Galvanize

Basic Administrator Training

Exercise: 5
Workflow Configuration

Version Information

Version	Date Released	Notes
2019-1	Jan 7th 2019	Updated Format
2019-2	May 20th 2019	Re-Branded to meet Galvanize design guidelines
2020-1	Feb 3rd 2020	Updated Screenshots after Version 10 Update

Contents

Overall Objectives

In Rsam, workflow determines how records or objects progress through the process. Workflow can be simple or elaborate, depending on what the process calls for. Before we review baseline workflow through the menus, screens, and configuration options, we'll view workflow images from a Visio diagram.

Through this series of scenarios, Rsam Administrators will gain an understanding of the elements that make-up the Rsam workflow, as well as knowledge of the Rsam workflow configuration interface, the functionality each element contributes, and basic knowledge for creating a workflow for an Rsam record.

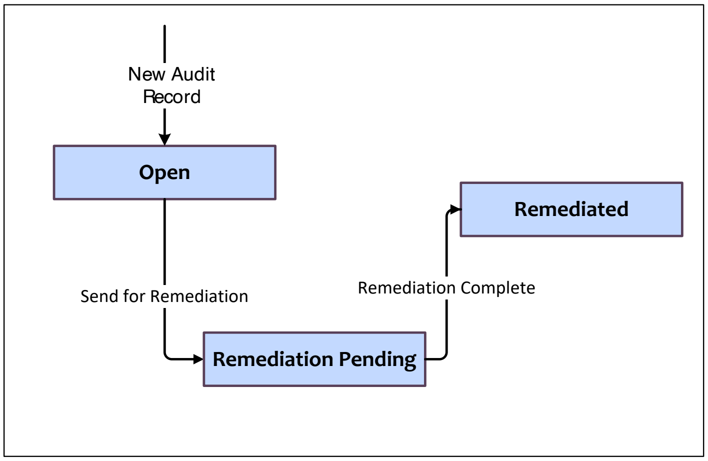
Scenario Description

The scenario is based on the remediation of an Audit Record. Through this process we will create a simple workflow to send an Audit Record for Remediation by the Remediation Owner and then mark the Audit Record as Remediated by:

- Enabling assignment of a role via the user lookup attribute
- Creating new Workflow States and Buttons to implement your process;
- View the revised process within the Rsam interface.

Workflow Diagram

Even before Rsam introduced dynamic Workflow configurations, visualization of the Rsam- enabled process was essential during implementation. This also provides a common understanding of the process that needs to be configured in the Rsam Workflow. The diagram below introduces the states we will utilize in this tutorial.



States specify where the record or object is within the workflow process. Each State represents a step in your Audit Record remediation process. Descriptions are below:

Definitions:

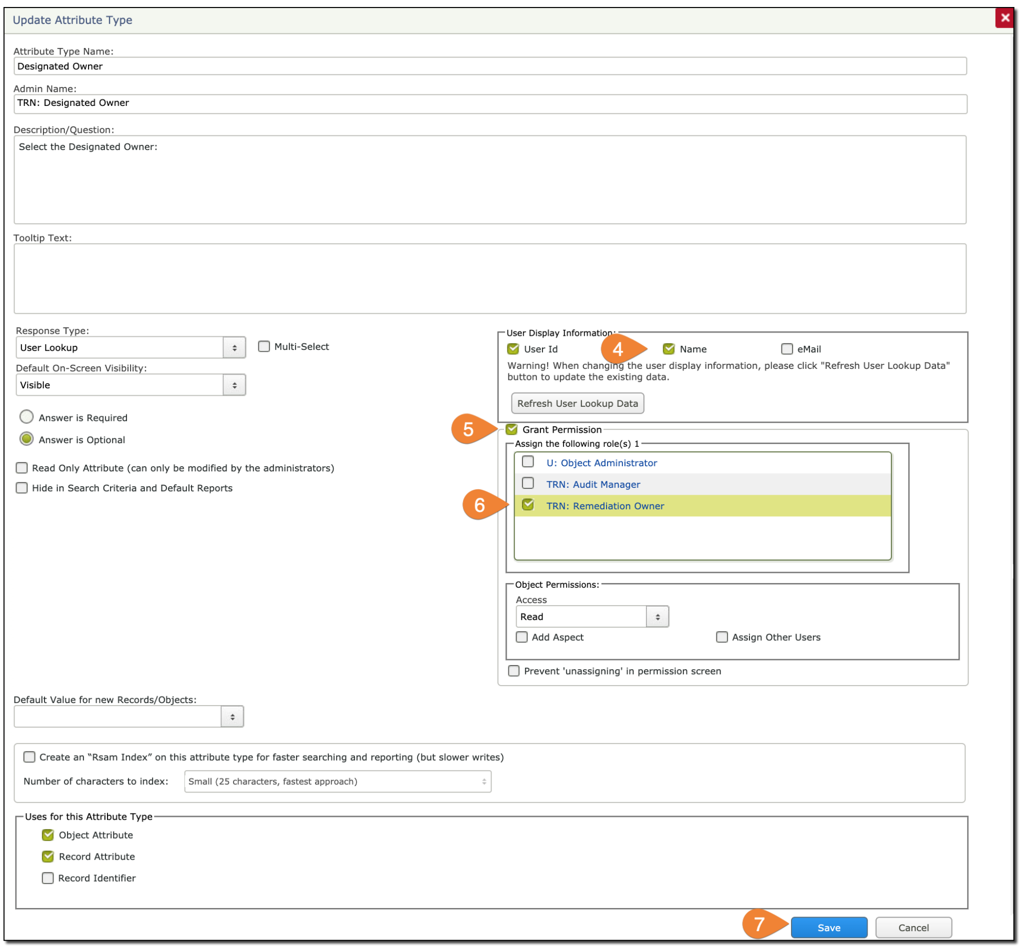
- **Open** – Used to collect data about the Audit Finding. In this state, the Audit Manager fills out the details of the audit record, assigns a remediation owner, and sends it for remediation.
- **Remediation Pending**– Used to add a Remediation Plan for the audit record. In this state, the Remediation Owner creates the remediation plan and can report the remediation as closed.
- **Remediated** – Once the remediation has been completed, audit records will be marked as remediated.

Session 1: Role Assignment via Attributes

Make sure that you have enabled Administration filters and selected: **Audit Application**

Before configuring workflow, we will first enable role assignment to an attribute we created earlier. Steps to Follow

1. Login as **r_admin**
2. Select **Manage -> Administration** and return to the **Attributes** administration screen
3. Reopen the **TRN: Designated Owner** attribute type Attribute Type
4. Check **Name** within the **User Display Information** dialog box
5. Check the **Grant Permissions** checkbox
6. Select **TRN: Remediation Owner** as the role to assign
7. Click on **Save**

