# Archer Documentation Request Tracking

This offering is provided through the Archer Exchange to enhance your existing Archer implementation. The Archer Exchange provides offerings to expand the use of Archer solutions into new business processes and address specific industry, geographic, regulatory, or technical requirements.

To learn more about the available offerings on the Archer Exchange, please visit the [Archer Exchange](https://archerirm.exchange/en-US/home).

Information security, legal, human resource, and compliance teams are inundated with requests to review new customer or vendor contracts, or provide official documentation and attestations about security vulnerabilities, disaster recovery and continuity capabilities, SIG questionnaire responses, and more. These requests are often sent via email and lack audit trails or approval capabilities.

The Archer Documentation Request Tracking app-pack provides an automated governance process for capturing and approving requests, a repository to share the approved documentation, and a mechanism to alert when new documentation is available. This app-pack enables organizations to:

* Track and prioritize the different types of document requests
* Capture the requestor information indicating whether they are a customer, vendor, or internal team member, and collect their contact information
* Document and analyze the impacted business units, process, applications, products, and services impacted by the request
* Manage and adhere to expected service level agreement (SLA) timeframes based on request types
* Offer visibility for document request statuses

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## Release notes

| Release  Version | Published Date | Notes |
| --- | --- | --- |
| Archer 6.3 | February 2018 | Initial Release |
| Archer 6.9 | August 2021 | * Improved user experience   + Updated dashboards   + Custom advanced workflow warnings   + Added the ability to approve requests by email * Added new fields to track location/region * Added new field to track Documentation Request frequency * Added automatic creation of Documentation Requests based on next request date. * Added new field to track related Documentation Requests |
| Archer 2024.09 | November 2024 | * Added Engage feature to request / receive documents from any external / internal users. * Added new Cross-Reference field targeting Contacts application to utilize Engage feature. * Added new Notification to notify Engage Submission Received from Engage. * Old Classic dashboards are merged and converted to new Next Generation Dashboard. |

## Overview of Archer Documentation Request Tracking

### Key features and benefits

Establishing a consistent, centralized process for managing requests for documentation increases the consistency of responses, minimizes duplicated information, and reduces the workload on employees.

With Archer Documentation Request Tracking, you can:

* Automate the Document Request process from start to finish
* Request documents using Engage
* Create new reoccurring documentation requests automatically at the specified time
* Track documentation by specific location/region
* Track related Document Requests
* Approve documentation requests by email
* Centralize all requests to expedite the process and remove the need for email communication
* Enable the users to review and follow the status of documentation requests
* Evaluate requests to determine the impact to existing business processes
* Review approved task list of requests sorted by priority and due date
* Capture the priority and expected completion date (based on SLA timeframe) of the request
* Meet and exceed the expected documentation request SLA
* Provide an audit trail for all documentation requests
* Track historical trends by request type or requestor making the submission
* Request additional information from the requestor
* Notify all parties involved when the status of a request has changed

Benefits include:

* Simplified process of requesting information security, compliance, legal, and human resource attestations
* Audit trail documenting who has requested the documentation or review activity
* Ability to track the impacted business unit, product, or service
* Role-based access control (RBAC), restricting personnel to information and tasks necessary to perform their job
* Reduced time and cost associated with documentation requests
* Elimination of duplicate requests
* Storage of all uploaded information in a centralized location controlled by access roles
* Ability for readers or editors to monitor the progress of the request
* Simplified communication process for documentation justification
* Automatic stakeholder notification when key documentation is updated

### Prerequisites (ODA and system requirements)

| Components | Prerequisites |
| --- | --- |
| Archer Solution Area(s) | Any |
| Archer Use Case(s) | This offering does not have any prerequisite use cases |
| Archer Application(s) | This offering does not have any prerequisite applications |
| Uses Custom Objects | No |
| Requires Archer On-Demand Application Licenses | This offering requires two (2) Archer ODAs |
| Archer Requirements | Archer 2024.09 and later |
| Supported Archer Environments | * On-Premises * Archer SaaS |

