



Basic Administrator Training

Exercise: 8  
Objects - Questionnaire

## Version Information

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Version	Date Released	Notes
2.1	Jan 26 <sup>th</sup> 2018	Initial Release
2.2		Moved the section “Mapping Criticality Questions to Criticality / Risk Levels” to provide a better flow.
3.0	Nov 7 <sup>th</sup> 2018	Updated based on new program.
2019-1	Dec 31st 2018	Tested Internally and Updated to new design.
2019-2	Jan 24 <sup>th</sup> 2019	Updated Section 4 with new screenshots and instructions to manage workflow.
2019-3	Mar 14 <sup>th</sup> 2019	Updated Section: Session 2: Modifying Object Templates with correct screenshot based on execution order or tasks.
2019-4	May 14 <sup>th</sup> 2019	Updated Session 4 with correct numbering after a step was removed for consistency.
2019-5	May 20 <sup>th</sup> 2019	Re-Branded to meet Galvanize design guidelines
20201-1	Apr 6ht 2020	Updated Screenshots after Version 10 Update

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## Concepts Used in this Exercise

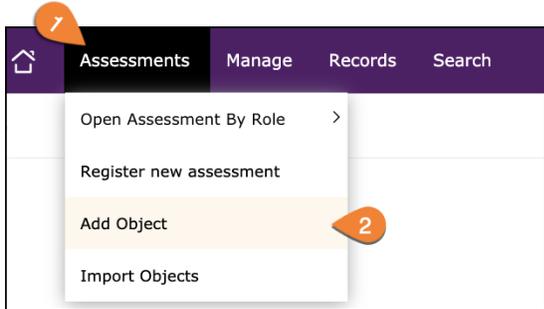
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- **Object Type** – An object type defines a certain kind of object that you want to assess. Some common examples of Rsam object types include Business Unit, IT Application, Network Device, etc. An Rsam object type defines the unique content and workflow for any assessments conducted against objects of that object type. Each object type can include configurations for items like control types, criticality factors, and the responses that will be available to each.
- **Assessment Questionnaire** – This term describes the broad Rsam feature for creating and issuing questionnaires.
- **Assessment Question Library** – Assessment Question Library records define the assessment questions that can be asked for various object types. Records specify the question text to be presented to the user, possible answers to the question, and any additional attributes to be displayed along with the question text. There are three Assessment Question Library categories as follows:
  - **Draft** – Contains all the questions in the draft form. You can create and update questions from this library.
  - **Active** – Contains all the published and active questions. You can map the questions available in this library to object types, and the questions will appear in the assessment objects generated for those object types.
  - **Archive** – Contains all archived questions. Questions are archived when they are either retired or replaced by newer versions of the questions. Archived questions are not used in any active assessments but can be referenced by older assessments.
- **Assessment Questions** – Generated from Assessment Questions Library records, assessment questions represent the specific instances of questions that will be presented to users as part of a specific assessment object. If the Assessment Question Library records define the questions to ask and the possible answers, then an Assessment Question record is the actual question being asked and the answer provided for an assessment object.
- **Control Question** – Each Assessment Question Library record can be used as a Control Question. A Control Question is used to determine whether (or to what extent) a specific control measure is in place. Each control has a pre-defined set of possible answers and corresponding weights. Control questions will often be judged against control requirements to determine if gaps exist.
- **Criticality Question** – Each Assessment Question Library record can be used as a Criticality Question. Criticality Questions are used to determine the criticality level for an object. Like control questions, criticality questions have a pre-defined set of possible answers and corresponding weights. Criticality questions are used to derive the criticality levels to apply to the object, and ultimately the control standards to be invoked.
- **Criticality Type** – Criticality Types represent the various kinds of inherent risks that might be associated with an assessment object. For an IT Application object, examples can include types like availability, data sensitivity, etc.
- **Criticality Levels** – Criticality Levels represent the logical degrees of criticality for a given Criticality Type. Criticality Levels are incremental; the higher the number, the higher the Risk / Criticality. Examples of criticality levels include “High Risk”, “Low Risk”, and “No Risk”. The criticality levels for an object are determined by the responses to the criticality questions.

## Session 1: Creating an Assessment

There are multiple ways of creating an assessment, the following describes a commonly used methodology.

1. Select Assessments
2. Select Add Object

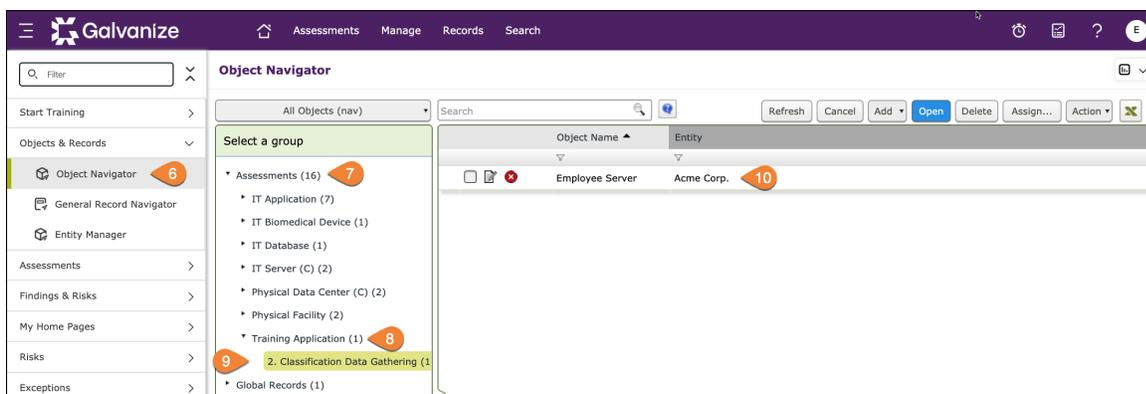


3. In the Object Name field enter: **Employee Server**
4. In the **Sub Entity** field leave this as: **Assessments**
5. In the Object Type field change this to: **Training Application**