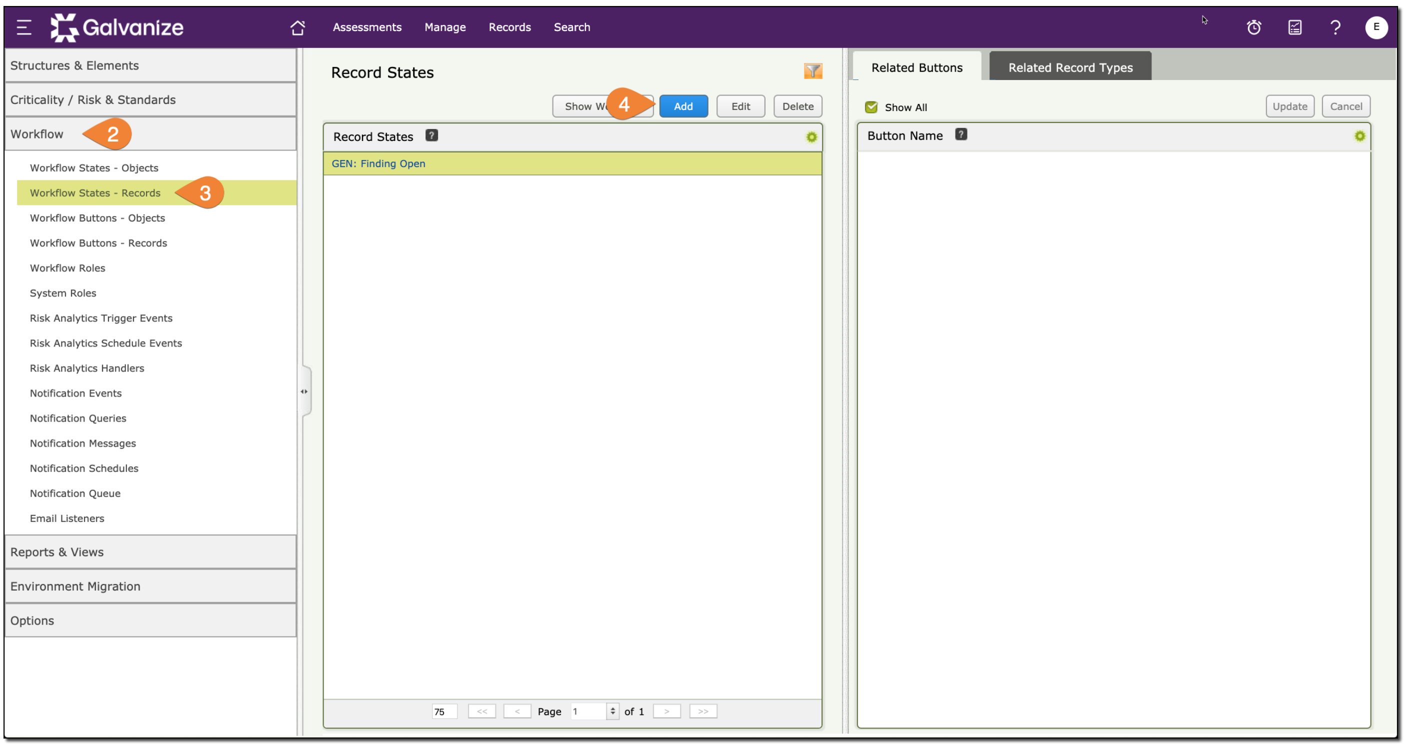


Session 2: Workflow States

Add Workflow States

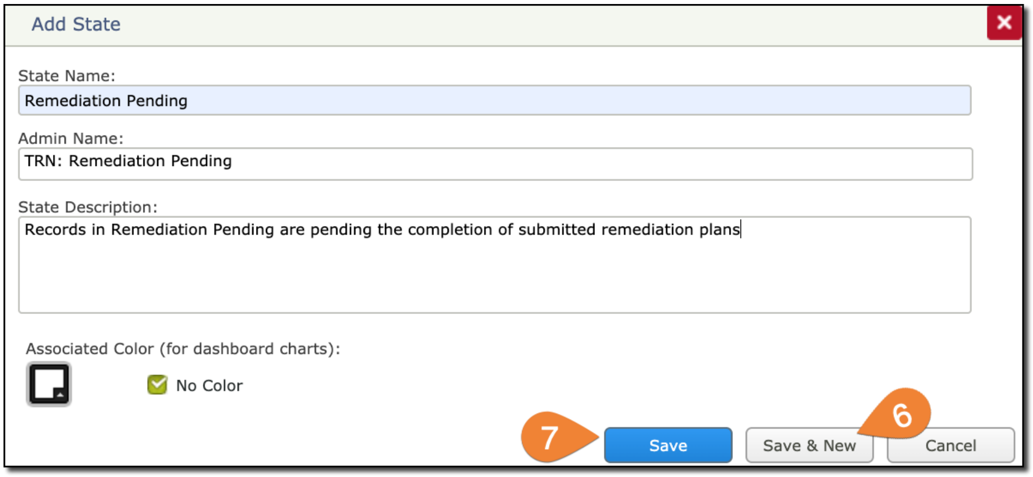
Steps to Follow

1. Click **Manage -> Administration**
2. Select **Workflow**
3. Select **Workflow States – Records**
4. Click **Add**



5. Add the details for the two workflow states with the information provided in the table below.
6. Click **Save & New** after the first workflow state is created (See diagram next page)
7. **Save** after the second state. (See diagram next page)

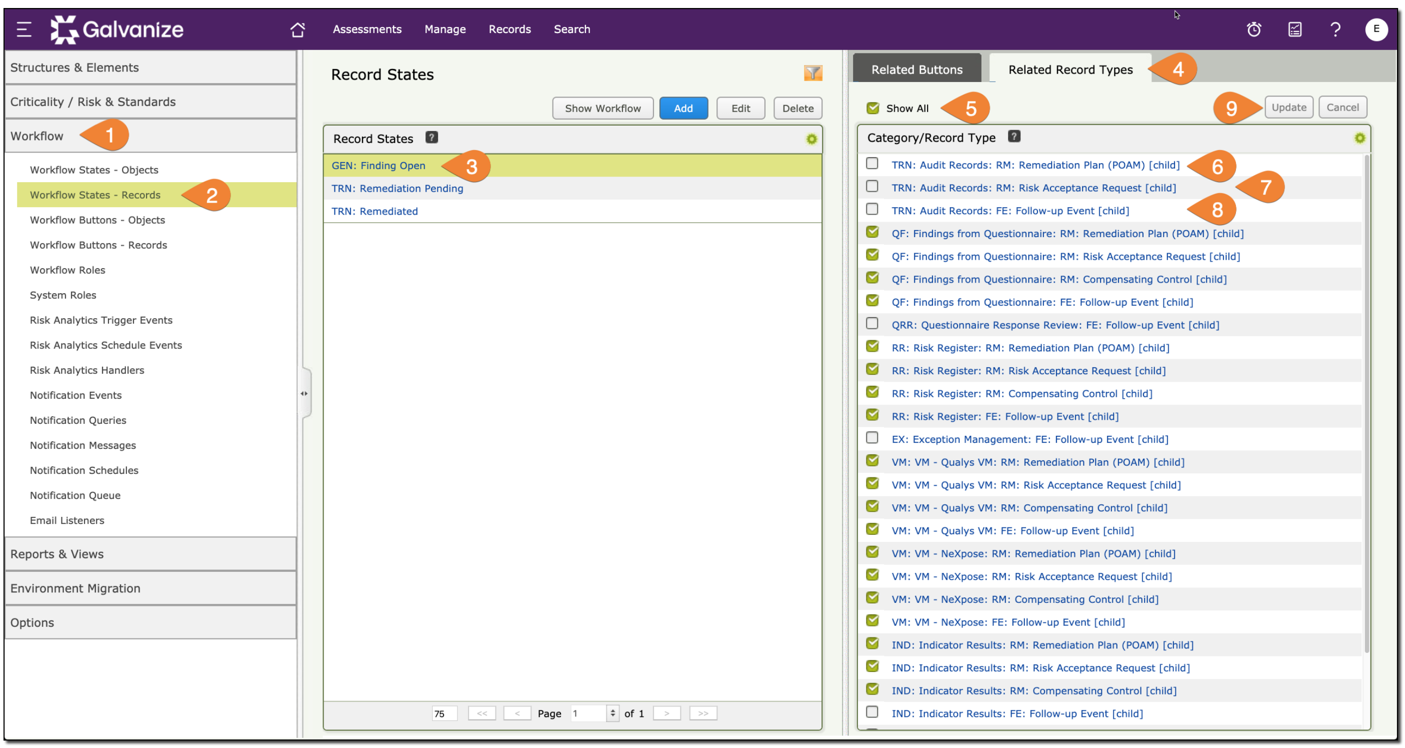
State Name	Admin Name	Description	Associated Color
Remediation Pending	TRN: Remediation Pending	Records in Remediation Pending are pending the completion of submitted remediation plans.	No Color
Remediated	TRN: Remediated	Records in Remediated have been closed and remediation activities completed.	No Color


Add State
State Name:
Remediation Pending
Admin Name:
TRN: Remediation Pending
State Description:
Records in Remediation Pending are pending the completion of submitted remediation plans
Associated Color (for dashboard charts):
No Color
7
Save
Save & New
6
Cancel

Session 3: Associate Current Workflow State with Record Types

Steps to Follow

1. Select **Workflow**
2. Select **Workflow States - Records**
3. In the **Record States** Pane Click **GEN: Finding Open**
4. In the right-hand Window Pane Select the **Related Record Types tab**
5. Ensure **Show All** is checked
6. Check **TRN: Audit Records: RM: Remediation Plan (POAM) [child]**
7. Check **TRN: Audit Records: RM: Risk Acceptance Request [child]**
8. Check **TRN: Audit Records: FE: Follow-up Event [child]**
9. Click **Update**



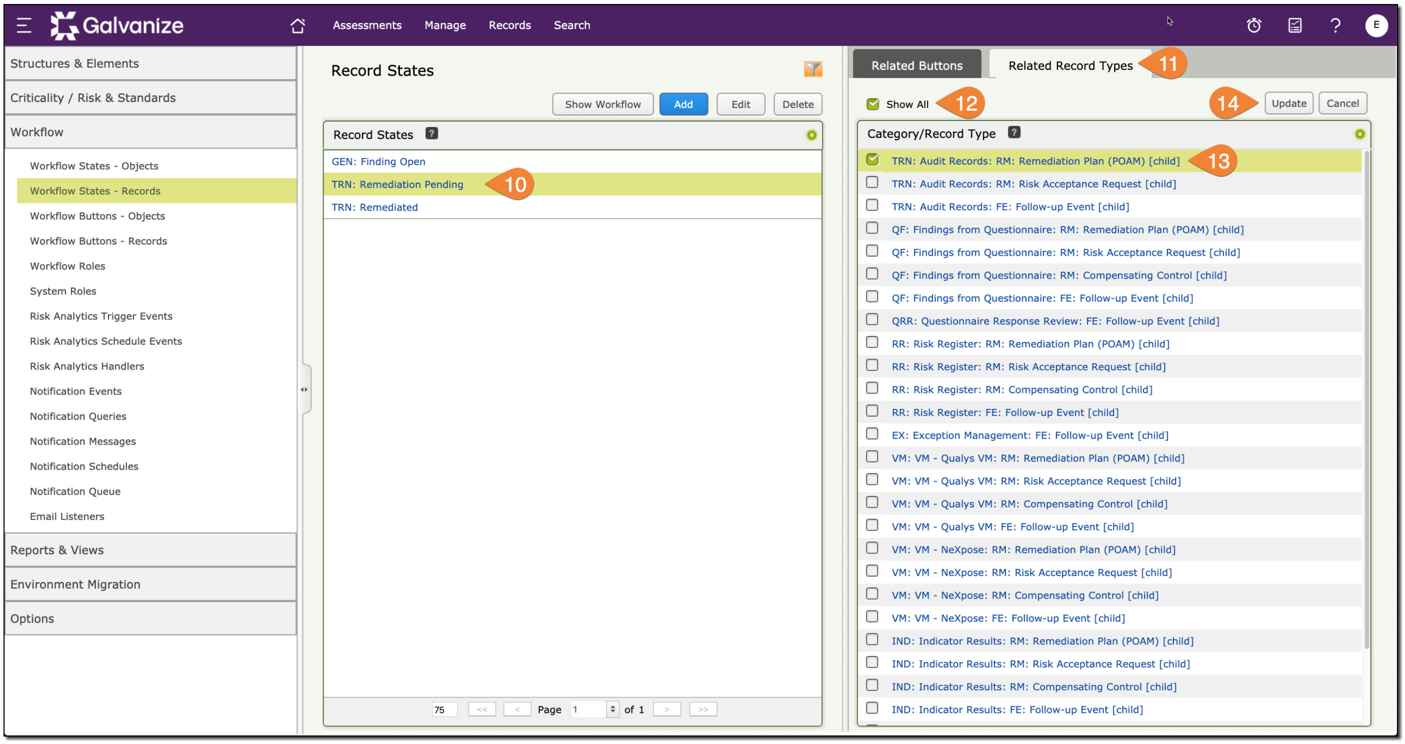
10. In the **Record States** Pane Click **TRN: Remediation Pending**

