in Manage by Location**: Enables a user to create multi parent items (multis) in the **Manage by Location** screen, by using the **Change Parent** button. To use this, it is also necessary to have the **Add/Delete Child Items** permission for the item type that will become the parent of the item being multi-ed.

Manage Role Membership

As a role typically represents permissions for different item types, a cascading methodology enables permissions to be automatically applied to other items either above or below the item where the role permissions have been applied.

Example: The Control Test Supervisor role is applied to user called Pat Campbell for Risk #261. GRC Cloud automatically identifies the items above that risk and below that risk in the hierarchy for role that contains the permissions that apply to Pat. Therefore, Pat Campbell would get permissions for the locations and folders above that risk and also for any controls, tests, test results, and issues below the risk. However, Pat would not receive any permission for action plans or steps, as this was not defined in the Control Tester role.

1. Log in as an administrator.

2. Click **Administration > Roles**.

3. Click a role.

4. Click the **Role Permissions** tab. Any existing items with users assigned to this role are displayed.

5. Click **Add Users/Groups**.

6. Select one or more items from the left side of the screen.

7. Organize the framework using **By Location** or **By Scoping Item** by clicking the appropriate radio button.

8. Select one or more users from the right side of the screen. This can be done by scrolling up and down the list of users or by typing in the name of the user, then checking the box adjacent to the user name. Users can be deselected by unchecking the box.

9. Click **Save**.

10. Click **Go Back** to return to the previous screen.

Set Up Standard Editable Reports

Create Standard Item Overview Reports

Item Overview reports enable users to analyze and report on each of the item types and sub-types in the system. Past period data, archived in the period end process, can be reported using these reports

1. Click **Report > Item Overview**.

2. Click the name of the item you wish to report on (e.g. Risks) to go to the **Item Overview Report Builder** page, which displays all filterable criteria (starting point, attributes, evaluations, functions, and roles) for the item and item sub-types.

3. Use the dropdown menu to choose the starting point for the information displayed in the item overview. This enables you to analyze a specific area in your organization. You can choose a starting point based on the location framework. The default starting point is set in the user's profile under homepage preferences.

4. Choose which columns to display in the filtered report by placing or removing a check mark next to the criteria name in the box labeled **Select the Columns to Display**.

5. Choose the filter type, either **And** or **Or**. When you select **And**, the system will filter and display items that match the complete list of conditions. When you select **Or**, the system will filter and display items that match at least one of the conditions.

6. Determine the display attributes you wish to show in the report based on any item sub-types.

7. Check off the **Context** column. Context helps the user understand the relationship the item when reviewing the report.

8. Define the **Context** by selecting the appropriate item types to show in the column.

9. Use the **Limit By** function to determine the item type or sub-type(s) displayed in the report. If you leave all unchecked, all types will be included in the report.

10. Select the past periods to display, if required. This is done by using the radio button to either select the number of most recent previous periods or by selecting individual past periods to display. The first of these is particularly useful for saved reports which will be run again in the future and need to report over the same periods of time (e.g. quarters). The selection will default to the user's **Data Preferences** in the **Username in Menu > Edit my Profile** or **Administration > Users > Data Preferences** screens.

11. Determine the filter conditions by selecting item attributes and evaluation criteria. A check mark beside the criteria option will indicate you wish to filter your report based on the criteria option.

12. Click **Generate Report** to employ the filter and produce the report.

13. To remove the filters and return to the original list of items, click the **Remove Filters** on the **Filter** tab.

If the item is not required to be evaluated on a category, an **N/A** will appear in the column (e.g. the criteria are asked only of a certain item sub-type). If the item is required to be evaluated on a criterion but has not yet been evaluated, a **–** (dash) will appear in the column.

Sort Items on the Item Overview Pages

Click on a criteria column header to sort the items in descending order from highest to lowest or click on the same criteria column header again to sort in ascending order.

Black criteria headers cannot be sorted as the criteria they reference can't be sorted, such as check box criteria, single, and multi-text boxes, etc. Only blue criteria headers can be sorted. Clicking on the name or description of an item will direct you to the instance of that item in **Manage by Location**.

Create Standard Hierarchical Reports

Hierarchical Reports provide a view that illustrates the relationships between items in the systems. The report's starting point (level in the hierarchy) can be selected and the information can be organized around the location view. Information visible in reports is restricted to items for which that user has read permissions or other permissions.

Hierarchical Report Formats

- **Matrix (Unmerged):** Presents the data in a table form with rows for each item and columns for each criteria. Each lowest level item in the report will appear once, with higher level items being displayed next to the lowest level item so that the hierarchy can be interpreted. Framework items and non-framework items can both be included in this report.