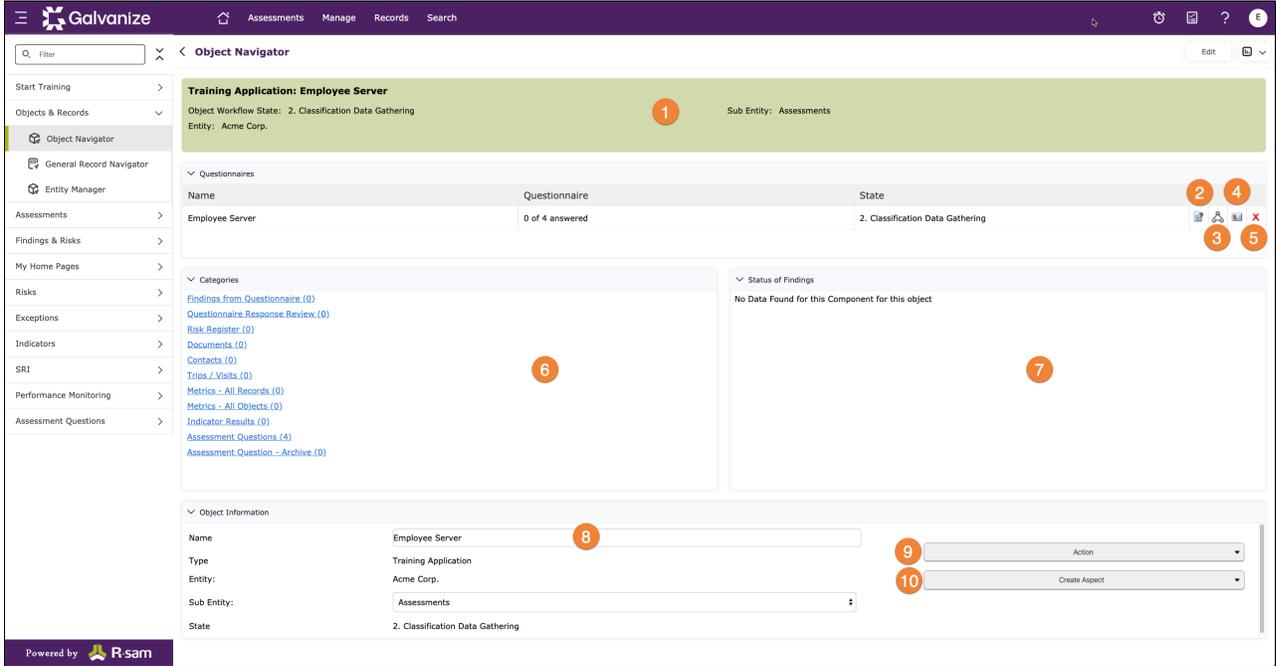


Let's review the Object Interface

6. Select Object Navigator in the Objects & Records Grouping Tab
7. Expand Assessments
8. Expand Training Application
9. Click Classification Data Gathering
10. Double click Employee Server



The Object Details screen can be edited/updated in various ways. Note that these are not exercise tasks.



The screenshot shows the Galvanize Object Navigator interface for the 'Employee Server' object. The interface includes a sidebar with navigation options, a main content area with a table of questionnaires, and an 'Object Information' section at the bottom. Ten numbered callouts (1-10) highlight specific elements: 1. Object Workflow State (2. Classification Data Gathering); 2. Questionnaire Name (Employee Server); 3. Questionnaire State (2. Classification Data Gathering); 4. Questionnaire Answer Count (0 of 4 answered); 5. Questionnaire Action Icons; 6. Categories List (Findings from Questionnaire, Questionnaire Response Review, Risk Register, Documents, Contacts, Trips / Visits, Metrics - All Records, Metrics - All Objects, Indicator Results, Assessment Questions, Assessment Question - Archive); 7. Status of Findings (No Data Found for this Component for this object); 8. Object Name Field (Employee Server); 9. Action Dropdown; 10. Create Aspect Dropdown.

1. Edit the Object Navigator pages via the Admin Screen (Demo)  
(Steps at end of this document)
2. **Open** the relevant questionnaire
3. **Run** Workflow
4. **Assign** the questionnaire to an individual
5. **Delete** the Questionnaire (requires relevant permission)
6. Add in related Record Categories by assigning the Record Category to the Object Type
7. Updated once Findings are identified
8. Change the **Name** of the Object
9. Run **Workflow / Reports** and other admin tasks
10. Manually create **Aspects**

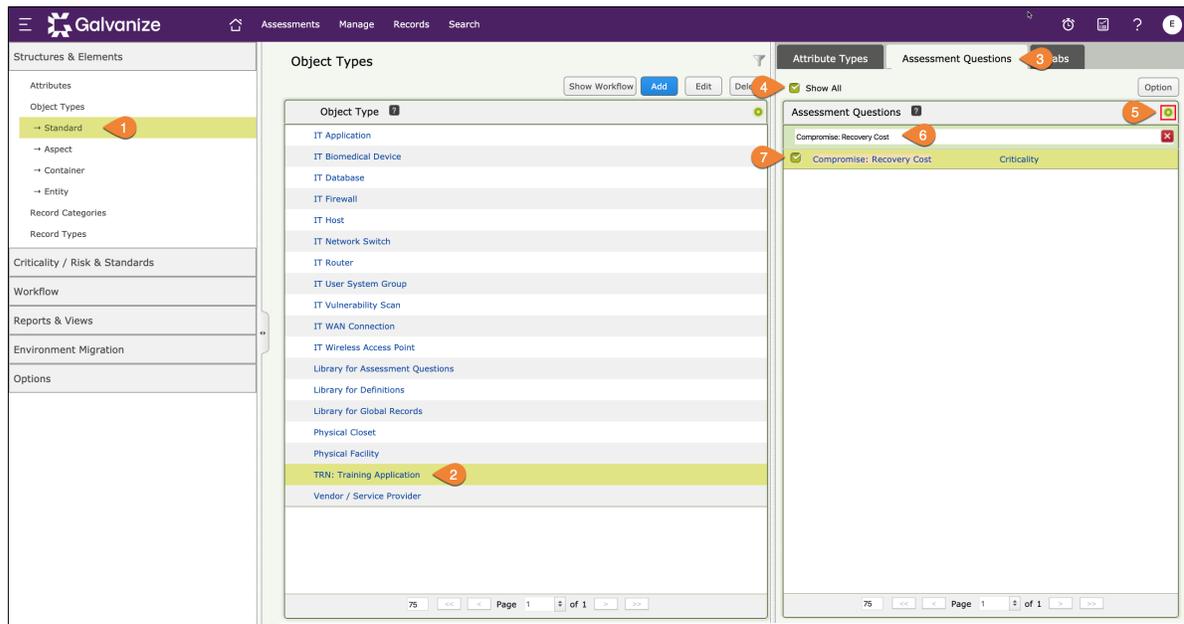
**Stop Here**

- Take a Break
- Next Session Continues Shortly

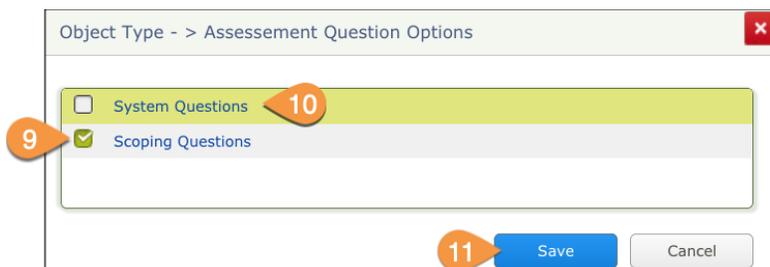
## Session 2: Modifying Object Templates

During this exercise, we are going to modify the **TRN: Training Application** template. We are going to add two more **criticality questions** to help scope the assessment further. Later on, we will see how the two objects created look slightly different.

1. Select Standard under Object Types in the Structures & Elements Menu
2. In the middle windowpane select **TRN: Training Application**
3. On the right windowpane select **Assessment Questions**
4. Check Show All
5. Click the **Green Gear Icon**
6. In the search area type: **Compromise: Recovery Cost**
7. Check the box next to it.



