



Basic Administrator Training

Exercise: 5  
Workflow Configuration

## Version Information

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

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## Overall Objectives

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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.

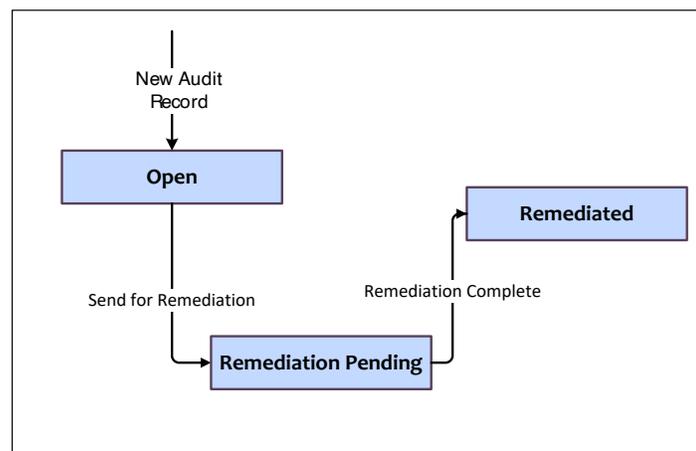
### Scenario Description

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.

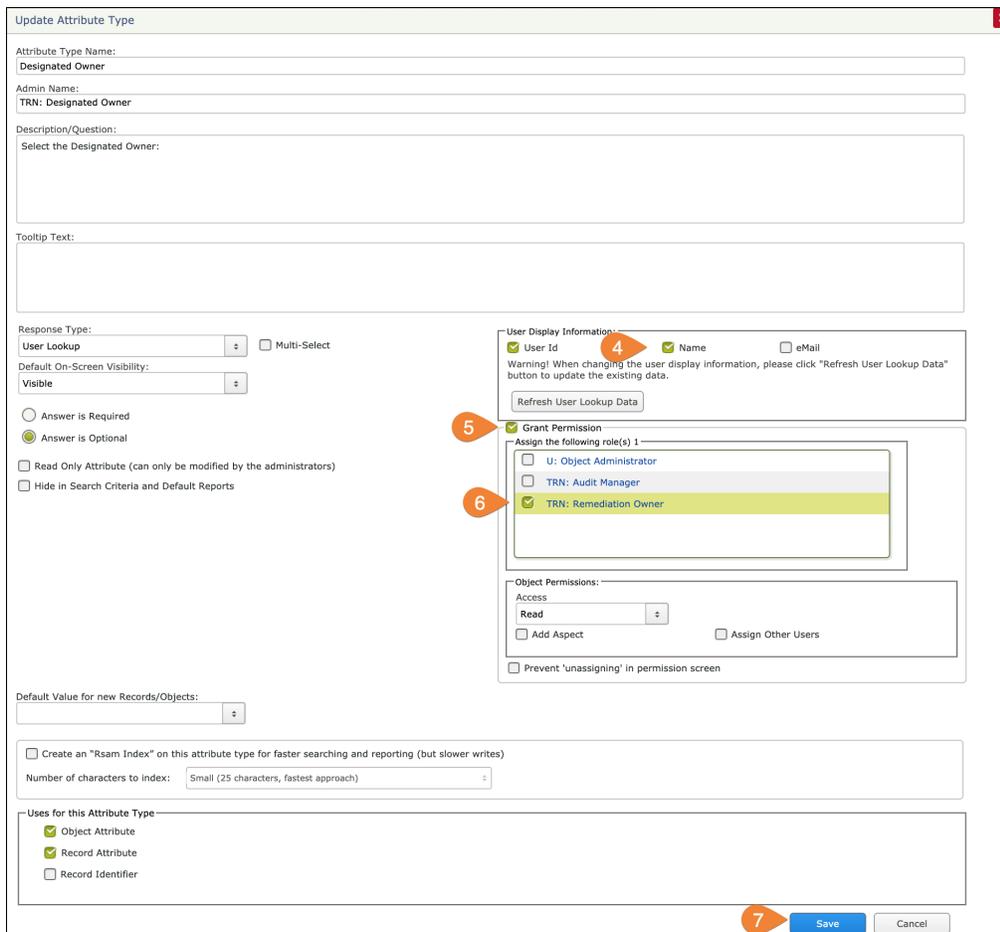
## Session 1: Role Assignment via Attributes



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**



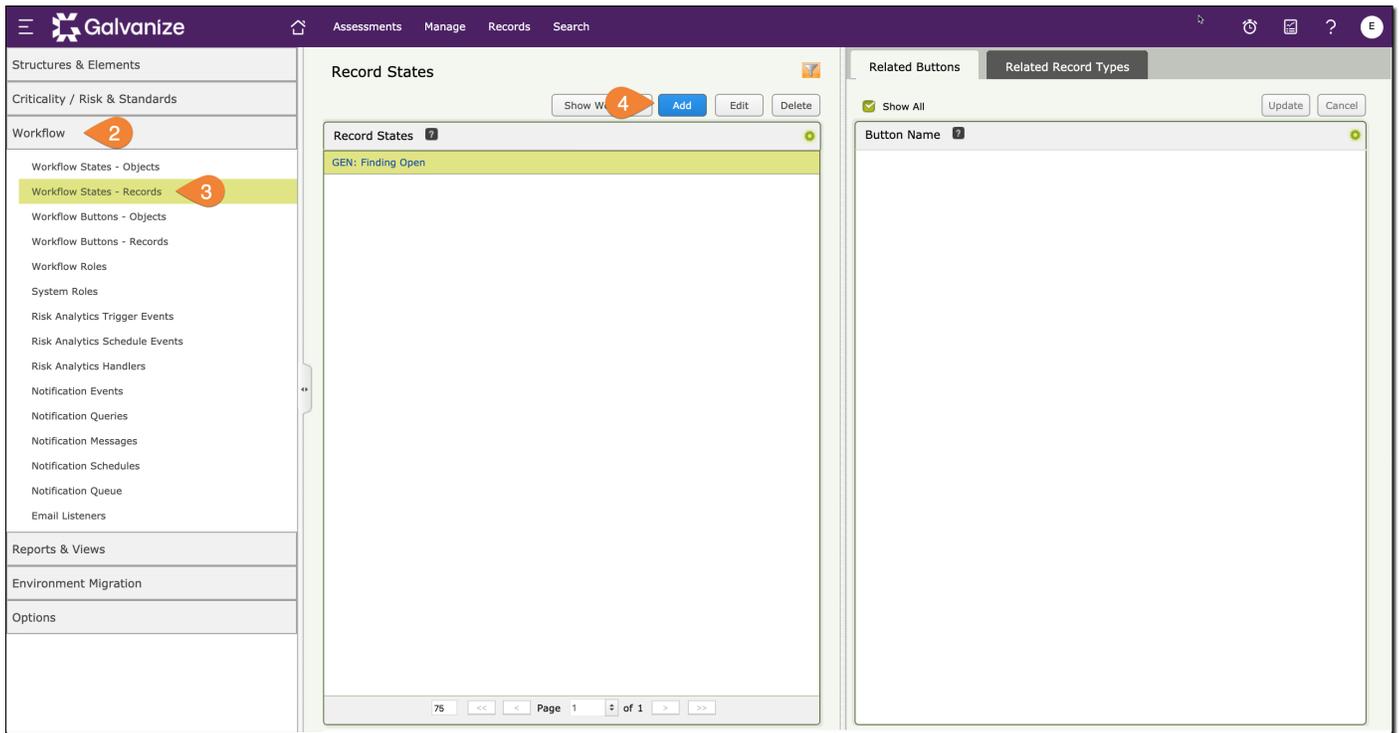
The screenshot shows the 'Update Attribute Type' dialog box for the 'Designated Owner' attribute. The 'User Display Information' section has 'Name' checked (callout 4). The 'Grant Permission' section is checked (callout 5), and 'TRN: Remediation Owner' is selected in the role list (callout 6). The 'Save' button is highlighted with a callout 7.

