



PolicyBond

Baseline Configuration Guide

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About Rsam Baseline Configuration Guides

Rsam Baseline Configuration Guides provide you the information needed to understand the pre-defined configurations for each module. These guides should be referenced to gain a better understanding of how the module is configured and can be used out-of-the-box.

Baseline Configuration Overview

This document describes the baseline configuration and structure for the Rsam PolicyBond module. The baseline configurations for the PolicyBond module allow customers to manage policies and policy campaigns in a centralized repository. The pre-configured activities help streamline the policy management cycle by using a central repository, with the ability to track policy revisions, and through baseline workflows that allow you to modify, review, and publish policies, create campaigns, and acknowledge policies.

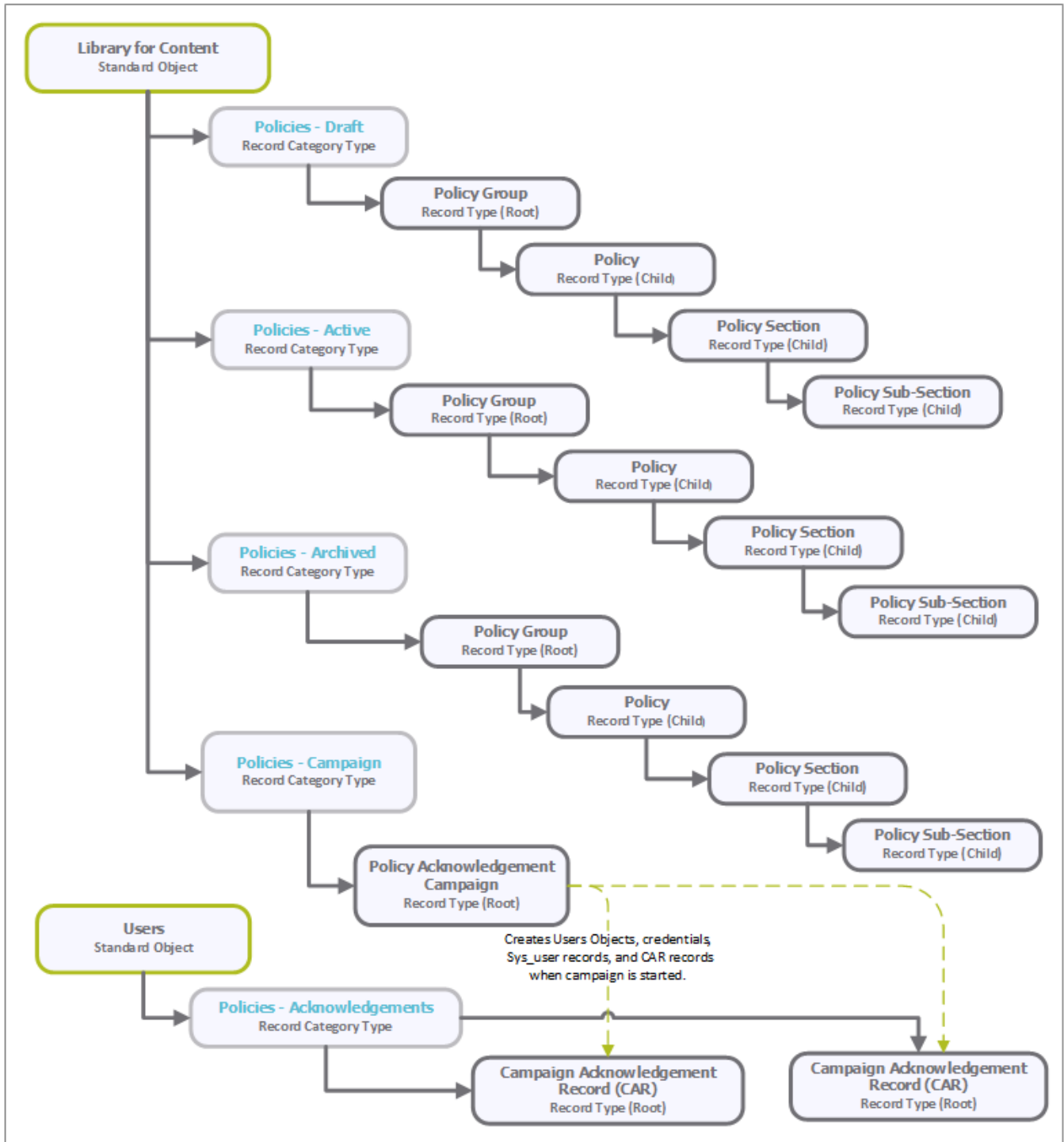
The following is a list of elements that are configured in PolicyBond:

- Structures & Elements
 - Object Types
 - Record Categories and Types
 - Attributes
- Home Page Tabs
- Workflows
 - Workflow Roles
 - Workflow States
 - Workflow Buttons

