Workflows

A workflow divides compliance, risk and other related business processes into stages and allows you to pre-assign participants (stakeholders), define requirements for transitioning between stages, and automate run-time process controls and activities, such as sending e-mail notifications and updating status.

The workflow initiator, such as a program owner, manages their own workflow and performs actions like reassigning, adding stakeholders, and forcing a transition to another stage. To view workflows on the **Configuration** menu, you must have the Workflow View permission to create, update or modify a workflow stage, you must have the Workflow Update permission.

The following table lists the RiskVision default workflows. The type of workflow that you see on the **Configuration** > **Workflows** menu depends on the RiskVision application.

Type	Object	Description
Exception	Entities and/or Controls	Specifies the stages of approving or rejecting an exception to a control that is requested by a user taking a questionnaire or from the **Exceptions** page.
Ticket	Entities	Specifies the stages for reporting and tracking various types of required actions. Initiate the ticket workflow from an incident using the Remedy connector, and by manually creating one on the Ticket page.
Finding	Controls or Entities	Specifies the stages to perform the risk assessment to respond to a finding. Creating a finding on the **Home > Findings** page or on the **Control Results** tab or **Findings** tab of **Assessment Detail** page will launch the workflow.