SecureAware®

SecureAware Compliance Workflow Manual

- For Super Users

This manual is valid for use with SecureAware version 3

Document updated December 2007

How to use this manual

This manual is your guide to the SecureAware Compliance Workflow module. As well as a detailed description of the module and its functions, the manual provides Power Users with a step-by-step guide to creating activity templates, delegating security tasks and creating final reports covering these.

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Information Security Management & Awareness

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SecureAware

Compliance Workflow

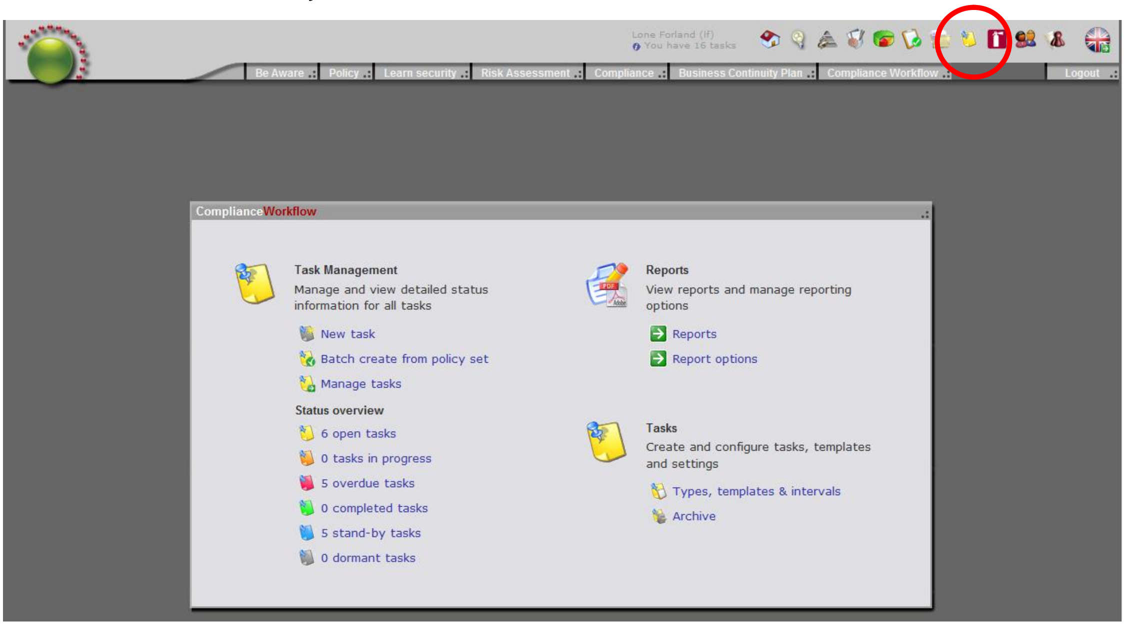
The SecureAware Compliance Workflow module enables you to create and manage a variety of different IT security compliance tasks. As well as allowing you to delegate specific security assignments to different users within your organization, the module also lets you constantly monitor task progress and helps you create a selection of easy-to-view status reports.

With this module, you can create your own security compliance tasks (with a both a starting time and expected time of completion) and compile comprehensive information about how the task has been carried out. And because the module is compatible with all other SecureAware modules, tasks can be created directly within your existing system.

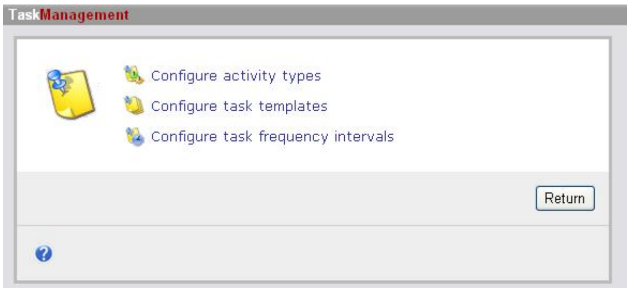
A useful feature of the module is that you can use it to send automatic messages to those designated to carry out specific tasks. Created by consolidating different information parameters, these messages can be sent in a language of your choice. The module also lets you configure the frequency of tasks ensuring a constantly high level of data protection at all times.