11. In the right-hand Window Pane Select the **Related Record Types** tab

12. Ensure **Show All** is checked

13. Check **TRN: Audit Records: RM: Remediation Plan (POAM) [child]**

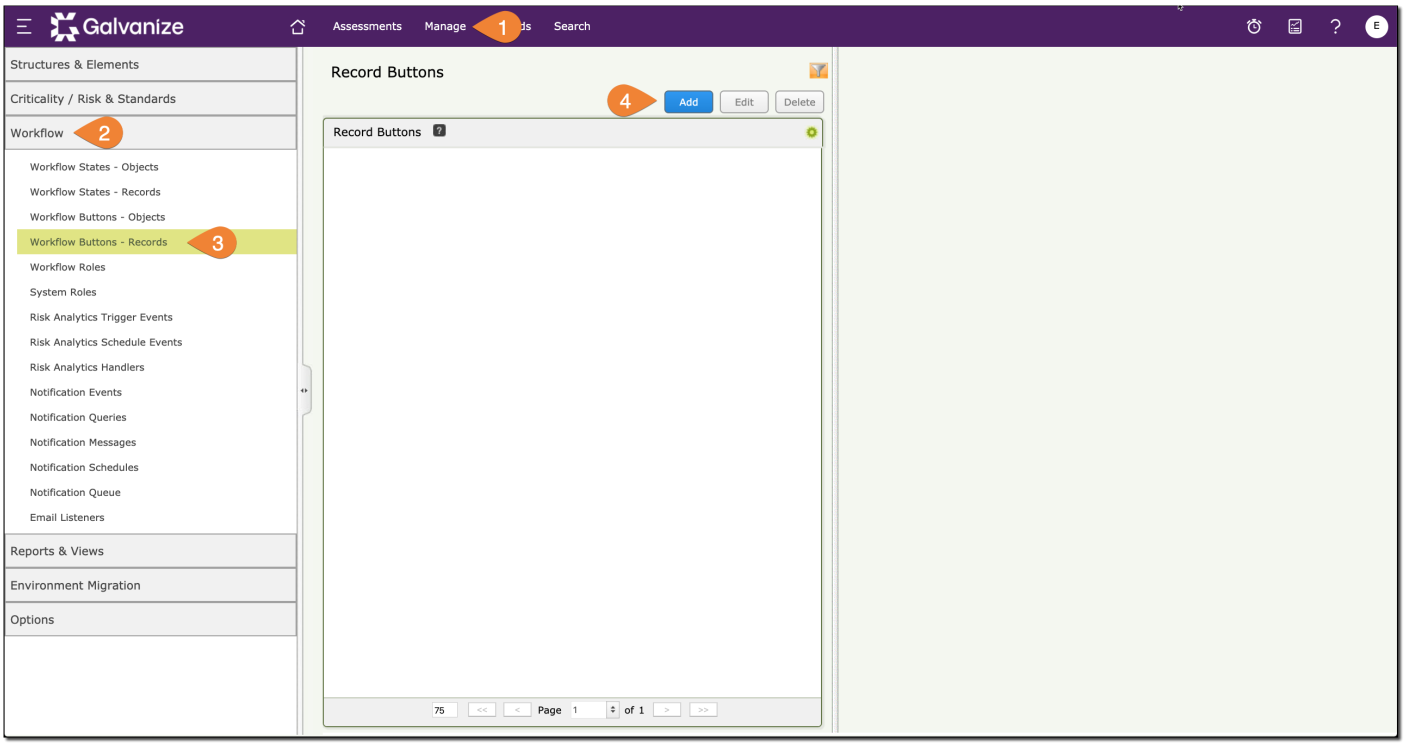
14. Click **Update**



Session 4: Workflow Buttons

Add Workflow Buttons

1. Click **Manage -> Administration**
2. Select **Workflow**
3. Click **Workflow Buttons – Records**
4. Select **Add**



5. Enter the **Button Name**, **Admin Name**, and **Button Description** according to the table below. Leave all other fields as is.
6. Click **Save & New** after the first button, and **Save** after the second button

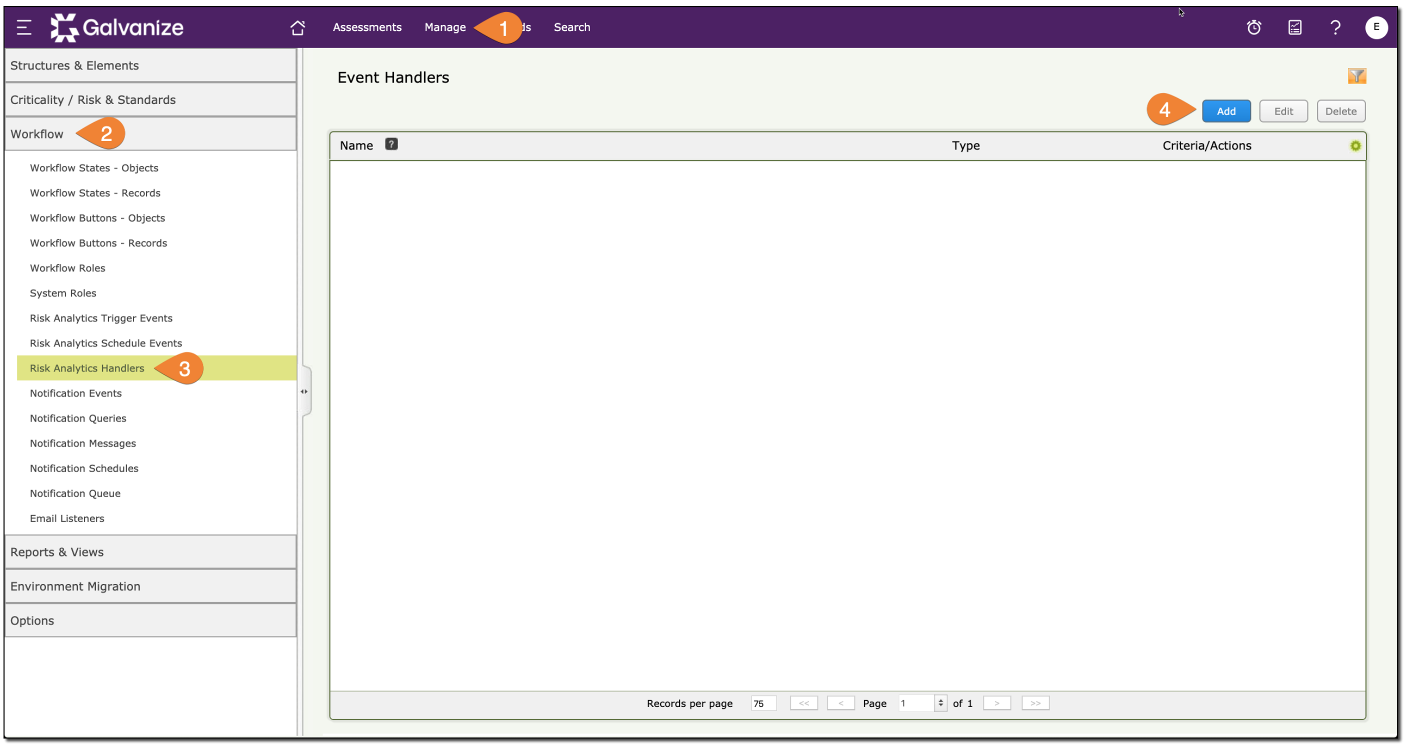
Button Name	Admin Name	Button Description
Send for Remediation	TRN: Send for Remediation	Sends the Audit Record to the Remediation Owner for Remediation.
Remediation Complete	TRN: Remediation Complete	Marks the Audit Record as Remediated

Session 5: Risk Analytics

Workflow actions can be configured within a button's configuration and/or as a Risk Analytic Handler attached to a workflow button. In general, using a risk analytics handler to control workflow is more common and provides users the ability to control when an action is executed by using criteria (i.e. Have all attributes been answered?).

Create Risk Analytics Handlers for Workflow

1. Navigate to **Manage -> Administration** –
2. Select **Workflow**
3. Select **Risk Analytics Handlers**
4. Click **Add** to add a new Handler



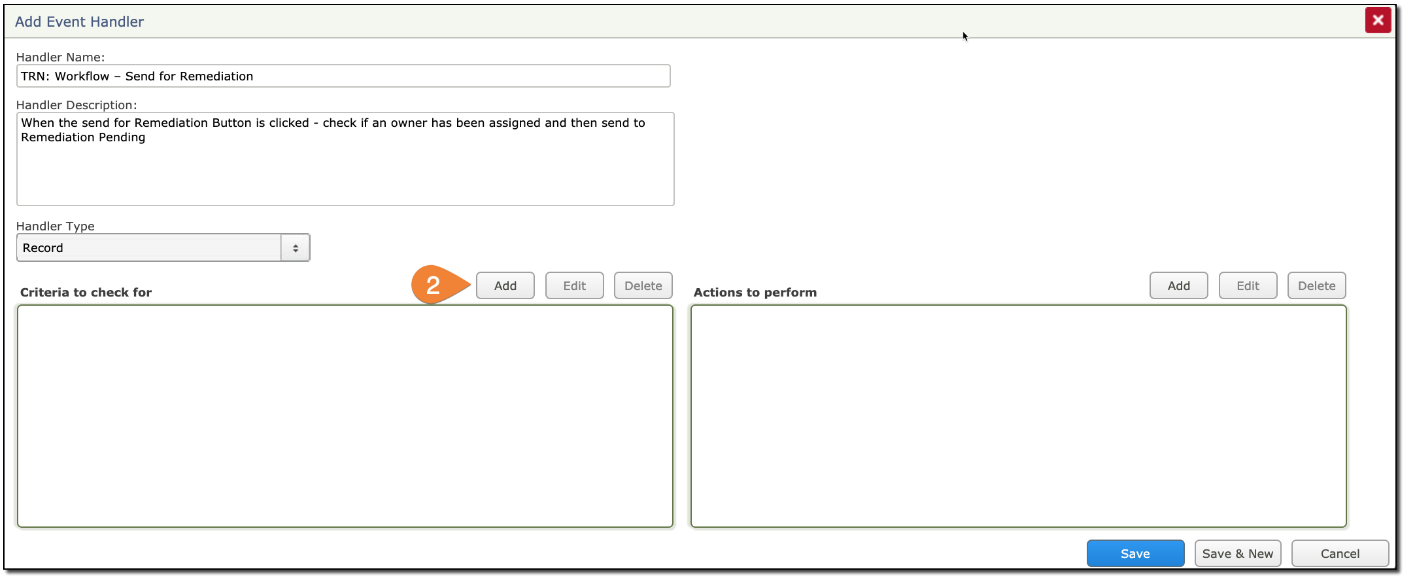
Creating a Handler

1. Create a handler as per the table below.

Handler Name	Handler Description	Handler Type
TRN: Workflow – Send for Remediation	When the send for Remediation Button is clicked - check if an owner has been assigned and then send to Remediation Pending	Record