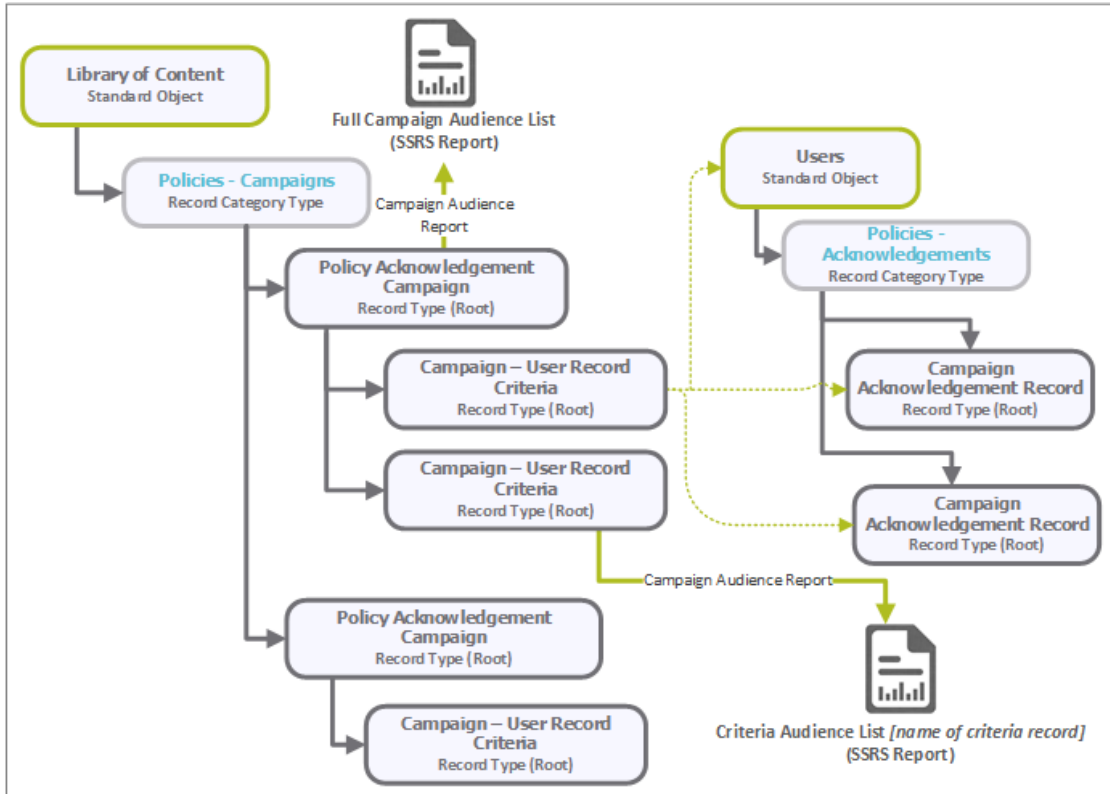
Having information on the elements mentioned will provide a baseline understanding before you use the *PolicyBond Step by Step Tutorial* or begin to configure the module to meet your unique requirements.

PolicyBond Structure

In the PolicyBond module, the policies and policy campaigns are stored in the object type, **Library for Content**, and the policy acknowledgements are stored in the object type, **Users**.



The following diagram describes the Policy Acknowledgement Campaign structure.



Object Types

The following table lists the object types that are pre-configured in this module.

Object Type	Usage
Library for Content	This standard object stores all policy groups, policy documents, policy sections, and policy sub-sections, and policy campaigns.
Users	This standard object stores all user records to manage acknowledgement campaigns.

Record Categories

The following table lists the record categories that are pre-configured in this module.

Record Category	Usage
EPM: Policies - Draft	The record category for all policies, sections, and subsections in the draft category.
EPM: Policies - Active	The record category for policies, sections, and subsections that are available for use (Active Policies) by general users.
EPM: Policies - Archived	The record category in which policies, sections, and subsections are archived by the drafting / publishing processes.
EPM: Policies - Campaigns	The record category for campaigns and campaign related record types.

Record Category	Usage
EPM: Policies - Acknowledgements (CAR)	The record category for Campaign Acknowledgement Records and mapped to the Users object type.
EPM: Campaign - Audience - User Library	The record category for the list of all users to be mapped as audience for Campaign Acknowledgement Records.

Record Types

The following table lists the record types that have been pre-configured in this module.

Record Type	Usage
EPM: Policy Group	This root record provides Policy Managers with the ability to organize policies into related policy groups. Policy Groups are used to distinctly differentiate sets of policies (for example, IT policies from HR Policies, and English Language Policies from French and German sets of policies).
EPM: Policy	The Child record of the Policy Group root record type and is the highest element of the policy and generally provides the Policy Statement content.
EPM: Policy Section	This record type stores content related to the policy. Policy Administrators and Managers can modify an individual section of a policy in the Draft category and then publish the modified content after the record goes through the review and approval states.
EPM: Policy Sub-Section	This record type stores content relevant to the related (parent) Policy Section and is the lowest level in the EPM Policy structure. Policy Administrators and Managers can modify an individual sub-section of a policy in the Draft category and publish the modified content after the record goes through the review and approval states.
EPM: Campaign - Policy Acknowledgement Campaign	The root record containing the relationship between Policies and Audiences as well as the definition of the campaign (start and end dates).
EPM: Campaign Audience - User Library	The root record containing the records of users from which the target audience for the Policy Acknowledgements campaigns can be set.
EPM: Campaign - Audience Library Criteria/Filters	This record type contains the records of users to be displayed for selection from a list and based on the target audience criteria set.
EPM: Campaign Acknowledgement Record (CAR)	This root record is to track each required acknowledgement for campaign records defined in the system. The Campaign-to-CAR record relationship is maintained only by attribute and not by direct record to record relationship.