A valid license covering the Compliance Workflow module is required for access to this module.

Click on the Compliance Workflow icon at the top right of the screen to access the module's start menu., click on **Start** on MyPage and select the Compliance Workflow icon in the menu, where you can also view the status of all your activities.

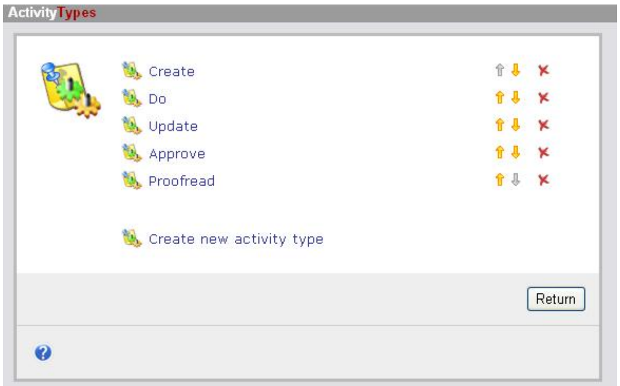


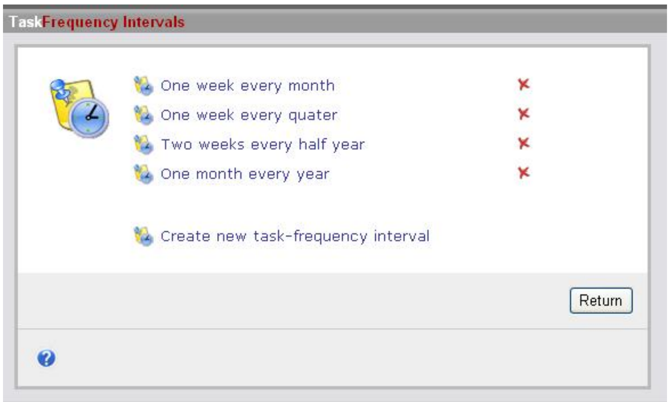
Task templates and settings



Before you start creating tasks, you should first modify the settings. Click on **Types, templates and intervals** in the Compliance Workflow start menu to customize activity types, set the frequency for task repetition, and to create brand new task templates.

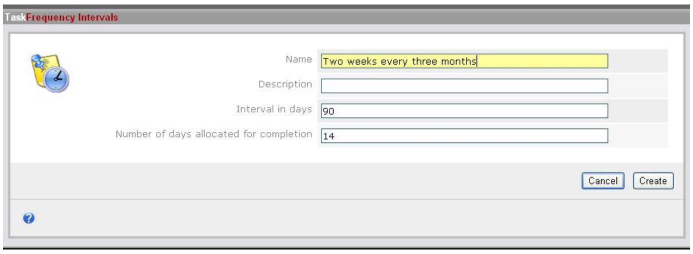
By selecting **Configure activity types**, you can delete an existing type of activity or create an entirely new one. The standard types of activity in this SecureAware module are **Create, Do, Update, Approve** and **Proofread**, but these can be customized to meet your needs. You can change the order in which these activities are listed by using the arrows. If you choose to create your own activity type, you must first enter a name for your new activity type name (and a brief description, if required) then click on **OK**.