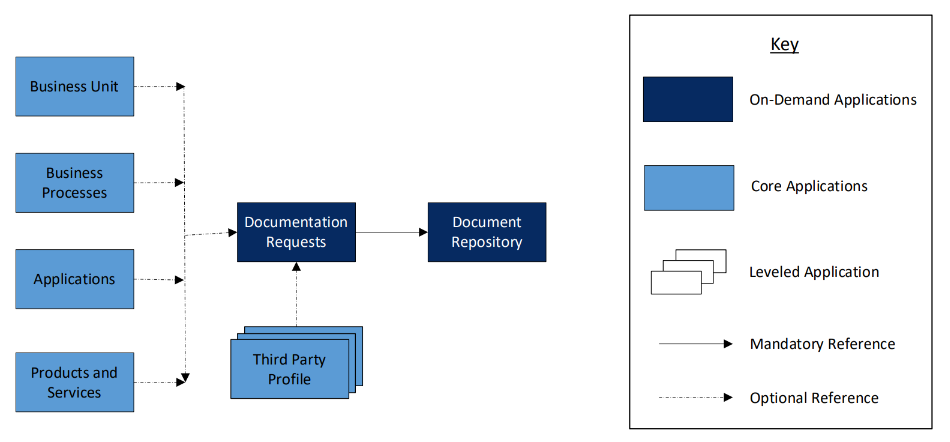
### Compatible use cases and applications

#### Optional applications

| Application | Use Case | Primary Purpose(s) of the Relationship |
| --- | --- | --- |
| Applications | Audit Engagements & Workpapers, Business Continuity and IT Disaster Recovery Planning, Third Party Governance, IT Controls Assurance, IT Security Vulnerabilities Program, IT Risk Management, IT Controls Assurance, Information Security Management System, PCI Management, Security Incident Management, Data Governance, Operational Risk Management, Public Sector Continuous Monitoring | It is linked to Impacted Application field in Documentation Requests Application. |
| Business Unit | Issues Management, Business Impact Analysis, Third Party Catalog, Policy Program Management, Security Incident Management, Key Indicator Management, Assessments & Authorization, Continuous Monitoring | It is linked to Impacted Business Unit field in Documentation Requests Application. |
| Business Processes | Audit Engagements & Workpapers, Business Impact Analysis, Policy Program Management, IT Controls Assurance, IT Risk Management, Controls Assurance Management, Data Governance, Top-Down Risk Assessment, Bottom-Up Risk Assessment, Operational Risk Management, Assessments & Authorization | It is linked to Impacted Business Processes field in Documentation Requests Application |
| Products and Services | Business Continuity and IT Disaster Recovery Planning, Third Party Risk Management, Security Operations & Breach Management, Controls Monitoring Program Management, Bottom-Up Risk Assessment | It is linked to Impacted Products and Services field in Documentation Requests Application. |
| Third Party Profile | Third Party Catalog | If managing vendors in the Third Party Catalog use case, organizations can cross-reference to the Third Party Profile application. |
| Contacts | Audit Engagements & Workpapers, Policy Program Management, Operational Risk Management, Loss Event Management, IT Risk Management, IT Controls Assurance, ESG Management, Enterprise catalog, Cyber Incident & Breach Response, Controls Assurance Program Management, Business Impact Analysis, Business continuity & IT Disaster Recovery Training | It is linked to Engage Contact Information field in Documentation Requests Application. This link is added to capture the contact information for engage requests. |

## Archer Documentation Request Tracking components

### Architecture diagram



### Swim lane diagram

The Archer Documentation Request Tracking process begins when the Requestor creates a new record. The Requestor then selects which type of Document Request they would like to submit for approval. Once submitted, the Approver receives a notification to review the request.

