

Getting Familiar with Email Notifications

RiskVision notifies system users by email under a variety of circumstances. The user who receives the email notification is almost always determined by the entity or other object ownership.

NOTIFICATION	EMAIL TEMPLATE	RECIPIENTS
<p>Assessment Workflow Started</p>	<p>Assessment Launch, Classification Assessment Launch, ERM Assessment Launch, and Risk Assessment Launch</p>	<p>Stakeholders are always notified. Stakeholders includes 'Primary Owner' by default.</p>
<p>Assessment Restart</p> <p>An assessment is automatically restarted based on recurrence rules</p>	<p>Assessment Recurrence</p>	<p>All stakeholders in the initial stage that are tagged with the notify icon.</p>
<p>Exception Workflow Started</p>	<p>Optional</p> <p>Do Not Send Email is the default.</p>	<p>Exception requester is the only stakeholder if Notify selected stakeholder is checked.</p>
<p>Ticket Workflow Started</p>	<p>Optional</p> <p>No pre-defined templates.</p>	<p>If Notify selected stakeholder is checked.</p>
<p>Workflow Action</p> <p>An action changes a</p>	<p>User-selected.</p> <p>Note: Pull down list for Policy workflow is 'Content Pack' choice. Assessment Review, Assessment Review Rejection,</p>	<p>All stakeholders of the stage before the</p>

workflow to a new stage.	Assessment Signoff, Assessment Signoff Rejection, Ticket Review, and Ticket Review Rejection.	change.
<p>Escalate (optional)</p> <p>The escalations for different objects can be sent based on the available different date types.</p>	User-Selected Email Template	<p>Escalates to the stakeholders in the current workflow stage. See the note at the end of this section.</p>
<p>Reminder</p> <p>The reminders for different objects can be sent based on available different date types.</p>	User-Selected Email Template	<p>Reminds all stakeholders in the current workflow stage. See the note at the end of this section.</p>
Ticket Created	Default Ticket Assignment	The user assigned to the ticket.
Exception or Ticket Delegated	Exception Delegation and Ticket Delegation	The new assignee.
<p>Ticket Exception Expiration</p> <p>Date in a ticket's 'Exception Expiration' field has passed.</p>	<p>Specified in the</p> <pre>ticket.exception.expired.notification.template</pre> <p>Property</p>	All stakeholders of the current stage.
Vendor Account	New Vendor Contact Notification	New vendor user.

Created		
<p>Assessment is Accessed</p> <p>(Optional in all except terminal stages)</p> <p>Assessment is accessed when questionnaire is opened.</p>	N/A	Primary owner. If the primary owner is removed from list of stakeholders, no email is sent.
<p>Score Crosses a Threshold</p> <p>A control, compliance, or risk score crosses a specified threshold.</p>	Alert Notification	Selected in the alert rule.
A Scheduled Job Completes Successfully	Scheduled Job Completed Successfully	Specified email user.
A Scheduled Job Fails	Scheduled Job Failed	Specified email address.
A Dashboard or Report is Sent to the User	Report or Dashboard Delivery	The original requestor.
Risk Created	Risk Identified	Owner.
New Threats or Vulnerabilities are		

Reported New threats or vulnerabilities are reported from a security research organization.	Threats Advisory Alerts	Control/entity owner.
User Account Delegation Notify users of assigned access delegations.	Out of Office Delegation	The user who has been designated as a delegate.
Content has Been Changed	Questionnaire Changed Notification	Stakeholders in the current workflow stage.

☐ Workflow escalation and reminders can be sent as one email to all (single email to all stakeholders) or one email to each (email individually to each stakeholder).