Home Page Tabs

The baseline configuration of the PolicyBond module contains several Home Page tabs. These tabs can be configured for various roles and are then assigned to users to complete tasks. All home pages can be accessed from the **PolicyBond** grouping tab on the left navigation pane. The following table lists the Home Page Tabs that are available in the PolicyBond module.

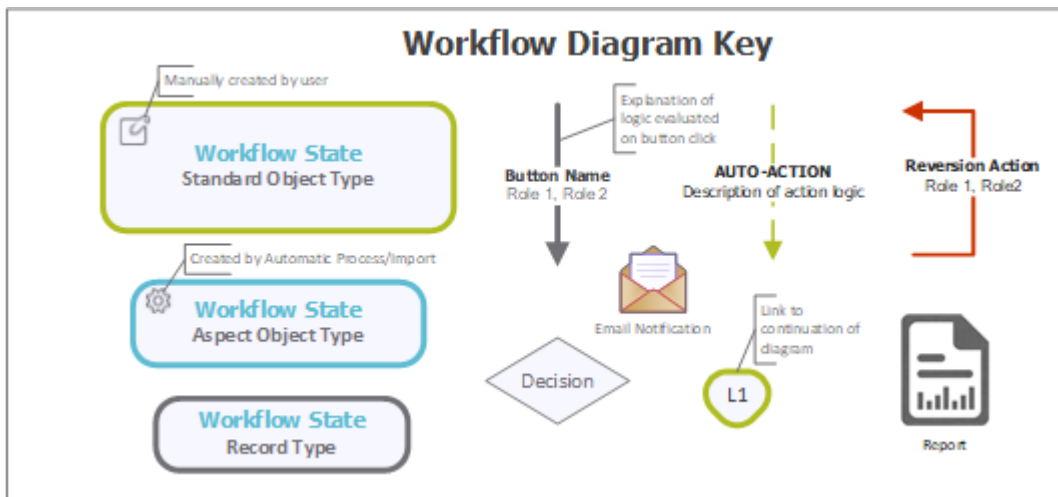
Home Page Tab	Description
PB: Activities	Provides access to all the task-based activity center tiles for PolicyBond. Users can navigate to tasks from the relevant tiles.
PB: Dashboards	Displays various dashboard charts that depict the status of policies.
PB: Shortcuts	Provides list of policy categories and shortcuts to the different records.
EX: Exceptions Navigator	Record navigator that allows users to view exception records that are grouped based on different criteria.
EPM: Campaign Management Navigators	Displays a record navigator to access the acknowledgement status, acknowledgement campaigns, and user acknowledgement status for policies.
EPM: Policy Navigators	Displays a record navigator that allows users to view policies grouped by categories and workflow states.
EPM: Policy Viewer	Displays a report listing the policies in the system. Users can select to view the Draft or Published policies.
Create a new Exception Record	Shortcut to the Exception Request creation form to create new policy exceptions in the system.
Create a New Policy Campaign	Shortcut to the Policy Acknowledgement Campaign creation form to create new policy campaigns in the system.

PolicyBond Workflows

This section provides details on the roles and baseline workflows in the PolicyBond module:

- [Policy, Section and Sub-Section](#)
- [Policy Acknowledgement Campaign](#)
- [Campaign Acknowledgement Record](#)

Before proceeding to the specific workflows, it is recommended that you familiarize yourself with the following Rsam workflow diagram key.