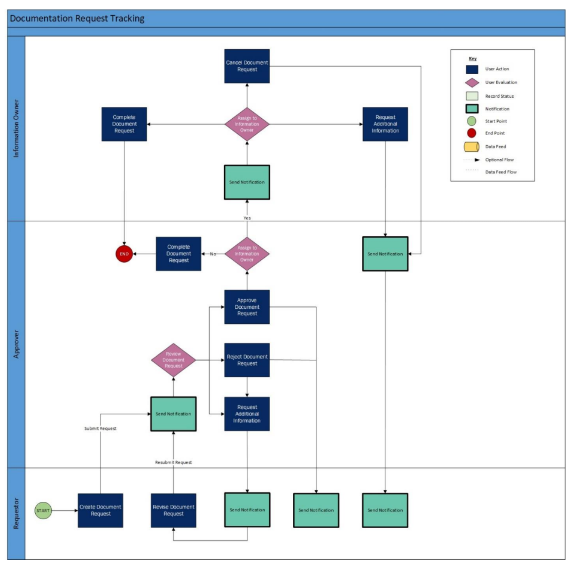
The Approver can:

* Approve the request
* Reject the request
* Send the request back to the Requestor for additional information
* Assign the request to the Information Owner.

The Information Owner can then:

* Cancel the request
* Request additional information
* Complete the Document Request by creating requested document in the document repository application

The following diagram shows the general workflow of the application:



### Applications

| Application | Description |
| --- | --- |
| Documentation Requests | Archer Documentation Request Tracking captures document requests from Customers, Vendors, or Internal Teams to simplify the process of requesting Information Security or Compliance attestations. It tracks which business unit, business process, applications, products, and services are impacted, and stores all uploaded documents in a centralized location controlled by the user’s access rights. |
| Document Repository | The Document Repository application allows users to store, access, and update information related to documentation requests. |

### Personas and access roles

| Function | Description |
| --- | --- |
| Requestor | Initiates the request on behalf of the internal team, customer, or vendor that requires the information. |
| Approver | Evaluates the request, determines if more information is needed, and communicates this to the appropriate contact. Once approved, the Approver provides the requested information if they have access and the right to deliver the appropriate documentation. This person would typically be an Information Security Manager, Compliance Manager, or a legal representative. |
| Information  Owner | Responsible for keeping documentation up to date, appropriately classified, and sufficiently safeguarded. For smaller and medium-sized organization, the Information Owner and Approver can be the same individual. |

## Installing Archer Documentation Request Tracking

### Installation overview

Complete the following tasks to install the offering.

#### Task 1: Prepare for the installation

1. Ensure that your Archer system meets the following requirements:
   * Archer Platform version 2024.09 and later
2. Download the installation package from the Archer Exchange
3. Read and understand the "Packaging Data" section of Archer Help.

#### Task 2: Install the package

Installing a package requires that you import the package file, map the objects in the package to objects in the target instance, and then install the package. See [Installing the Application Package](#bookmark18) for complete information.

#### Task 3 (optional): Enable actions by email in your instance

Actions by email can be enabled for your instance if required.

#### Task 4: Set up data feeds

You must import and schedule each use case data feed that you want to use. See [Setting up Data Feed](#bookmark24) for complete information.

#### Task 5: Test the installation

Test the application according to your company standards and procedures, to ensure that the use case works with your existing processes.

### Installing the package

#### Task 1: Back up your database

There is no Undo function for a package installation. Packaging is a powerful feature that can makesignificant changes to an instance. Archer strongly recommends backing up the instance database before installing a package. This process enables a full restoration if necessary.

An alternate method for undoing a package installation is to create a package of the affected objects in the target instance before installing the new package. This package provides a snapshot of the instance before the new package is installed, which can be used to help undo the changes made by the package installation. New objects created by the package installation must be manually deleted.

#### Task 2: Import the package

1. Go to the Install Packages page.
   1. From the menu bar, click Admin menu.
   2. Under Application Builder, click Install Packages.
2. In the Available Packages section, click Import.
3. Click Add New, then locate and select the package file that you want to import.
4. Click OK.

The package file is displayed in the Available Packages section and is ready for installation.

#### Task 3: Map objects in the package

**Important:** This step is required only if you are upgrading to a later version of Archer Documentation Request Tracking.

1. In the Available Packages section, select the package you want to map.
2. In the Actions column, click Analyze for that package.

The analyzer examines the information in the package. The analyzer automatically matches the system IDs of the objects in the package with the objects in the target instance and identifies objects from the package that are successfully mapped to objects in the target instance, objects that are new or exist but are not mapped, and objects  that do not exist (the object is in the target but not in the source).