## 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

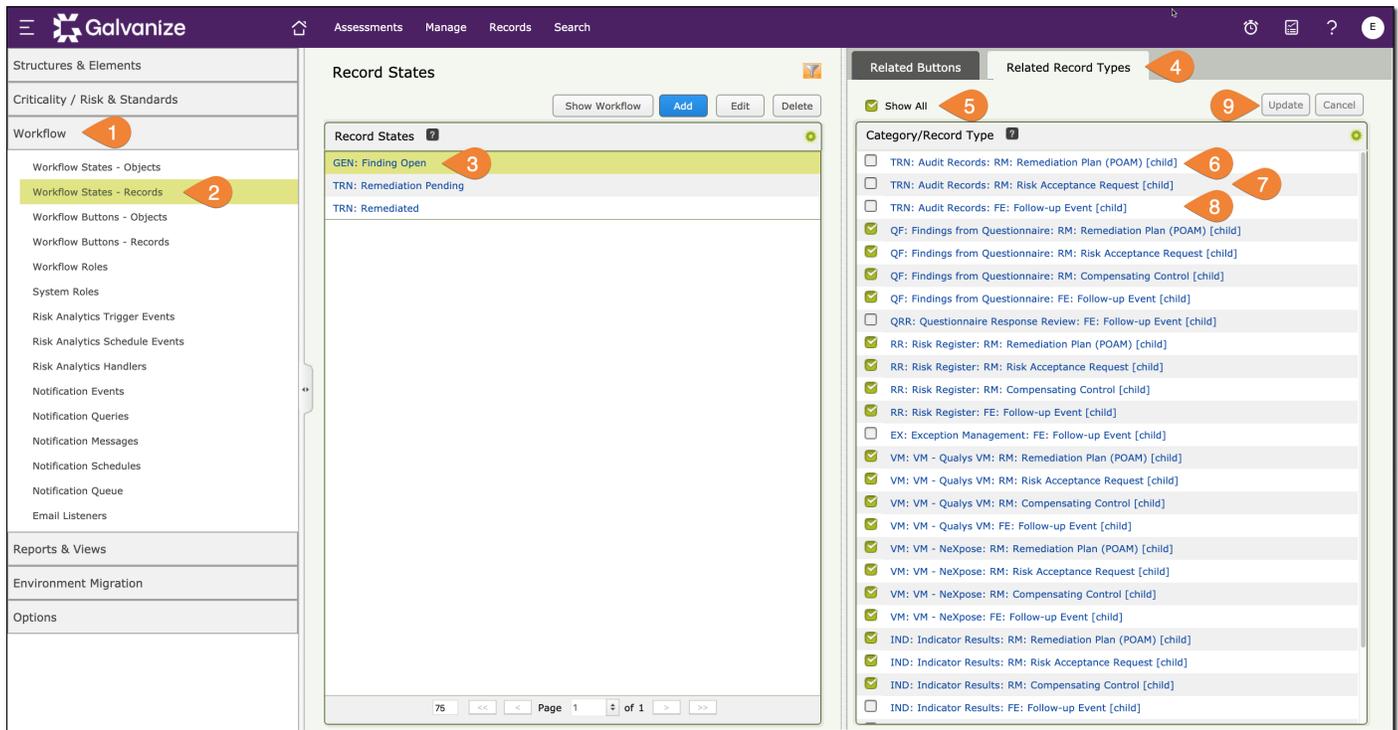
7 6

Save Save & New Cancel

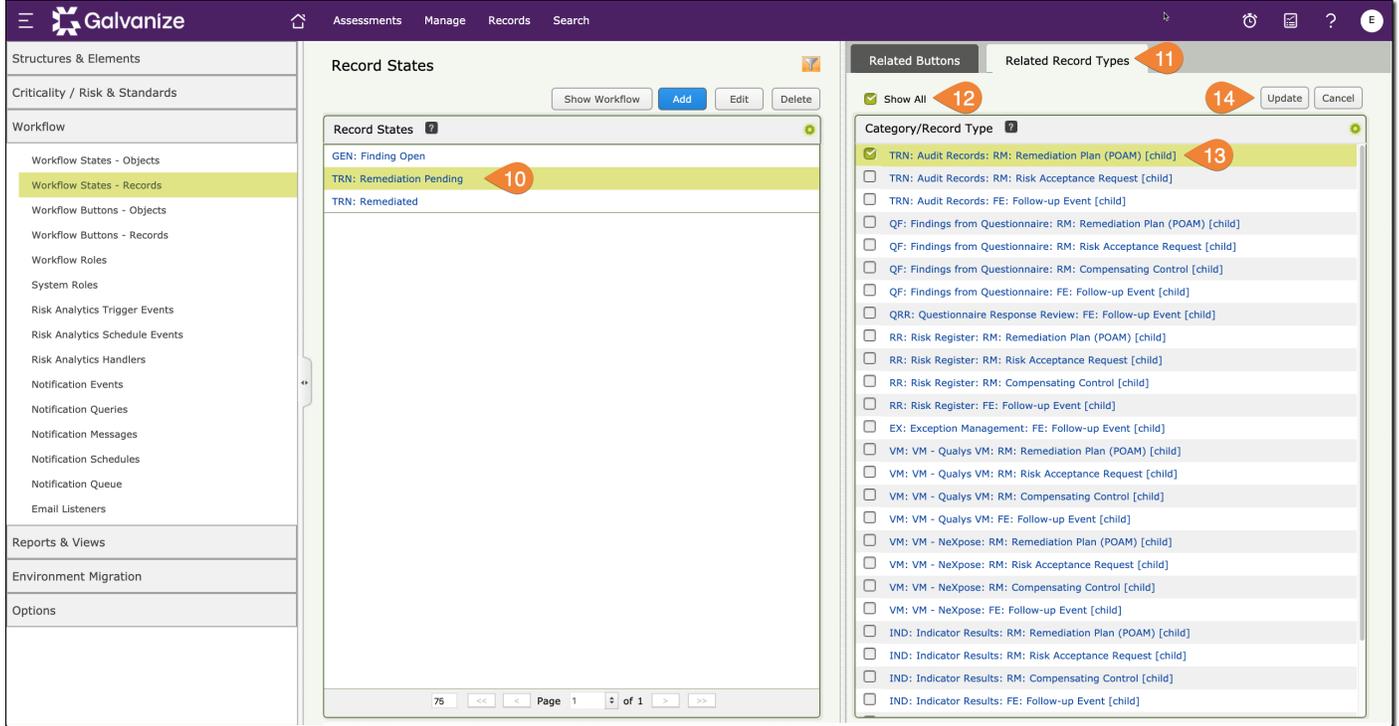
## Session 3: Associate Current Workflow State with Record Types

### 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**



The screenshot displays the Galvanize application interface. On the left is a navigation sidebar with categories like 'Workflow States - Records' and 'Related Record Types'. The main area is split into two panes:

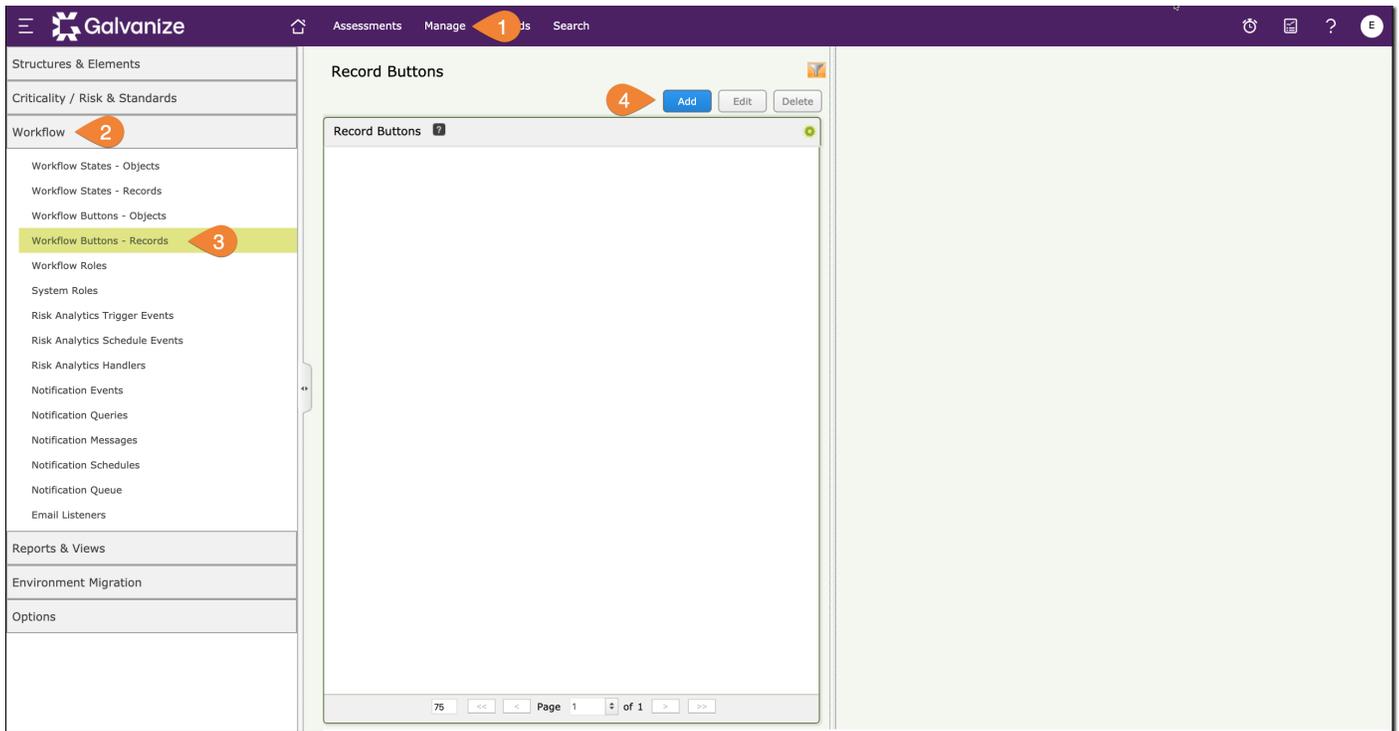
- Record States Pane:** Contains a list of states. 'TRN: Remediation Pending' is highlighted in yellow and marked with a red callout '10'. Above the list are buttons for 'Show Workflow', 'Add', 'Edit', and 'Delete'.
- Related Record Types Pane:** Shows a list of record types. The 'Show All' checkbox is checked and marked with a red callout '12'. The first item, 'TRN: Audit Records: RM: Remediation Plan (POAM) [child]', is checked and marked with a red callout '13'. The 'Update' button is marked with a red callout '14'.

At the top of the interface, the 'Related Record Types' tab is selected and marked with a red callout '11'. The bottom of the interface shows a pagination bar with 'Page 1 of 1'.

## 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

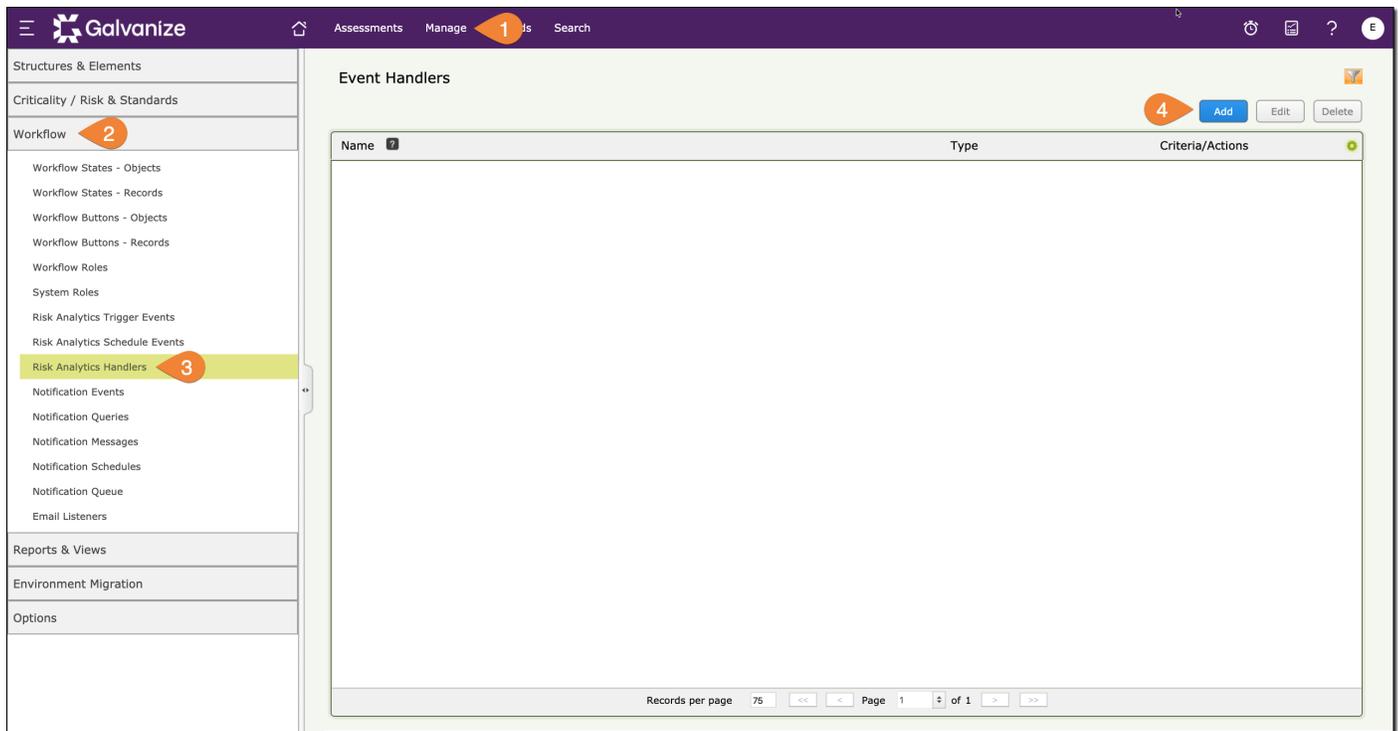
Button Name	Admin Name	Button Description
Send for Remediation	TRN: Send for Remediation	Sends the Audit Record to the Remediation Owner for Remediation.
Remediation Complete	TRN: Remediation Complete	Marks the Audit Record as Remediated