2. Click **Add** next to the **Criteria to Check for** to add criteria (i.e. The IF statement)

3. Click **Yes** when prompted to save



4. Name your Criteria – **Designated Owner is Answered**

5. Leave the Scope as **Targeted Record**

6. Change **Criteria Type** to **Record Attribute has a specific value**

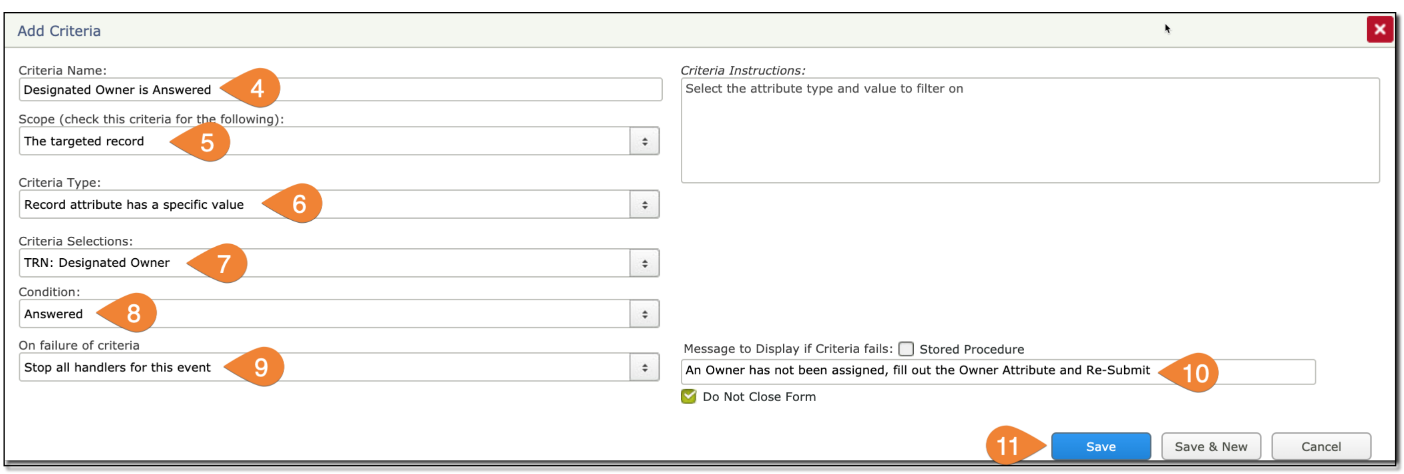
7. For **Criteria Selections** select **TRN: Designated Owner**

8. For **Condition** – select **Answered**

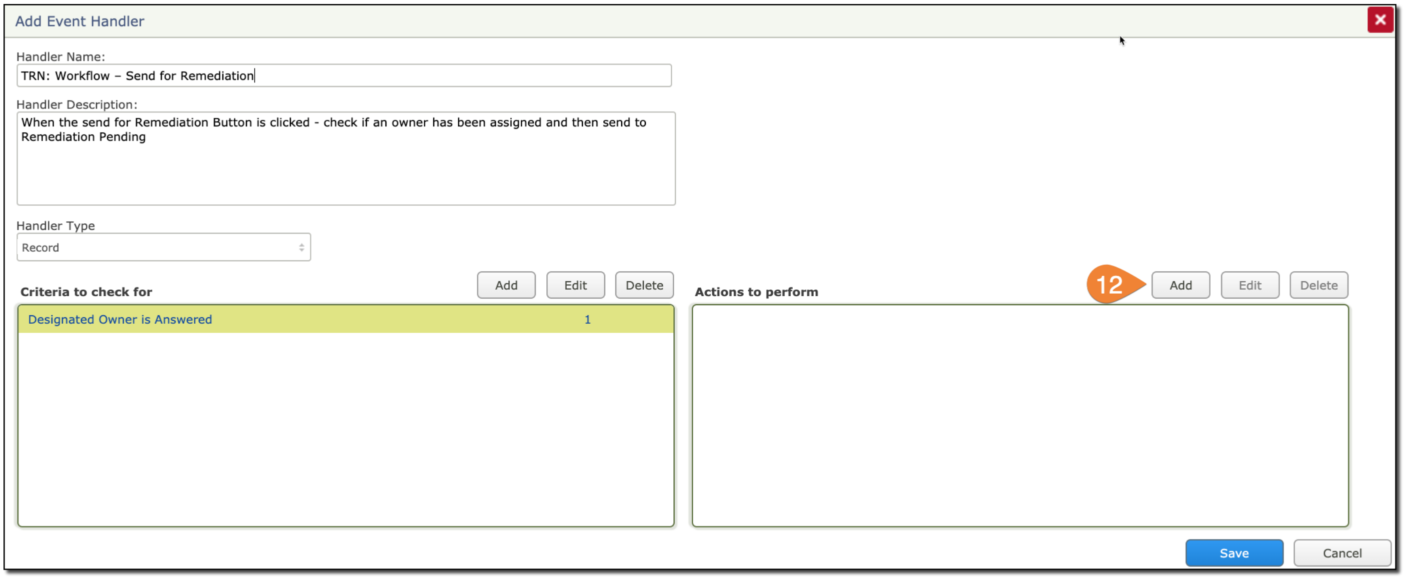
9. For **On Failure of Criteria** select **Stop all handlers for this event**

10. In the **Message to Display if Criteria Fails** text box enter: **An Owner has not been assigned, fill out the Owner Attribute and Re-Submit**

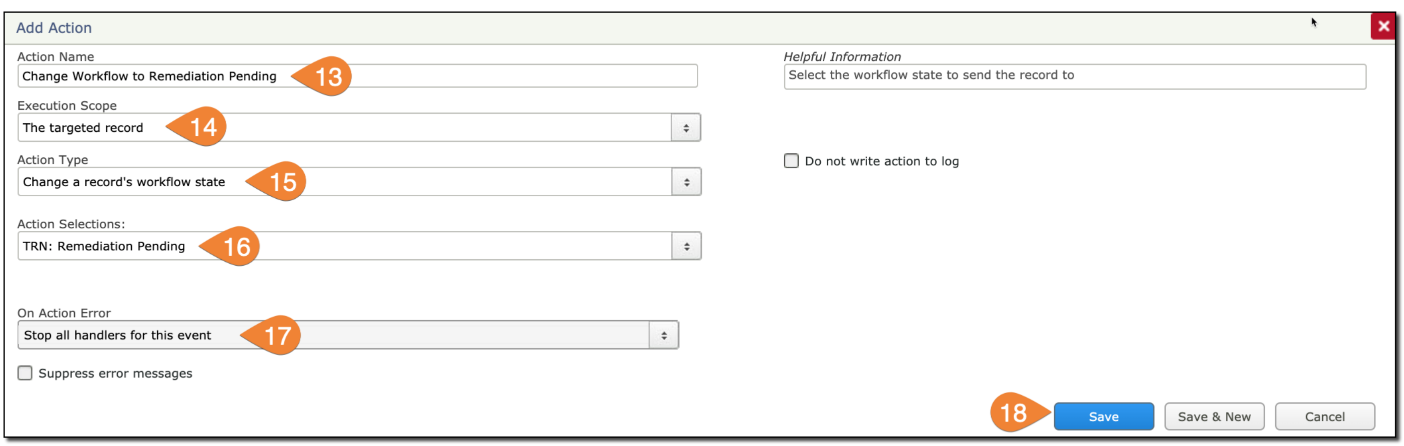
11. Click **Save**

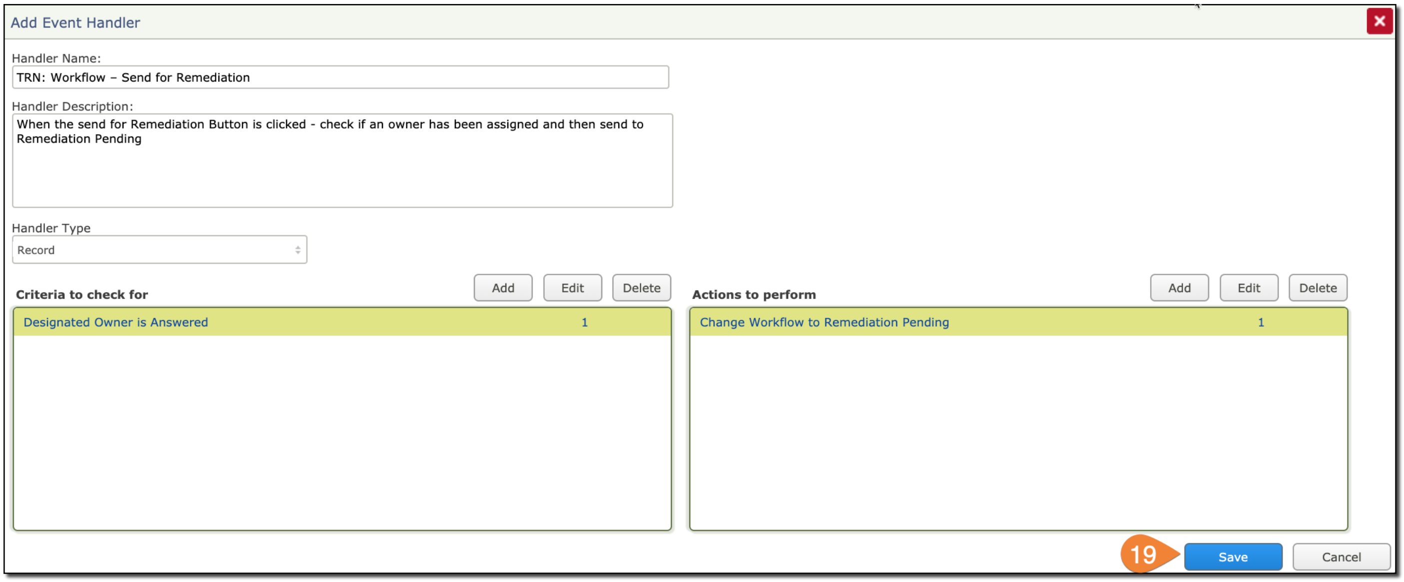


12. Click Add next to the Actions to Perform to add Actions (i.e. The Then statement)



13. Name your Action – **Change Workflow to Remediation Pending**
14. Leave the **Execution Scope** as **Targeted Record**
15. Select the **Action Type** to **Change a Record's Workflow State**
16. Change the Action Selections to **TRN: Remediation Pending**
17. Make Sure **On Action Error** is set to **Stop all handlers for this event**
18. Click **Save**
19. Click **Save** to save the handler