When the analyzer is complete, the Advanced Package Mapping page lists the objects in the package file and corresponding objects in the target instance. The objects are divided into the following categories:

* Access Roles
* Applications
* Dashboard
* Data Feeds
* Folders
* Global Values Lists
* Groups
* iViews
* Languages
* Letterheads
* Questionnaires
* Solutions
* Sub-forms
* Workspaces

1. On the Advanced Mapping page, click to open each category and review the icons next to each object to determine which objects you must map manually.

| Icon | Name | Description |
| --- | --- | --- |
| Awaiting mapping review | Awaiting Mapping Review | Indicates that the system could not automatically match the object or children of the object to a corresponding object in the target instance.  Objects marked with this symbol must be mapped manually through the mapping process.  **Important:** New objects should not be mapped. This icon should remain visible. The mapping process can proceed without mapping all the objects.  **Note:** You can execute the mapping process without mapping all objects. The Awaiting mapping review icon is for informational purposes only. |
| Checkmark | Mapping Completed | Indicates that the object and all child objects are mapped to an object in the target instance. Nothing more needs to be done with these objects in Advanced Package Mapping. |
| Missing objects | Do Not Map | Indicates that the object does not exist in the target instance or the object was not mapped through the Do Not Map option. These objects will not be mapped through Advanced Package Mapping, and must be remedied manually. |
|  | Undo | Undo Indicates that a mapped object can be unmapped. This icon is displayed in the Actions column of a mapped object or object flagged as Do Not Map |

1. For objects awaiting mapping review, do one of the following:

* To map each object individually, use the drop-down menu in the Target column to select the object in the target instance to which you want to map the source object. To leave an object unmapped, select Do Not Map in the Target column.
* To map each object individually, use the drop-down menu in the Target column to select the object in the target instance to which you want to map the source object. To leave an object unmapped, select Do Not Map in the Target column.
* To map each object individually, use the drop-down menu in the Target column to select the object in the target instance to which you want to map the source object. To leave an object unmapped, select Do Not Map in the Target column.

**Note:** Click to enable filter fields that you can use to find specific objects in each mapping category. To undo your mapping selections, click Undo, then select whether to undo all mappings in the category or only the mappings on a single page. If you choose to undo all mappings, you will be returned to the categories list.

1. (Optional) To save your mapping selections and return to the categories list without committing changes to the target instance, click .
2. After you review and map all objects, click Execute.
3. Select I understand the implications of performing this operation and click OK. When the mapping is complete, the Import and Install Packages page is displayed.

**Important:** Advanced Package Mapping modifies the system IDs in the target instance. You must update any Data Feeds and Web Service APIs that use these objects with the new system IDs.

#### Task 4: Install the package

All objects from the source instance are installed in the target instance unless the object cannot be found or is flagged to not be installed in the target instance. A list of conditions that may cause objects not to be installed is provided in the Log Messages section. A log entry is displayed in the Package Installation Log section.

1. Go to the Install Packages page.
   1. From the menu bar, click Admin menu.
   2. Under Application Builder, click Install Packages.
2. In the Available Packages section, do the following:
   1. Locate the package file you want to install.
   2. In the Actions column, click Twin gears.
3. In the Configuration section, select the components of the package that you want to install.

* To select all components, select the top-level checkbox.
* To install only specific global reports in an already installed application, select the checkbox associated with each report that you want to install.

**Note:** Items in the package that do not match an existing item in the target instance are selected by default.

1. Click Lookup.
2. For each component section, do the following:

**Note:** To move onto another component section, click Continue or select a component section in the Jump To drop-down menu.

1. In the Install Method drop-down menu, select an install method for each selected component.

* **Note:** If you have any existing components that you do not want to modify, select Create New Only. You may have to modify those components after installing the package to use the changes made by the package.

1. In the Install Option drop-down menu, select an install option for each selected component.

* **Note:** If you have any custom fields or formatting in a component that you do not want to lose, select Do Not Override Layout. You may have to modify the layout after installing the package to use the changes made by the package.

