

Getting Familiar with Email Notifications

RiskVision notifies system users by email under a variety of circumstances. The user who receives the email notification is almost always determined by the entity or other object ownership.

| NOTIFICATION | EMAIL TEMPLATE | RECIPIENTS |
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| <p>Assessment Workflow Started</p> | <p>Assessment Launch, Classification Assessment Launch, ERM Assessment Launch, and Risk Assessment Launch</p> | <p>Stakeholders are always notified. Stakeholders includes 'Primary Owner' by default.</p> |
| <p>Assessment Restart</p> <p>An assessment is automatically restarted based on recurrence rules</p> | <p>Assessment Recurrence</p> | <p>All stakeholders in the initial stage that are tagged with the notify icon.</p> |
| <p>Exception Workflow Started</p> | <p>Optional</p> <p>Do Not Send Email is the default.</p> | <p>Exception requester is the only stakeholder if Notify selected stakeholder is checked.</p> |
| <p>Ticket Workflow Started</p> | <p>Optional</p> <p>No pre-defined templates.</p> | <p>If Notify selected stakeholder is checked.</p> |
| <p>Workflow Action</p> <p>An action changes a</p> | <p>User-selected.</p> <p>Note: Pull down list for Policy workflow is 'Content Pack' choice. Assessment Review, Assessment Review Rejection,</p> | <p>All stakeholders of the stage before the</p> |

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| workflow to a new stage. | Assessment Signoff, Assessment Signoff Rejection, Ticket Review, and Ticket Review Rejection. | change. |
| <p>Escalate (optional)</p> <p>The escalations for different objects can be sent based on the available different date types.</p> | User-Selected Email Template | <p>Escalates to the stakeholders in the current workflow stage. See the note at the end of this section.</p> |
| <p>Reminder</p> <p>The reminders for different objects can be sent based on available different date types.</p> | User-Selected Email Template | <p>Reminds all stakeholders in the current workflow stage. See the note at the end of this section.</p> |
| Ticket Created | Default Ticket Assignment | The user assigned to the ticket. |
| Exception or Ticket Delegated | Exception Delegation and Ticket Delegation | The new assignee. |
| <p>Ticket Exception Expiration</p> <p>Date in a ticket's 'Exception Expiration' field has passed.</p> | <p>Specified in the</p> <pre>ticket.exception.expired.notification.template</pre> <p>Property</p> | All stakeholders of the current stage. |
| Vendor Account | New Vendor Contact Notification | New vendor user. |

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| Created | | |
| <p>Assessment is Accessed</p> <p>(Optional in all except terminal stages)</p> <p>Assessment is accessed when questionnaire is opened.</p> | N/A | Primary owner. If the primary owner is removed from list of stakeholders, no email is sent. |
| <p>Score Crosses a Threshold</p> <p>A control, compliance, or risk score crosses a specified threshold.</p> | Alert Notification | Selected in the alert rule. |
| A Scheduled Job Completes Successfully | Scheduled Job Completed Successfully | Specified email user. |
| A Scheduled Job Fails | Scheduled Job Failed | Specified email address. |
| A Dashboard or Report is Sent to the User | Report or Dashboard Delivery | The original requestor. |
| Risk Created | Risk Identified | Owner. |
| New Threats or Vulnerabilities are | | |

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| Reported New threats or vulnerabilities are reported from a security research organization. | Threats Advisory Alerts | Control/entity owner. |
| User Account Delegation Notify users of assigned access delegations. | Out of Office Delegation | The user who has been designated as a delegate. |
| Content has Been Changed | Questionnaire Changed Notification | Stakeholders in the current workflow stage. |

☐ Workflow escalation and reminders can be sent as one email to all (single email to all stakeholders) or one email to each (email individually to each stakeholder).