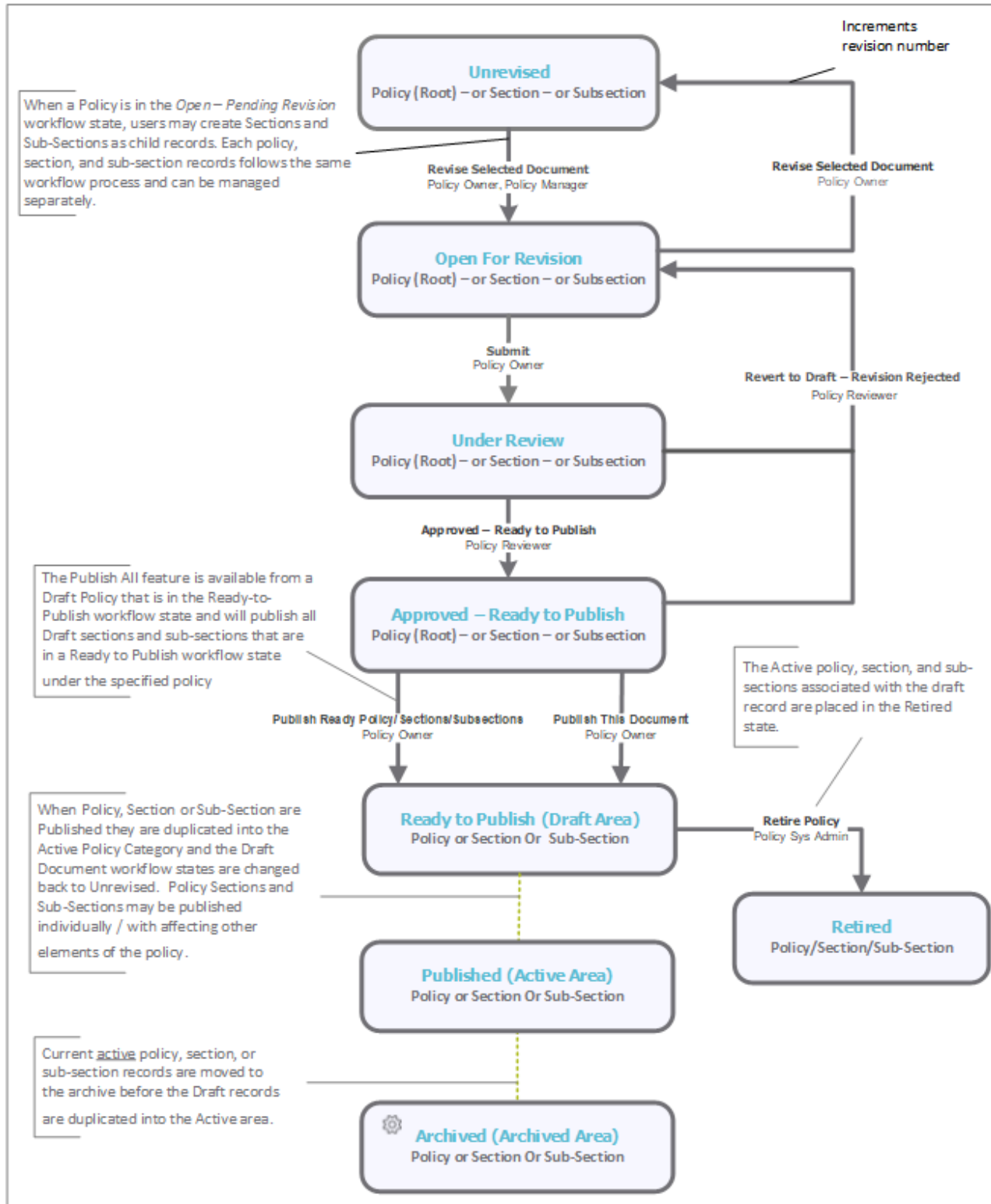


Policy, Section and Sub-Section Workflow

This section covers the Workflow diagram, states, and associated buttons for the baseline Policy, Section and Sub-Section workflows in the PolicyBond module.

Workflow Diagram

The following image shows the workflow of the baseline Policy, Section and Sub-Section.



Workflow States

The following table describes the workflow states associated with the baseline Policy, Section and Sub-Section workflows.

Workflow State	Description
EPM: Unrevised	The workflow state of a policy, section, or sub-section when revisions are not underway.
EPM: Open for Revision	The workflow state of a policy, section, or sub-section when changes are being made the Draft category.
EPM: Under Review	The workflow state of a policy, section, or sub-section when changes are being reviewed by Policy Reviewers or Policy Managers, in the Draft category.
EPM: Approved – Ready to Publish	The workflow state of a policy, section, or sub-section when changes have been approved. This workflow state is used as an area where all changes to all policies, sections, and subsections are collected prior to the publish.
EPM: Published	This is the workflow state when policies are in the Active category.
EPM: Archived	This is the workflow state when policies are in the Archived category.

Workflow Buttons

The following is a list of buttons that are available in the various states of the baseline Policy, Section and Sub-Section workflows.

Button	Available to	Notification	Description
EPM: Policy - Save Policy Group Record - Validate structure	Policy System Admin Policy Manager Policy Owner	No	Clicking this button saves a policy group record.
EPM: Policy - Revise Selected Document	Policy System Admin Policy Manager Policy Owner	No	Available in the Unrevised state. Clicking this button unlocks a record, moves the workflow to the Open for Revision state, and then increments the version number.
EPM: Policy - Submit Selected Document for Review	Policy Manager Policy Owner	Yes	Available in the Open for Revision state. Clicking this button moves the workflow to the Under Review state and updates the Last Revision Date attribute.
EPM: Policy - Approved - Ready to Publish	Policy System Admin Policy Reviewer Policy Manager	Yes	Available in the Under Review state. Clicking this button moves the workflow to the Approved - Ready to Publish state and then sets the

