MetricStream

Governance Risk and Compliance Intelligence

USER GUIDE

VERSION 6.1

MARCH 2013

Roles, Infocenters & Security
Managing GRCI
Reports

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Preface

The MetricStream – **Governance Risk Compliance Intelligence (GRCI)** Version 6.1 user guide provides information on using the MetricStream **Governance Risk Compliance Intelligence (GRCI)** Version 6.1 application. The MetricStream application is a web-based application.

This end-user guide does not provide information on system administration of the **Governance Risk Compliance Intelligence** 6.1 application. For information on system administration, refer to the MetricStream **Governance Risk Compliance Intelligence** Version 6.1 **System Administrator Guide V 6.1.**

To use this guide effectively, you must familiarize yourself with the **MetricStream Portal User Guide 6.1 SP1**.

Related Documents

For more information, see the following documents:

- Governance Risk Compliance Intelligence 6.1Training Guide
- Governance Risk Compliance Intelligence 6.1 System Administrator Guide
- Governance Risk Compliance Intelligence 6.1 Online Help
- Governance Risk Compliance Intelligence 6.1 Installation Guide
- MetricStream 6.1 SP1 Portal User Guide
- MetricStream EGRCP 6.1 SP1 User Guide
- MetricStream EGRCP 6.1 SP1 System Administration Guide

Using this Guide

Most of the actions that you can perform in the MetricStream GRCI application are presented in a tabular format.

Documentation Conventions

The following table provides a list of the documentation conventions used in this guide and a short description of each convention.

Conventions	Description
Note	Key pointers, in the form of notes, to help you use this application effectively and efficiently are provided throughout this guide. You can recognize a note when you come across a new paragraph in italics with lines before and after the paragraph. For example: ***Note:*** *To assign activities through organization-role pair, refer to the GRC Intelligence 6.1 System Administrator Guide.*
Boldface	All software references appear in boldface. For example, In the **Channel** column... All acronyms appear in boldface.

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Feedback

MetricStream welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you to complete your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us.

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Chapter 1. Introduction

Read this chapter to learn basic information on **Governance Risk Compliance Intelligence** (**GRCI**) application and architecture. This chapter contains the following sections:

GRC Intelligence

MetricStream's **Governance Risk Compliance Intelligence** application enables users within organizations to be subscribed to regulatory feeds, which can then be fetched in the form of alerts that can be stored or further put in workflow for action.

The GRC Intelligence application comprises the following key features:

- **Setup Channels** - Create channels for alerts from different sources. The source data for the created channels is fetched from two sources:
  - Email – An infolet is used to fetch the data from the specific mail alert inbox.
  - Really Simple Syndication (RSS) – An infolet is used to fetch the data from the specific RSS feeds.
- **Alerts Subscriptions** - The user can **Subscribe To Alerts** from different channels, mark the relevant alerts for follow-up, and review.
- **Notify Users** - The users can notify internal or external users about the alerts, the users gets an email notification about the alerts.
- **Initiate Issue** - The GRCI application provides flexibility to integrate the Issue Management application. The user can initiate an issue for a particular alert in the Issue Management application.

The GRC Intelligence Architecture

The following flowchart displays the high-level architecture involved in the GRC Intelligence application.

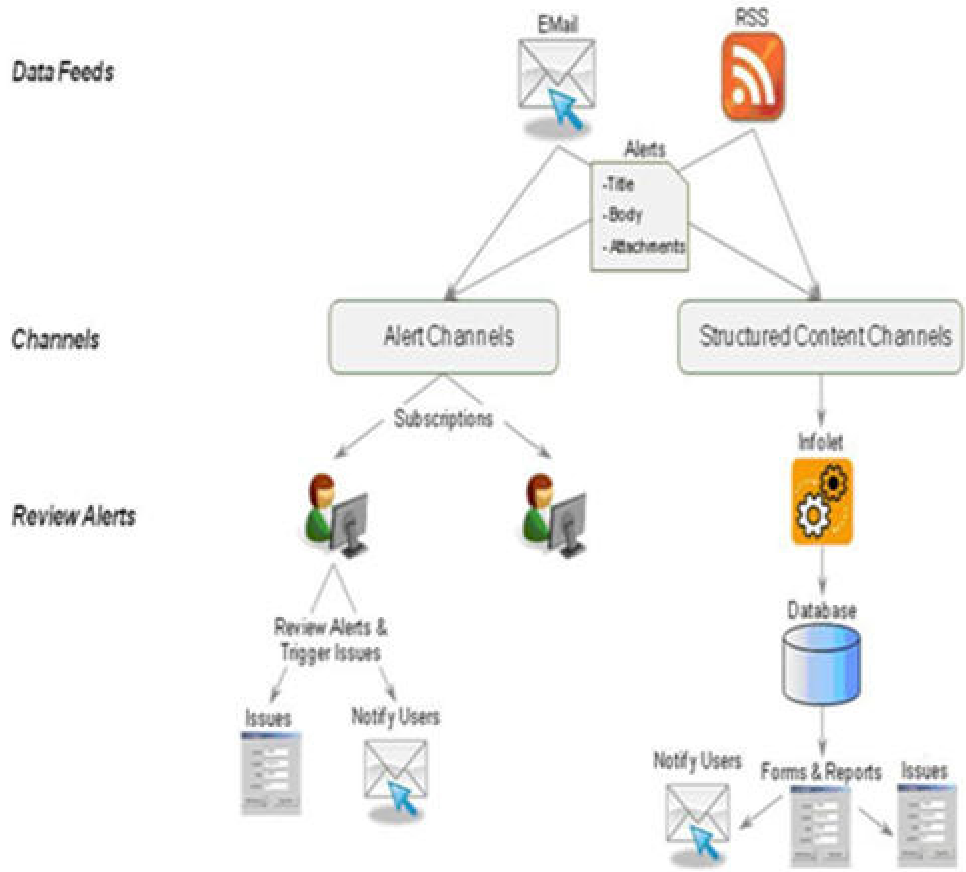

Figure 1. GRC Intelligence Architecture

User Story

This section provides an overview of the frequently asked questions while working on the **GRCI** application.

- GRC Admin:

- How do I create a channel by pre-defining the channel type source and other related details?

- Use the **Create/Manage Channel** form to define the source of the channel, server address / URL, authentication credentials, server parameters and keywords. For more information, refer to the Creating/Managing Channels section.

- How do I view the details of the channels that are created?

- Use the **Manage Channel Report** to view the details of the existing channels and edit the details, as required.For more information, refer to the Creating/Managing Channels section.

- Compliance Officer in Energy Company:

- How do I get the latest updates related to NERC standards?

- Verify whether any channel is available that fetches the NERC related details, use the **My Subscriptions** form and select the mode of alert (email or and submit the form) to get the NERC alerts. For more information, refer to the Subscribing To Alerts section.

- Auditor in the Energy Company:

- I want to notify the CEO, CTO, CFO, COO and the consulting FERC advisor about latest changes in the FERC compliance standards and requirements?

 - Use the **Alert Summary Report** to notify the required users. For more information, refer to the Notifying Users section.

 - How do I raise an issue regarding the existing gap in compliance to the lead auditor?

 - Use the Alert Summary Report to raise an issue. For more information, refer to the Logging Issues section.

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Chapter 2. Security Model, Roles and Infocenters

Read this chapter to know about the security model, activities, roles and infocenters in the **Governance Risk Compliance Intelligence 6.1** application.

This chapter consists the following section(s):

Security Model

The **Governance Risk Compliance Intelligence** follows three-tier structure security model as follows:

- Create roles and assign objects and activities to the roles, as required
- Create organization structure and organization-role pair
- Assign users to organization-role pair

Note: *For more information on roles and related activities, refer to the Roles and Related Activities table below.*

Note: *To assign activities through organization-role pair, refer to the Governance Risk Compliance 6.1 System Administrator Guide.*

Roles and Related Activities

The following table lists the different roles and related activities in the MetricStream **GRCI** application.

Activities	Roles	
	GRCF Administrator	**GRCF User**
MS GRC Alert Subscriptions This activity enable the users to subscribe to alerts from different channels		**X**
MS GRC Create Channels This activity enable the users to create and manage the channels	**X**	

Legends:

- **X** - You can perform the activity
- **Blank** - You cannot perform the activity

Roles and Related Infocenters

The following table lists the different roles and related infocenters in the MetricStream GRCI application.

Roles	**Infocenter** **GRC Intelligence** is the main infocenter from where you need to navigate to the other infocenter	
	Setup Channels	**My Alerts**
GRC Administrator	**X**	
GRCF User		**X**

Legends:

- **X** - You can access the infocenter
- **Blank** - You cannot access the infocenter

Infoports and Infocenters

The following table provides detailed information on infocenters, infoports, forms, reports, and tasks in the MetricStream GRCI application.

Infoport Details	Infocenter	
	Setup Channels	My Alerts
Manage Channels	X	
Channels		
Channel	X	
Alert Summary Report		X
Manage		
My Subscriptions		X
Report		
View My Subscriptions		X

Legends:

- **X** - You can access a form/report from the corresponding infoport
- **Blank** - You cannot access a form/report from the corresponding infoport

GRC Intelligence - Setup Channels Infocenter

The channels are created to fetch the data from different sources. The user can define the channel name and other related details using the **Channel** form. Use this infocenter to setup and manage channels.

