

# Transitioning and Viewing Exception Requests

Questionnaire responders can view exceptions requested by other users. Only the workflow stage stakeholders can modify the settings and transition the exception to another stage.

## To view an exception:

1. Open the questionnaire by clicking the questionnaire in the My Assessments or by navigating to **Home > Questionnaires** and then selecting Work on from the action menu in the questionnaire's row.
2. Go to the subcontrol.

In the Questionnaire navigation pane, select the control, if there is more than one subcontrol, a table displays, select the subcontrol title to open the question.

The question displays.


The screenshot displays a questionnaire interface. At the top, it shows the location as 'SouthWestUS Data Center' and the questionnaire as 'Backup-Recovery'. The progress bar is at 100% and the compliance bar is at 85%. On the left, there is a navigation pane with a checkbox for 'Automatically go to next' and a status for 'Backup-Recovery 10/10 Answered Done'. The main content area is titled 'Question 3 of 10' and 'Backup storage policies'. It asks 'Are policies and procedures defined for the following items?' and lists four items: 'Offsite storage' (unchecked), 'Storage in locked fireproof cabinets' (checked), 'Restricted personnel access to backup media' (checked), and 'Rotation and lifecycle of backup media' (checked). Below the list is a 'Clear Choices' link. A tabbed interface shows 'Exceptions (1)' as the active tab, displaying a message: 'An exception has been requested for this control. Click here to view it.' At the bottom, there are action buttons: 'Follow up', 'Risk Report', 'Request Exception', 'Mitigate', and 'Resolution'.

3. Go to **Exception** tab and click the **here** link.

The **Exception Request** details displays and if you are a stakeholder of the stage, the **Edit** button displays in the upper right corner.

4. Click **Workflow**. The stage details displays.

▲ Exception Request: Exception for Backup storage policies



- Information
- Workflow >
- Comments
- Attachments

▼ **Workflow**

Name: Exception Workflow

1 Requested
2 Review
3 Sign Off
4 Closed

Since: 2011-07-21 18:37:44

Current Owner(s): [Auhiah](#) (Details [↗](#))

Stage Actions: 1 of 1 needed for moving workflow to "Sign Off"

1 of 1 needed for moving workflow to "Requested"

Approve
Reject
Delegate

▼ **Workflow History**

	Date	Stage	Action	To Stage	User	Comment
1	2011-09-19 10:01:25		Assign To		<a href="#">Auhiah</a>	Delegated to <a href="#">Auhiah</a> by <a href="#">Auhiah</a>
2	2011-07-21 18:37:44	Requested	Start Workflow		<a href="#">Auhiah</a>	Exception workflow started

5. Click a stage action to transition the exception request.
6. To change either [general](#) or [recurrence](#) settings, click **Information** and then click **Edit**.
7. To modify attachments, click **Attachments** and change as follows:
  - Click **New Document** to attach a file that supports the exception request.
  - Click **New Web Link** and enter a complete URL including the protocol HTTP or HTTPS.
  - Select an attachment and click **Delete** to remove.

The modifications affect all entity-subcontrol pairs in reports and assessments.