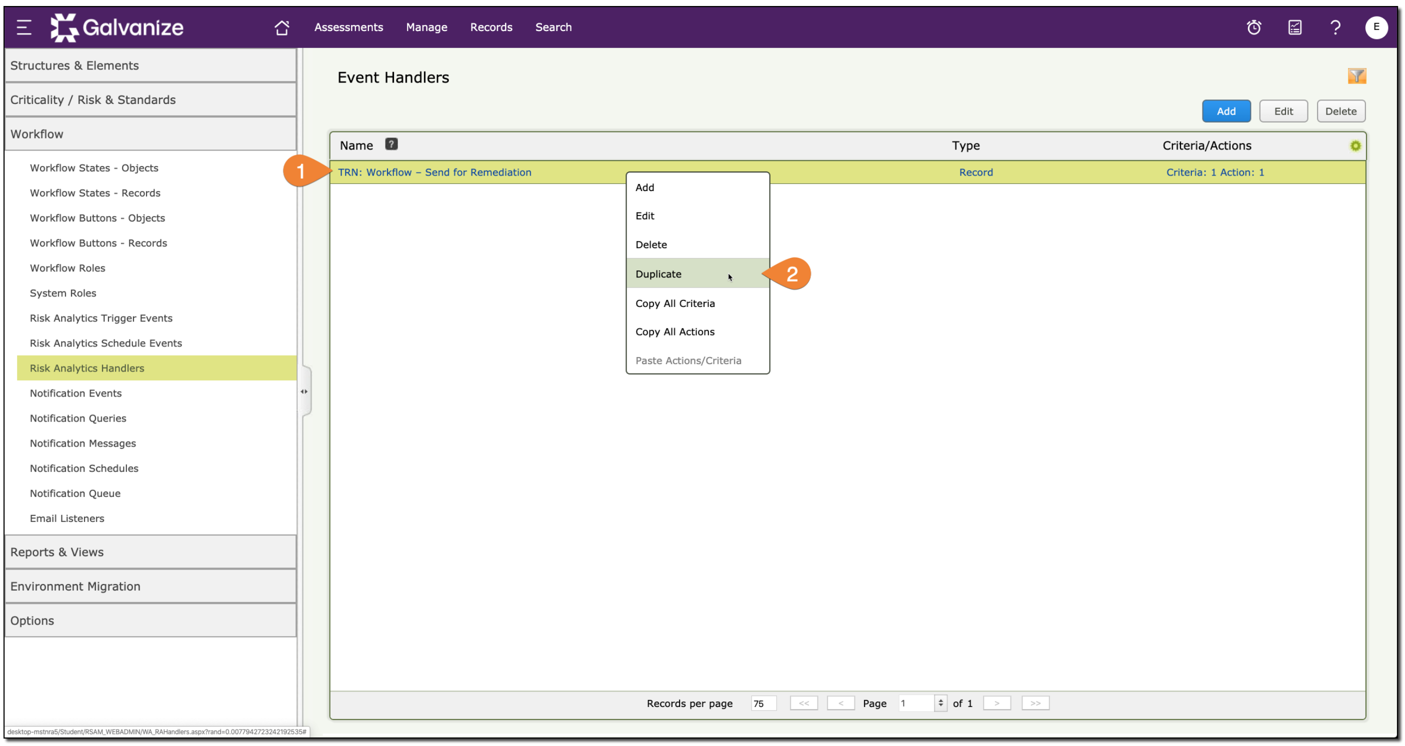

Add Event Handler
Handler Name:
TRN: Workflow – Send for Remediation
Handler Description:
When the send for Remediation Button is clicked - check if an owner has been assigned and then send to Remediation Pending
Handler Type
Record
Criteria to check for
Add
Edit
Delete
Designated Owner is Answered
1
Actions to perform
Add
Edit
Delete
Change Workflow to Remediation Pending
1
19
Save
Cancel

Session 6: Duplicating Handlers

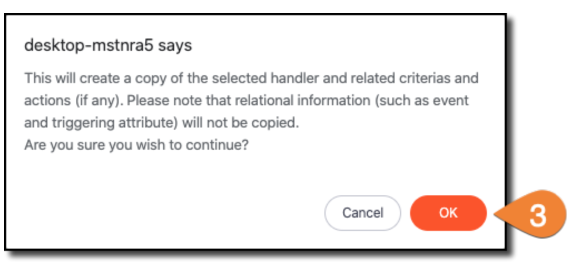
To create the handler for the **Remediation Complete** button, we will duplicate the first handler we created and modify the copy.

Steps to Follow

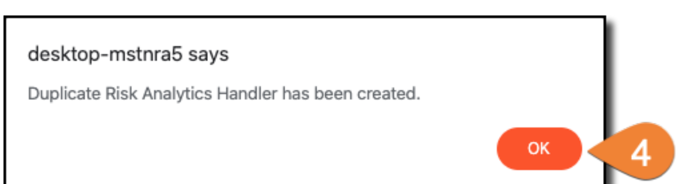
1. Select the handler you created in the previous step: **TRN: Workflow – Send for Remediation**
2. Right Click on the handler and select **Duplicate**



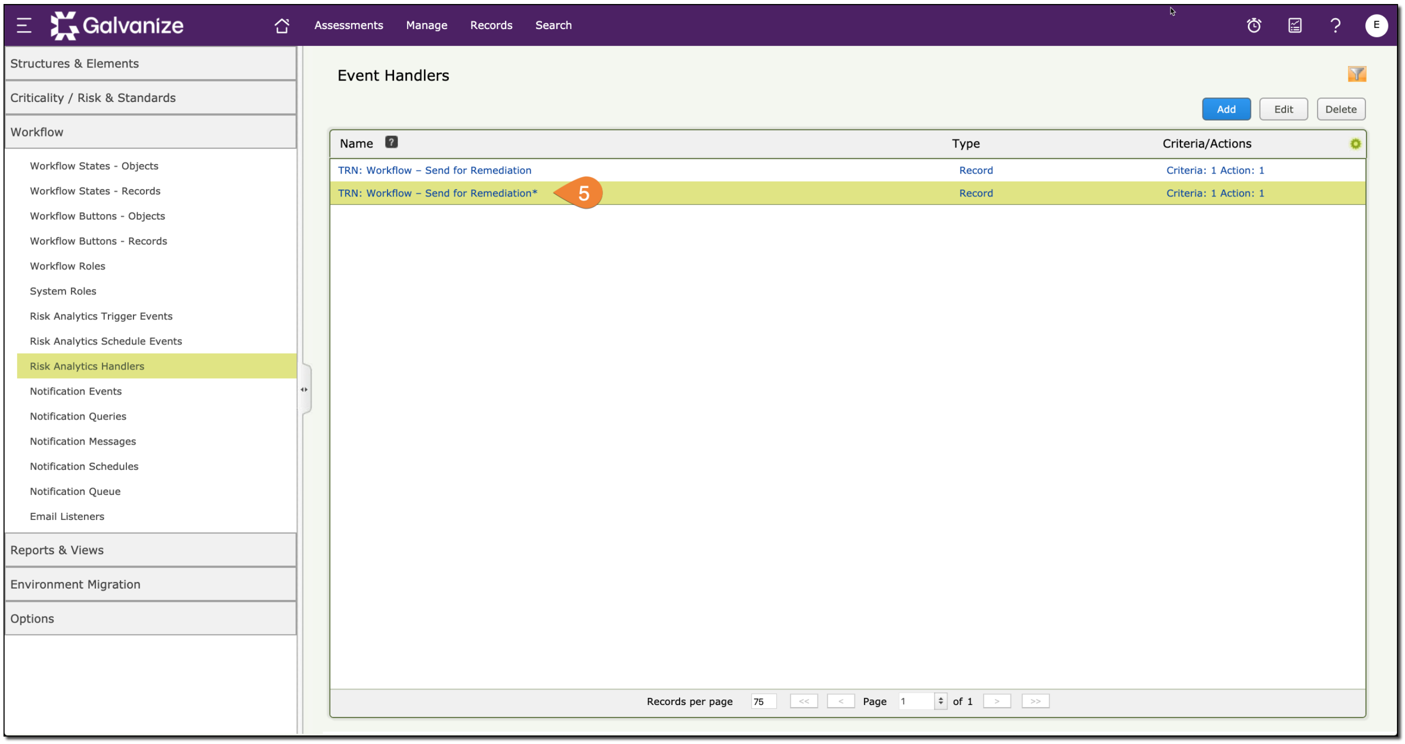
3. Select **OK** to create a copy of the selected handler