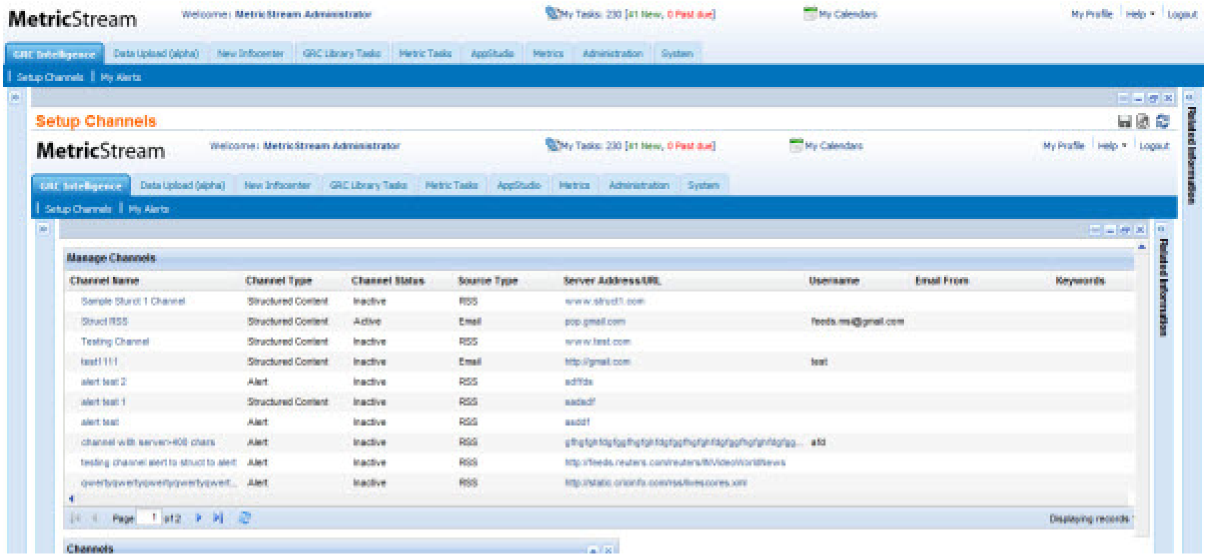


Figure 2. GRC Intelligence>Setup Channels Infocenter

GRC Intelligence - My Alerts Infocenter

Use this infocenter to create and manage your alert subscriptions, notify users, and log issues for alerts.

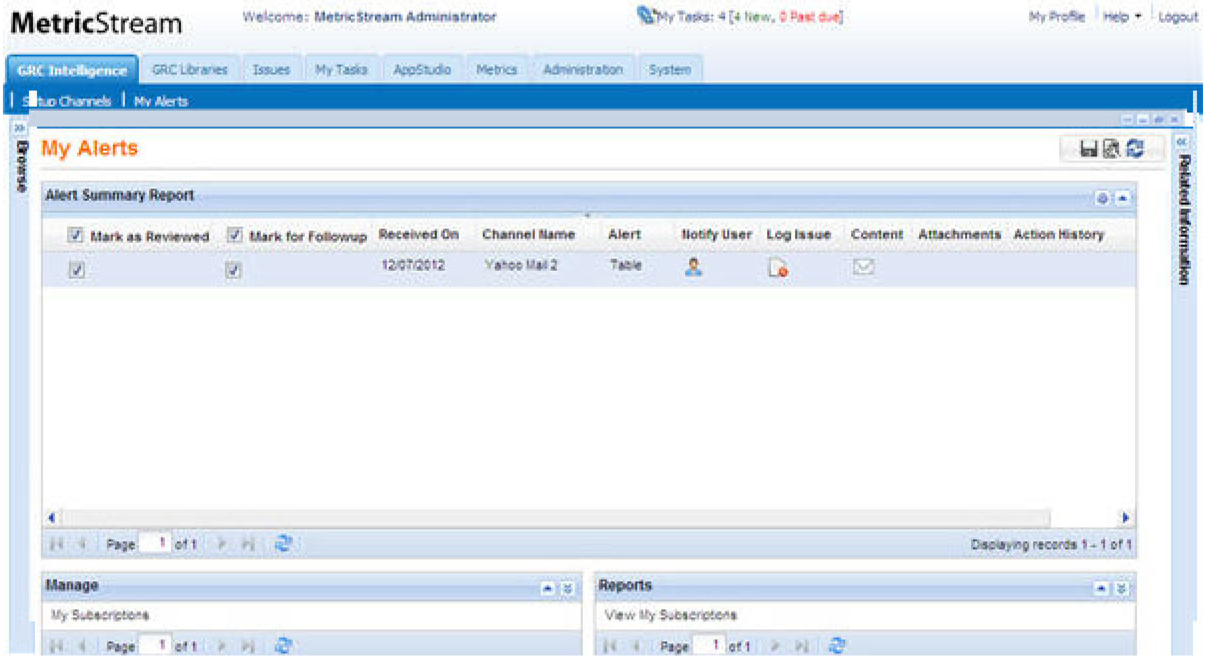


Figure 3. GRC Intelligence>My Alerts Infocenter

Multi-Window Interface

Multi-window interface feature enables you to open one or more windows simultaneously within the main window of the MetricStream portal. This helps you to work on multiple pages without closing the page that is currently open.

User Interface Options

To work on multi-window interface, the following action icons are available on the upper-right corner of the MetricStream portal.

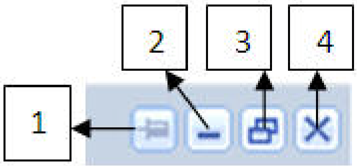


Figure 4. User Interface Options

1. **Pin Icon** : Use this icon to work on the multi-window feature. Click this icon to pin a particular form, report, or an Infocenter. The pinned form appears. Click unpin icon  to unpin the pinned form or report or Infocenter.

Note: *By default, the maximum number of windows that you can pin is 3. However, this is configurable. For more information refer to the EGRCP User Guide, Version 6.1 SP1.*

2. **Minimize**: Click this icon to minimize the MetricStream application window.
3. **Maximize**: Click this icon to maximize the MetricStream application window.
4. **Close**: Click this icon to close the MetricStream application window.

1. The following image shows multiple windows opened simultaneously.

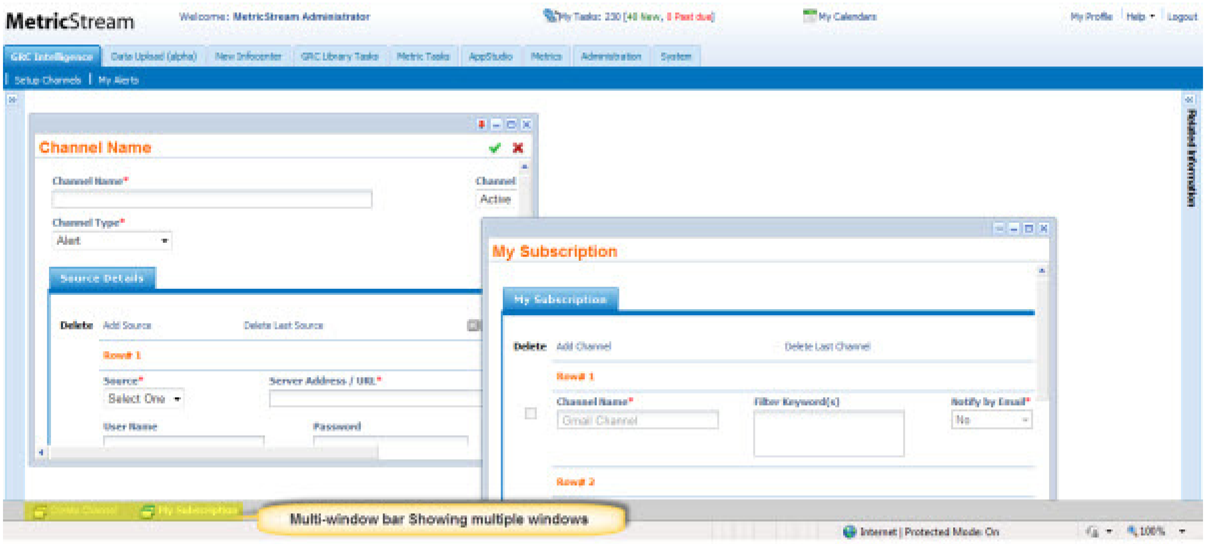


Figure 5: Multiple Windows Display

Pinning/Unpinning Windows:

1. To pin your current working window and open multiple windows simultaneously, click the pin icon in user interface options.

When a window is pinned, the pin icon changes to unpin icon .

Note: *When a user opens a form, report, or an infocenter and subsequently clicks another form, report, or an infocenter without pinning the first one, the latter replaces the former.*

2. To unpin the windows, click the unpin icon . in the user interface options.

Multi-window bar > Context-sensitive Menu Options

The context-sensitive options allow you to switch from one window to another. Right-click the name of the window. The following context-sensitive menu options as shown in the following image appear.