- **Matrix (Merged):** Presents the data in a table form, but with rows for each item and columns for each criteria. In the **Matrix (Merged)** report each item appears once. To show the relationships between items at different levels, the table cells for higher level items may be several rows deep. For example, if three controls were related to one risk, then the risk cell will be three rows deep so that the relationship to all three controls can be represented. If two risks were related to one process and each of those risks had three controls, the process would be represented in a cell six rows deep, and so on. Due to the complex structure of this report, non-framework items (issues, action plans, etc.) are not shown as they would disrupt the layout of the hierarchical structure.

- **Spreadsheet:** Similar to **Matrix (Unmerged)**, but there is only one item per row (parent items are not replicated in multiple rows). The hierarchical relationship is indicated by indenting the different items on the left of the report by hierarchy level.

- **List Horizontal:** Lists all selected items and criteria as a list, displayed in the order the items appear in the hierarchy. The hierarchical relationship is represented by indenting the items on the left side of the report. To use screen space effectively, all information relating to attributes appears in the left-hand column and all information pertaining to evaluations appears in the right-hand column.

- **List Vertical:** Displays the same information as **List Horizontal**, however, all fields fill the entire width of the screen rather than having **Attributes** and **Evaluations** in parallel columns. The hierarchical relationship is represented by indenting the items on the left side of the report.

- **Unformatted List:** Similar to **List Vertical**, however, items such as colored text, backgrounds, and icons are removed, although formatted text entered through the rich text editor is retained. The formatting is minimized specifically to streamline the report for export to Microsoft Word. This report is useful for auditors who need to extract information form GRC Cloud and incorporate it into other documents they use.

Hierarchical Report Builder Screen

The Hierarchical Report Builder is accessed from **Report > Hierarchical Report**.

The top of the screen consists of a number of blue tabs:

- A **General** tab;
- A **Saved Reports** tab; and
- A tab for each item type included in the framework.

The page opens with the **General** tab open, which features two panels. The top panel organizes and sets the scope of the report, in terms of:

- The report presentation style;
- How it is organized;
- The starting points; and
- Limits related to framework items and locations.

The bottom panel is used to select the criteria types and sub-type to be included in the report.

Build a Hierarchical Report

1. Click **Report > Hierarchical Report**. The **General** tab will open by default.

2. Select a **report format**.

3. Select whether all instances of multi-parent items should be shown or just the first incidence. Selecting the first option means that a multi-parent item can be seen in each location it appears in the hierarchy, whereas the second option limits this to being displayed once.

4. Select the **Starting Point**. This is the item in the hierarchy that will be displayed as the highest level in the report. Any item in the hierarchy can be set as the starting point.

5. In the lower panel select all item types that are to be included in the report. If a main item type is selected (e.g. **All Locations** or **All Controls**), all associated sub-types are immediately selected also. Alternatively, one or more item sub-types may be selected. For example, if there were multiple types of risks, but only health and safety risks were required in this report and **Health & Safety Risks** had been set up as a sub-type, then these may be selected by leaving the **All Risks** box unchecked, while checking the **Health & Safety Risks** box.

6. Choose which criteria to include or exclude from the report by clicking the blue tab relating to the item type. There is a list of all criteria for this type and associated sub-types where criteria may be checked or unchecked.

7. Filter the report by certain criteria values or responses, by clicking the blue tab for an item type and scrolling to the bottom of the page. Check the responses that will be included in the report. For example, if a Risk Likelihood criteria had five possible responses, but this report was only concerned with selecting Very High and High Likelihood responses, check these two boxes. Selections can also be made for text fields, numeric fields, and date fields. Selections can be made for several criteria, however, the filtering will only select items that meet all the filters selected. This process can be repeated for all other item types by clicking on the related tab and making selections there.

8. To see the report created by these parameters, click **Generate Report**. Note that large reports may be submitted to a report queue for processing. This maximizes the efficiency of the applications resources. If the report needs to be queued, you are advised of this. The status of queued reports can be viewed under **Tools > Queued Reports**.

Create Standard Summary Reports

Summary Report

The **Summary Report Builder** enables you to create customized reports on a specific item type and its current evaluations.

Reports can be organized by a location, location process, or organization-wide Process.

- **Location or Location Process:** Summary of items based on the location. The summary will report on all items below the Location selected.

- **Organization-wide Process:** Summary of items based on the customized frameworks built in the framework library. The summary will report on all items for the chosen section of the framework regardless of location. You can also choose to specify the results by location.