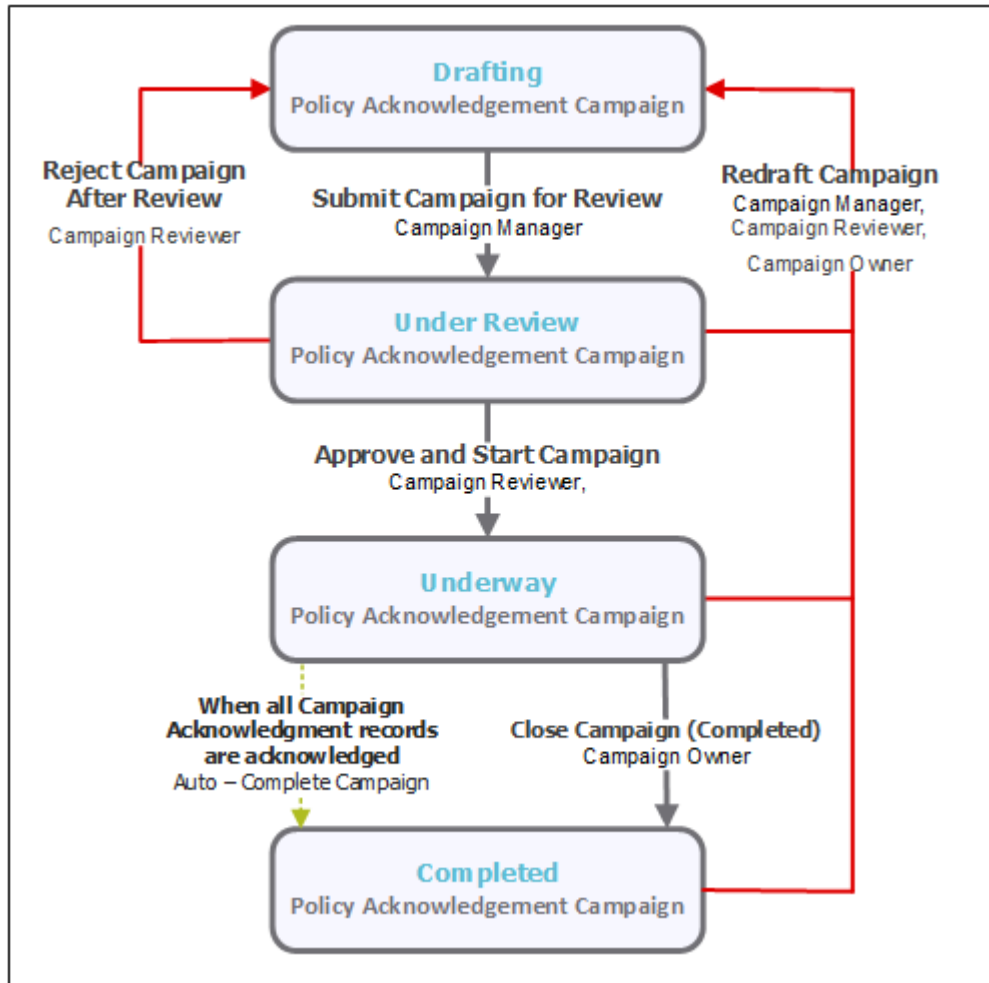
Button	Available to	Notification	Description
			Next Review Date attribute in the Policy record to 365 days from the current date.
EPM: Policy - Publish This Document	Policy System Admin Policy Manager Policy Owner	No	Available in the Approved - Ready to Publish state. Clicking this button moves the record to the Published state.
EPM: Policy - Run Report - Policy Report	Policy System Admin Policy Reviewer Policy Manager Policy Owner Policy User	No	Available in all the states. Clicking this button will display an SSRS report for the policy.
EPM: Policy - Publish Ready Policy/Sections/Subsections	Policy System Admin Policy Manager Policy Owner	No	Available in the Approved - Ready to Publish state. Clicking this button publishes the policy and all its related sections and subsections that are in the Approved - Ready to Publish state.
EPM: Policy - Revert to Draft - Revision Rejected	Policy System Admin Policy Manager Policy Reviewer	Yes	Available in the Under Review and Approved - Ready to Publish states. Clicking this button moves the record to the Unrevised state.
EPM: Policy - Retire Policy	Policy System Admin	No	Available to policy records in the Draft category. Clicking this button moves the policy and its related sections and sub-sections to the Retired state.

Policy Acknowledgement Campaign Workflow

This section covers the Workflow diagram, states, and associated buttons for the baseline Policy Acknowledgement Campaign workflow in the PolicyBond module.

Workflow Diagram

The following image shows the workflow of the baseline Policy Acknowledgement Campaign.



Workflow States

The following table lists the states associated with the baseline Policy Acknowledgement Campaign workflow.

Workflow State	Description
EPM: Campaign Drafting	Campaign records are created in this state. In this state, usually a Campaign Manager assigns the Campaign Owner and target audience for the campaign.
EPM: Campaign Under Review	The state when a campaign is submitted for review to a Campaign Reviewer. The reviewer can approve or reject the campaign in this state.
EPM: Campaign Underway	The state of a campaign when it is approved and acknowledgement notifications are awaited from the target audience.