1. Click OK.
2. To deactivate target fields and data-driven events that are not in the package, in the Post- Install Actions section, select the Deactivate target fields and data-driven events that are not in the package checkbox. To rename the deactivated target fields and dat a-driven events with a user-defined prefix, select the Apply a prefix to all deactivated objects checkbox, and enter a prefix. This can help you identify any fields or data-driven events that you may want to review for cleanup post-install.
3. Click Install.
4. Click OK.

#### Task 5: Review the package installation log

1. Go to the Package Installation Log tab of the Install Packages page.
   1. From the menu bar, click Admin menu.
   2. Under Application Builder, click Install Packages.
   3. Click the Package Installation Log tab.
2. Click the package that you want to view.
3. In the Package Installation Log page, in the Object Details section, click View All Warnings.

#### (Optional) Enable actions by email for Document Request Approver review

Actions by email enables users to perform advance workflow actions from the email they receive from Archer. Customers can enable Actions by email for Documentation Request Approver Review. Actions by email needs to be enabled at multiple places before utilizing it:

1. Archer Control Panel: Advance Workflow Actions By Email Configuration should be enabled and updated.
2. Notification: Enable in the on-demand notification template. An on-demand notification template is readily available on package installation.
3. Document Request Tracking Application: Enable Actions By Email in the general tab of the

* application

1. Document Request Tracking Advance Workflow: Enable in the Document Request Approver Review user action node and select action by email notification template.
2. User Accounts: Enable in Account Maintenance section of the user account page. Ensure email id is configured for the user.

### Setting up data feed

Data Feed Documentation Request: Auto-generate New Request is included in this app-pack package. This Data feed is used to create new request automatically according to the request frequency. Follow below steps to setup the Data Feed:

1. Go to Manage Data Feeds page:
   1. From the menu bar, click Admin menu.
   2. Under Integration, click Data Feeds.
2. Locate and select the data feed Documentation Request: Auto-generate New Request.
3. Verify settings in the General tab.
   1. In the General Information section, set the Status field to Active.
   2. In the Feed Information section, confirm that the Target field is set to Documentation Requests.
   3. In the Notifications section, confirm that send notification checkbox is selected.
4. Click the Transport tab.
   1. In the Transport section, confirm that the Transport Method field is set to Archer Web Services Transporter.
   2. In the Security section, in the URL field, insert the URL to your instance.
   3. In the Transport Configuration section, do the following:
      1. In the User Name and Password fields, type the username and password of a Platform user.
      2. In the Instance field, enter the name of your instance.
5. Verify the settings on the Source Definition tab. This will be pre-configured.
6. Verify the settings and mappings on the Data Map tab. This will be pre-configured.
7. The Key Definition fields should be pre-populated based on the information from the imported Data Feed.
8. The final configuration step is to schedule the data feed. Click the Schedule tab and configure the frequency and start time of the Data Feed.
9. Click Save to apply your configuration to the data feed. Click the Run Detail link for additional information on the status of the feed or to troubleshoot any feed errors.

**Note:** All the Source Fields on the Source Definition tab will get automatically populated when you import the data feed. Repopulating the fields by clicking on “Load Fields” will lead to removal of two pre-populated fields from the list i.e., Auto\_Generate\_Next\_Request and Document\_Title\_Calc. Hence, add a new fields by clicking on “Add New” and rename as “Auto\_Generate\_Next\_Request” and select field type “Static Text” with value “No” in the Text editor. Add another new field and rename it as ”Document\_Title\_Calc” and select filed type “Calculated Field” with Calculation “=CONCATENATE([Document\_Title]," -",DATEFORMAT([Next\_Request\_Date],"MM.dd.yyyy"))”. Also, make sure that the data mappings are configured correctly after the load fields. Refer Appendix A for data mapping.

## Configuring the Archer Documentation Request Tracking

### Task 1: Create user accounts

User: Requestor

1. Go to the Manage Users page.
   1. From the menu bar,  click Admin menu.
   2. Under Access Control, click Users.
2. Click Add New.
3. Enter a descriptive Document Title and Description for the Document Request.
4. Select Request Type field values by clicking the down arrow next to the field and making your selection.
5. (Optional) Select Review Due Date by clicking the calendar icon next to the field.
6. In the Account Maintenance section, enter the user password, and assign the security parameter for this user

**Note:** To send the user an email notification of their new password, select the corresponding checkbox. The notification uses the user’s Default Email address.