Note: *To view the pinned window, you may also click the window name in the multi-window bar of the application.*

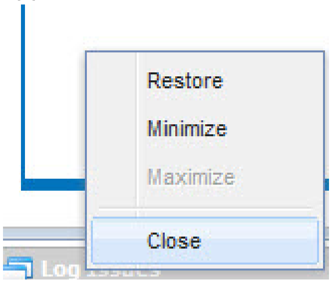


Figure 6. Context-Sensitive Menu Options

The context-sensitive menu options are available/unavailable based on the function that you perform in the user interface options. For example, if you click the minimize icon in the user interface options, the minimize option is unavailable in the context-sensitive menu options and vice versa. For more information on the user interface options, refer to *User Interface Options* section.

Note: *For more information on the context-sensitive options, refer to the MetricStream EGRCP User Guide Version 6.1 SP1.*

Refer to the following table for the actions available in context-sensitive menu options.

Option	Select to...
Restore	View the window that is pinned.
Minimize	Minimize the window.
Maximize	Maximize the window.
Close	Close the window.

This page is intentionally left blank.

Chapter 3. Managing GRCI

Read this chapter to learn about setting up channels, creating and managing alert subscriptions, notifying users, and so on.

This chapter contain(s) the following sections:

Creating/Managing Channels

Using the Channel Name form, the GRC Intelligence administrator can create a channel, which fetches the feeds from external sources such as RSS URLs, and email servers. You can create alert channels, which fetches the feeds from the specific mail alert in-boxes or structured contents. You can also specify the key words while creating the channels to fetch the related key word alerts from various sources. The users can subscribe to alerts from available channels.

Navigation

To access the Channel Name form, click the Create Channel link in the Channels infoport of the Setup Channels >> GRC Intelligence infocenter.

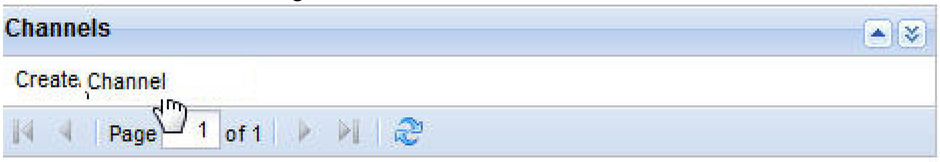


Figure 7. Channels Infoport

Channel Form

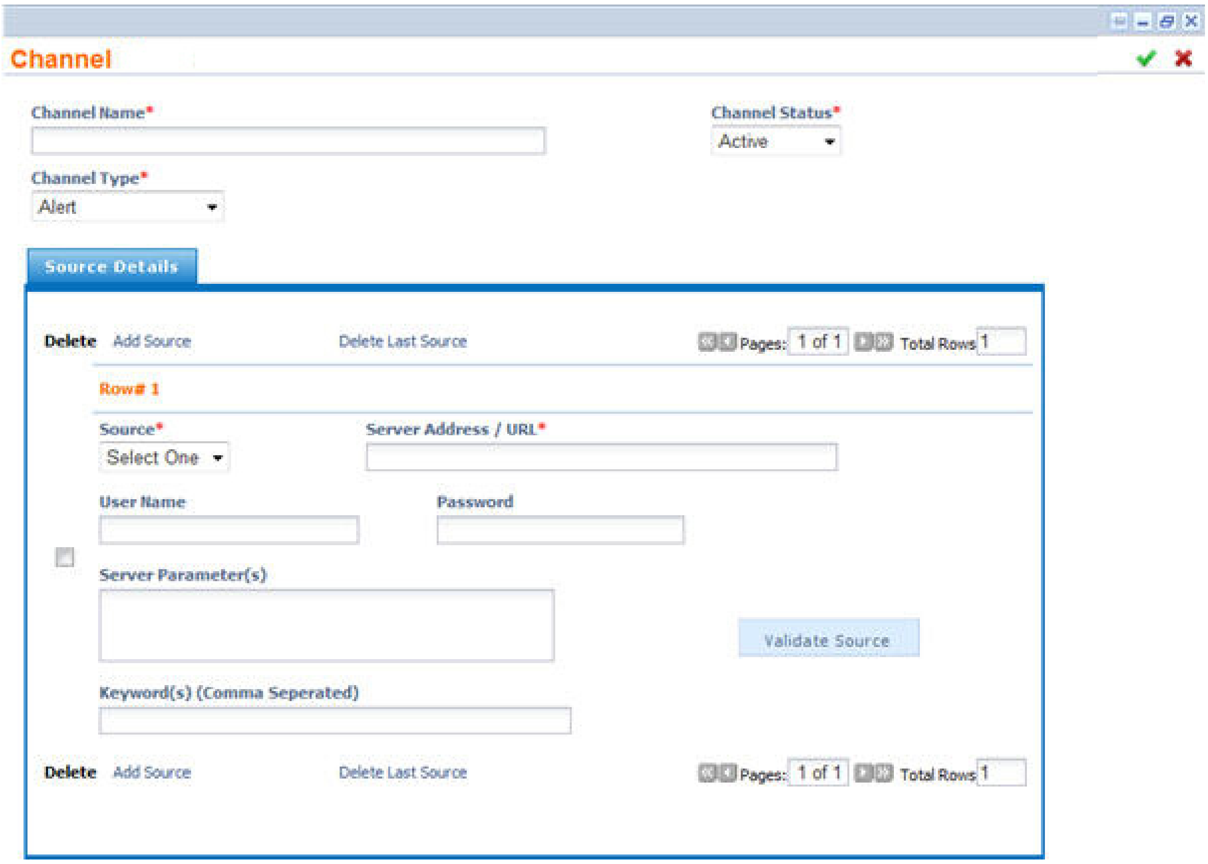


Figure 8. Channel Form

Channel Form > Header Section

Use this tab to enter the channel name, type and status of the channel.

Figure 9. Channel Form>Header Section

Field	Description
Channel Name	Use this field to enter the name of the channel. **Note:** *You must enter a unique name*
Channel Status	Use this field to indicate the status of the channel. The following options are available in this field: • **Active**- To activate the channel, select this option. • **Inactive** -To deactivate the channel, select this option. **Note:** *If you deactivate the current channel, the users subscribed to this channel no longer receive the alerts.*
Channel Type	Select the type of channel. The following options are available: • **Alert** - If the current channel source is email, select this option. • **Structured Content** - If the current channel source is XML, select this option. **Note:** *The source of feed for alerts is email and Really Simple Syndication (RSS).* **Note:** *Structured content are customized XML files, which are delivered through emails.* **Note:** *Structured content infolet segregates the structured content as alerts and structured content (SC) responses.*

Channel Form > Source Details Tab

Use this tab to enter the source details of the channel.

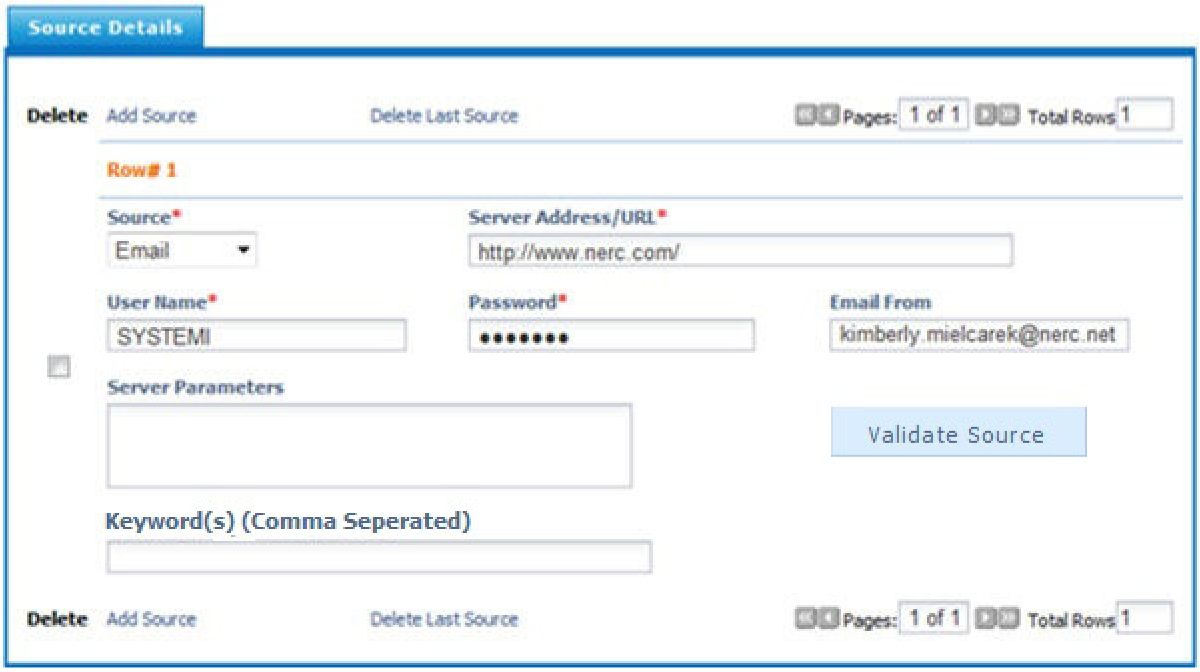


Figure 10. Channel Form>Source Details Tab

Field	Description
Add Source link	To add a new source for this channel, click the **Add Source** link. The source related fields appear. To add additional sources, click this link as many times as required.
Source	Use this field to specify the source of feeds for the current channel. The following options are available in this field: • **Email** -If the source of the feed is email, select this option. • **RSS** - If the source of the feed is RSS, select this option.
Server Address/URL	Enter the server address or Uniform Resource Locator (URL) address from which you want to receive the feed. ***Note:*** *You can enter maximum of* 255 => *4000 characters in this field.* ***Note:*** *This field accepts alpha numeric values.*
User Name	Use this field to enter the user name of the source user. ***Note:*** *This field is mandatory only when you select the value **Email** in the **Source** field.*
Password	Enter the email password of the user. ***Note:*** *This field is mandatory only when you select the value **Email** in the **Source** field.* ***Note:*** *This is an encrypted field and the value that you enter appears as encrypted text.*