Workflow State	Description
EPM: Campaign Completed	The final state of a campaign. When all users have acknowledged the campaign, the campaign record moves to this state automatically. A Campaign Owner can also move a campaign to this state manually, as required.

Workflow Buttons

The following table lists the buttons that are available in the various states of the baseline Policy Acknowledgement Campaign workflow.

Button	Available to	Notification	Description
EPM: Campaign - Submit Campaign for Review	Policy Campaign Manager Policy Campaign Owner Policy Manager	No	Available in the Drafting state. Clicking this button moves the campaign record to the Under Review workflow state so that Campaign Reviewers can review and approve the campaign.
EPM: Campaign - View Full Campaign Audience List	Policy Campaign Manager Policy Campaign Owner	No	Clicking this button displays a report listing the audience included / excluded in the campaign.
EPM: Campaign - View Filtered Audience List	Policy Campaign Reviewer	No	Clicking this button displays a report listing the audience included / excluded in a specific criteria record for the campaign.
EPM: Campaign - Approve and Start Campaign	Policy Campaign Manager Policy Campaign Reviewer Policy Manager	Yes	Available in the Under Review state. Clicking this button starts the campaign by sending out notifications to the target audience included in the campaign and prepares the campaign to receive responses from those users. Campaign Acknowledgement records are created as necessary
EPM: Campaign - Redraft Campaign	Policy Campaign Manager Policy Campaign Reviewer Policy Campaign Owner	No	Available in the Under Review, Underway, and Completed states. Clicking this button will clear the policy start and end date, unlocks the campaign record, and moves the campaign record to the Drafting state.
EPM: Campaign - Reject Campaign After Review	Policy Campaign Manager Policy Campaign Reviewer Policy Manager	No	Available in the Under Review state. Clicking this button moves the campaign record to the Drafting workflow state and then unlocks the campaign record and all its related child records.

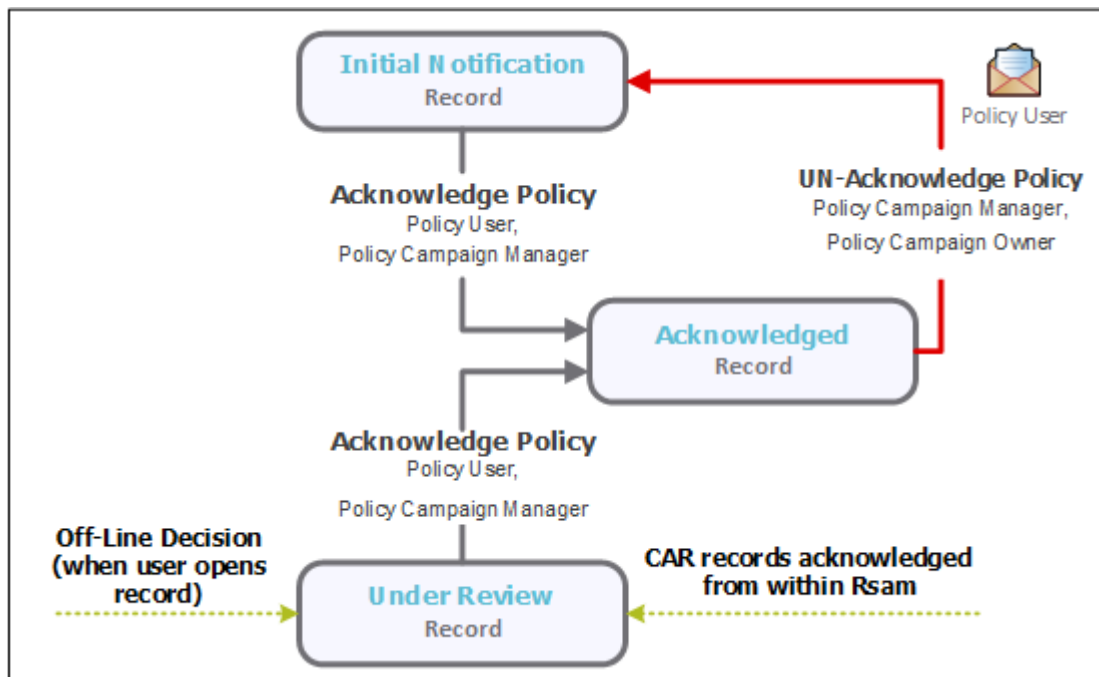
Button	Available to	Notification	Description
EPM: Campaign - Close Campaign (Completed)	Policy Campaign Manager Policy Campaign Reviewer Policy Campaign Owner	No	Available in the Underway state. By clicking this button, the user acknowledges that the campaign has been completed, automatically sets the Campaign - End Date attribute to current date, and moves the campaign to the Completed state.