Each number that appears is clickable and displays the **Item Overview** page containing a list of items that have been sorted according to the columns values.

Location or Location Process Summary Report

1. Click **Report > Summary Report** to view the **Summary Report Builder** page.

2. Choose the points within the locations framework that you want to view an item summary for. The report will display a summary for all items points selected.

3. Choose which item type you would like to summarize.

4. Select the **Attributes and Criteria to Display** check box, then select what you would like it to limit to.

5. Click **Generate Report** to generate the results.

6. Use the horizontal scroll bar to view all the results. Click on a number to view the detailed information (in an **Item Overview** page) of those Items.

7. Click **Rebuild** to create a new summary on another item type.

Organization-Wide Process Summary Report

1. Click **Report > Summary Report**.

2. Choose the customized framework from the second dropdown menu from which you wish to summarize items.

3. Choose the starting point within the locations framework below which you wish to view an Item summary for. The default starting point is set in the user's profile under homepage preferences.

4. Choose the points within the framework for which you wish to view an item summary for. The report will display a summary for all items selected.

5. Choose which item type you would like to summarize. Only items that have criteria that can be summarized (i.e. criteria with discrete options like drop down lists, check boxes and radio buttons) will be listed.

6. Check off **Attributes and Criteria to Display** and check off what you would like it to limit to.

7. Click **Generate Report** to generate the results.

8. Use the horizontal scroll bar to view all the results. Click on a number to view the detailed information in an **Item Overview** page.

9. Click **Rebuild** to create a new summary on another item type.

Saved Reports

There are two ways to save reports in GRC Cloud: **Save Settings** or **Save Snapshot**.

Save Settings allows you to configure and customize a report to produce exactly what you want, then save those settings to be re-run at a later date. **Saved Settings** will always produce reports with the latest data.

Saved Snapshots will capture the data that you have generated in your report and save the content as of that point in time. If you view a **Saved Snapshot** at a later date, the content is the content as of the date you originally ran the report.

Saved reports are available for **Summary Reports**, **Item Overview Reports**, and **Hierarchical Reports**.

Save a Report

1. Load a saved report and click **Rebuild** or build and generate a new report.

2. Click the **Saved Reports** tab.

3. Click **New Report** to view the **Report Properties** pane.

4. Enter the name and description for the report.

5. Click **Save**.

Share Reports with Other Users

Note: If a user was not initially granted access to a shared report, the system will automatically grant that user access once he or she clicks on the link provided to them via email.

1. Scroll to the bottom of the **Report Properties** panel.

2. To share a Live Report:

    a. Identify users or groups from the **Share a Live Report** list provided by checking the appropriate boxes in the pop up.

b. Click **Save** at the top of the screen. The report will appear in each selected user's **Saved Reports** section under the **Shared Reports** heading.

Any changes made to the live shared report will automatically update all users listed in the **Share a Live Report** section of the report properties. Only the user that created and shared this report will be able to view the list of users.

Live reports can be shared with groups, however, if a user is removed from that group, they will maintain access to the live report and must be removed specifically from the live report via the report properties.

3. Sharing a Copy:

a. Identify users or groups from the **Share a Copy** list provided by checking the appropriate boxes in the pop up.

Note: The selected users will not be kept after clicking **Save**. *If the report needs to be shared again, re-select the users then save. Live reports are recommended if you intend to modify and re-share reports.*

Report ownership was designed to work with users only. Only a single person can own a report. There is currently no support for groups. When sharing with a group, users are extracted and shared with each member.

b. Click **Save**. The report will appear in each selected user's **Saved Reports** section under the **Shared Reports** heading.

Delete a Saved Report

1. Click **Report > Item Overview Report > Summary Report** or **Report > Hierarchical Report**.

2. Click the **Saved Reports** tab.

3. Click the report you wish to delete.

4. Click **Delete Selected**. The page will refresh and a confirmation screen will display.

6. Click **Delete**.

Access Saved Reports from the Homepage

If the **My Reports** homepage preference is selected, your homepage will display a list of all previously created saved reports, shared reports, queued reports, and report folders. See **System > My Profile** for detailed information on your homepage preferences.

Export Summary Report to Excel, Word, or PDF

1. Load a saved report or build and generate a new report

2. Click **Export** at the top-middle of the page.

3. Select **Word**, **Excel**, or **PDF**.

4. Open or save the file.

Print Items Listed on the Summary Report

1. Load a saved report or build and generate a new report

2. Click **Print**. A window will appear with a printer-friendly version of the **Report** screen.

3. Print using the browser's general settings.

Contact Information

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