**Important:** If you do not select this option, you must inform the user of the new password.

1. (Optional) In the Notes section, enter any additional information about the user account, for example, hours of availability or preferences for how the user should be contacted. Account notes appear when users click a linked username in Archer to view the user profile.
2. In the Groups tab, select Documentation Request: Requestor.
3. Click Save.

User: Approver

1. Go to the Manage Users page.
   1. From the menu bar, click Admin menu.
   2. Under Access Control, click Users.
2. Click Add New.
3. In the General Information section, enter the name of the user, the username for log on, and the domain.
4. (Optional) In the Contact Information section, enter the default email address, and any other pertinent information for contacting the user.
5. (Optional) In the Localization section, enter the time zone, locale, and language if the location and language of the user is different from the system.
6. In the Account Maintenance section, enter the user password, and assign the security parameter for this user.

* **Note:** To send the user an email notification of their new password, select the corresponding checkbox. The notification uses the user’s Default Email address.
* **Important:** If you do not select this option, you must inform the user of the new password.

1. (Optional) In the Notes section, enter any additional information about the user account, for example, hours of availability or preferences for how the user should be contacted. Account notes appear when users click a linked username in Archer to view the user profile.
2. In the Groups tab, select Documentation Request: Approver.
3. Click Save.

User: Information Owner

1. Go to the Manage Users page.
   1. From the menu bar, click Admin menu.
   2. Under Access Control, click Users.
2. Click Add New.
3. In the General Information section, enter the name of the user, the username for log on, and the domain.
4. (Optional) In the Contact Information section, enter the default email address and any other pertinent information for contacting the user.
5. (Optional) In the Localization section, enter the time zone, locale, and language if the location and language of the user is different from the system.
6. In the Account Maintenance section, enter the user password, and assign the security parameter for this user.

* **Note:** To send the user an email notification of their new password, select the corresponding checkbox. The notification uses the user’s Default Email address.
* **Important:** If you do not select this option, you must inform the user of the new password.

1. (Optional) In the Notes section, enter any additional information about the user account, for example, hours of availability or preferences for how the user should be contacted. Account notes appear when users click a linked username in Archer to view the user profile.
2. In the Groups tab, select Documentation Request: Information Owner
3. Click Save.

### Task 2: Configure Engage (Optional)

Archer Engage allows users to publish information requests from Archer to an external portal. Archer Engage is configured in Documentation Requests application to request / receive documents from internal/external Users. To use the pre-configured Engage functionalities, Archer Engage Agent needs to be installed on the server since Engage uses the Archer Engage Agent to publish content between Archer and the Engage Portal. To install the Archer Engage Agent on the server, follow the steps mentioned in the [Engage Help](https://help.archerirm.cloud/engage/).

Once the Archer Engage Agent Installation is completed. Configure few fields in Documentation Requests application mentioned below:

1. Open Documentation Requests application and go to Properties tab.
2. Check the Enable Engage option in Options section.
3. Save the Application.

Once the Enable Engage option is checked in the Properties tab, the Engage tab will be displayed. Now the pre-configured "Requesting Company" name needs to be changed as it will be used in Engage notifications. To change the company name, do the following:

1. Open Documentation Requests application and go to field listing.
2. Search for 'Requesting Company' field.
3. Open the field and go to calculation properties to edit the formula.
4. Replace the company name with your company name. By default "ArcherIRM" is used in the formula.
5. Validate the formula and save it.
6. Launch Recalculation for all records.

**Important:** The members of "Documentation Requests: Requestor", "Documentation Requests: Approver" and "Documentation Requests: Information Owner" groups must have read access in Contacts records. It is needed to select contact record in "Engage Contact Information" field. Configure the record permission in Contacts application to give read access to the groups mentioned above.

### Recalculation schedule

The Recalculation Schedule is enabled with a one (1) day interval. The logic used to generate a notification to Requestor (when someone updated the Document Repository records of the Completed Document Request) depends on the recalculation schedule.