Campaign Acknowledgement Record Workflow

This section covers the Workflow diagram, states, and associated buttons for the baseline Campaign Acknowledgement Record workflow in the PolicyBond module.

Workflow Diagram

The following image shows the workflow of the baseline Campaign Acknowledgement Record.



Workflow States

The following table lists the states associated with the baseline Campaign Acknowledgement Record workflow.

Workflow State	Description
EPM: CAR Initial Notification	The state of a campaign acknowledgement record when a user receives the notification to acknowledge the associated policy.
EPM: CAR Under	The state of a campaign acknowledgement record in which a user first opens an

Workflow State	Description
Review	acknowledgement to access an attached policy.
EPM: CAR Acknowledged	The state of a campaign acknowledgement record when a user has successfully acknowledged a policy.

Workflow Buttons

The following table lists the buttons that are available in the various states of the baseline Campaign Acknowledgement Record workflow.

Button	Available to	Notification	Description
EPM: CAR - Acknowledge Policy	Policy User Policy Campaign Manager	Yes	Available in the Under Review and Initial Notification states. Clicking this button acknowledges the policy and moves the record to the Acknowledged workflow state.
EPM: CAR - Run Report - Review and Acknowledge Policy	Policy User	No	Available in the Initial Notification and Acknowledged states. Clicking this button moves the record to the Under Review workflow state and generates a policy acknowledgement report.
EPM: CAR - UN-Acknowledge Policy	Policy Campaign Manager Policy Campaign Owner	No	Available in the Acknowledged state. Clicking this button clears the value in the Campaign - Audience Acknowledgement Date attribute and moves the record to the Initial Notification workflow state.

Workflow Roles

The following table lists the workflow roles that perform tasks associated with the states in the various baseline workflows of the PolicyBond module.

Note: Sample users for each of these roles are optionally provided with the baseline module installation package.

User ID	Role	Description
r_policy_manager	<i>Policy Manager</i>	Users with this role are responsible for Creating Policy Groups and also new policies as necessary. The Policy Manager assigns Policy Owners to each policy and may also assign Policy Reviewers. Policy Managers may create and submit exception requests. Policy Managers can access all policies and policy groups in the EPM module.
r_policy_owner	<i>Policy Owner</i>	These users update and submit policies for review and also publish policies. Policy Owners are assigned within the policy records by Policy Managers and receive role based permissions to maintain

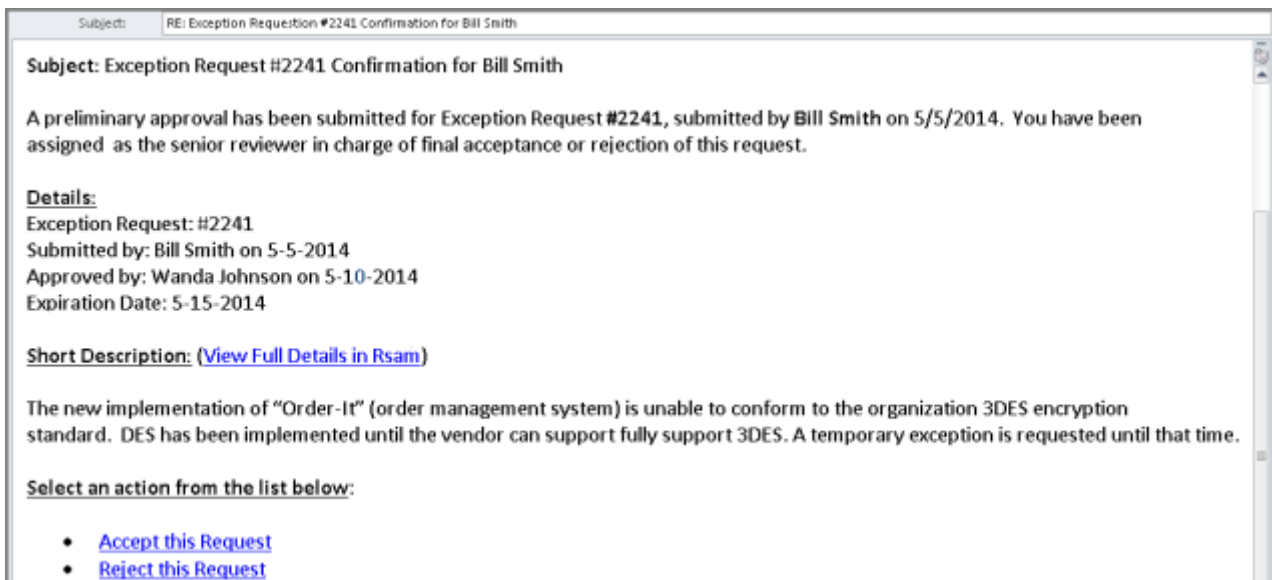
User ID	Role	Description
		<p>policies that they are assigned to. Policy Owners may assign Policy Reviewers for policies.</p> <p>Policy Owners may create and submit exception requests. Once exception requests are approved, the users may align exception to Policies, Policy Sections, and Policy Subsections.</p>
r_policy_reviewer	<i>Policy Reviewer</i>	Policy Reviewers are assigned within the policy record by Policy Mangers or Policy Owners and receive role based permissions to review and approve policies that they are assigned to.
administrator	<i>Policy System Admin</i>	Policy System Administrators have complete access to the EPM module and may add, edit, and delete records as necessary. They can also administer changes to the module.
user_id	<i>Policy User</i>	These user accounts are provided for the purpose of acknowledging policies and have very limited access to other Rsam features. Policy Users log into Rsam using their own User ID and a one-time password that is provided by Rsam.
r_campaign_manager	<i>Policy Campaign Manager</i>	Policy Campaign Managers have full access to Campaign records. The primarily responsibilities of these users are to create Campaign records and assign the Campaign Owner role to each Campaign created.
r_campaign_owner	<i>Policy Campaign Owner</i>	Policy Campaign Owner has access to edit any campaign that the role is assigned to. The owner may assign the Campaign Reviewer role and submits the Campaign to the Campaign Reviewer for review and approval.
r_campaign_reviewer	<i>Policy Campaign Reviewer</i>	A Policy Campaign Reviewer may review and approve the campaign. When the Review has been completed and approved, the Campaign is started.