## 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

Add Event Handler
✕

Handler Name:

Handler Description:

Handler Type

**Criteria to check for** Add Edit Delete

**Actions to perform** Add Edit Delete

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**

Add Criteria
✕

Criteria Name:

Scope (check this criteria for the following):

Criteria Type:

Criteria Selections:

Condition:

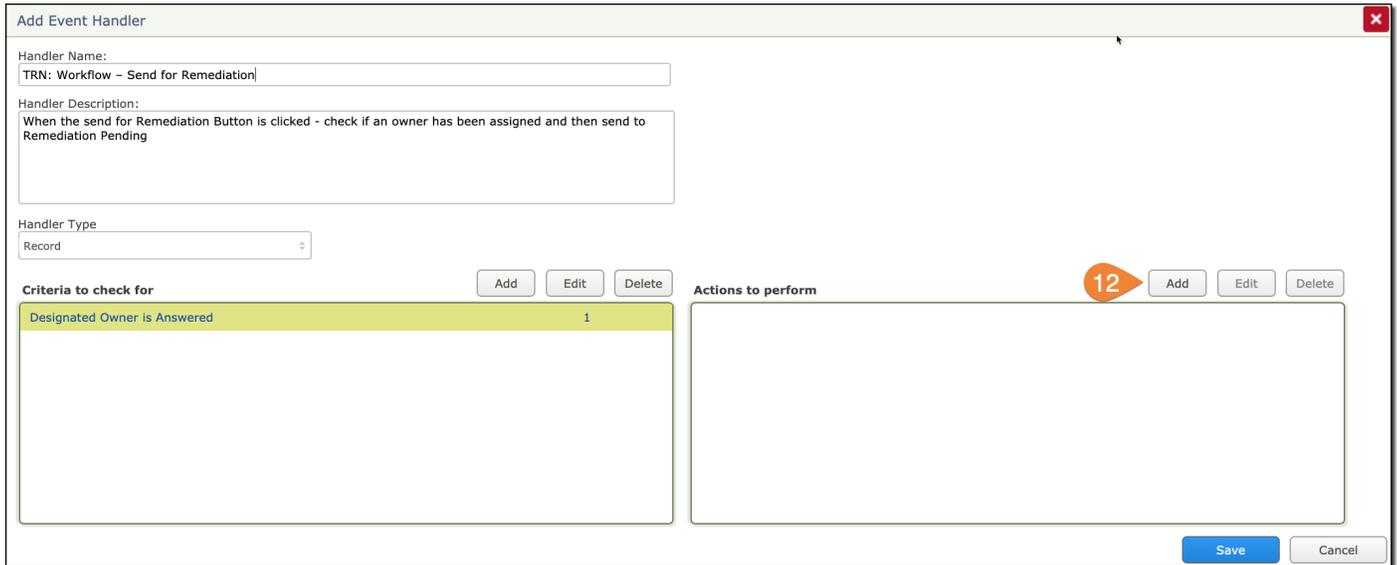
On failure of criteria

**Criteria Instructions:**  
 Select the attribute type and value to filter on

Message to Display if Criteria fails:  Stored Procedure

Do Not Close Form

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**

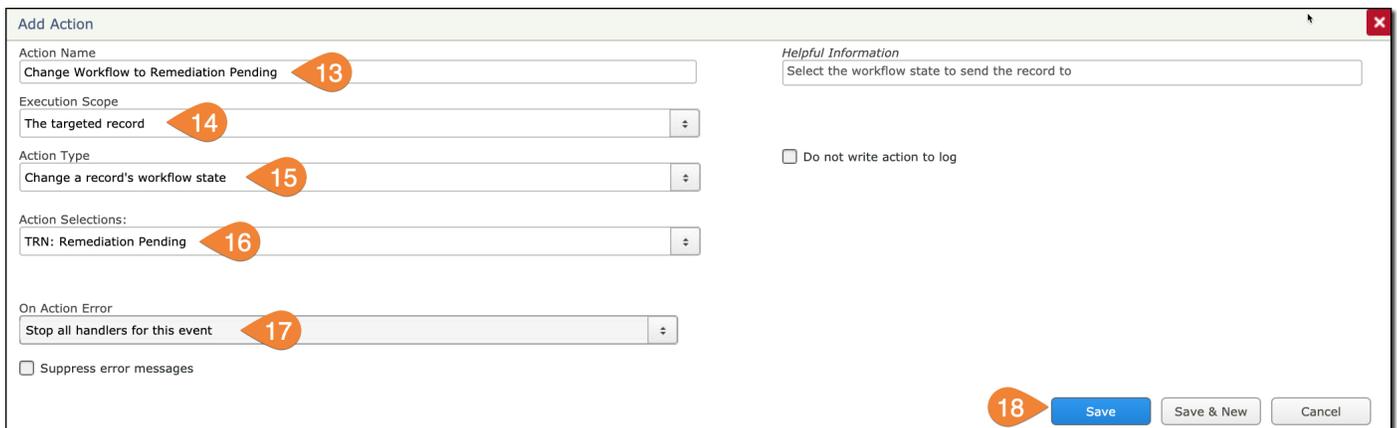
15. Select the **Action Type** to **Change a Record’s Workflow State**

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		
Designated Owner is Answered	1	