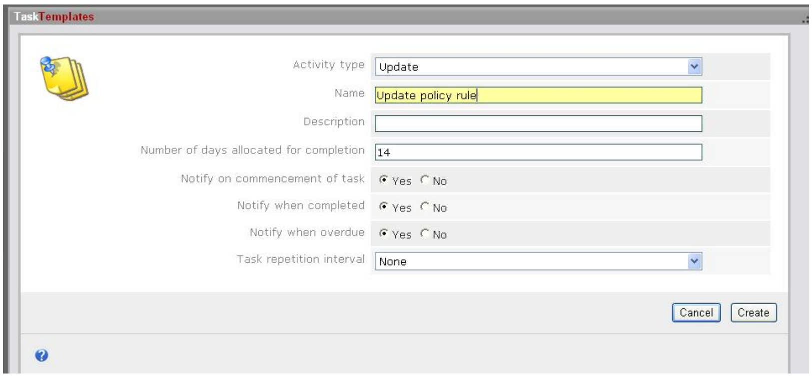
Normally, security compliance tasks need to be repeated on a regular basis. Perhaps you require procedural updates every quarter or you require that your security policy is approved at half-yearly intervals. By clicking **Configure task frequency intervals**, you can set the frequency with which you want specific tasks to be carried out. SecureAware has four pre-defined task frequency settings (shown in the picture). For example, **One week every month** means that the task must be carried out *monthly* and that the person responsible has *one week* in which to complete it.

You can delete any intervals you deem to be unnecessary by using . To set up and configure your own task frequency time intervals click on **Create new task-frequency interval**. Enter a name for your new interval (and any description required), then enter numbers in the **Interval in days** and **Number of days allocated for completion** fields. The example shown depicts a newly created interval frequency where a task must be repeated every three months (**Interval in days**: 90) and the person responsible has two weeks to carry it out (**Allocated completion days**: 14). Click on **Create** to add this new interval.



You may wish to delegate the responsibility for carrying out tasks to particular individuals within your company. You can avoid having to recreate tasks each time you delegate them to a new person by creating a number of task templates. In the TaskManagement menu, click on **Configure task templates** and select **Create new task template**.

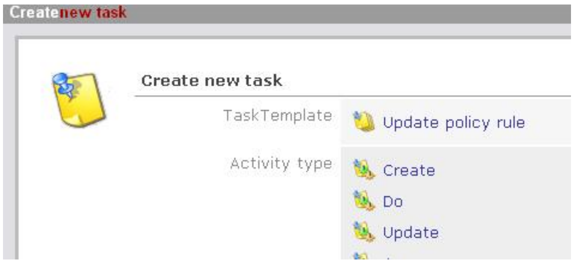
The example in the picture shows a task template that deals with an 'Update' task. This template can be used to create and tailor any Update task. Enter a name for your new task. In the Description box, you can enter instructions for the person responsible for carrying out the task. In this example the administrator has chosen to receive notification when the task is started (recommended), when the task is completed, and when the completion deadline has been exceeded. These settings can be set to meet your specific requirements. Additionally, the example shows that the task must be completed within 14 days and that it must be repeated every six months.



Once you click on **Create,** you can then specify both the person you wish to carry out the task (**Task executor**) and the person who you wish to be responsible for checking that it has been completed (**Task supervisor**).

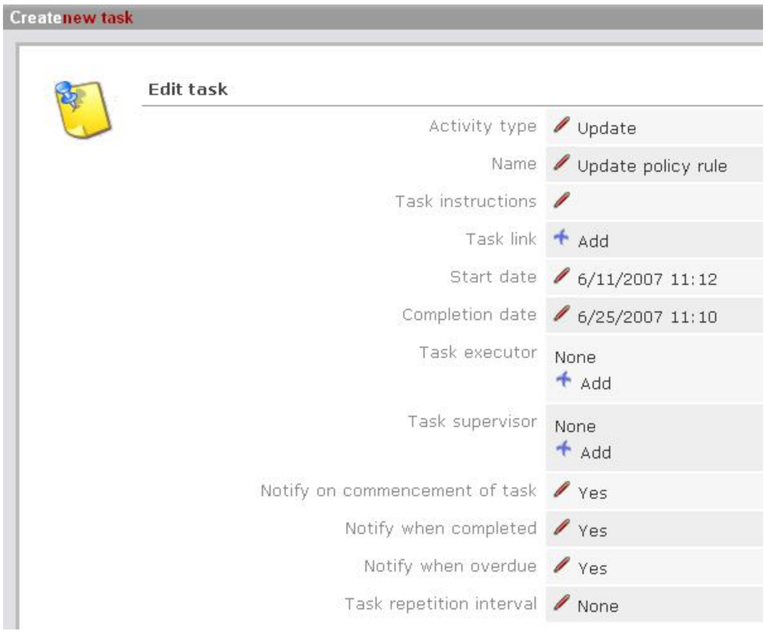
Creating tasks

You can now begin to create your own tasks. Click on **Create a new task** in the Compliance Workflow start menu. Now you have the choice of creating a task in one of the following ways: by using one of the templates you have created, or by basing you task upon a certain type of activity (e.g. Create, Do, or Update).