In addition to the above roles, the Rsam installation package includes an administrative role, **U: Object Administrator**, as well as a sample user for that role, **r_admin**. This user has access to all record types, object types, workflow states, and workflow buttons across all Rsam baseline modules. Rsam Administrators should take necessary precautions to restrict standard users from accessing Rsam with this administrative role. If additional administrative roles are required, you can create it from **Manage > Users/Groups**.

Appendix 1: Offline Decision Making

Rsam email notifications are configurable including what notification should be sent, what users or roles will receive the notifications, and the content in the notifications.

Offline Decision Making is a powerful and popular feature of Rsam. It provides the Rsam platform directly to the users to perform workflow actions without connecting to the Rsam module. The following image illustrates an example notification template that has custom text, data from the record, embedded links to the application, and Offline Decision Making actions.

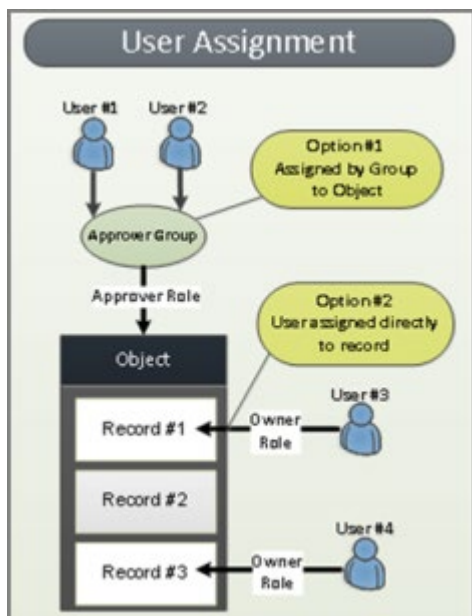


Appendix 2: User Assignment Options

Rsam allows organizations to customize configurations and workflows to their specific business practices. There are many methods by which users can be assigned roles (such as, who is responsible for reviewing and approving exceptions). The following are the most common assignment methods:

- Individual users are assigned to a group. The group is then assigned to the object under which the records are saved. When assigned to the object, the group is also given a specific role. This accomplishes the following:
 - All users in that group inherit the role assigned to the group in the context of the object and all the records under that object.
 - All users in that group have the functionality allocated to that role in the context of the object and all of the records under that object.
- Individual users are assigned a specific role directly in a record. This provides the same result as above – granting the user the functionality with the allocated role. However, it is only in the context of that specific record. No other permissions are granted to the parent object or any other record under that object.

The method for implementing the assignment can also be customizable. The assignment can be manually made through an attribute, assigned when the records are created or imported, or automatically made at different points in the workflow.



Appendix 3: Rsam Documentation

PolicyBond Tutorial

For a detailed walk-through of the PolicyBond user experience, refer the *Rsam PolicyBond Step-by-Step Tutorial*. You should have received the *PolicyBond Step-by-Step Tutorial* along with the *PolicyBond* instance. If not, contact your Rsam Customer Representative to obtain an electronic copy of the *Rsam PolicyBond Step-by-Step Tutorial*.

Online Help

This document provides an overview of the *PolicyBond* configuration. To get familiar with the specific Rsam features used in this configuration, refer the *Rsam End-User Help*, *Rsam Administrator Help*, or both. The Online help you can access depends on your user permissions.

To access the Online Help, perform the following steps:

1. Sign in to your Rsam instance. For example, sign in as *Example Administrator* user. Provide the **User ID** as *r_admin* and provide the **Password**.
2. Hover the cursor over **Help** and select an Online help from the menu that appears. Depending on your user permissions, you will be able to access the Rsam End-User Help, Rsam Administrator Help, Step-by-Step Tutorials, or all.

The following image shows the *Rsam Administrator Help*, opened from the *Example Administrator* user account.