Actions to perform		
Change Workflow to Remediation Pending	1	

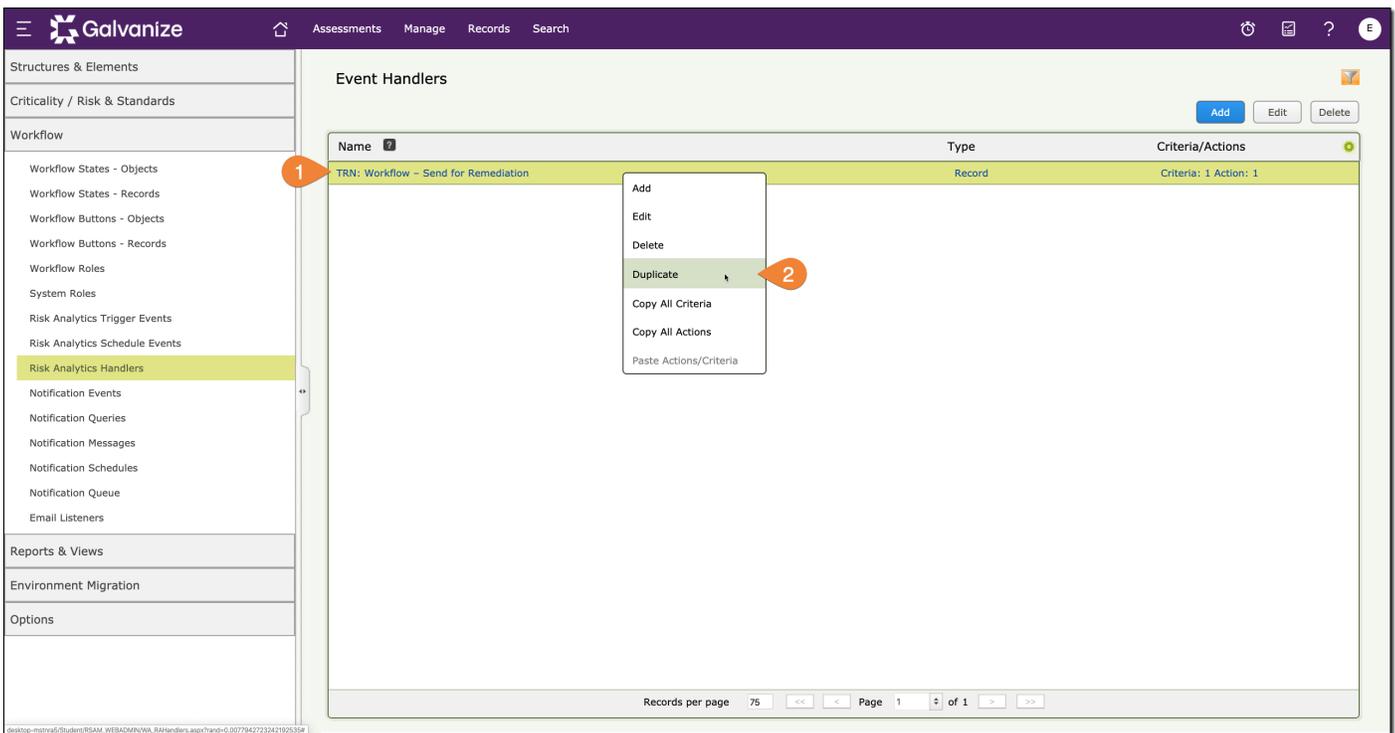
19 Save Cancel

## Session 6: Duplicating Handlers

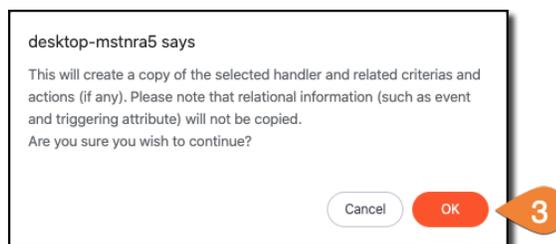
To create the handler for the **Remediation Complete** button, we will duplicate the first handler we created and modify the copy.

### Steps to Follow

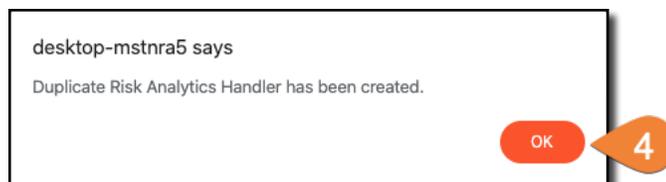
1. Select the handler you created in the previous step: **TRN: Workflow – Send for Remediation**
2. Right Click on the handler and select **Duplicate**



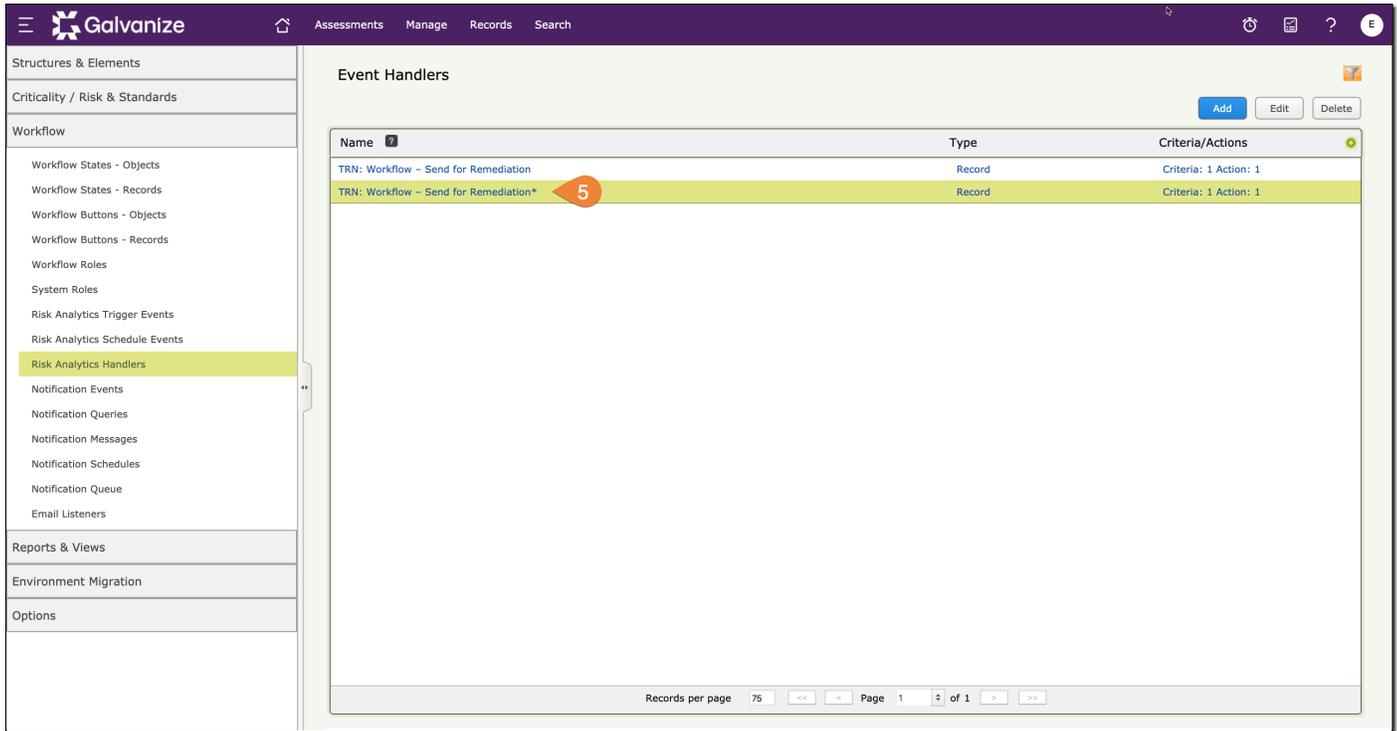
3. Select **OK** to create a copy of the selected handler