Creating a task using a template

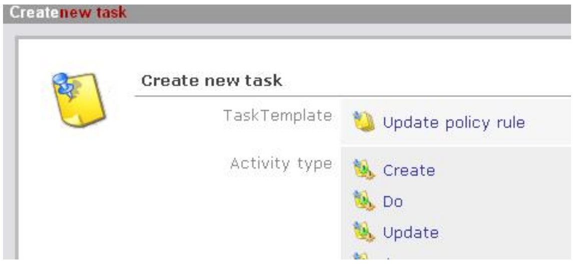
Click on the template upon which you wish to base your task. Your task will now 'inherit' all the properties of the selected template. (These properties can be edited using). You can also create a 'task link' and attach it to your task.



In the following example, the task being created concerns the rule "Re-using a password", (a policy rule listed in the 'User Responsibility' category). The activity type has already been chosen as **Update**. Next to **Task link**, click on **Add**. The drop-down menu now lets you select policy content, rules or specific procedures that you want to be included as part of the update.

Choose 'Rule' and click on to proceed. The menu will now change to a list of your policies. Select the desired policy and click on . The new menu will now show the categories and subcategories of the selected policy. Select the User Responsibility category and click again on to continue. The next menu shows the specific rules linked to the category. Select “Re-using a password” and click on . You will now receive the message “**Task link is correctly configured**”. Click on one final time and the link will be attached to the task. You can edit the task’s other settings by clicking on beside the required setting, or remove or add people you want to carry out or supervise a task.

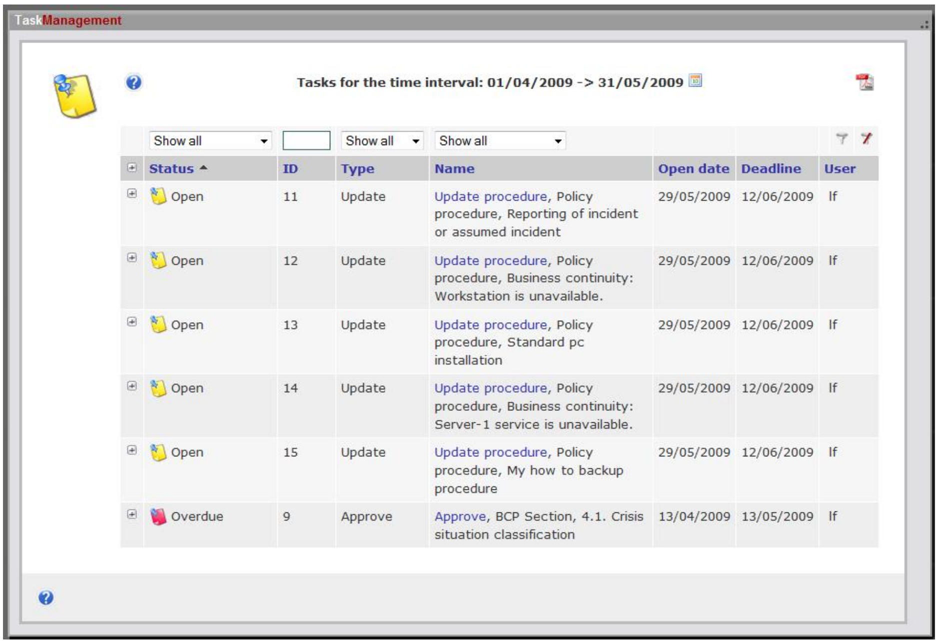
Creating a task according to activity type



If you choose to create a task based upon the type of activity a user needs to undertake in order to complete a task, click on **Create a new task** min the main Compliance Workflow menu and then select Activity type. You will now see the same screen (with the same options) as for if you chose to create a task based upon a template. The difference here is that the activity type is the only property your task will inherit. You can now proceed to configure the task in the same way as described earlier.