Field	Description
Email From (appears only if you select the value **Email** in the **Source** field)	Use this field to provide the source email ID.
Server Parameter	Enter the source server parameter. Some servers may require additional parameters to grant access to the external application. The parameter includes whether the site is a secured or unsecured site, port numbers and so on. For example, a secured connection to a POP3 server like www.gmail.com might require “mail.pop3.ssl.enable=true” as a server parameter. For example, an unsecured connection to a POP3 server is “mail.pop3.ssl.enable=false” as a server parameter. **Note:** *You can enter maximum of 255 => 4000 characters in this field.* **Note:** *This field accepts special characters and alpha numeric values.*
Validate Source	Use this button to validate the source details that you enter in this tab. After entering the source data, if you click this button, the system displays the related error messages.However, you can submit the form without validating the source that you entered.
Keyword(s) (Comma Separated)	Use this field to enter the key words based on which you want to pull the latest feeds for the current channel. **Note:** *The key words entered in this field act as a filter.* **Note:** *You can enter maximum of 255 => 4000 characters in this field.*
Delete Last Source link	To delete the last added source, click this link. The last added source is deleted.
Delete check box	To delete a particular row, select the **Delete** check box in line with the row that you want to delete. The selected row appears in a different colour. On form submission, the selected row is deleted.

Channel Form > Structured Content Details Tab

Use this tab to add the structured content details for the channel.This tab appears only if you select **Structured Content** in the **Channel Type** field.

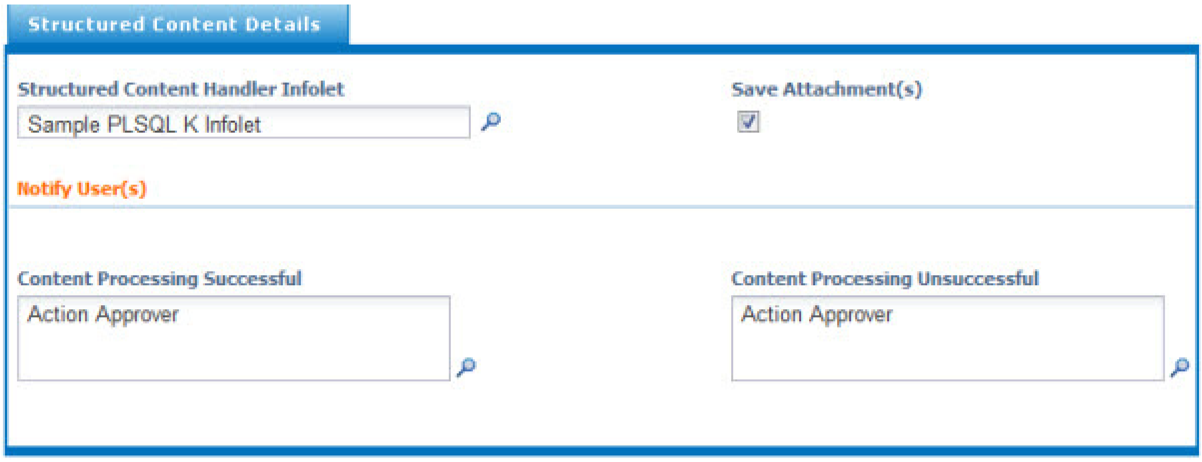


Figure 11. Channel Form>Structured Content Details Tab

Field	Description
Structured Content Handler Infolet	Select the name of the infolet that you want to use to fetch the structured content. Based on the rules defined in the infolet, the system fetches the structured content from different sources.
Save Attachment check box	If you want to save the structured content related attachments in the ECP_Home%/Systemi/Systemi/attachments installation folder path, select this check box or else, do not select this check box.
Notify User(s)	
Content Processing Successful	Select the users who need to be notified about the successful processing of the structured content. All the users selected in this field receive an e-mail notification after the content is processed successfully by the infolet.
Content Processing Unsuccessful	Select the users who need to be notified about the failure of processing the structured content. All the users selected in this field receive an e-mail notification, if the content processing is not successfully processed by the infolet.

Form Submission

To take an action on the **Channel** form, refer to the following table.

Click the...	To...
Submit	Submit the form's contents and create the channel details
Cancel	Cancel the changes made to the form and close it.

Task Assignments and Email Notifications

On submission of the **Channel** form, no task assignments or email notifications are generated.

Subscribing To Alerts

Using the My Subscriptions form, you can subscribe to alerts from the available channels by entering keywords that act as filters to segregate the content from the subscribed channel. You can also opt for e-mail notification functionality by selecting the 'Notify by Email' option from the subscribed channel. The user receives an e-mail notification with the feed content and attachments, if any, after the new updates are available in the channel.

Navigation

To access the My Subscriptions form, click the My Subscriptions link in the Manage infoport of the My Alerts >> GRC Intelligence infocenter.

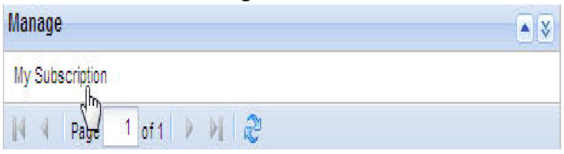


Figure 12. Manage Infoport

My Subscription Form

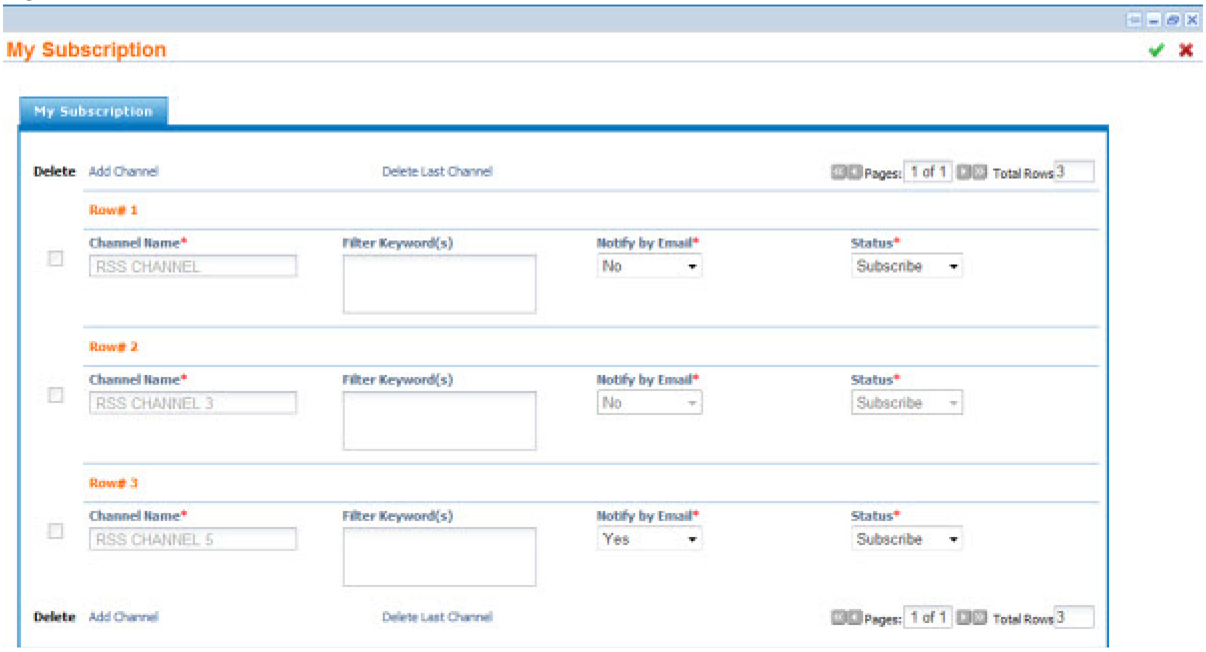


Figure 13. My Subscription Form

Field	Description
My Subscription	
Add Channel link	To add a new channel that you want to subscribe, click this link. The channel related fields appear. To add additional channels, click this link as many times as required.
Row# (read-only)	The row number appears.
Channel Name	Select the channel name that you want to subscribe to. **Note:** *If you select the same channel for the second time, the system displays an error message.*
Filter Keyword(s)	Enter the keyword for subscription. **Note:** *The key words entered in this field act as a filter. You can enter maximum of 255 => 4000 characters in this field.*
Notify by Email	To receive an email notification from the subscribed channel select **Yes** or else **No**.
Delete Last Channel link	To delete the last added channel details, click this link. The last added channel is deleted.
Delete check box	To delete a particular row, select the **Delete** check box in line with the row that you want to delete. The selected row appears in a different colour. On form submission, the selected row is deleted.

