

Revising Responses

A program owner can configure a response to make it visible in the questionnaire's window. Only the workflow stage stakeholders can modify the response action and mitigation status and move a ticket's workflow that is associated with a response.

Response General Settings

To change the general information

1. Go to the response tab in the questionnaire that has a response.
2. Click a specific response title to open the details.

Response: t1 Edit

Title t1
Comment sasa

Response Action Remediate **Mitigation Status** Suggested
Start Date 2011-07-27 **Owing Organization** N/A
End Date N/A

Return On Investment

Override Compliance Score (percentage) 50%

Implementation Cost N/A
Time to Implement (days) N/A

General >
Linked Tickets
Attachments

3. Click **General** page to see the general information settings.
4. Click **Edit** in the upper right corner of the page to change the response action and mitigation status, start and end date, override compliance score, implementation cost and time to implement.
5. Click **Save** to save the changes.

Transitioning the Ticket Linked to a Response

Following are the steps that describes how to move a ticket workflow.

1. Go to the response tab in the questionnaire that has a response with a ticket.
2. Click the response title to open the details.
3. Click **Linked Tickets** page to see the ticket associated with a response.
4. Click a ticket ID to open the details.
5. In the workflow section, click the stage action to transition the ticket's workflow stage to another user

A program owner can configure a risk program to decide on what mitigation status the compliance and risk scores must be affected. For example, if your program owner has configured to adjust the compliance and risk scores when the mitigation status is implemented/completed; the ticket associated with a response will be transitioned automatically to closed stage even if it is in the new, in progress, or review stage.

Response Attachments

Attach any document to justify your action against a response.

To attach information to a response

1. Go to the response tab in the questionnaire that has a response.
2. Click the response title to open the details.
3. Go to the **Attachments** page.
4. To add a document or link:
 - a. Click **New Document** to attach a file that supports the response.
 - b. Click **New Web Link** and enter a complete URL including the protocol HTTP or HTTPS.
5. To remove an attachment:
 - a. Select the item to remove.
 - b. Click **Delete**.