Established tasks

When logging on, a user will be presented with a list of his or her activities on My SecureAware (access to this list can also be gained by clicking on the Compliance Workflow tab at the top of the screen). Tasks that are open will appear with the yellow icon .



By clicking on the task, the user will see the specific task details, such as start and completion dates, as well as instructions describing how he or she should carry it out. By clicking on the task link, the user will be guided directly to the policy section, rule or procedure relevant to completing the task. The user can also mark the task as completed and enter any supplementary information required.

Click on the name of a column to sort it. To filter tasks, use the menus on top of the columns and click the Filter icon. To remove a filter, click on the Remove filter icon. If you only want to see **tasks with a certain status**, i.e. all overdue tasks, use the dropdown menu on top of the column Status.

In the ID menu you can search for **tasks** if you know their ID. Separate the ID numbers by commas to search for multiple tasks or separate by hyphen to search for a sequence of tasks. To see tasks of a certain type, i.e. all update tasks, use the dropdown menu on top of the Task type field.

Tasks belonging to **a specific part of the policy set or the BCP** can be found by using the dropdown menu over the column Activity. To make a search **within a time interval**, click the calendar icon on top of the page.

Task management

When a task has been created and allocated to a specific user, you can at all times monitor its progress. To the left of the Task Management menu, you will see an at-a-glance summary of all the tasks you set up.

Manage Tasks: View all your tasks irrespective of their status.

Open tasks: Tasks that have been started and have not overrun their completion deadline.

Tasks in progress: Tasks that an executor has notified as having been started.

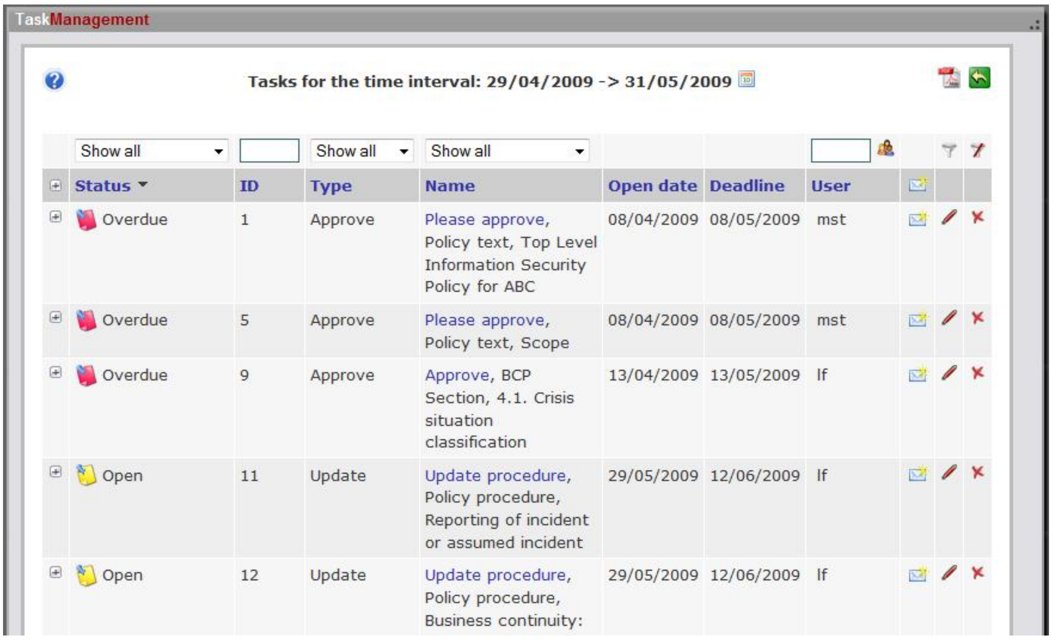
Overdue tasks: Tasks that have not been completed within the specified time limit.

