

## Setting Control Response Options

Associating a questionnaire presentation option with a program will allow stakeholders to perform a wide variety of control response actions while answering a questionnaire. At a program level, failed controls are addressed using the control response mechanism. In the program options, a program owner can configure control response mechanisms to restrict stakeholders from performing several control response actions.

Control response options are unavailable in the program options if you are creating a Key Risk Monitoring (KRI) program.

### Control Response

**Select the response mechanisms that will be applicable in the current program**

- Exception - Request an exception for the failed control
- Ticket - Assign a remediation action in response to a failed control
- Response - Add an explanation or action plan for the failed control
- Finding - Note the failed control as an assessment finding
  - Response
  - Ticket
  - Exception
- Compensatory Control - Select or create a control that compensates for the failed control

i Note: Use Questionnaire Presentation Options to further restrict what is be available in the Questionnaire UI

The following are some of the common control response settings that are available in a program and questionnaire presentation options.

When you choose one or more options to customize, the changes that affect the questionnaire and **Control Results** page of the **Assessment Details** are listed below.

Control Response	Program options	Questionnaire Presentation Options	Control Results page	Questionnaire
Exception	Yes	Yes	The More Actions dropdown will list the Exception option.	Display Exception tab.
	Yes	No	The More Actions dropdown will not list the Exception option.	Hides Exception tab.
	No	No	The More Actions dropdown will not list the Exception option.	Hides Exception tab.  The questionnaire will display the Exception tab to

				answer a subcontrol that requires an exception even if you disable the exception at questionnaire presentation options and program level.
	No	Yes	The More Actions dropdown will list the Exception option.	Hides Exception tab. Creating an exception from the Control Results page will also be shown in the questionnaire, but you may not create a new exception from the questionnaire.
Response	Yes	Yes	The More Actions dropdown will list the Add Response option.	Response tab is shown.
	Yes	No	The More Actions dropdown will list the Add Response option.	Hides Response tab.
	No	No	The More Actions dropdown will not list the Add Response option.	Hides Response tab.
	No	Yes	The More Actions dropdown will not list the Add Response option.	Hides Response tab.
Ticket	Yes	-	The More Actions dropdown will list the	-

			Add Ticket option.	
	No	-	The More Actions dropdown will not list the Add Ticket option.	-
Compensatory Control	Yes	-	The More Actions dropdown will list the Compensatory Control option.	-
	No	-	The More Actions dropdown will not list the Compensatory Control option.	-

When you choose one or more finding options, following are the changes that affect the questionnaire and the Control Results and Findings page of the Assessment Details.

Control Response	Program Options	Questionnaire Presentation Options	Control Results page	Findings page	Questionnaire
Select only Finding	Yes	Yes	Display Mark as Finding button	Displays New and Delete button. The More Actions dropdown will list Import Audit Findings and Assign Owner options.	Displays Findings tab
	Yes	No	Display Mark as Finding button	Displays New and Delete button. The More Actions	Hides Findings tab

				dropdown will list Import Audit Findings and Assign Owner options.	
	No	No	-	Hides New and Delete Button	-
Select Finding with Response, Ticket, and Exception	Yes	-	Display Mark as Finding button	Displays New and Delete button. The More Actions dropdown will list Import Audit Findings, Add Finding Response, Show Finding Response, New Exception, New Ticket options, and Assign Owner options.	