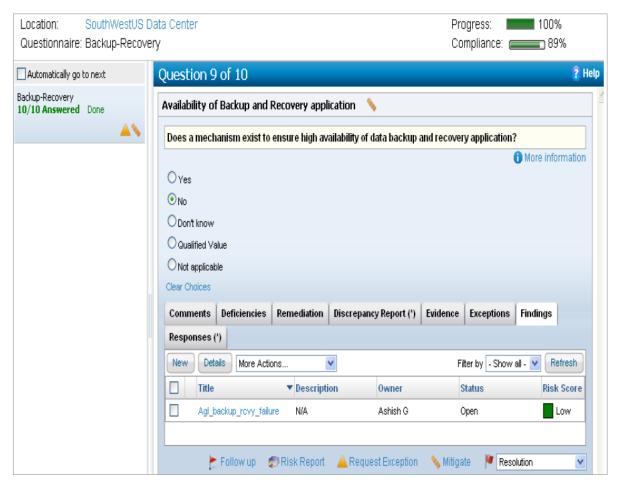# Creating a Response

Create a response to mitigate the finding score or to override the compliance score.

To create a response:

1. Open the questionnaire by clicking the questionnaire in **My Assessments** or by navigating to **Home > Questionnaires** and selecting **Work on this Questionnaire** or **Resume Questionnaire** from the actions menu in the questionnaire's row.

2. In the Questionnaire window, for a control, select the sub-control. If there is more than one subcontrol, a table displays. Select the subcontrol title to open the question.
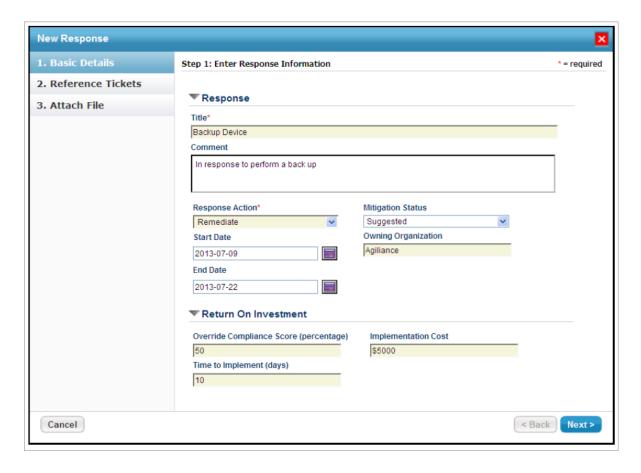
   The question appears.

3. Create a response.

   - To mitigate the finding score, click the **Findings** tab, select a finding to open its details and then click the **Responses** tab. Create a finding first if a finding you want to respond does not appear. For information about how to create a finding, see Creating Findings.

     Or

   - To override the compliance score, click **Mitigate**.

4. The **New Response** wizard appears.

5. 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.Then expand the **Return of Investment** section, enter a percentage value in the Override Compliance Score (percentage) field, 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.

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

- Compensate
- Mitigate

Click **Next** to Continue.

6. 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 a new ticket that will help track this 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.

Or

Create new Ticket. Select this option to create a new ticket, specific to a response.

Click **Next** to continue.

7. The **Attach File** wizard page appears. You use the following options to attach files.

   Add a document. Allows uploading a document from your local system.

   Add a link to a document in repository. Allows providing references to a document collection in document repository.

   Add a web link. Allows providing external references.

   Click **Add** followed by each option to upload multiple documents or links.

8. Click **Finish** to add a response. The response is created and appears in the **Responses** tab of questionnaire window.