8. A pop-up window will appear

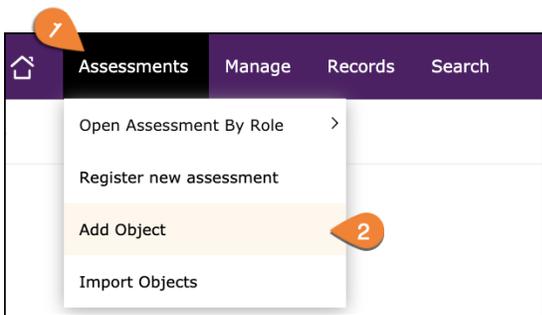


9. Make sure that Scoping Questions is checked
10. **Uncheck** System Questions
11. Repeat this process for one more item as follows:

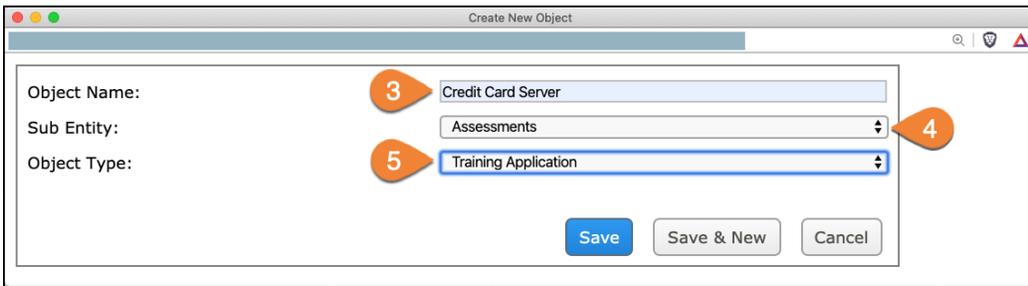
12. Click the **Green Gear** Icon to bring up the Search area
13. In the search area type: **Downtime: Loss of Customers**, check the box next to it.
  - a) Make sure it is added to the **Scoping Questions tab**
  - b) **Uncheck** System questions

Now let's create one more object

1. Select Assessments
2. Select Add Object



3. In the Object Name field enter: **Credit Card Server**
4. In the **Sub Entity** field leave this as: **Assessments**
5. In the Object Type field change this to: **Training Application**



**Stop Here**

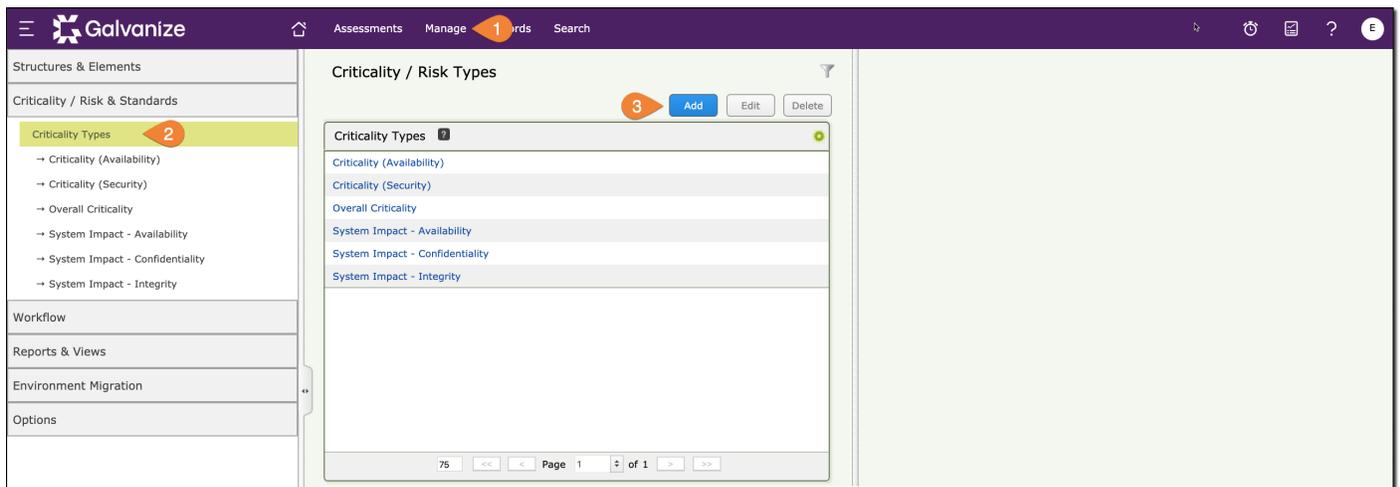
- Take a Break
- Next Session Continues Shortly

## Session 3: Criticality Types and Levels

For this session you will explore and create a Criticality Type and Level. While it will not impact any of the exercises, it will give you the opportunity to understand how these elements work within a questionnaire.

### Creating a Criticality Type.

1. Select Manage – Administration
2. Select Criticality Types from the Criticality / Risk & Standards Menu
3. In the middle window pane select **Add**



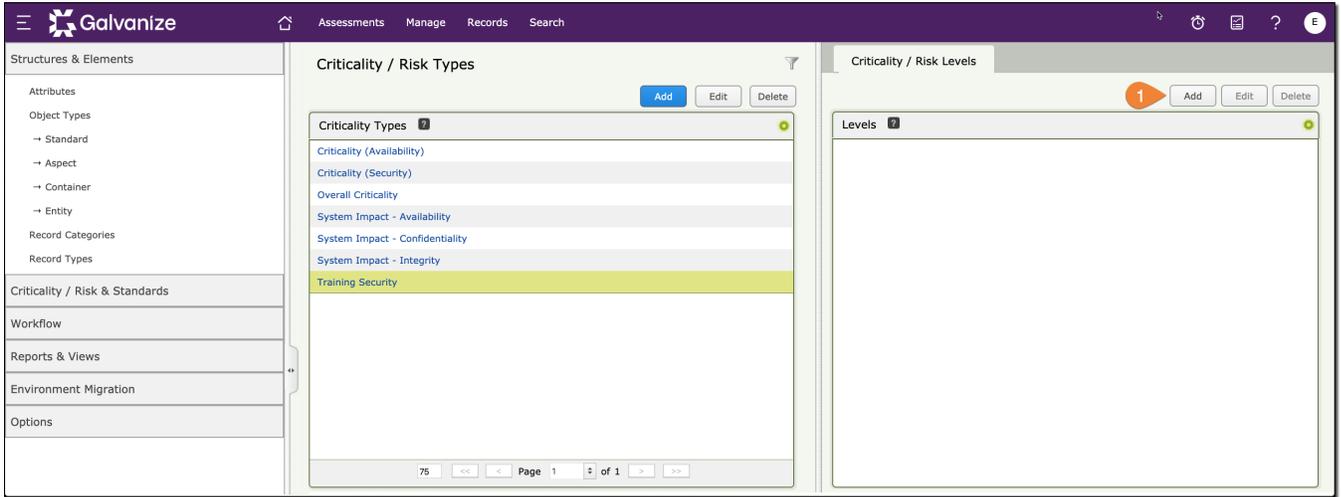
4. Enter **Training Security** in the Name field
5. Click **Save**



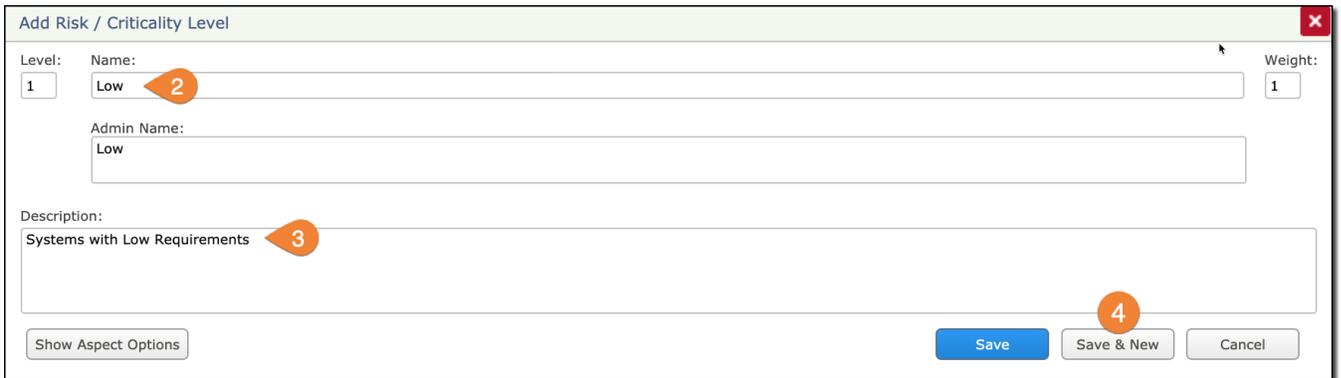
The screenshot shows the 'Add Risk / Criticality Type' form. The 'Name' field contains 'Training Security' with a callout '4'. The 'Admin Name' field also contains 'Training Security'. The 'Description' field is empty. The 'Save' button is highlighted with a callout '5'. The form also includes 'Save & New' and 'Cancel' buttons.

