

Creating a Ticket - Assessment

Users with Ticket Create permissions can create a ticket from **Home** page or **Assessment** details page.

To create a ticket:

1. Go to **Assessments > Assessments**.
2. Select an assessment to open the **General** tab on the **Assessment Details** page.
3. Click the **Control Results** tab, then select a control or subcontrol.
4. Click **New Ticket** to launch the **Create Ticket For controls** wizard.

The screenshot shows a window titled "Create Ticket For controls" with a blue header bar. Below the header is an information icon and a prompt: "Provide a name and description for the ticket and select the failed controls that you would like to be resolved by the ticket." The form contains several fields: "Title*" (text input), "Type*" (dropdown menu with "Entity Control Resolution" selected), "Description" (text area), "Owner*" (dropdown menu with "admin Administrator" selected), "Planned Start" (calendar icon), "Planned End" (calendar icon), "Priority" (dropdown menu with "Select a Priority" selected), and "Risk" (dropdown menu with "Select a Risk Level" selected). Below these fields is a section titled "Controls" with a list of items: "6.1.2 Information security co-ordination : Information security co-ordination", "6.1.3 Allocation of information security responsibilities : Allocation of information security responsibilities", "6.1.4 Authorization process for information processing facilities : Authorization process for information processing", "6.1.5 Confidentiality agreements : Confidentiality agreements", and "6.1.6 Contact with authorities : Contact with authorities". Below this list are two blue arrows pointing up and down. Below the arrows is a section titled "Controls to be resolved by the ticket" with a list of items: "6.1.1 Management commitment to information security : Management commitment to information security". At the bottom right of the window are "OK" and "Cancel" buttons.

4. Enter a **Title** and **Description**.
5. Click the **Type** field to view a list of options, then select the appropriate type. Repeat this process with the **Owner**, **Priority**, and **Risk** fields.
6. Click the **Planned Start** field to view a calendar and select a date. Repeat this process with the **Planned End** field.
7. Verify if the selected control/subcontrol appears in the **Controls to be resolved by the tickets** table.

8. Click **OK**.