Form Submission

To take an action on the **My Subscription** form, refer to the following table.

Click the...	To...
Submit	Submit the form's contents and subscribe to alerts from different channels
Cancel	Cancel the changes made to the form and close it.

Task Assignments and Email Notifications

On submission of the **My Subscription** form, no assignments or emails are generated.

Notifying Users

Using the **Notify Users** form, you can notify internal and external users about a particular alert.

Navigation

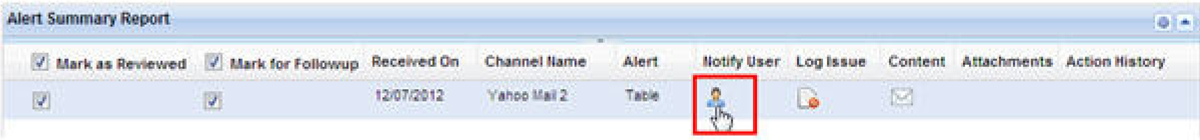


Figure 14. Accessing the Notify Users Form

To access the **Notify Users** form, perform the following steps:

1. Navigate to the **Alerts Summary Report** in the **My Alerts** infocenter.
2. Click the  icon in line with the alert name in the **Notify User** column.

The **Notify Users** form appears. To notify the users, refer to the following table.

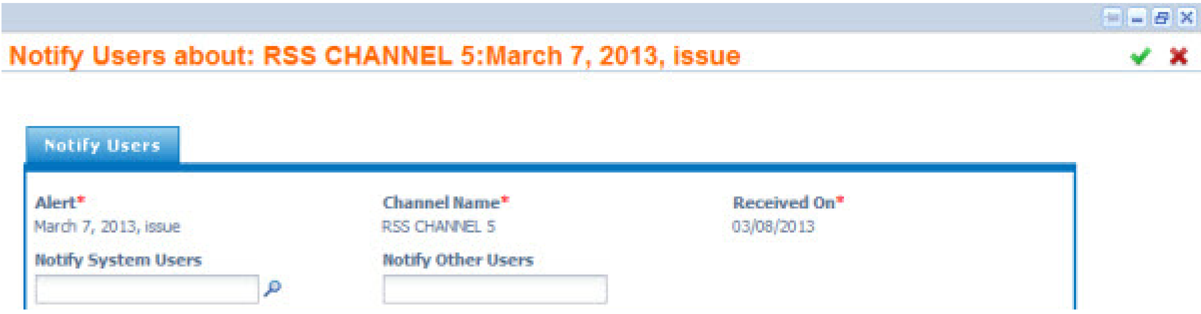


Figure 15. Notify Users Form

Field	Description
Notify Users	
Alert (read-only)	The alert name appears.
Channel Name (read-only)	The channel name from which the alert is received appears.
Received On (read-only)	The alert received date appears.
Notify System Users	Select the users within the system who need to be notified about the selected alert.
Notify Other Users	Enter the mail ids of the other users who are not part of the system and who need to be notified about the selected alert.

Form Submission

To take an action on the **Notify Users** form, refer to the following table.

Click the...	To...
Submit	Submit the form's contents and notify the selected users
Cancel	Cancel the changes made to the form and close it.

Task Assignments and Email Notifications

On submission of the **Notify Users** form, the following assignments and emails are generated.

Assignment Made To The…	When you select the value …	Form Assigned…	Email Sent To The…
None	All the users selected/entered in the **Notify System Users** and **Notify Other Users** fields.	No form assigned. The selected users get the alerts	All the users selected/entered in the **Notify System Users** and **Notify Other Users** fields.

Logging Issues

Using the **Log Issues** form, you can log an issue about the particular alert from the subscribed channel. You can select the issue owner and the selected issue owner receives an assignment to implement the action items for the specified issue. To generate the issues, the GRC Intelligence application must be integrated with the Issue Management application.

Navigation

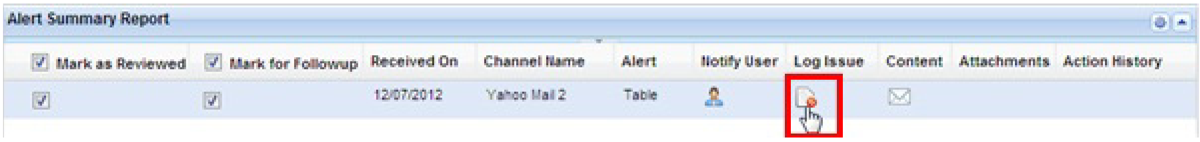


Figure 16. Accessing the Log Issues Form

To access the Log Issues form, perform the following steps:

1. Navigate to the **Alerts Summary Report** in the **My Alerts** infocenter.
2. Click the icon in line with the alert name in the **Log Issues** column.

The **Log Issues** form appears.

Log Issues Form

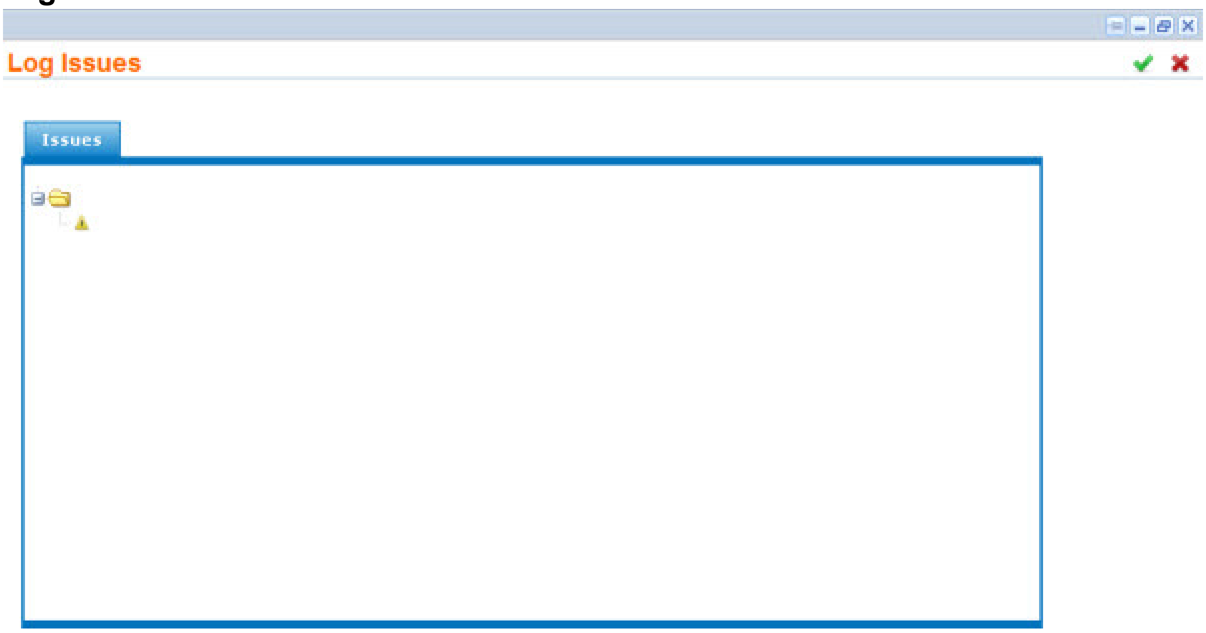


Figure 17. Log Issues Form

Log Issues Form - Issues Tab

Use this tab to add issues regarding the alerts. You must add one issue.The Issues tab is displayed in tree structure.

Adding, Deleting, and Renaming Issues

To add, delete or rename issues in the tree structure, right-click on the respective node in the tree structure. The context-sensitive menu options appear.

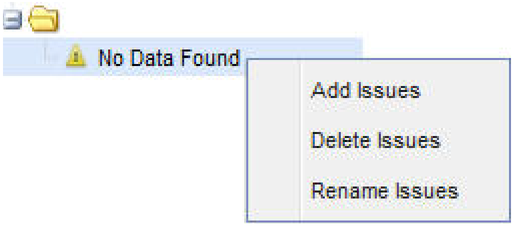
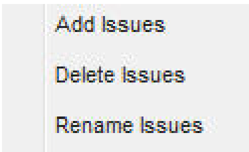


Figure 18. Log Issues Form> Issues Tab>Tree Node Options

The following table describes the context-sensitive menu options available in the tree node to add, delete and rename nodes.

Node Level	Description
	• **Add Issues** – To add issues, select this option. • **Delete Issues** - To delete the added issues, select this option. • **Rename Issues** – To rename the issue, select this option. The cursor appears in the tree node level that you are editing. Change the name as required.

Issues Tab - Issue Fields

To add issue details, click the  icon.

The issue-related fields appear on the right side of the tree structure. To work on the issue fields, refer to the following section.