### Creating Criticality Levels.

1. With **Training Security** highlighted in the middle window pane, click **Add** in the right windows pane.



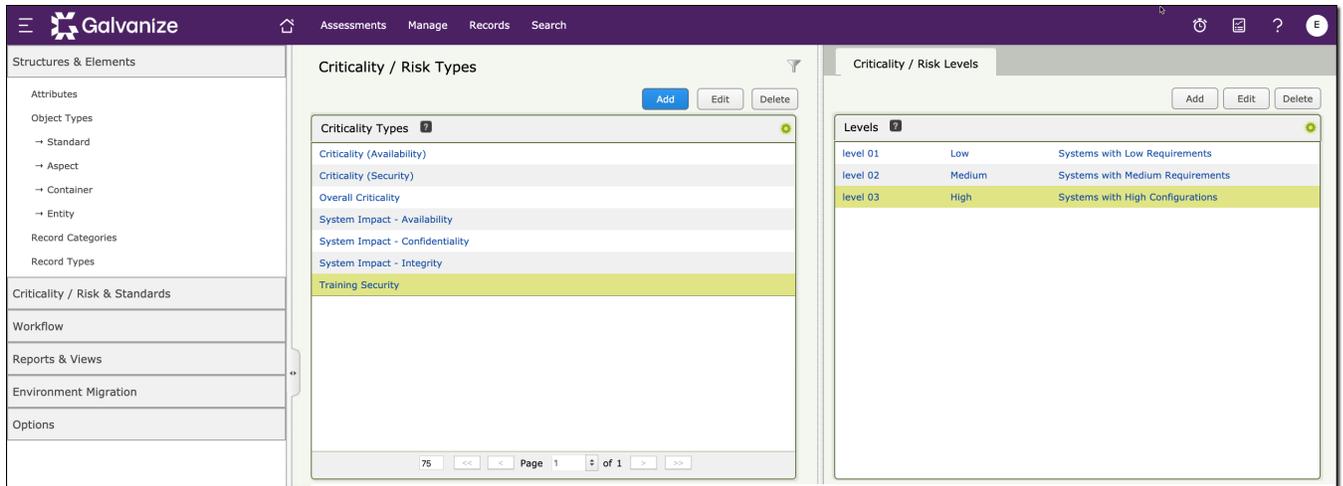
2. Enter **Low** in the Name Field
3. Enter **System with Low Requirements** in the Description field
4. Click Save & New



5. Repeat for two more levels as follows:

Name	Admin Name	Description
Medium	Medium	Systems with Medium Requirements
High	High	Systems with High Requirements

6. Click **Save** after you create the last level
7. Your configuration will look like the following (See screenshot next page)



The screenshot displays the Galvanize web application interface. On the left is a navigation sidebar with categories like 'Structures & Elements', 'Criticality / Risk & Standards', 'Workflow', 'Reports & Views', 'Environment Migration', and 'Options'. The main content area is split into two panels:

- Criticality / Risk Types:** This panel contains a list of risk types: 'Criticality (Availability)', 'Criticality (Security)', 'Overall Criticality', 'System Impact - Availability', 'System Impact - Confidentiality', 'System Impact - Integrity', and 'Training Security'. The 'Training Security' item is highlighted in yellow. Above the list are 'Add', 'Edit', and 'Delete' buttons.
- Criticality / Risk Levels:** This panel contains a table with three rows:
 

Levels		
level 01	Low	Systems with Low Requirements
level 02	Medium	Systems with Medium Requirements
level 03	High	Systems with High Configurations

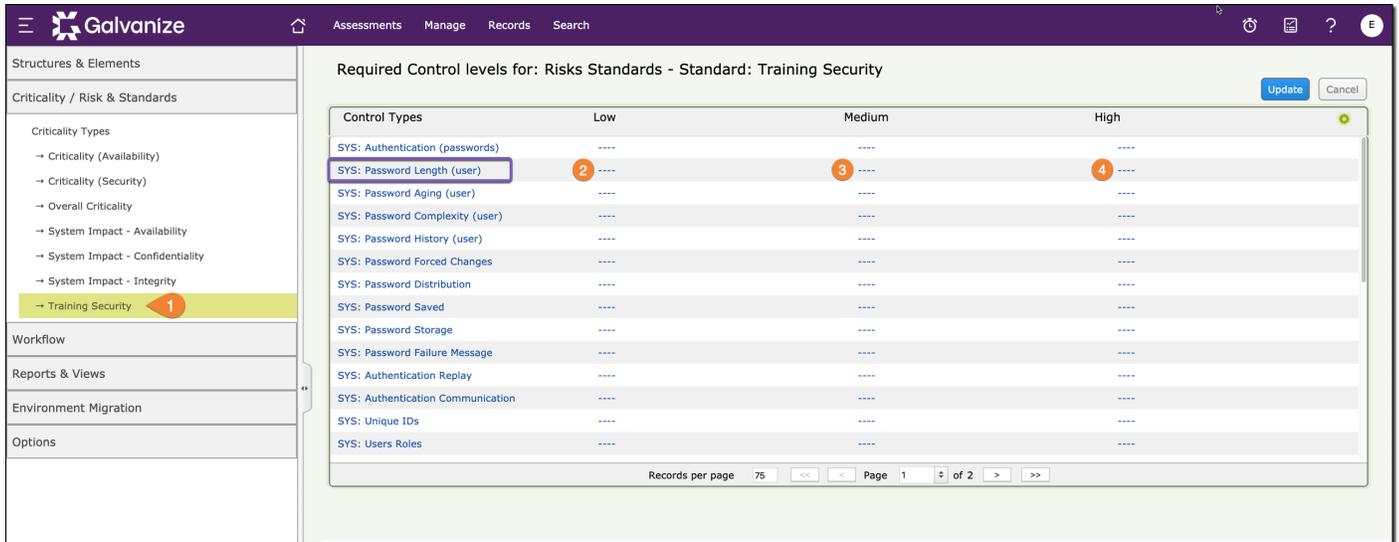
 Above the table are 'Add', 'Edit', and 'Delete' buttons.

At the bottom of the 'Criticality / Risk Types' panel, there is a pagination control showing 'Page 1 of 1'.

## Applying Requirement to Criticality Levels.

1. Click **Training Security** in the **Criticality / Risk and Standards** tab
2. Click the dashes next to **Low (2)**, **Medium (3)** and **High (4)** for the Control Type: **Sys: Password length (user)** and select a value

Note: The Controls Type are the questions and the values possible answers. Once a criticality (e.g., Low, Medium or High) is set the answer in that column represents the minimum required. Anything less than the minimum will generate a finding.



The screenshot shows the Galvanize interface with the 'Training Security' tab selected. The main content area displays a table titled 'Required Control levels for: Risks Standards - Standard: Training Security'. The table has four columns: 'Control Types', 'Low', 'Medium', and 'High'. The 'Sys: Password Length (user)' row is highlighted, and the values '2', '3', and '4' are entered in the 'Low', 'Medium', and 'High' columns respectively. Other control types listed include 'SYS: Authentication (passwords)', 'SYS: Password Aging (user)', 'SYS: Password Complexity (user)', 'SYS: Password History (user)', 'SYS: Password Forced Changes', 'SYS: Password Distribution', 'SYS: Password Saved', 'SYS: Password Storage', 'SYS: Password Failure Message', 'SYS: Authentication Replay', 'SYS: Authentication Communication', 'SYS: Unique IDs', and 'SYS: Users Roles'. The 'Update' button is visible in the top right corner of the table area.

