

## 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.

Location: SouthWestUS Data Center Progress: 100%  
Questionnaire: Backup-Recovery Compliance: 89%

Automatically go to next

Backup-Recovery  
10/10 Answered Done

### Question 9 of 10

#### Availability of Backup and Recovery application

Does a mechanism exist to ensure high availability of data backup and recovery application?

[More information](#)

Yes  
 No  
 Don't know  
 Qualified Value  
 Not applicable

[Clear Choices](#)

**Comments** **Deficiencies** **Remediation** **Discrepancy Report (\*)** **Evidence** **Exceptions** **Findings**

**Responses (\*)**

[New](#) [Details](#) [More Actions...](#) Filter by: - Show all - [Refresh](#)

<input type="checkbox"/>	Title	Description	Owner	Status	Risk Score
<input type="checkbox"/>	Agl_backup_rcvy_failure	N/A	Ashish G	Open	Low

[Follow up](#) [Risk Report](#) [Request Exception](#) [Mitigate](#) [Resolution](#)

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.

**New Response**

**Step 1: Enter Response Information** \* = required

**1. Basic Details**

**2. Reference Tickets**

**3. Attach File**

**Response**

Title\*  
Backup Device

Comment  
In response to perform a back up

Response Action\*  
Remediate

Mitigation Status  
Suggested

Start Date  
2013-07-09

End Date  
2013-07-22

Owning Organization  
Agilliance

**Return On Investment**

Override Compliance Score (percentage)  
50

Implementation Cost  
\$5000

Time to Implement (days)  
10

Cancel < Back Next >

- 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.

- 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.