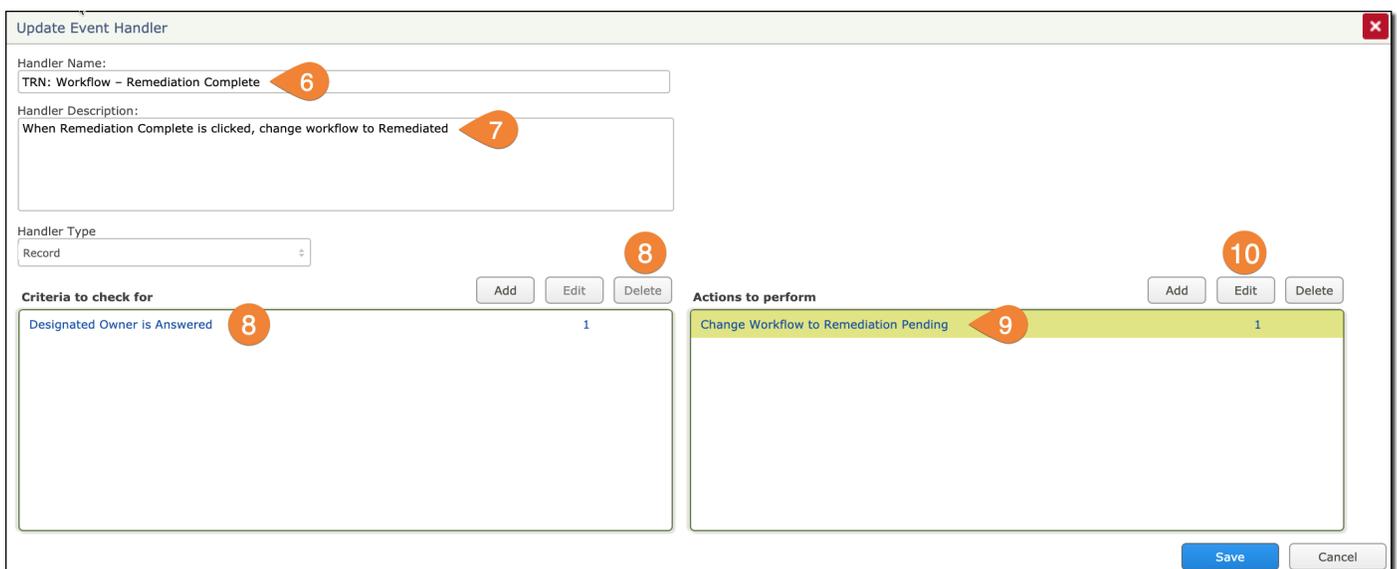
4. Select **OK** to confirm duplication



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



- Rename the handler name to **TRN: Workflow – Remediation Complete**
- Modify the handler description to: **When Remediation Complete is clicked, change workflow to Remediated**
- Select the existing criteria and click **Delete**. At the “Delete the Criteria” dialog box, select **OK**
- Select the **Change Workflow to Remediation Pending** action
- 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**

Update Action
✕

Action Name 11

Execution Scope 12

Action Type 13

Action Selections: 14

On Action Error 15

Suppress error messages

*Helpful Information*

Select the workflow state to send the record to

Do not write action to log

16

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

Update Event Handler
✕

Handler Name:

Handler Description:

When Remediation Complete is clicked, change workflow to Remediated

Handler Type

**Criteria to check for** Add Edit Delete

Designated Owner is Answered	1
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**Actions to perform** Add Edit Delete

Change Workflow to Remediated	1
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17

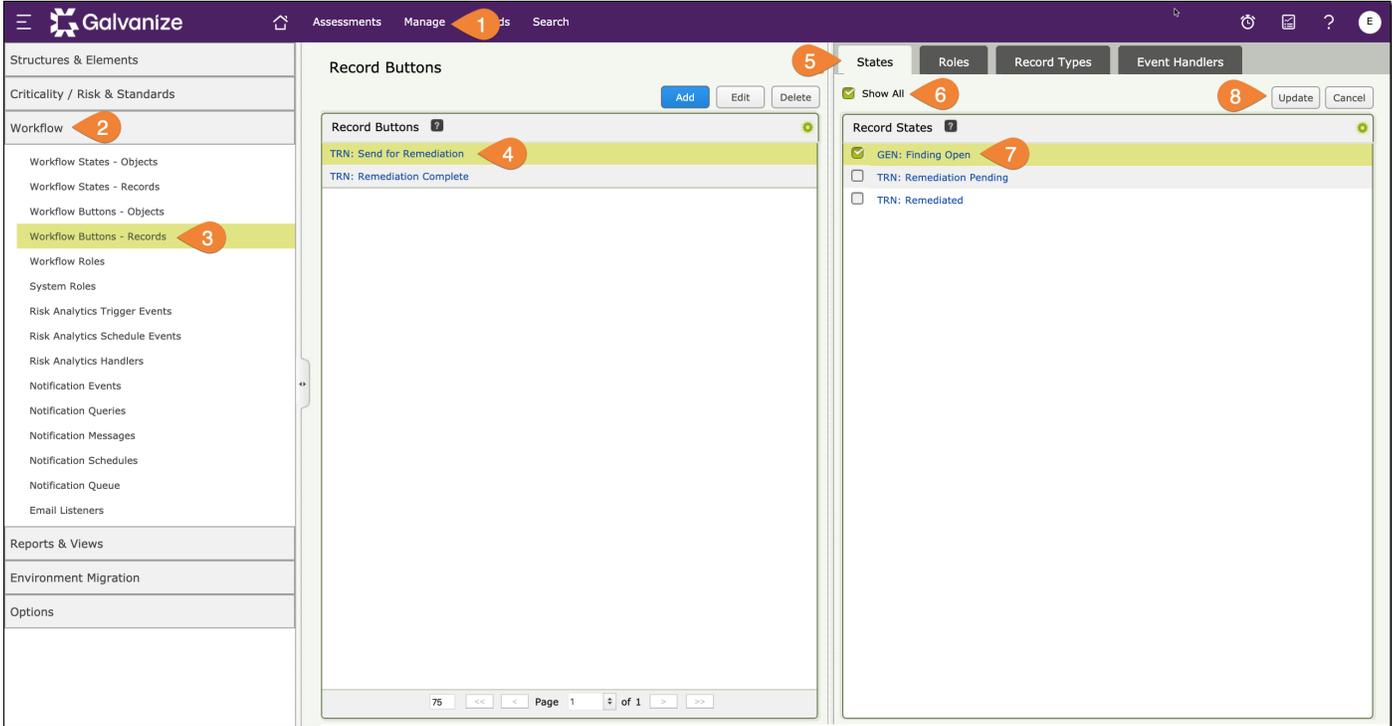
## Session 7: Linking Workflow Buttons

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**



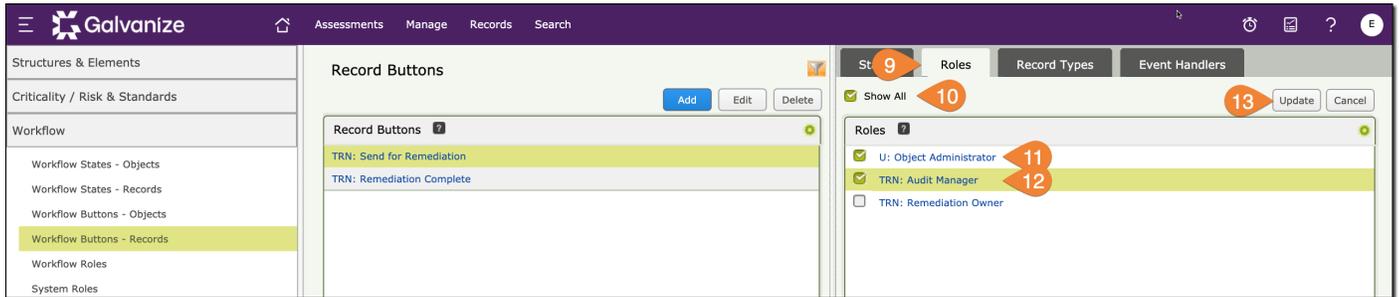
The screenshot displays the Galvanize interface for configuring workflow buttons. The interface is divided into three main sections:

- Left Sidebar:** A navigation menu with categories like 'Structures & Elements', 'Criticality / Risk & Standards', 'Workflow', 'Workflow Roles', 'System Roles', 'Risk Analytics Trigger Events', 'Risk Analytics Schedule Events', 'Risk Analytics Handlers', 'Notification Events', 'Notification Queries', 'Notification Messages', 'Notification Schedules', 'Notification Queue', and 'Email Listeners'. The 'Workflow' section is expanded, and 'Workflow Buttons - Records' is selected.
- Main Content Area:** Titled 'Record Buttons', it shows a list of buttons: 'TRN: Send for Remediation' (selected) and 'TRN: Remediation Complete'. There are 'Add', 'Edit', and 'Delete' buttons at the top.
- Right-Hand Panel:** Titled 'Record States', it shows a list of states: 'GEN: Finding Open' (checked), 'TRN: Remediation Pending', and 'TRN: Remediated'. There is a 'Show All' checkbox (checked) and 'Update' and 'Cancel' buttons at the top.