Control Types	Low	Medium	High
SYS: Authentication (passwords)	----	----	----
SYS: Password Length (user)	2	3	4
SYS: Password Aging (user)	----	----	----
SYS: Password Complexity (user)	----	----	----
SYS: Password History (user)	----	----	----
SYS: Password Forced Changes	----	----	----
SYS: Password Distribution	----	----	----
SYS: Password Saved	----	----	----
SYS: Password Storage	----	----	----
SYS: Password Failure Message	----	----	----
SYS: Authentication Replay	----	----	----
SYS: Authentication Communication	----	----	----
SYS: Unique IDs	----	----	----
SYS: Users Roles	----	----	----

Stop Here

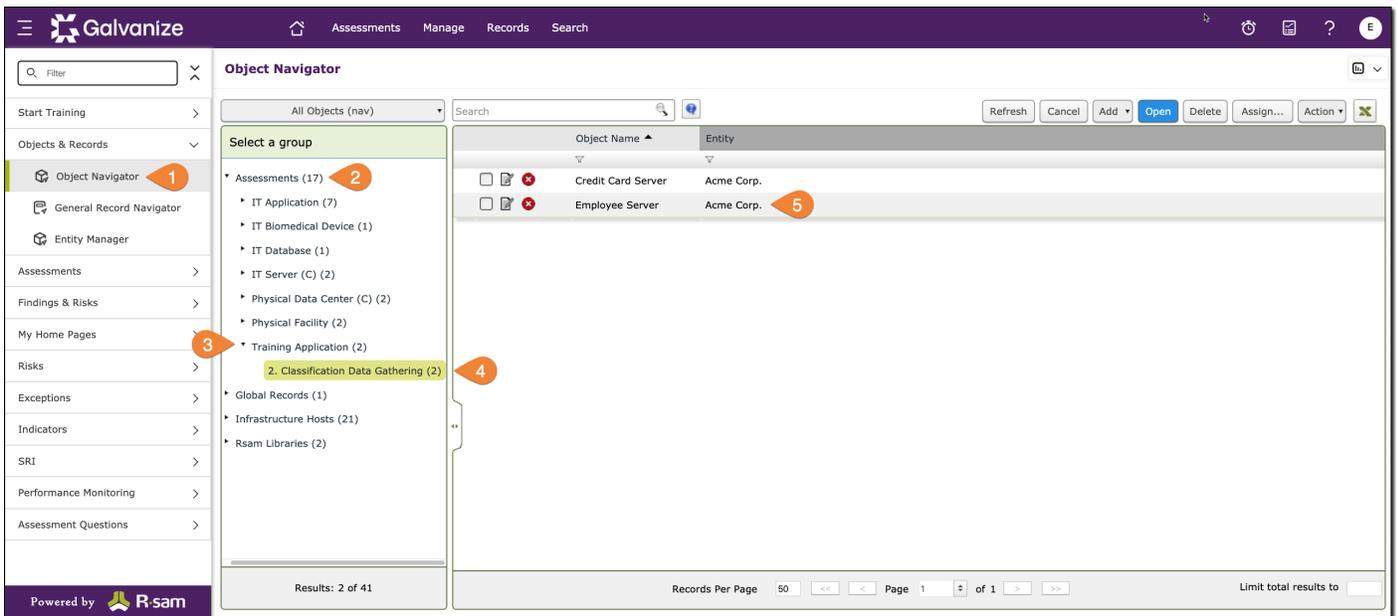
- Take a Break
- Next Session Continues Shortly

## Session 4: Answering Scoping and Assessment Questions

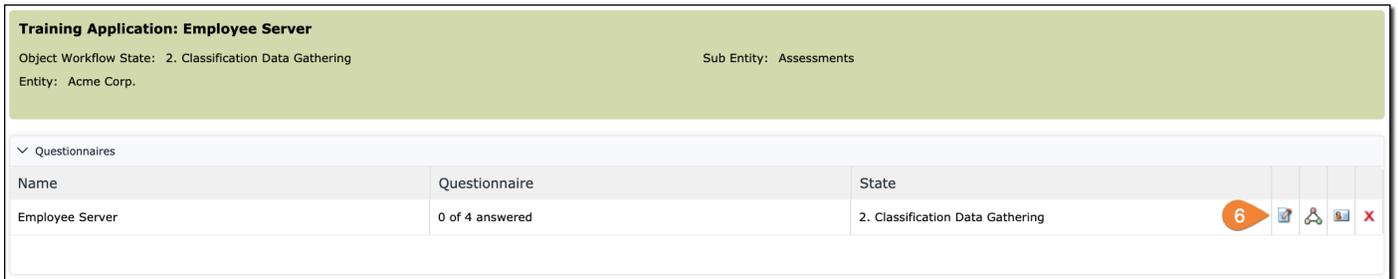
For this session we will answer the initial scoping questions for our two objects and then see what Aspects are generated based on the answers we provide.

### Answering Scoping Questions

1. Select **Object Navigator** from the **Objects & Records** grouping tab
2. Expand **Assessments**
3. Expand **Training Application**
4. Select **2. Data Classification Gathering**
5. Double Click **Employee Server**



6. Click the **Paper Icon** to open the questionnaire



7. Answer the **System Questions** however you want. Remember attributes in Objects are meta data.
8. For the **Scoping Questions** answer them as follows: (see next page)

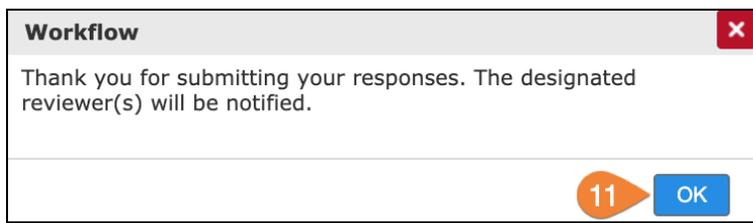
Question	Answer
What Data is Stored, Processed, or Transmitted?	Employee Names
If compromised, how much penalties or fines or liability could be incurred due to legal and compliance mandates?	No effect
If unavailable for 24 hours, how many users could be affected?	No effect
Which remote parties connect to / through this object?	No Network connections (stand alone)

9. Click the **Submit Classification Responses** button at the top of the screen.



10. A dialog box will appear and thank you for submitting your responses and advise that the reviewers have been notified.