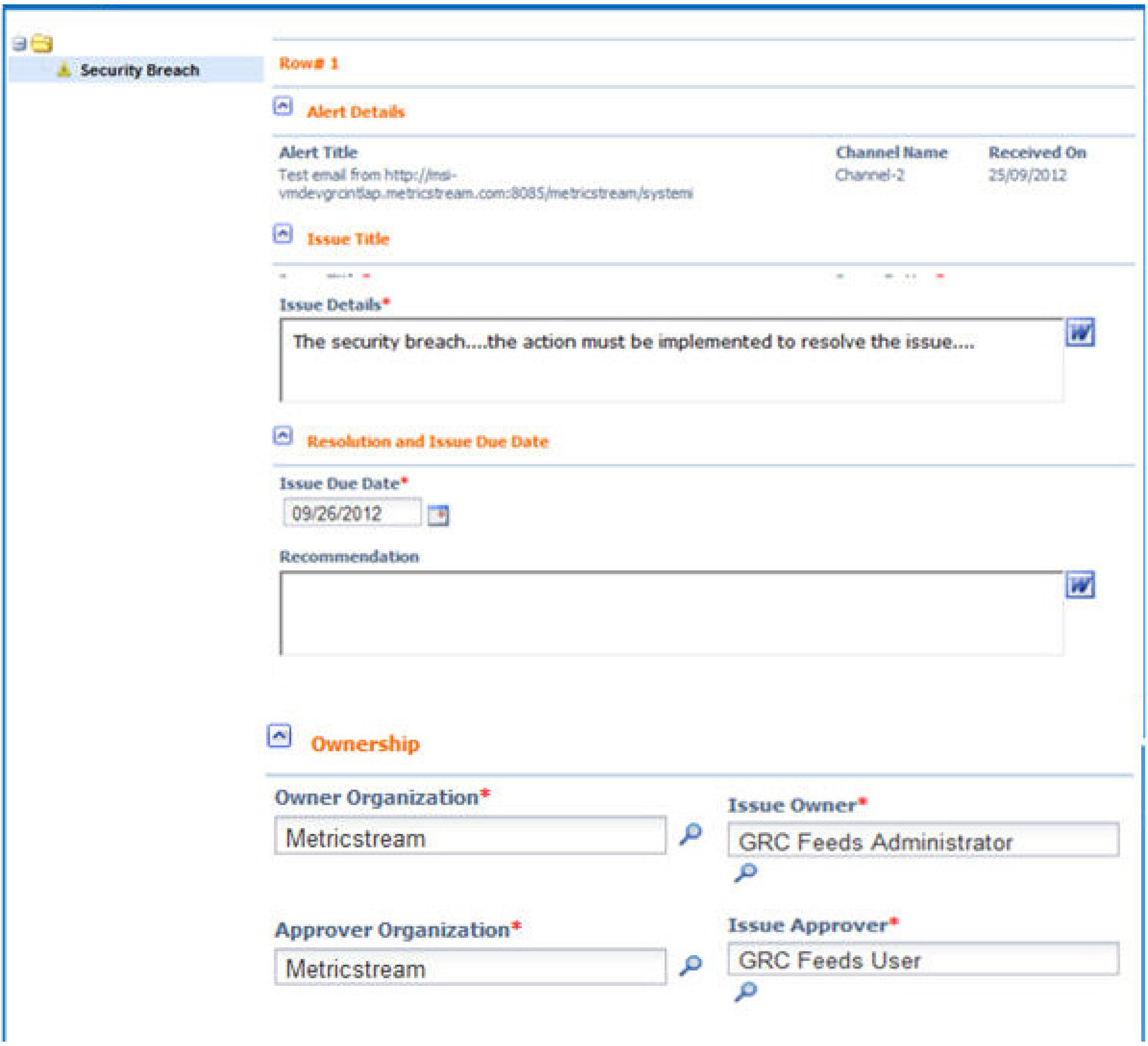


Figure 19. Log Issues Form>Issues Fields

Field Name	Description
Alert Details Use this section to view the alert details for which the issue is logged.	
Alert Title (read-only)	The alert title appears.
Channel Name (read-only)	The name of the channel from which the alert received appears.
Received Date (read-only)	The date on which the alert is received appears.
Issue Details Use this section to enter the details of the issue.	
Issue Title	Use this field to describe the name of the issue noticed regarding the alert.
Issue Rating	Use this field to rate the recorded issue. You can rate the finding as **High**, **Medium** and **Low** based on the severity of the issue.

Field Name	Description
Issue Type	An organization can have different categorization for issues. You need to select the relevant issue type from the drop-down list in this field.
Exception Type	Use this field to specify the type of exception.The following options re available: • **Design Exception** - If the issue is design based, select this option. • **Operating Exception** - If the issue is process based, select this option. • **Design & Operating Exception** - If the issue is process and design based, select this option.
Issue Details	Enter the description about the issue. To enter the details, click the icon. The Rich Text Editor window appears. Type the details.
Resolution and Issue Date	
Issue due Date	Enter/select the date by which the issue must be addressed. You can enter any future date in this field. ***Note:*** *Use MM/DD/YYYY format to enter the date.*
Recommendation	Use this field to provide your recommendation regarding the issue.To enter the details, click the icon. The Rich Text Editor window appears. Type the details.
Owner Use this region to select the owners of the issue.	
Owner Organization	Use this field to select the organization responsible for maintaining this issue. This is not the set of organizations that this issue applies to.
Issue Owner	Select the owner of this issue. On form submission, the selected issue owner receives an assignment to review the issue.
Approver Organization	Use this field to select the organization to which the approver belongs to.
Issue Approver	Use this field to select the approver for the current issue. On submission of the issue, the selected approver receives an assignment to approve the issue.

Form Submission

To take an action on the **Log Issues** form, refer to the following table.

Click the...	To...
Submit	Submit the form’s contents and notify the selected users
Cancel	Cancel the changes made to the form and close it.

Task Assignments and Email Notifications

On submission of the **Log Issues** form, the following assignments and emails are generated.

Assignment Made To The…	When you select the value …	Form Assigned…	Email Sent To The…
Issue Owner	Issue owner selected in the **Issue Owner** field	Issue	Issue owner

GRCI Email Notifications

The GRCI application, the following email notifications are generated by the system.

Email Notification - Notify By Email

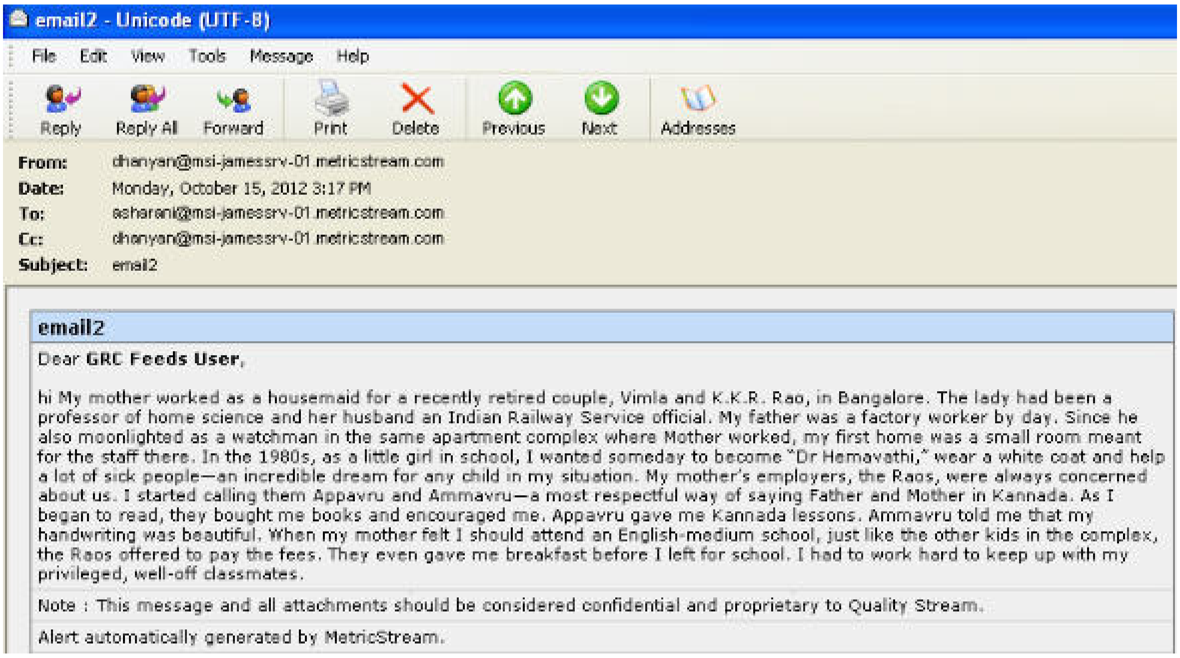


Figure 20. Email Notification>Notify By Email

To	When Sent
Subscribers	When the user subscribe to alerts by selecting the **Notify me by Email** from different channels.