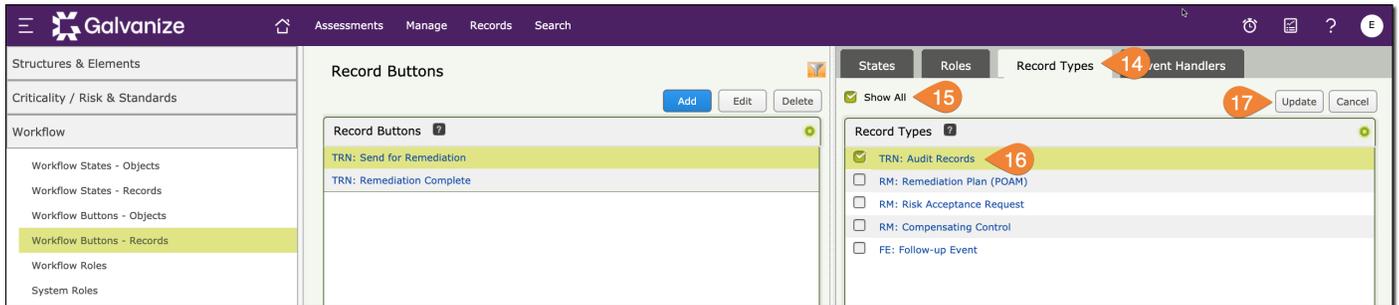
Red callout boxes with numbers 1 through 8 point to the following elements:

- 1: Manage button in the top navigation bar.
- 2: Workflow menu item in the left sidebar.
- 3: Workflow Buttons - Records menu item in the left sidebar.
- 4: TRN: Send for Remediation button in the Record Buttons list.
- 5: States tab in the right-hand panel.
- 6: Show All checkbox in the right-hand panel.
- 7: GEN: Finding Open checkbox in the right-hand panel.
- 8: Update button in the right-hand panel.

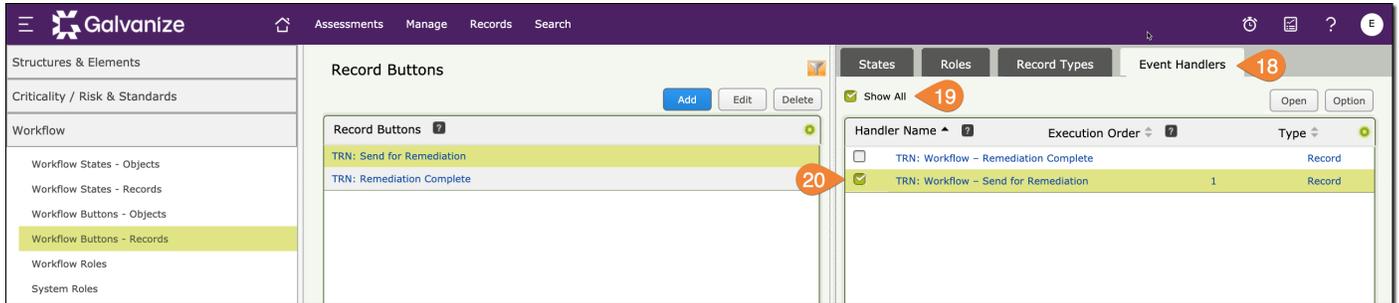
9. Select **Roles** tab
10. Check the **Show All** box
11. Check off **U: Object Administrator**
12. Check off **TRN: Audit Manager**
13. Click **Update**



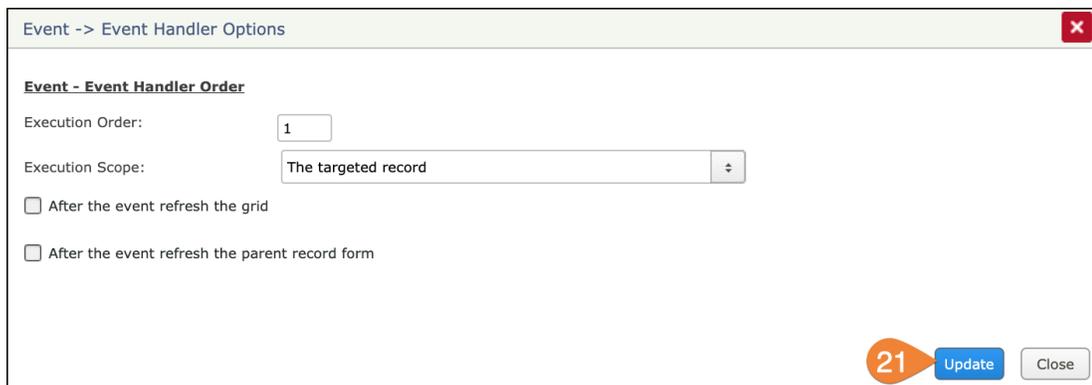
14. Select **Record Types** tab
15. Check the **Show All** box
16. Check off **TRN: Audit Record**
17. Click **Update**