11. Click **OK**



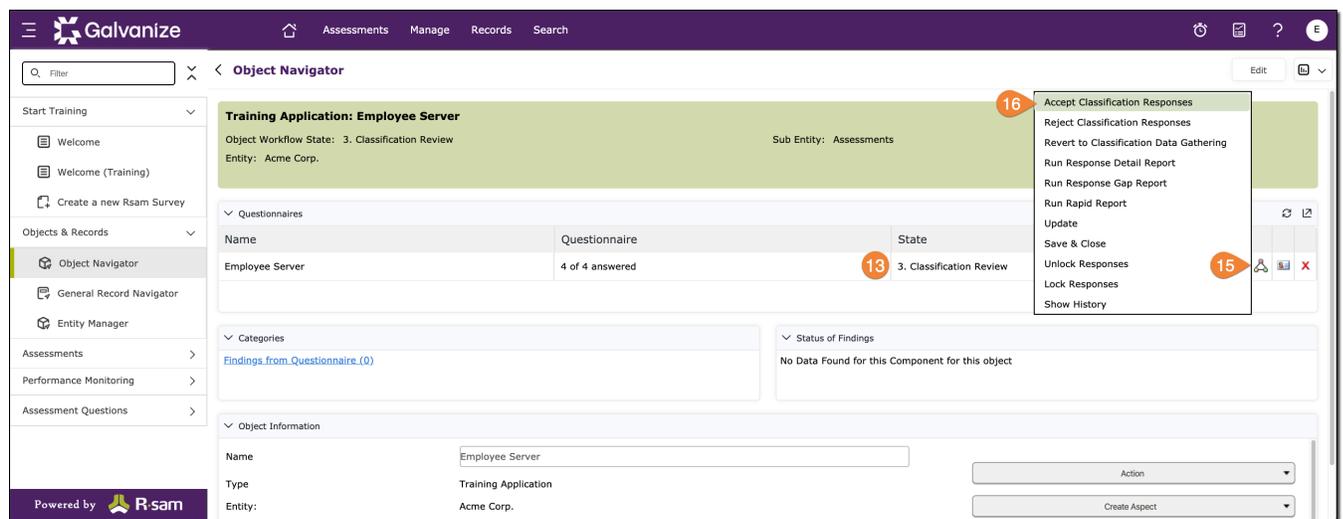
12. You will be returned to the Object Home Page

13. Notice that the Workflow State has changed to **3. Classification Review**.

14. Let's move it along the process to create our **Aspect**

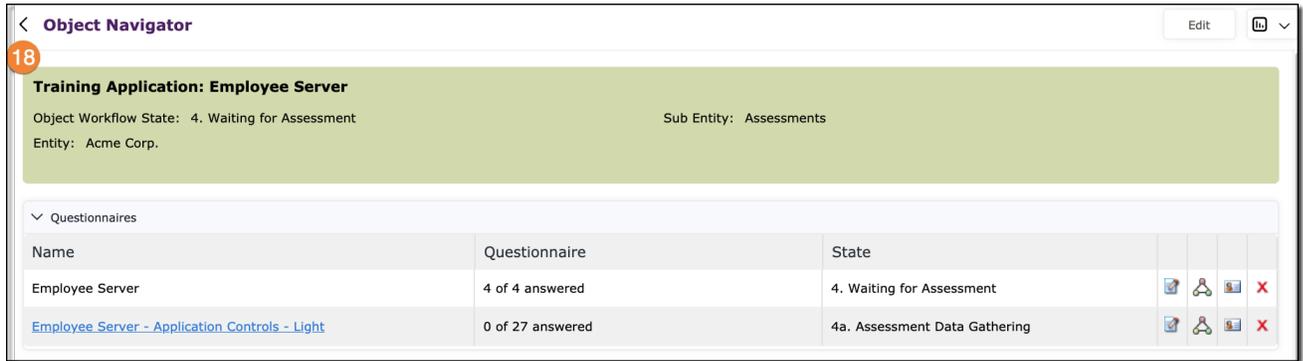
15. Click the **Workflow Button** Icon

16. Click **Accept Classification Responses**



17. Notice that an **Employee Server – Application Controls – Light Aspect** has been generated based on those answers we provided.

18. Click the **Left Arrow** next to **Object Navigator**



**Object Navigator** Edit 📄 ▼

**18**

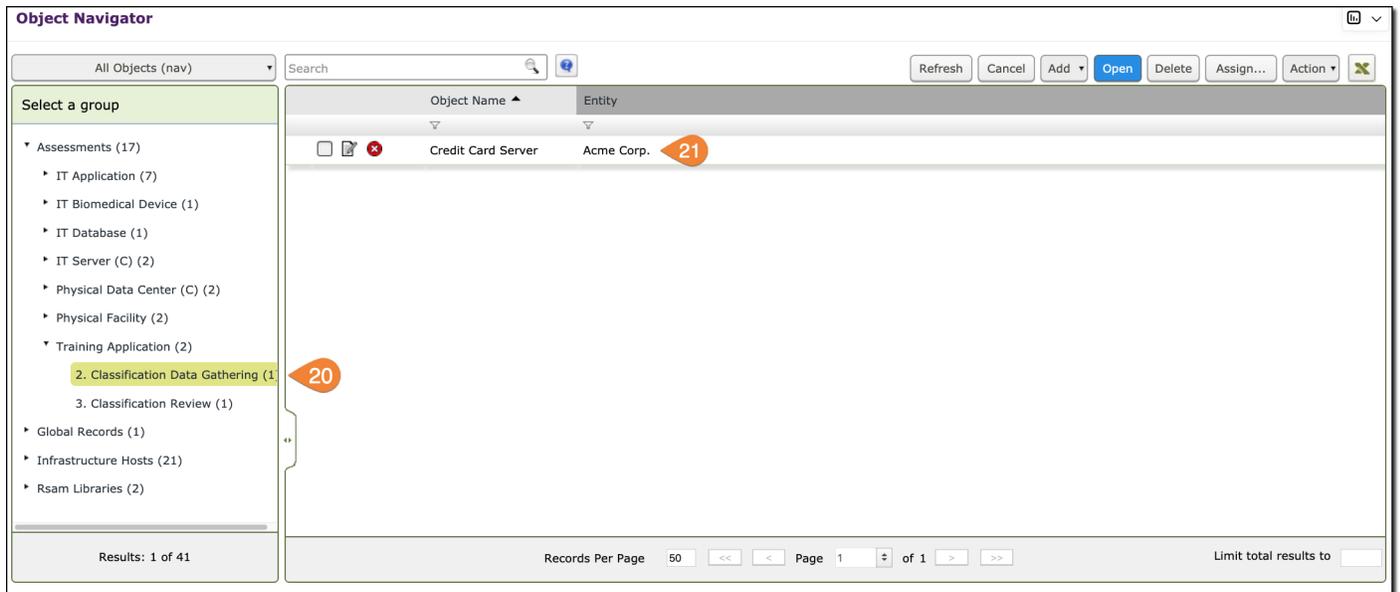
**Training Application: Employee Server**  
 Object Workflow State: 4. Waiting for Assessment      Sub Entity: Assessments  
 Entity: Acme Corp.

Questionnaires						
Name	Questionnaire	State				
Employee Server	4 of 4 answered	4. Waiting for Assessment				
<a href="#">Employee Server - Application Controls - Light</a>	0 of 27 answered	4a. Assessment Data Gathering				

19. Repeat this process for our **Credit Card Server** assessment

20. Select 2. Classification Data Gathering

21. Double Click Credit Card Server



**Object Navigator** 📄 ▼

All Objects (nav)      Search       Refresh Cancel Add Open Delete Assign... Action ✕

Select a group

- Assessments (17)
  - IT Application (7)
  - IT Biomedical Device (1)
  - IT Database (1)
  - IT Server (C) (2)
  - Physical Data Center (C) (2)
  - Physical Facility (2)
  - Training Application (2)
    - 2. Classification Data Gathering (1)** 20
    - 3. Classification Review (1)
  - Global Records (1)
  - Infrastructure Hosts (21)
  - Rsam Libraries (2)

Results: 1 of 41

Object Name	Entity
Credit Card Server	Acme Corp. <span>21</span>

Records Per Page 50    <<< < Page 1 of 1 > >>>    Limit total results to

22. Click the **Paper/Pencil Icon** to open the Assessment



23. Answer the **System Questions** however you want.
24. Answer the **Scoping Questions** as follows – Notice in this assessment there are 6 instead of 4.