If the recalculation schedule is disabled, notifications are not sent to the Requestor upon updates to Document Repository records.

### Miscellaneous

If you are already using Archer Third Party Catalog use case, you can cross-reference the vendor name and contact information within the Documentation Requests application to capture vendor information.

To use Archer Third Party Catalog in the Documentation Request application, create a cross-reference field to Third Party Profile application, and place that field in the Requestor Information section. Additionally, changes are required in the respective DDE Actions.

## Using Documentation Request Tracking

### Task 1: Create a documentation request

Users: Requestor

1. Create a Documentation Request record.
   1. From the menu bar, click Documentation Request Tracking.
   2. Under Solutions, click Documentation Request Tracking.
   3. Under Applications, click Documentation Requests.
   4. Under More Options Ellipsis, click New Record
2. In the General Information section, enter all pertinent information related to the request.
3. Enter a descriptive Document Title and Description for the Document Request.
4. Select Request Type field values by clicking the down arrow next to the field and making your selection.
5. (Optional) Select Review Due Date by clicking the calendar icon next to the field.
6. (Optional) Select the impacted Business Units, Business Processes, Applications, and Products & Services by clicking Ellipsis  and selecting respective record.
7. (Optional) Select the Impacted Location, Request Frequency, and whether to auto-generate the next request by clicking the down arrow next to the field and make your selection
8. (Optional) Select any Watchers to add to the request by clicking Ellipsis and selecting their username
9. (Optional) Add attachments and documentation to the record by clicking the | Add New | button in the Supporting Documentation field.
10. Provide the requestor information in the Requestor Information section.
11. To save in Draft mode, click Save in the Record Toolbar.
12. To submit the request to the Approver, click Submit Request in the top left of the screen.

### Task 2: Reviewing a document request

Users: Approver

1. Under the Tasks section on the landing screen, select the Document Request to review by clicking the Documentation Request # text.
2. Click the Edit button in the top of the record browser.
3. To approve the request, you have two options:
   1. To approve via Archer do the following:
      1. In the Review Details section, select values in the Reviewer, Priority, Expected Completion Date, and Assign to Information Owner fields.
      2. Indicate whether to assign the request to an Information Owner.
         1. To complete the request by the Information Owner, select Yes in the Assign to Information Owner field, and select the information owner in the Information Owner field.
         2. To complete the request by the Reviewer, select No in the Assign to Information Owner field.
      3. Click the Approve button in the top left of the record browser.
   2. To approve via email do the following:
   3. Login to your mail id.
   4. In the inbox double click on the mail which you want to review.
   5. Click on the approve button.
   * **Note:** You can only approve the request. Reject, require additional request must be done through Archer.
4. To request additional information from the Requestor, do the following:
   1. Select the Reviewer.
   2. In the Review Details section, provide comments in the Reviewer Comments field.
   3. Click the Needs Additional Information button in the top left of the record browser.
5. To reject the request, do the following:
   1. If the request has already been made, select Yes in the Duplicate Document Request field in Review Details section. A new field called Duplicate Request Record appears.
   2. Click Look Up next to the field and select the duplicate record.
   3. Provide the reason for rejection in the Reviewer Comments field.
   4. In Review Details section, select the Reviewer.
   5. Click the Reject button in the top left of the record browser.

### Task 3: Completing a document request

Users: Information Owner/Approver

1. Under the Tasks section on the landing screen, select the Document Request to review by clicking the Documentation Request # text.
2. Click the Edit button in the top of the record browser.
3. Complete the fields in the Final Documentation section.
   1. Create or Lookup a record in the Approved Documentation field.
   2. When creating a new record in Document Repository, provide Document Name, Description, and Attachment(s) field data.
4. In the Review Details section, add additional comments in the Information Owner Comments / Reviewer Comments field.
5. Click the complete button in the top left of the record browser.

### Task 4: Resubmitting a document request

Users: Requestor

1. Under the Tasks section on the landing screen, select the Document Request to revise by clicking theDocumentation Request # text.
2. Click the Edit button in the top of the record browser.
3. Make the revisions requested by the Approver.
4. (Optional) Add attachments to the record by clicking the | Add New | button in the Supporting Documentation field.
5. Click the Resubmit button in the top left of the window.