4. Select **OK** to confirm duplication



5. Double-click the duplicate handler TRN: **Workflow – Send for Remediation*** to open



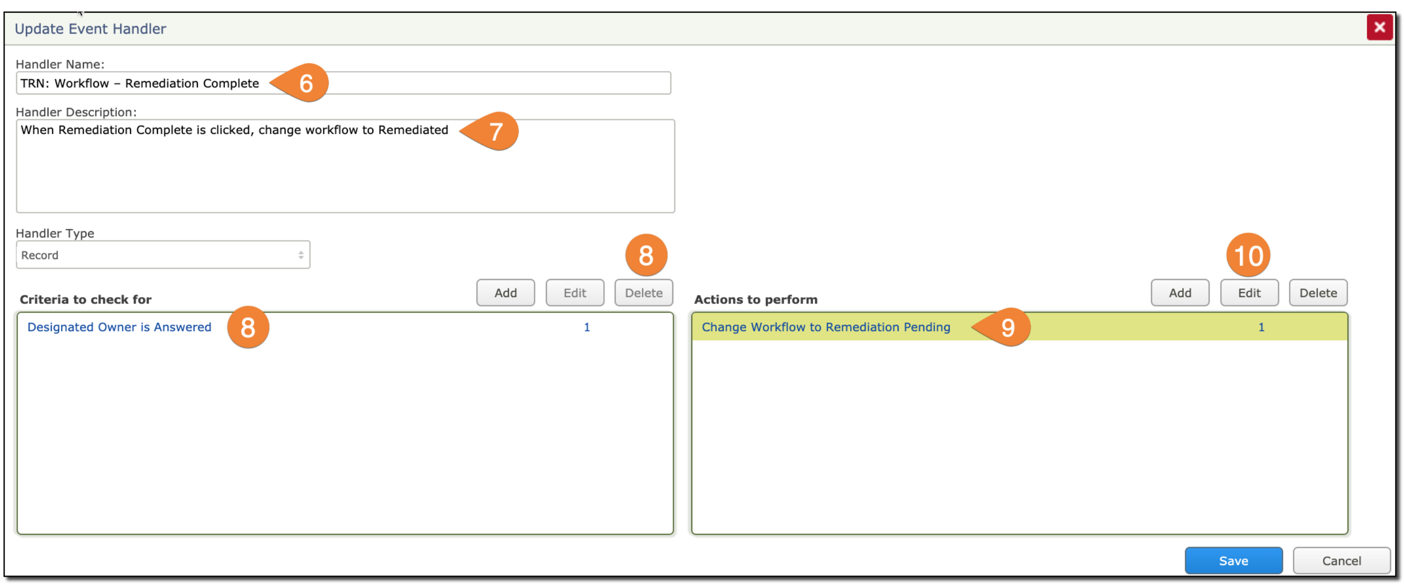
6. Rename the handler name to **TRN: Workflow – Remediation Complete**

7. Modify the handler description to: **When Remediation Complete is clicked, change workflow to Remediated**

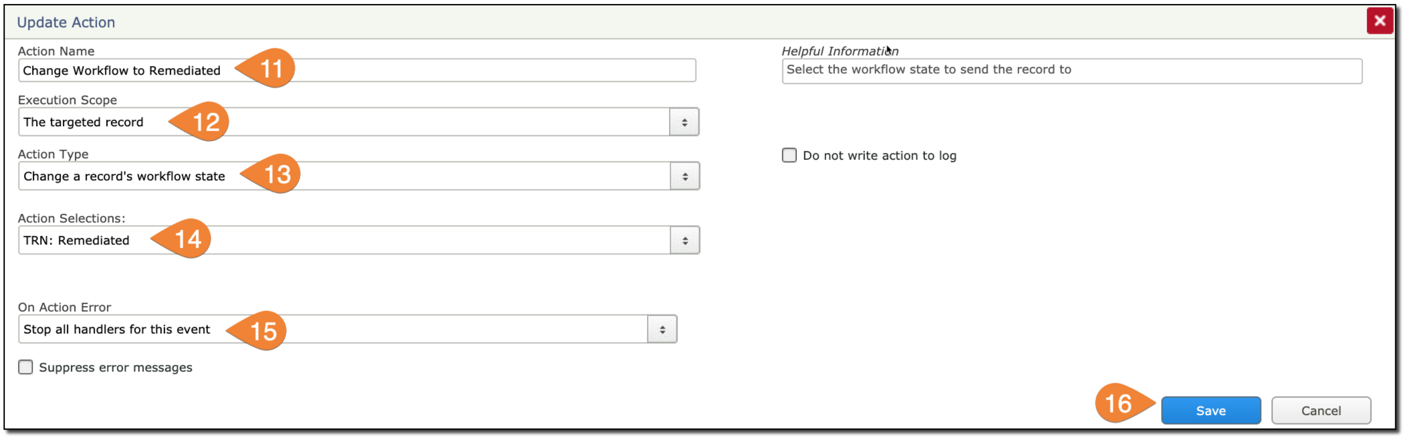
8. Select the existing criteria and click **Delete**. At the "**Delete the Criteria**" dialog box, select **OK**

9. Select the **Change Workflow to Remediation Pending** action

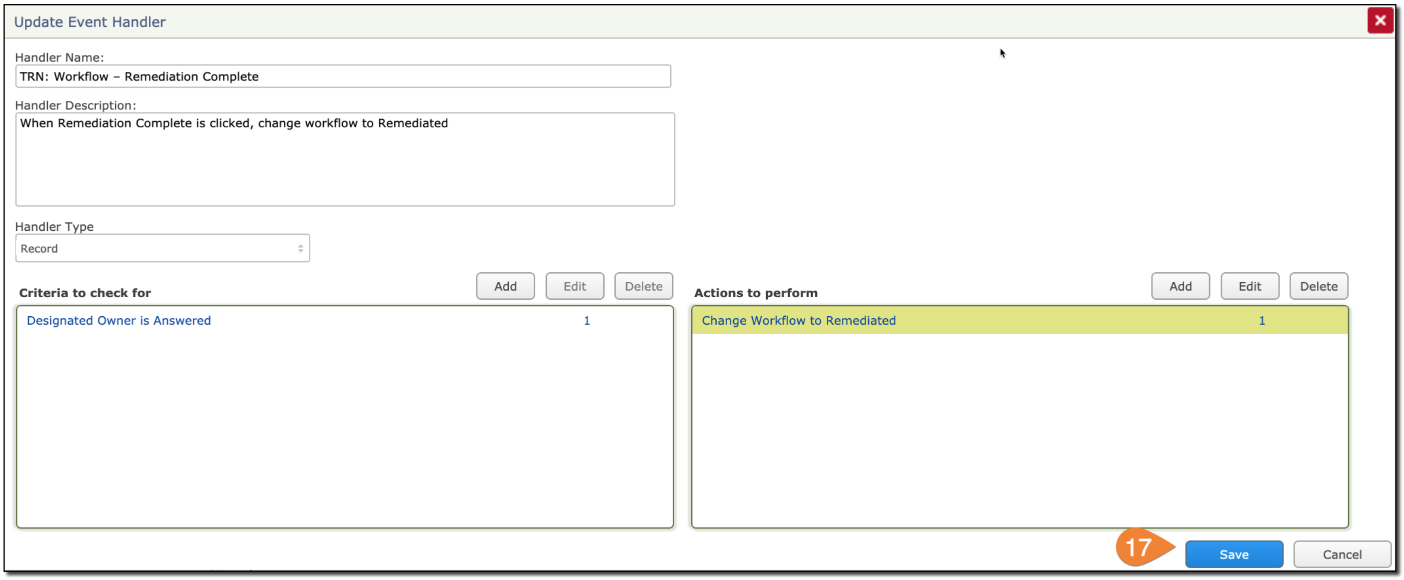
10. Click **Edit**



11. Rename your Action – **Change Workflow to Remediated**
12. Leave the Scope as **Targeted Record**
13. Leave Action Type as **Change a Record's workflow state**
14. Change the Action Selections to **TRN: Remediated**
15. Leave On Action Error to **Stop All handlers for this event**
16. Click **Save**



17. Click **Save** again to save the handler



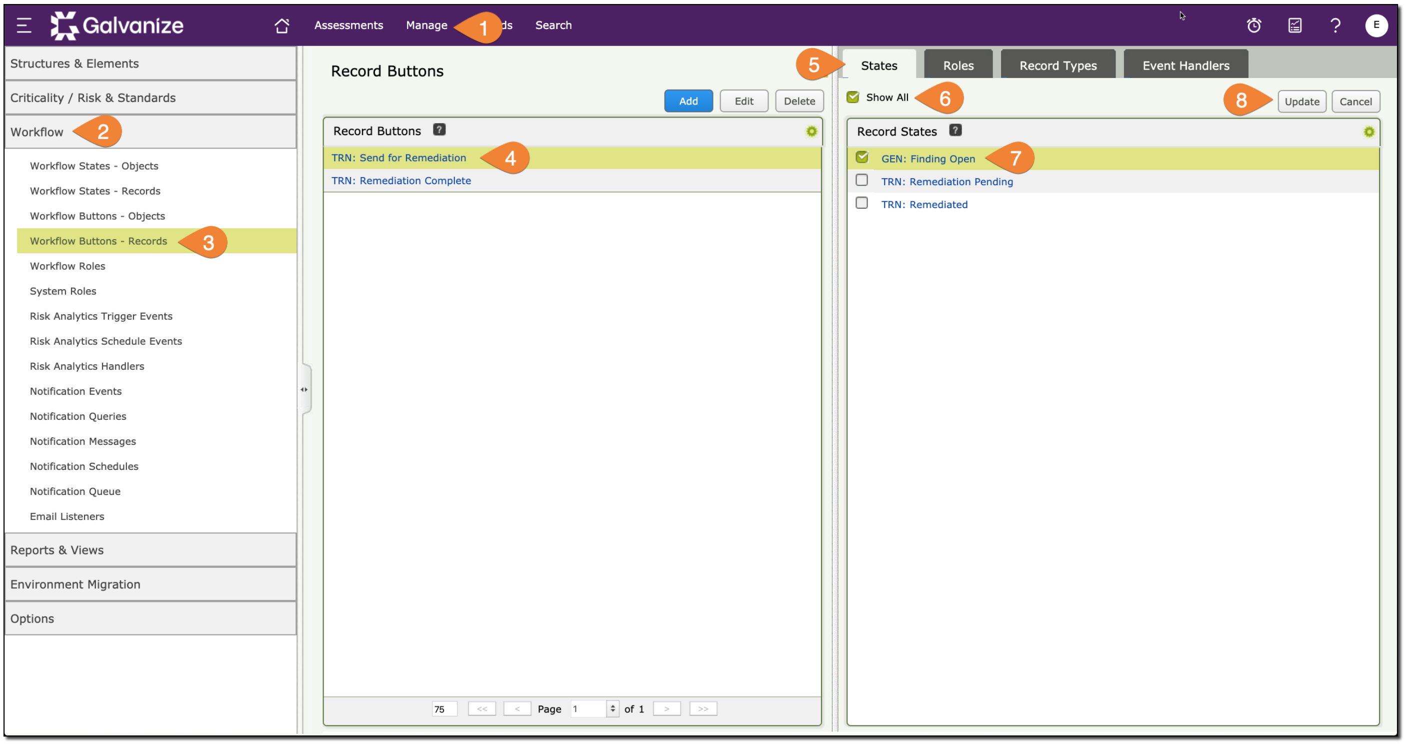
Session 7: Linking Workflow Buttons

After creating the **Send for Remediation** and **Remediation Complete** workflow buttons we have to tell Rsam:

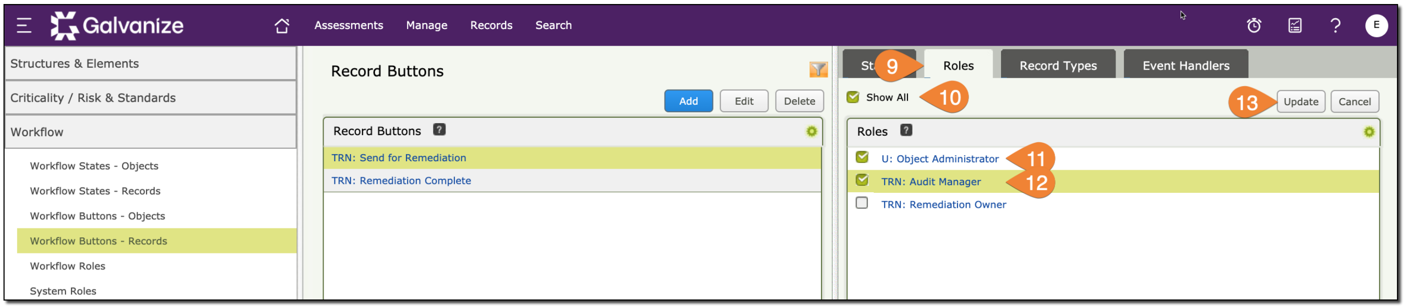
- Which Roles can see the Button (Who)
- During which States will the Buttons be visible (When)
- What Record Types will display the Button when selected (What)
- What Risk Analytics will run when the Button is clicked

Linking Buttons

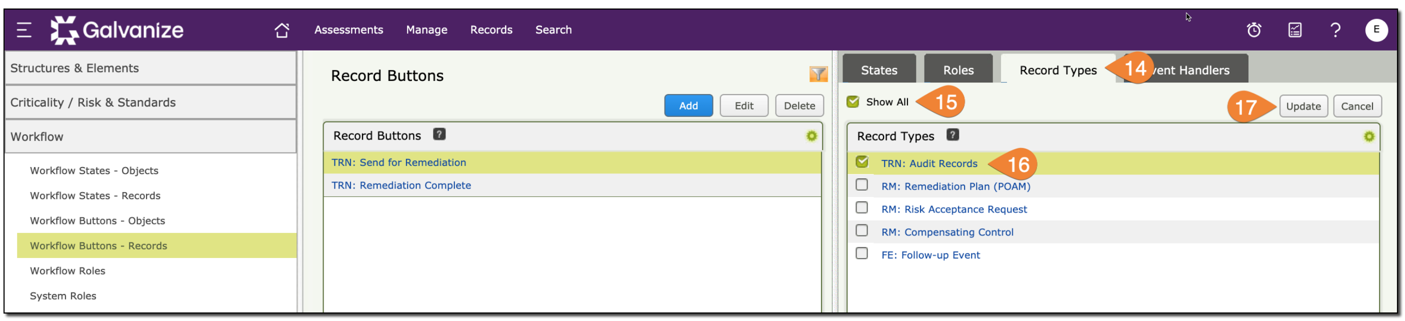
1. Click **Manage -> Administration**
2. Select **Workflow**
3. Select **Workflow Buttons – Records**
4. Select the **TRN: Send for Remediation** record button
5. On the right-hand screen, select the **States** tab
6. Check the **Show All** box
7. Check off **GEN: Finding Open**
8. Click **Update**



9. Select **Roles** tab
10. Check the **Show All** box
11. Check off **U: Object Administrator**
12. Check off **TRN: Audit Manager**
13. Click **Update**



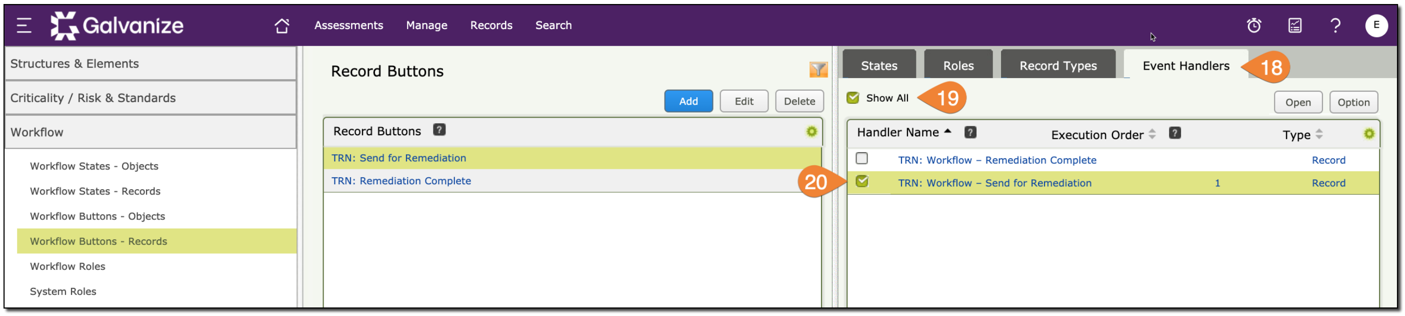
14. Select **Record Types** tab
15. Check the **Show All** box
16. Check off **TRN: Audit Record**
17. Click **Update**