Question	Answer
What Data is Stored, Processed, or Transmitted?	Credit Card Data
If compromised, how much penalties or fines or liability could be incurred due to legal and compliance mandates?	Greater than \$2,000,000
If unavailable for 24 hours, how many users could be affected?	Many (50 to 500 users)
Which remote parties connect to / through this object?	Connects to the internet
If compromised, what is the cost associated with recovery of system information?	High (greater than \$100,000)
If unavailable for 24 hours, how many Customers will the organizations lose?	Very Many (greater than 500 customers)

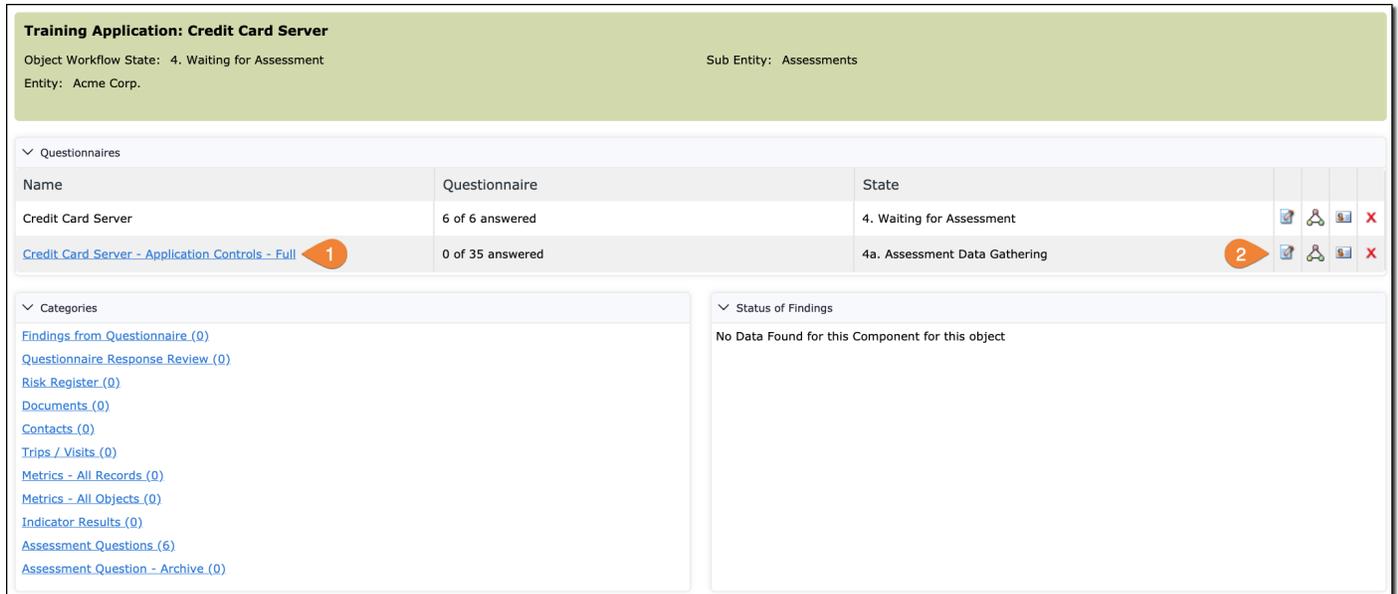
25. Click **Submit Classification Responses** at the top of the screen
26. Click **OK** at the workflow prompt
27. Click the Workflow Icon  then click **Accept Classification Responses**

28. Notice that our answers have generated a **Credit Card Server – Application Controls – Full** Aspect assessment. What this has demonstrated is that by answering scoping questions in certain ways we can generate additional assessments. This is useful in that we now have a consistent process to identify and create the correct assessment based on the criticality (lunch menu versus credit card server) of the system / application.

## Answering Control Questions and Generating Findings within an Assessment

Let's answer a couple of questions and generate some findings.

1. Click **Credit Card Server – Application Controls – Full**



**Training Application: Credit Card Server**  
 Object Workflow State: 4. Waiting for Assessment  
 Entity: Acme Corp. Sub Entity: Assessments

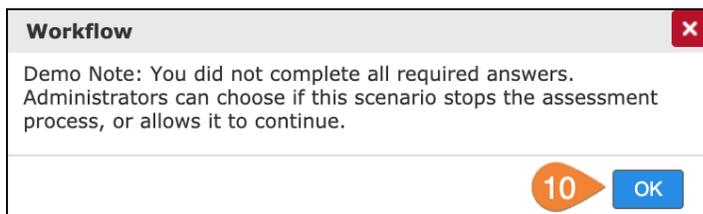
Name	Questionnaire	State
Credit Card Server	6 of 6 answered	4. Waiting for Assessment
<a href="#">Credit Card Server - Application Controls - Full</a>	0 of 35 answered	4a. Assessment Data Gathering

**Categories**

- [Findings from Questionnaire \(0\)](#)
- [Questionnaire Response Review \(0\)](#)
- [Risk Register \(0\)](#)
- [Documents \(0\)](#)
- [Contacts \(0\)](#)
- [Trips / Visits \(0\)](#)
- [Metrics - All Records \(0\)](#)
- [Metrics - All Objects \(0\)](#)
- [Indicator Results \(0\)](#)
- [Assessment Questions \(6\)](#)
- [Assessment Question - Archive \(0\)](#)

**Status of Findings**  
 No Data Found for this Component for this object

2. Click the **Paper/Pencil Icon** to open the Assessment 
3. Answer the Question: Does the authentication method utilize passwords? with **Password are not used**
4. Enter any comments
5. Notice that the next nine questions are auto-answered based on this response.
6. Scroll to the question Are User ID's Unique? and answer **Shared ID's are used**
7. Enter **Legacy System** in the area Why are User IDs being shared?
8. Click **Submit Assessment Responses** at the top of the screen
9. A dialog box will appear advising that not all questions were completed and that administrators can chose to stop the assessment or allow it.
10. Click **OK**