Email Notification - Notifying Users

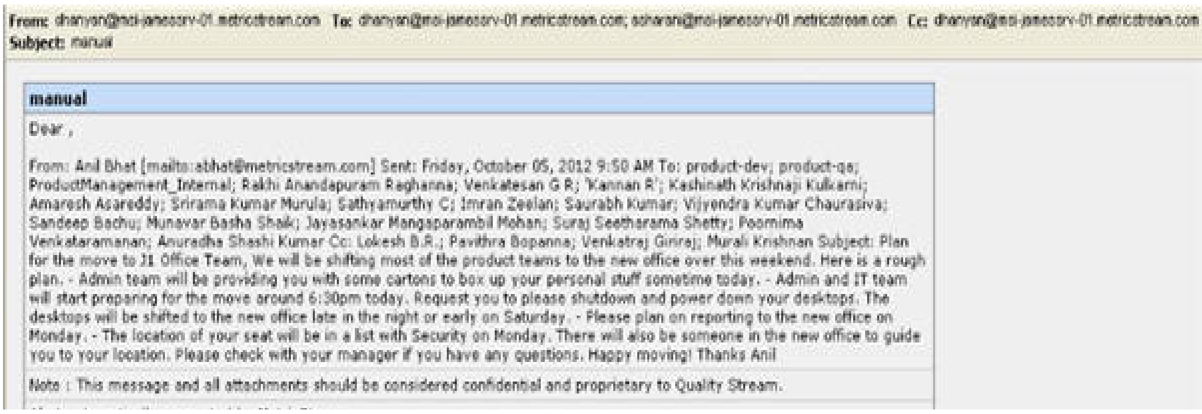


Figure 21. Email Notification>Notifying Users

To	When Sent
Users selected/entered in the **Notify System Users/ Notify Other Users** fields in the **Notify Users** form	When the subscribers notify the users about the alerts.

Email Notification - Structured Content Success Notification

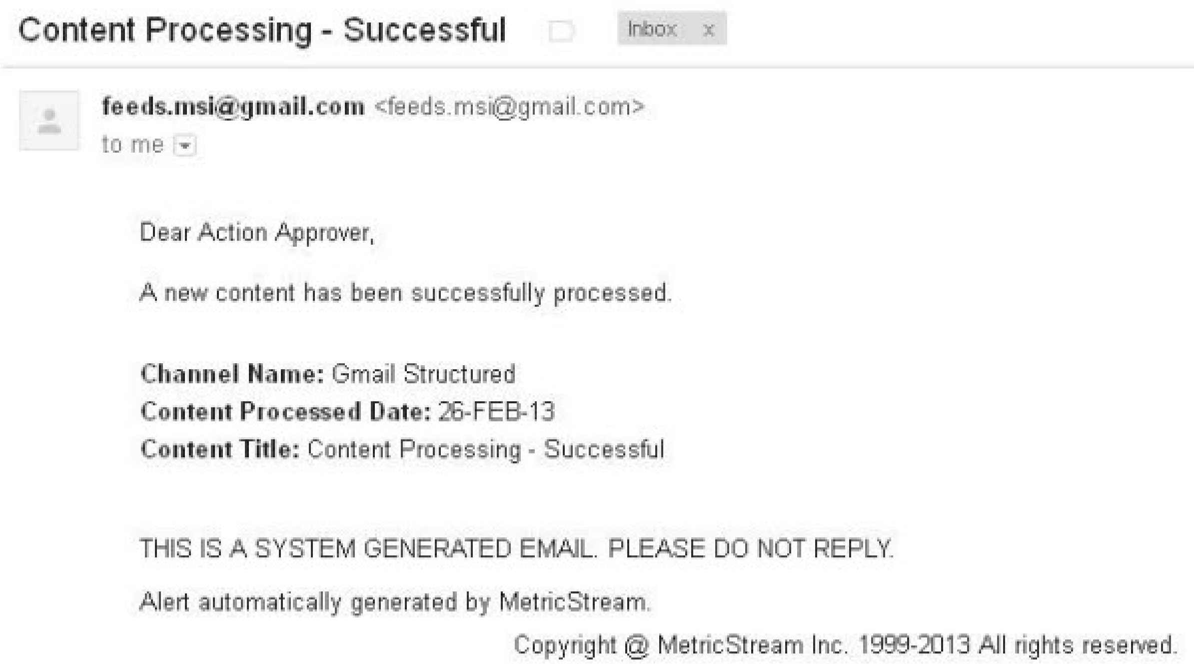
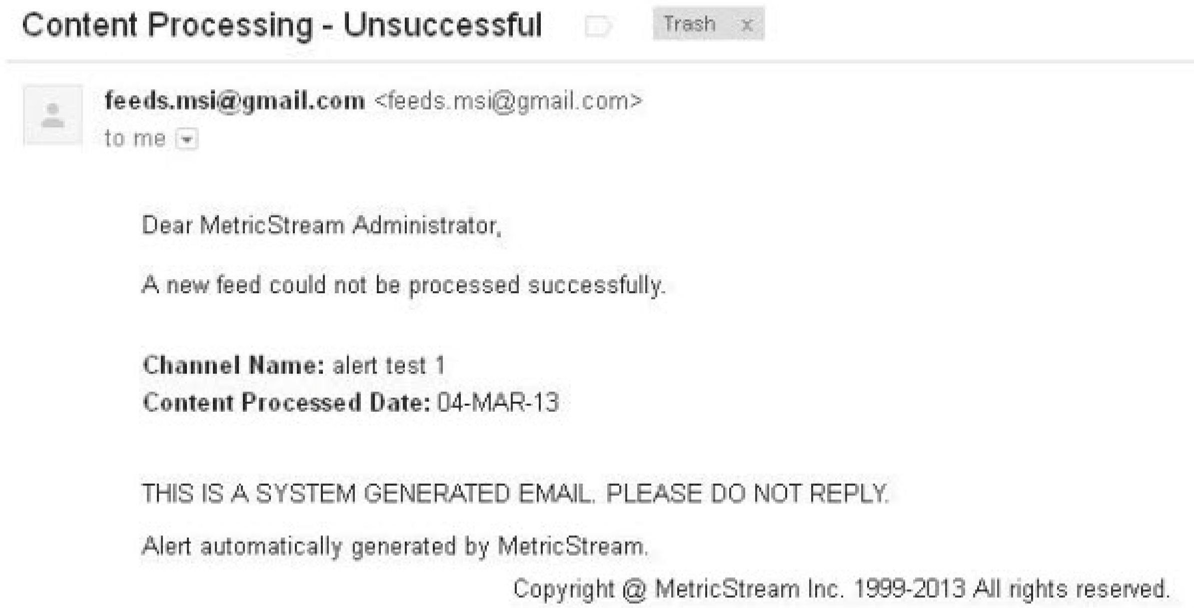


Figure 22. Email Notification>Structured Content Success Notification

To	When Sent
Users selected in the **Content Processing Successful** field in the **Channel Name** form	When the structured content is successfully processed by the infolet.

Email Notification - Structured Content Failure Notification



Content Processing - Unsuccessful   Trash

feeds.msi@gmail.com <feeds.msi@gmail.com>
to me

Dear MetricStream Administrator,

A new feed could not be processed successfully.

Channel Name: alert test 1
Content Processed Date: 04-MAR-13

THIS IS A SYSTEM GENERATED EMAIL. PLEASE DO NOT REPLY.

Alert automatically generated by MetricStream.

Copyright @ MetricStream Inc. 1999-2013 All rights reserved.

Figure 23. Email Notification>Structured Content Failure Notification

To	When Sent
Users selected in the **Content Processing Unsuccessful** field in the **Channel Name** form	When the structured content is not successfully processed by the infolet.

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Chapter 4. Reports

Read this chapter to know about various reports of MetricStream **GRCI** application. To use report section effectively, you must familiarize yourself with MetricStream Portal User Guide 6.1 SP1.

This chapter consist(s) the following section(s):

SL. NO.	Section(s)
1.	
2.	
3.	

Introduction

A report is a tabular representation of meaningful data, which you can use to make informed decisions. A report is normally made up of one or more columns. Some reports would provide drill-down reports. For information on drill-down reports, refer to the Report Drill-Downs section.

Accessing Reports

User access rights control access to reports. Following are the different ways to access reports:

Accessing Standard Reports

Upon logging into the system, the **Reports** infoport displays a list of one or more reports that you have access to. To run the report, click the specific report link. You can use filter parameter fields to narrow down the search.

