

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.

Create Ticket For controls

Provide a name and description for the ticket and select the failed controls that you would like to be resolved by the ticket.

Title*

Type* Entity Control Resolution

Description

Owner* admin Administrator

Planned Start

Planned End

Priority Select a Priority

Risk Select a Risk Level

Controls

- 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
- 6.1.6 Contact with authorities : Contact with authorities

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Controls to be resolved by the ticket

- 6.1.1 Management commitment to information security : Management commitment to information security

OK Cancel

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**.