Completed tasks: Activities reported as completed by the persons responsible for carrying them out.

Stand-by tasks: These tasks have been completed but are scheduled to be repeated at a later date.

Dormant tasks: Tasks which have been put on hold. This status removes the need to delete completely any tasks that you may temporarily not require.

Click on **Manage Tasks** to see all tasks.



Status	ID	Type	Name	Open date	Deadline	User
Show all		Show all	Show all			
Overdue	1	Approve	Please approve, Policy text, Top Level Information Security Policy for ABC	08/04/2009	08/05/2009	mst
Overdue	5	Approve	Please approve, Policy text, Scope	08/04/2009	08/05/2009	mst
Overdue	9	Approve	Approve, BCP Section, 4.1. Crisis situation classification	13/04/2009	13/05/2009	lf
Open	11	Update	Update procedure, Policy procedure, Reporting of incident or assumed incident	29/05/2009	12/06/2009	lf
Open	12	Update	Update procedure, Policy procedure, Business continuity:	29/05/2009	12/06/2009	lf

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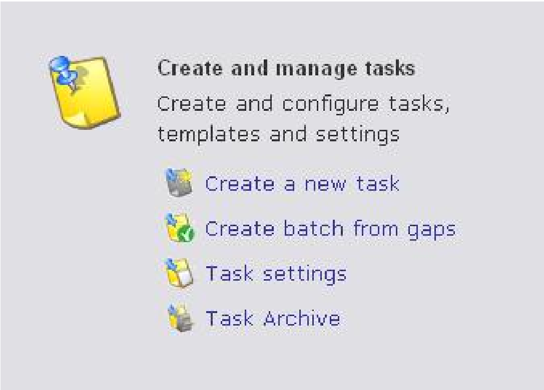
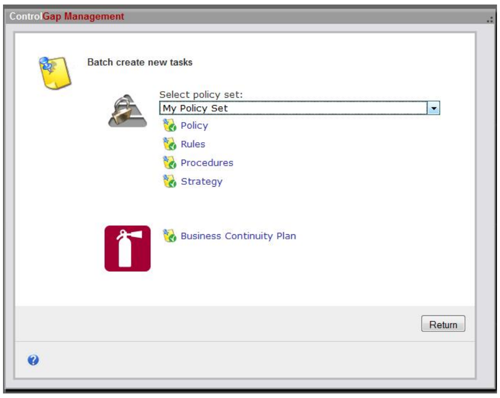
To make a search **within a time interval**, click the calendar icon on top of the page.
Search for tasks belonging to **a specific user**, write (a part of) the user's ID. You can use * as a wildcard.
Send an e-mail to the users responsible for a specific task by clicking on the mail icon to the left of the task.

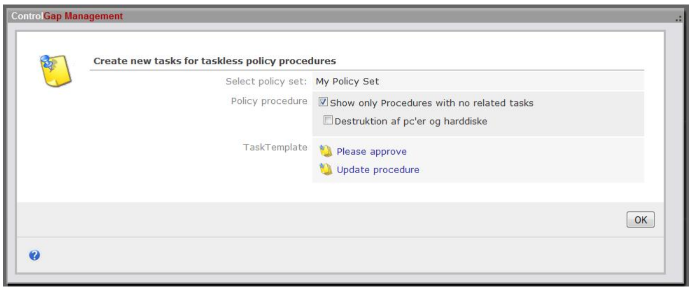
Gap management



When you have set up templates for your tasks, you can easily create tasks that remain to be completed or delegated. Click on **Create batch from gaps** to fill out any holes in your compliance workflow.

You can now choose whether you wish to create tasks based upon policy content, rules, procedures, strategy or the BCP.