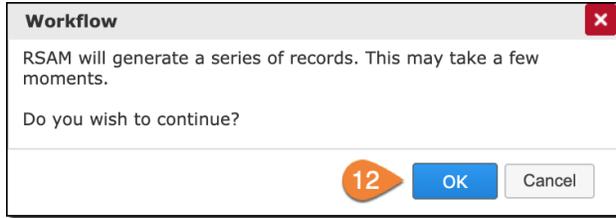


**Workflow** ✕

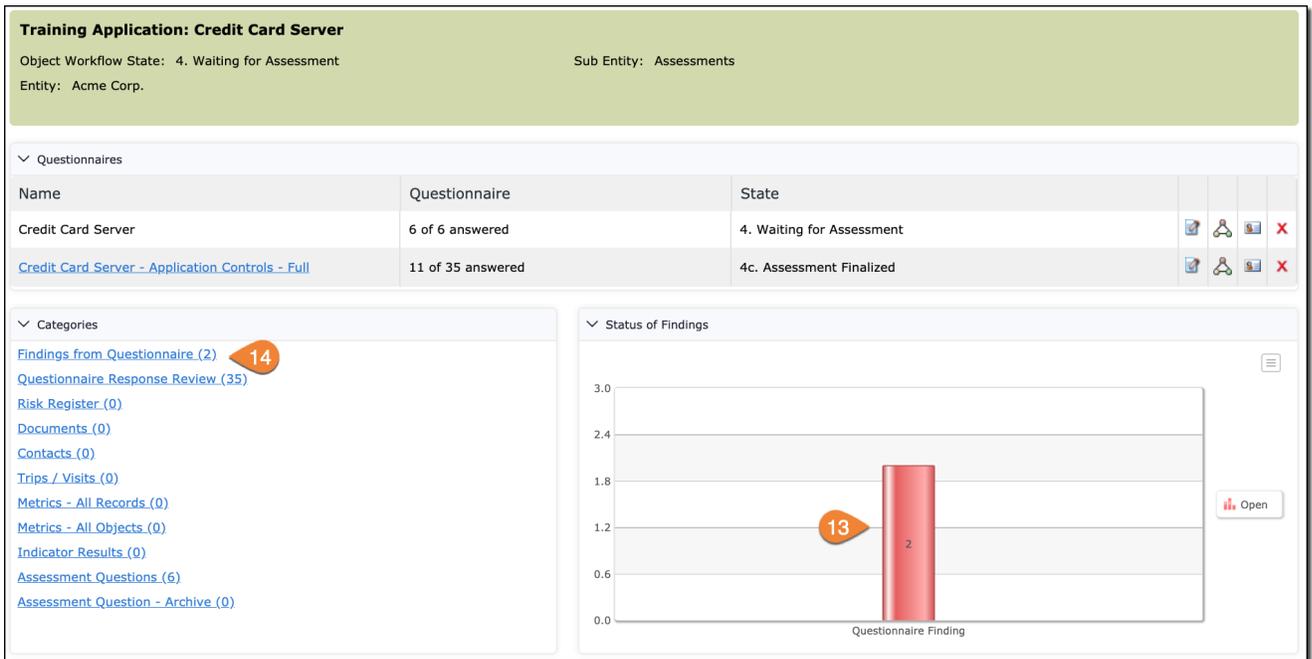
Demo Note: You did not complete all required answers. Administrators can choose if this scenario stops the assessment process, or allows it to continue.

10 OK

- Click the **Workflow Icon**  and Select **Accept Assessment Responses** – Workflow will now run and review the answers and generate findings where applicable.
- A dialog box will appear advising that Rsam is going to generate a series of Records. Click **OK** to continue.



- Notice that we now have some findings generated.



The screenshot shows the application interface for "Training Application: Credit Card Server". At the top, it displays "Object Workflow State: 4. Waiting for Assessment" and "Sub Entity: Assessments". Below this, there are sections for "Questionnaires" and "Categories".

**Questionnaires Table:**

Name	Questionnaire	State	Actions
Credit Card Server	6 of 6 answered	4. Waiting for Assessment	   
<a href="#">Credit Card Server - Application Controls - Full</a>	11 of 35 answered	4c. Assessment Finalized	   

**Categories List:**

- [Findings from Questionnaire \(2\)](#) 
- [Questionnaire Response Review \(35\)](#)
- [Risk Register \(0\)](#)
- [Documents \(0\)](#)
- [Contacts \(0\)](#)
- [Trips / Visits \(0\)](#)
- [Metrics - All Records \(0\)](#)
- [Metrics - All Objects \(0\)](#)
- [Indicator Results \(0\)](#)
- [Assessment Questions \(6\)](#)
- [Assessment Question - Archive \(0\)](#)

**Status of Findings Chart:**

The chart shows a single bar for "Questionnaire Finding" with a value of 2. A callout bubble with the number "13" points to the bar. An "Open" button is located to the right of the chart.

- Clicking the **Findings from Questionnaire** will open up that record category for triage.

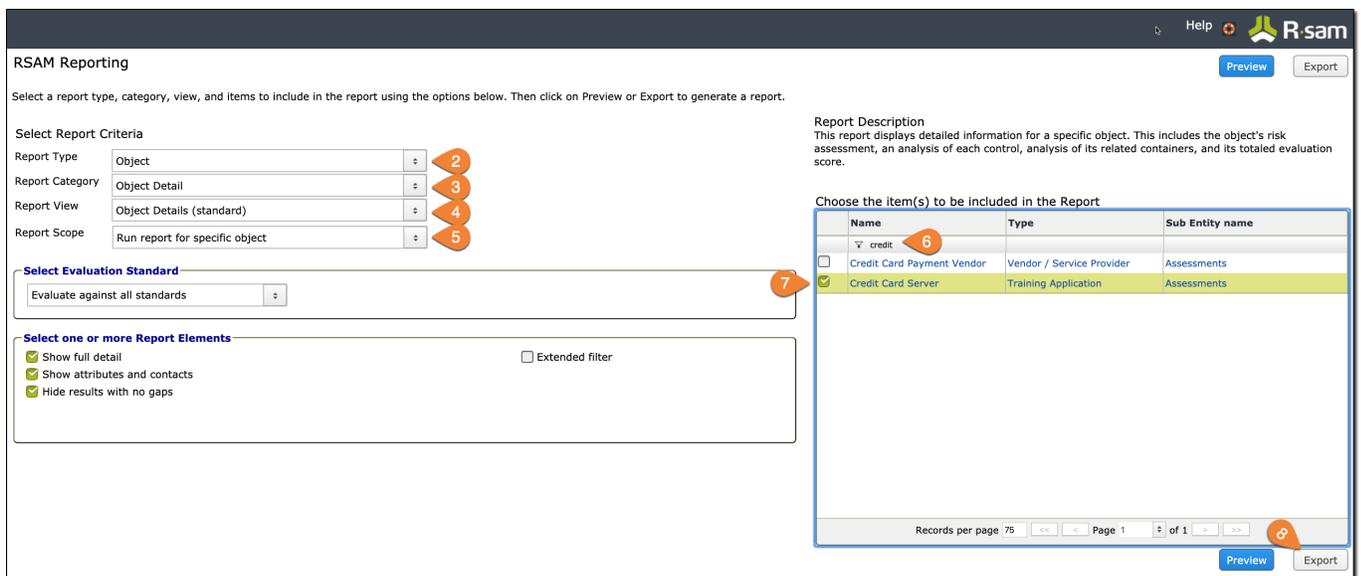
## Running a Report on this Assessment

For one last task – Let’s run a basic report off of this data.

1. Click the **Report** menu at the top of the screen.



2. Set the Report Type to **Object**
3. Set the Report Category to **Object Detail**
4. Set the Report View to **Object Details (standard)**
5. Set the Report Scope to **Run report for specific Object**
6. In the area **Choose the item(s) to be included in the Report** click next to the funnel and type **Credit** and then press return
7. Place a check mark next to **Credit Card Server**
8. Click **Export**



**RSAM Reporting** Preview Export

Select a report type, category, view, and items to include in the report using the options below. Then click on Preview or Export to generate a report.

**Select Report Criteria**

Report Type: Object 2

Report Category: Object Detail 3

Report View: Object Details (standard) 4

Report Scope: Run report for specific object 5

**Select Evaluation Standard**

Evaluate against all standards 7

**Select one or more Report Elements**

Show full detail  Extended filter

Show attributes and contacts

Hide results with no gaps

**Report Description**  
This report displays detailed information for a specific object. This includes the object's risk assessment, an analysis of each control, analysis of its related containers, and its totaled evaluation score.

**Choose the item(s) to be included in the Report**

Name	Type	Sub Entity name
credit <span>6</span>		
<input type="checkbox"/> Credit Card Payment Vendor	Vendor / Service Provider	Assessments
<input checked="" type="checkbox"/> Credit Card Server	Training Application	Assessments

Records per page: 75 << < Page 1 > >> 🔗

Preview Export

9. Leave the default setting as **PDF** and click **OK**
10. Rsam will now generate your file
11. Save or open as desired

Stop Here

- Take a Break
- Next Session Continues Shortly