Create a Response

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

To create a response:

1. Open RiskVision Compliance Manager.
2. Go to **Assessments > Assessments**.
3. Click an assessment. Click the **General** tab on the **Assessment Details** page.
4. Launch the **New Response** wizard using one of the following methods:
    - Click the **Findings** tab, then click **More Actions** > **Add Finding Response**.
    - Click the **Control Results** tab, select a control or subcontrol, then click **Actions** > **New Response**.

3. Expand the **Response** section. Enter a name in the **Title** field, then enter text in the **Comments** field to provide information about the need to create a response.

4. Click the **Response Action** field to display a list of options then select the appropriate value. Repeat this process with the **Mitigation Status** field.

5. Click the **Start Date** field to select a date. Repeat this process with the **End Date** field.

6. Click the **Owning Organization** field and enter a name.

7. Expand the **Return of Investment** section, then enter a percentage value in the **Risk Reduction** (percentage) field to override the risk score.

8. 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

9. Click **Next**.
10. To link tickets, click 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.
11. Select existing tickets that you want to link. In the **Available Tickets** box, click the box corresponding to each row, and click **>>** so that tickets are moved to the **Selected Tickets** box.
12. Optional: Click **Create new Ticket** to create a new ticket, specific to a response.
13. Click **Next** to open the **Attach File** wizard page.
14. 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.

15. Click **Add**.

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.