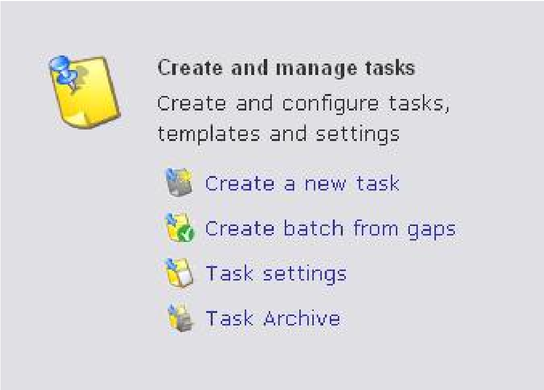




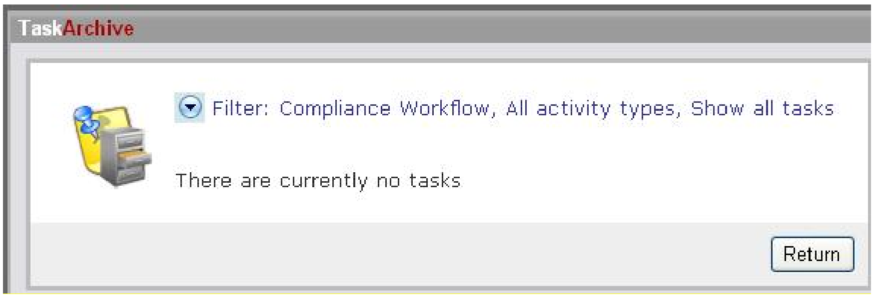
You can now tick the individual elements you wish to include. In the example to the right, there is a choice of different procedures.

Which template should be used as guidelines for the task? By clicking on the template name, tasks will automatically be created. Click on **OK** to return to the previous screen.

Task archive



Once the person in charge of supervising the completion of a task has archived the task results these can be accessed directly from the Compliance Workflow main menu. Click on **Task archive** to access this function. You can filter your search using and you can sort results according to module. By clicking on , you can sort according to activity type.

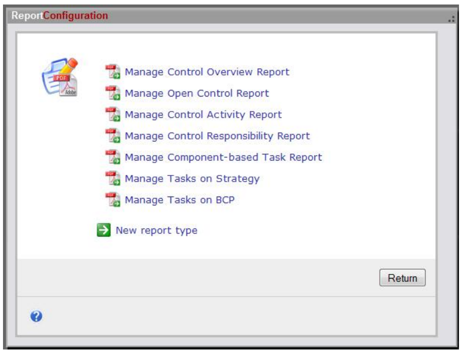


Reports

The compliance awareness module contains 6 predefined report types. You can, of course, edit these or create your very own reports. To make reviewing the information as easy as possible, much of the information is presented in the form of graphs, bar diagrams and pie charts. More detailed information is presented in list or table form. A report type consists of one or more report sections. You can select and sort these to your meet your required specifications.

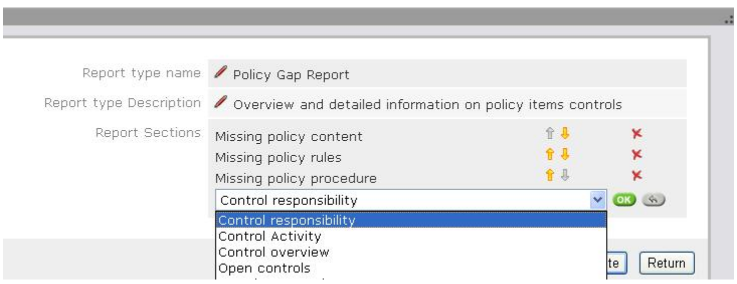
Click on **Reports** to choose a report type. You can select a time interval for the report as well. By doing this, only tasks which are open within this interval will be displayed.

Report configuration



Click on **Report configuration** in the **Compliance Workflow** start menu. You will now be shown a list of the module's standard report types. Clicking on any one of these will show you the contents of that particular report type.

To change the name or description of a report type, click on the editing pencil , enter your changes, and click on . You can delete an existing section in a report by clicking on and edit the order the sections are listed in by using the arrows .



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