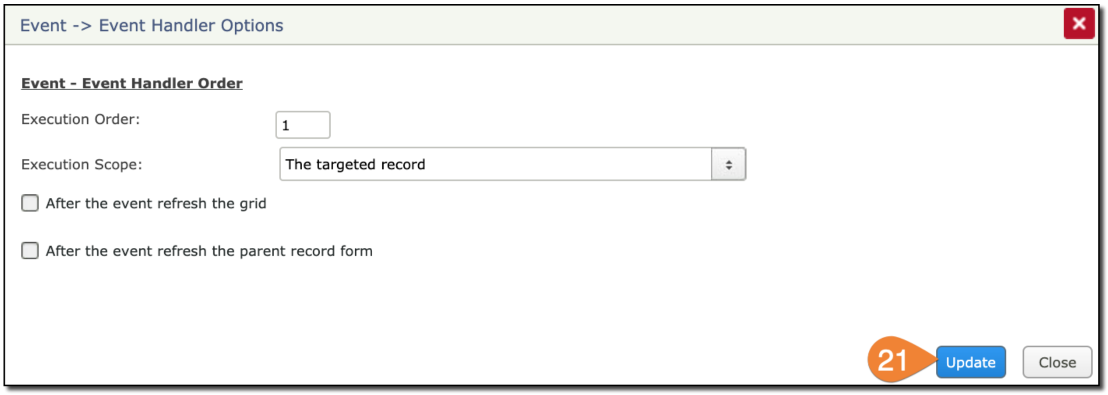
18. Select **Event Handlers** tab

19. Check the **Show All** box

20. Check off **TRN: Workflow – Send for Remediation**

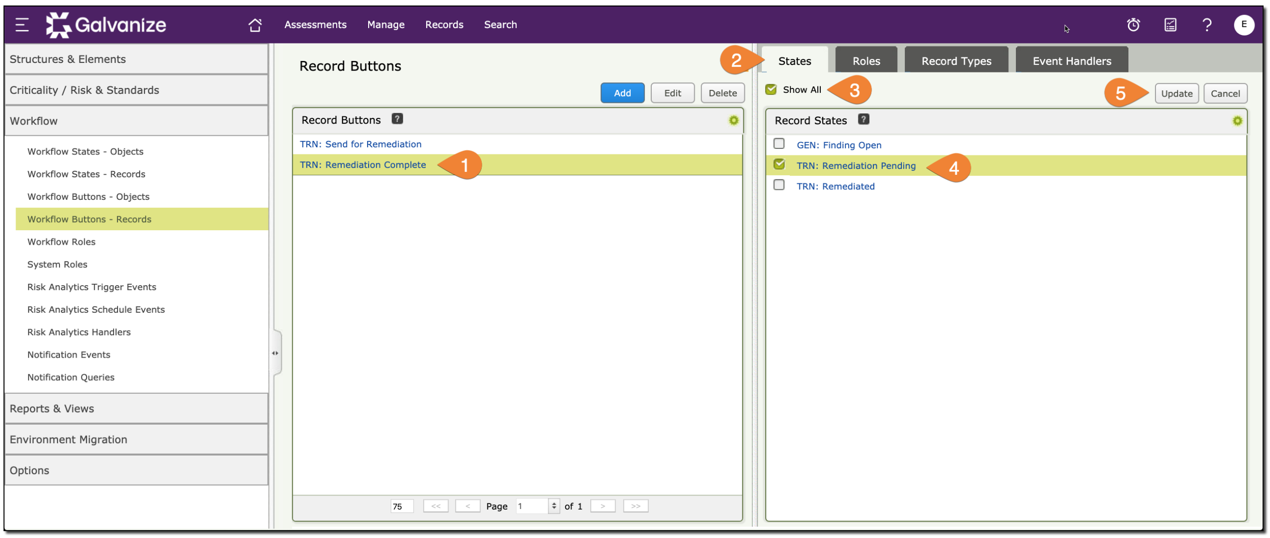


21. Click **Update** when the pop-up comes up.

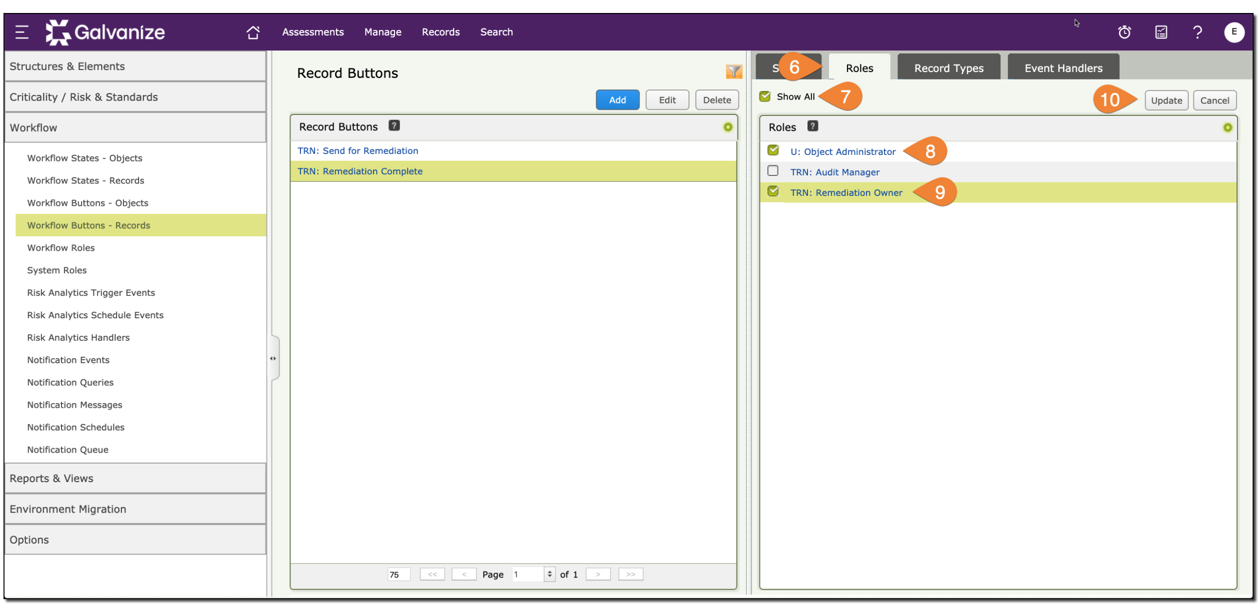


Link the Second Button

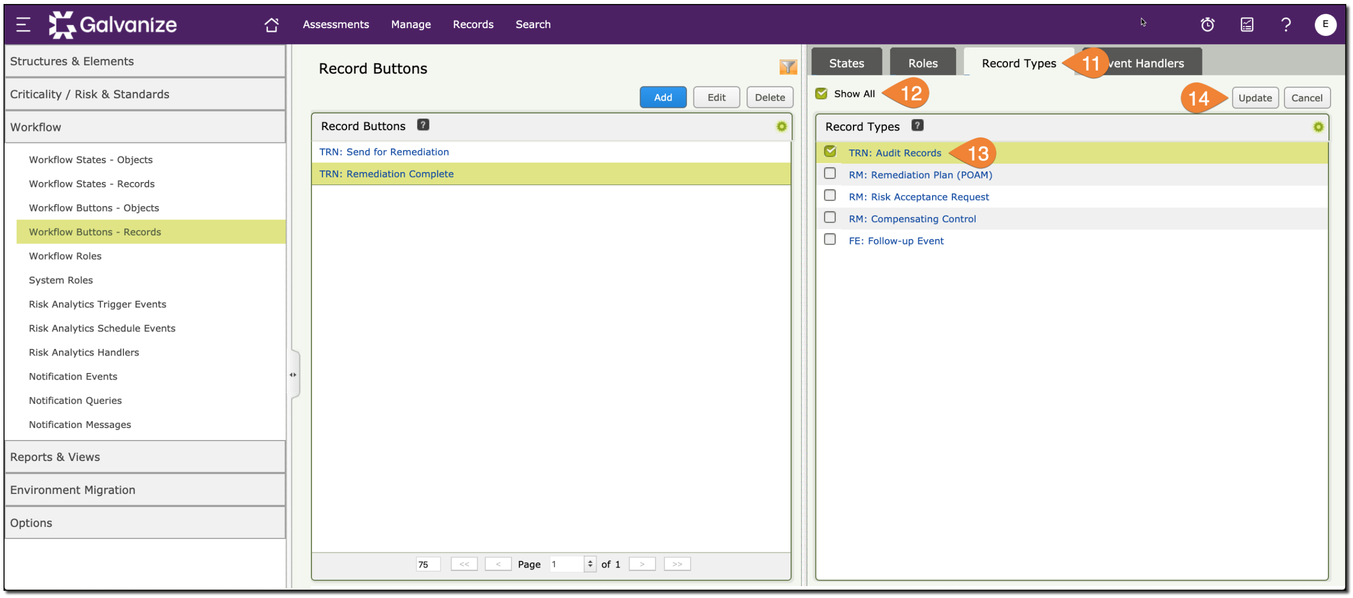
1. Select the **TRN: Remediation Complete** button from the middle screen
2. On the right-hand pane, select **States** tab
3. Check the **Show All** box
4. Check **TRN: Remediation Pending**
5. Click **Update**



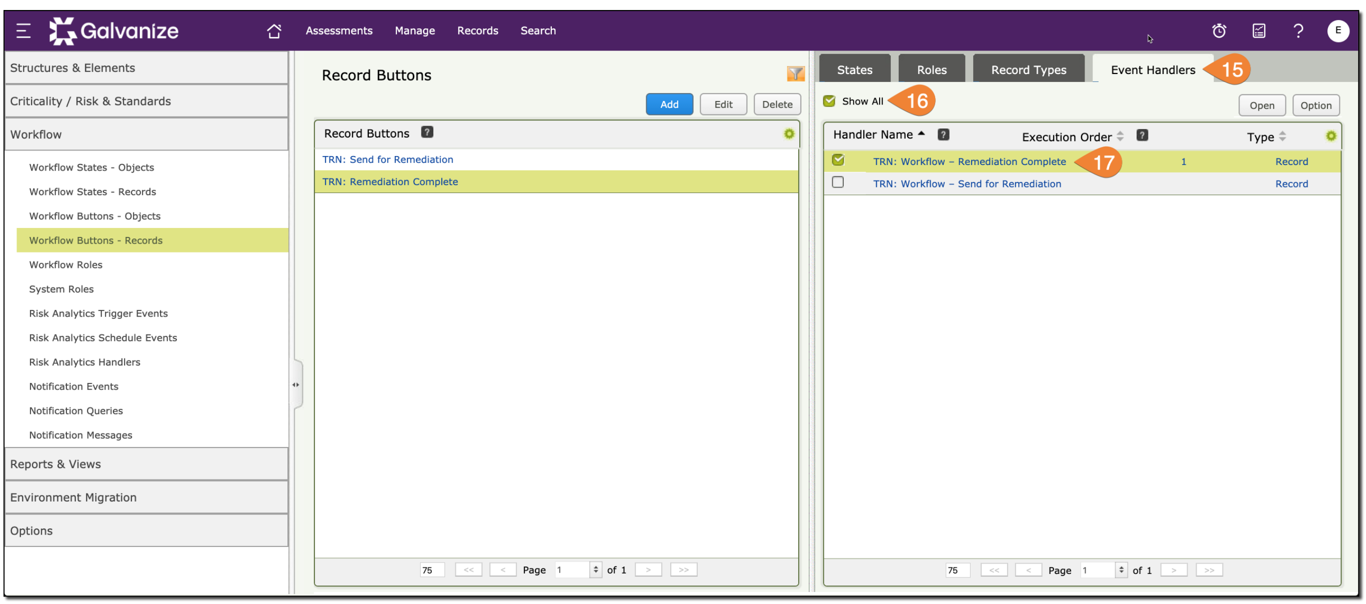
6. Select **Roles** tab
7. Check **Show All** box
8. Check off **U: Object Administrator**
9. Check off **TRN: Remediation Owner**
10. Click **Update**



11. Select **Record Types** tab
12. Check the **Show All** box
13. Check off **TRN: Audit Records**
14. Click **Update**



15. Select **Event Handlers** tab
16. Check the **Show All** box
17. Check off **TRN: Workflow – Remediation Complete**



18. When a dialog box appears, leave the default settings and Click **Update**

Session 8: Validating the Configuration

We will now create a new record, assign this to the Remediation Owner. Then login to the Remediation Owner account to see if the record was sent to them. This is a very basic workflow structure but highlights what can be done with minimal configuration work.

Testing the Workflow

1. Logout of Administrator Account
2. Login as **Aud_Manager_1** account created in first exercise
3. Create a new Audit Record, specify **Rem_Owner_1** in the owner attribute.
4. Click **Update**
5. Click on **Action** then select the **Send for Remediation** button
6. Logout of Audit Manager Account
7. Login as **Rem_Owner_1**
8. Open the new record
   a) Notice that you only see the one record, and within that record only see a single tab
9. Close the record, and click on **ADD** -> **Remediation Plan (POAM)**
   a) Enter in the desired attributes and click on **Save & Close**
10. Highlight the Audit Record, Click **Action -> Remediation Complete**
11. The workflow state changes to **Remediated**.

Stop Here

- Take a Break
- Next Session Continues Shortly