Creating a Response

A response when created from within the **Assessment Details** > **Responses** tab overrides the compliance score and when created with the **Add Finding Response** action on the **Assessment Details** > **Findings** tab mitigates the finding score.

To Create a Response:

1. In RiskVision Vendor Risk Manager, go to **Assessments > Assessments**. The Assessments page is displayed.
2. Select an assessment to open its details page and display the **General** tab on the **Assessment Details** page.

   Launch the **New Response** wizard using one of the following navigation:

   Click the **Findings** tab and select **Add Finding Response** in the More Actions... drop-down list.

   Or

   Click the **Control Results** tab, select a control or subcontrol, and select **New Response** in the Actions... drop-down list.

3. In the **Basic Details** wizard page:

   - Expand the **Response** section, enter a name in the Title field, enter text in the Comments field to provide information about the need to create a response, select a value in the Response Action and Mitigation Status drop-down boxes, specify a date in the Start Date and End Date fields, and enter a name in the Owning Organization field.
   - Expand the **Return of Investment** section, enter a percentage value in the Risk Reduction (percentage) field to override the risk score, enter a value in the Implementation Cost field to forecast the implementation cost, and enter a value in the Time to Implement (in days) field to calculate the effort.

   The risk score is reduced using the formula as follows: `risk - risk - (risk * riskReduction)`. For example, if you have to override the risk score of 100 by twenty-five percent, the risk will be reduced to 75.

   There are a number of response actions depending on the specifics of a finding. Response actions include:

   - Compensate
   - Mitigate

   Click **Next** to continue.

4. The **Reference Tickets** wizard page appears. To link tickets, select the box next to the Link an existing or new Ticket with this Response option You can link an existing ticket or create a new ticket that will help track the response.

   - Select existing Tickets. Select this option to link existing tickets. In the **Available Tickets** box, select the box corresponding to each row, and click **>>** so that tickets are moved to the **Selected Tickets** box.
   - Create new Ticket. Select this option to create a new ticket, specific to a response.

Click **Next** to continue.

5. The **Attach File** wizard page appears. Use one or more options below to attach files:

    - Add a document. Allows you to upload a document from your local system.
    - Add a link to a document in the repository. Allows you to provide references to a document collection in the document repository.
    - Add a web link. Allows you to provide external references.

    Click **Add** followed by an option to upload a document or link.

6. Click **Finish**. The response is created and appears on the **Responses** tab of the **Findings** detail page, and on the **Responses** tab of **Assessment Details** page.