18. Select **Event Handlers** tab
19. Check the **Show All** box
20. Check off **TRN: Workflow – Send for Remediation**

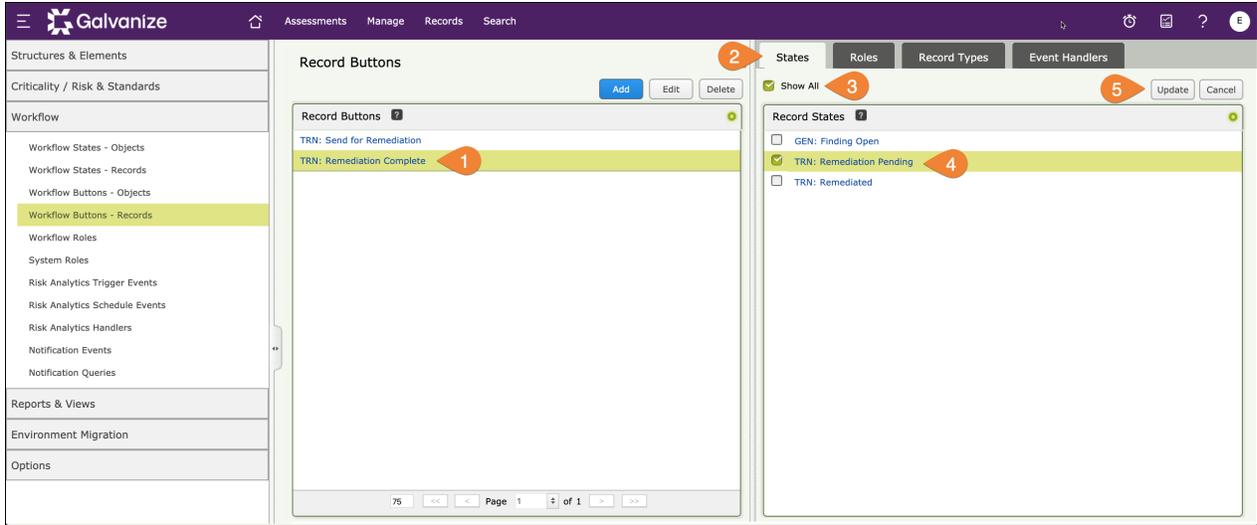


21. Click **Update** when the pop-up comes up.

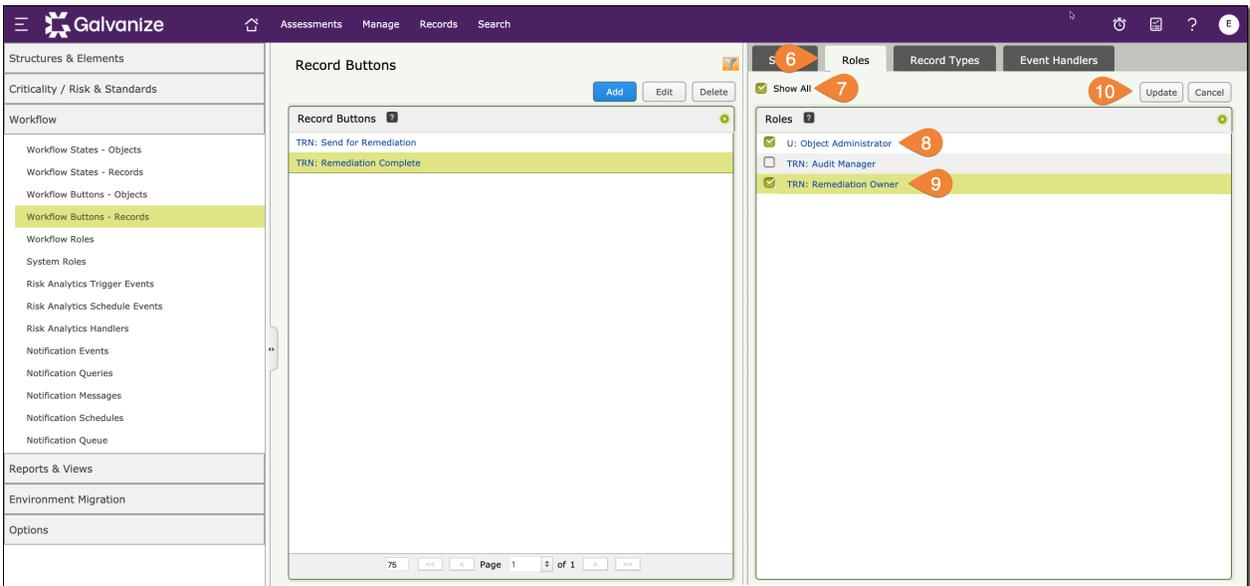


Link the Second Button

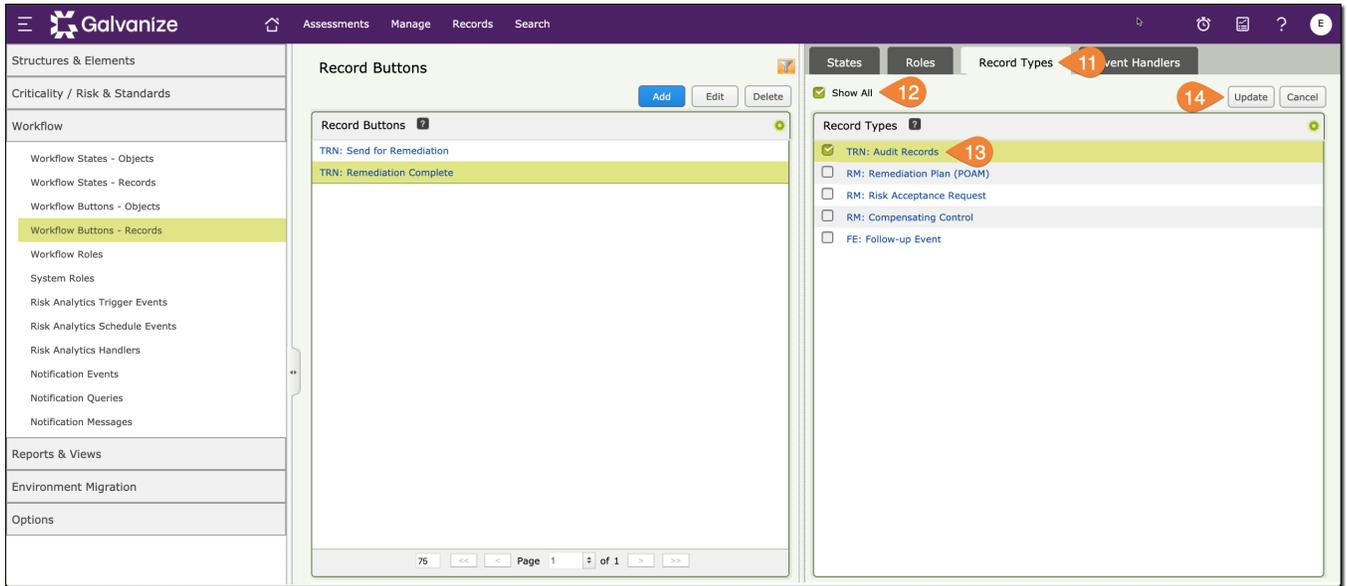
1. Select the **TRN: Remediation Complete** button from the middle screen
2. On the right-hand pane, select **States** tab
3. Check the **Show All** box
4. Check **TRN: Remediation Pending**
5. Click **Update**



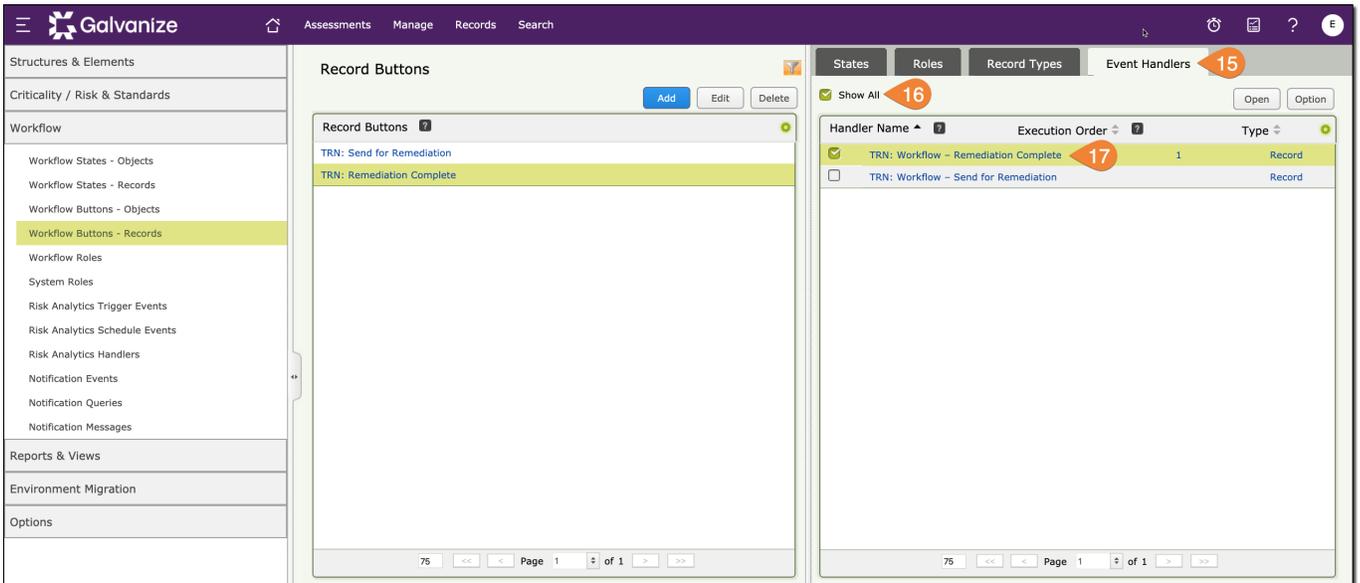
6. Select **Roles** tab
7. Check **Show All** box
8. Check off **U: Object Administrator**
9. Check off **TRN: Remediation Owner**
10. Click **Update**



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

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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