### Task 5: Auto-generate documentation request

Users: Requestor, Approver, Information Owner

1. Select the Documentation Request record that you would like to auto-generate next Request.
2. Click Edit in the top of the record.
3. Select Request Frequency for the request by clicking the down arrow next to the field and making your selection.
4. Select value Yes in the Auto-Generate Next Request field by clicking the down arrow next to the field and making your selection.
5. Click Save in the Record Toolbar.

* **Note:** Next Request Date is a calculated field based on the Requested Date and Request Frequency. The criteria to trigger the Data Feed to generate a new exam is: Auto-Generate Next Request = Yes. Request Frequency must be selected or the Override Next Request Date must be filled with a date.

### Task 6: Request Document Via Engage

Engage Configurations are added to the Documentation Requests application. Through Engage Archer users can request / receive Documents from any external / internal users. To request any document from users, do the following:

1. Select 'Yes' in "Request Document Via Engage" field in 'Engage Request Information' section.
2. Enter your name / the requestor name in "Requestor Name" field.
3. Enter your / requestor email address in "Requestor Email Address" field.
4. Enter Engage Submission Due Date.
5. In the "Engage Contact Information" field, select the contact record of the person whom you are requesting documentation.

* **Note:** Contact record is required to send request via Engage.

1. Provide a summary of your request in "Request details" field. This will be displayed on the Engage request.
2. Save the record.

* **Note:** All the Engage fields must have values in it and the record must be saved before sending the request.

1. Once the record is saved, check the field details. "Requesting Company" will be auto populated.
2. Click on "Request Document" button from the top of the record. This action will publish the record to the Engage portal and trigger a notification to the selected person in the "Engage Contact Information" field.

* **Note:** This "Request Document" button is disabled for Completed, Rejected and Cancelled records.
* Publishing record in Engage portal can take few minutes.

After clicking on the "Request Document" button, the publishing status changes to 'Publishing In Progress'. Once the record is published in the Engage Portal, the Status will change to 'Publish Successful'. The status is reflected in the Engage Status field in the 'Engage Request Information' section.

Please follow the steps mentioned in the [Engage Help](https://help.archerirm.cloud/engage/) for troubleshooting, in case of Publish Failure.

Once the record is published in the Engage Portal, users can view the request by logging into their Engage Portal. To submit document through Engage Portal, do the following:

1. Open the Document Request record by clicking on the ID.
2. Attach documents in the 'Supporting Documents' field.
3. Add comments in the 'Engage Submitter Comments' field.
4. Click on Submit from the bottom of the page.

Once the record is submitted through the Engage Portal, it will take a few minutes to reflect the changes in Archer and the status will change to Engage Submission received. Once the changes are reflected in Archer, users can view the Engage Submitter Comments in 'Engage Requestor Information' section and the submitted documents in 'Supporting Documents' field.

## Fields mappings

This table contains the field mappings for the Documentation Request: Auto-generate New Request feed (Key Field Definitions in bold).

| Source Fields | Target Archer Fields |
| --- | --- |
| Account\_Name | Account Name |
| Contact\_City | Contact City |
| Contact\_Country | Contact Country |
| Contact\_Email | Contact Email |
| Contact\_Full\_Name | Contact Full Name |
| Contact\_Phone | Contact Phone |
| Contact\_State\_\_Province | Contact State/Province |
| Description | Description |
| Document\_Title\_Calc | Document Title |
| Impacted\_Location | Impacted Location |
| Priority | Priority |
| Request\_Frequency | Request Frequency |
| Request\_Type | Request Type |
| Requested\_By | Requested\_By |
| ArcherRecord/Requestor/Item | Requestor |
| ArcherRecord/Reviewer/Item | Reviewer |
| ArcherRecord/Wachers/Item | Watchers |

## Certification environment

Date tested: November 2024

|  |  |  |
| --- | --- | --- |
| Product Name | Version Information | Operating System |
| Archer Suite | 2024.09 | Virtual Application |