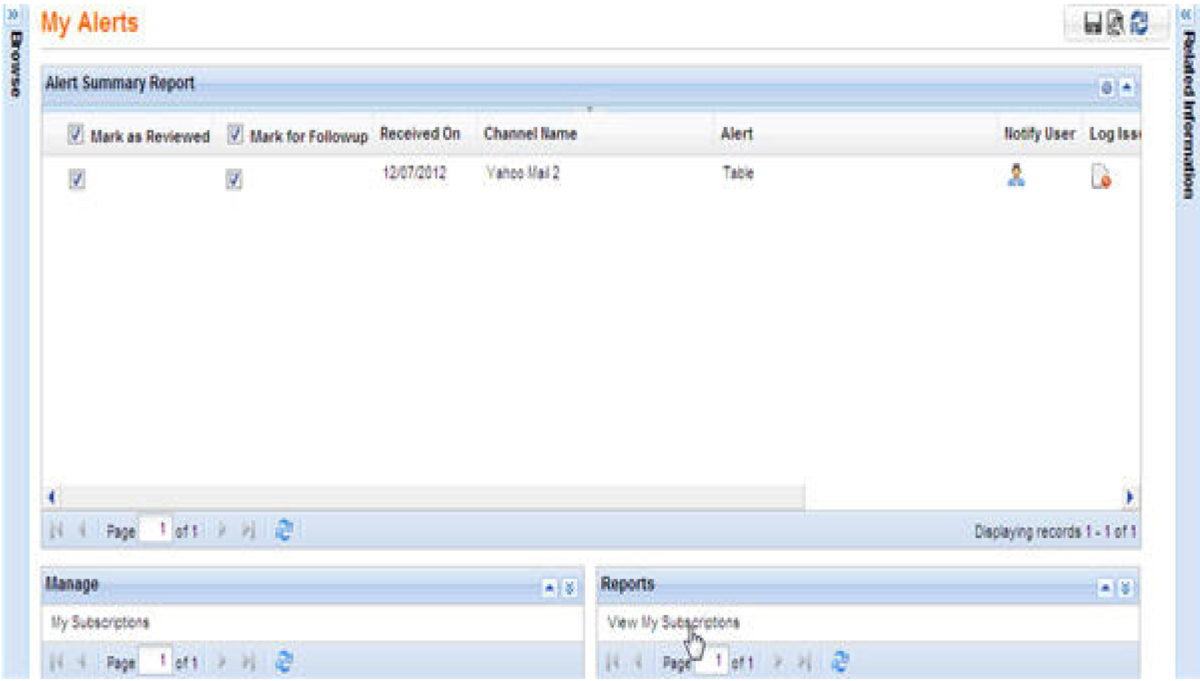


Figure 24. Accessing the Standard Reports

Accessing Infoport Reports

You can access the infoport reports through infocenters. For example, you can access the Alert Summary Report report from the **My Alerts** infocenter. These kinds of reports drill-down into various forms and sub-reports and enable you to effectively manage your alerts.

Report Filters

Use the report filters to narrow down your search. You can access report filters by clicking the Filter button on top of the report page. Alternatively you can access report filters by clicking the downward-pointing arrow as shown in the below screen shot.

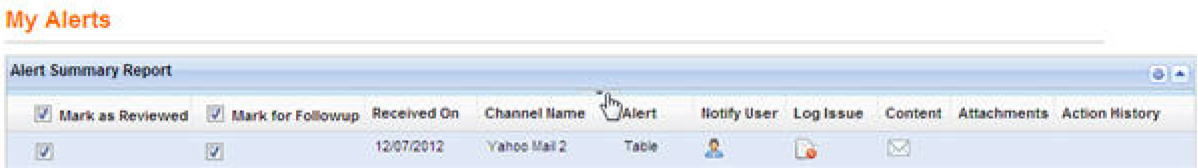
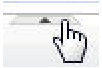


Figure 25. Accessing Report Filters

Once you click the Arrow/Filter button the related filter window appears. Enter the search criteria as required. Click the **Submit** button. Based on the criteria that you enter the report data is displayed. To clear the contents in all filter fields click the **Clear All** button. To hide the filters, click the **Hide Filters** button or upward-pointing arrow  at the bottom of the filter fields' window.

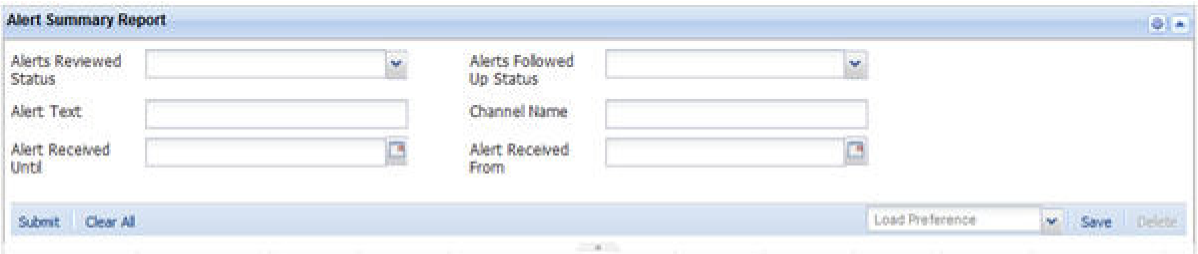


Figure 26. Report Filters

Search parameters perform the function of filters to refine the output of reports.

GRCI Reports

The following table provides a list of available **GRCI** reports, a short description of each report, details of filters for each report (search parameters), and the one or more drill-down report names from each report (as applicable).

Standard Reports

The following table lists all the available standard reports. For information on how to access the standard reports, refer to

Sl. No.	To Answer this Question	Use this Report
1.	How do I view details of all my subscriptions and related alert details?	"The View My Subscription Report"

The View My Subscription Report

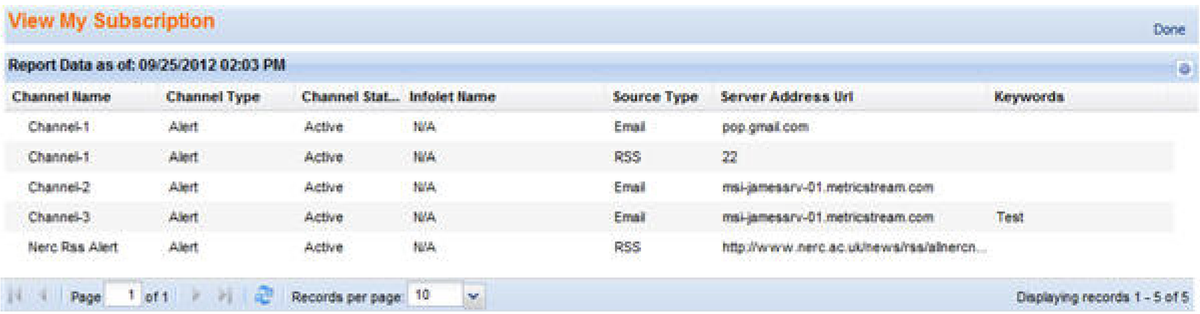


Figure 27. The View My Subscription Report

Description
The report displays the details of all the subscriptions from different channels. The report provides details, such as channel name, channel type, status of the channel, infolet name, source, and key words.

Infoport Reports

Infoport reports are those reports, which are displayed in the infocenters.

The Alert Summary Report

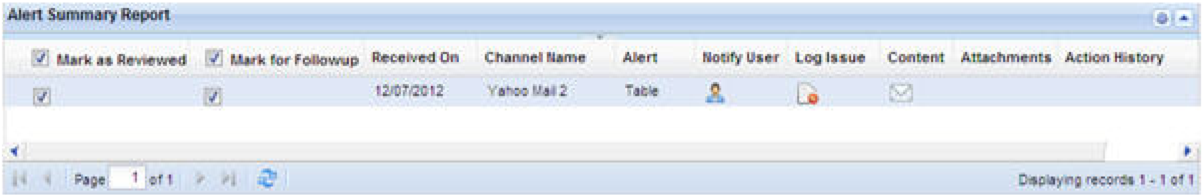


Figure 28. The Alert Summary Report

Description	Drilled-downs
The report displays the updates from the subscribed channels. The report provides details, such as review status, channel name, title subject, attachments, and action history. Using this report, you can: • Log an issue for a particular alert. For more information, refer to the "Logging Issues" procedure. • Notify the internal and external users about a particular alert. For more information, refer to the "Notifying Users" procedure. • To view the details of the alerts, click the envelope shaped icon in the **Content** column. • To view Attachments, click the **Attachment** link in the **Attachment** column. • You can mark an alert as reviewed, to do this, click the **Mark as Reviewed** check box in line with the alert name. • You can mark an alert for follow-up, to do this, click the **Mark for Followup** check box in line with the alert name. ***Note:*** *When you access this report next time, you can view all the alerts which you marked as reviewed or follow-up.*	• **Log Issue** • **Notify Users**

The Alert Summary Report Filters

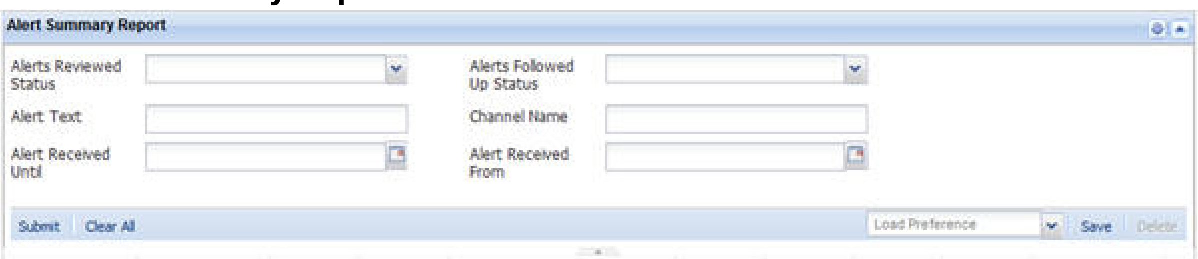
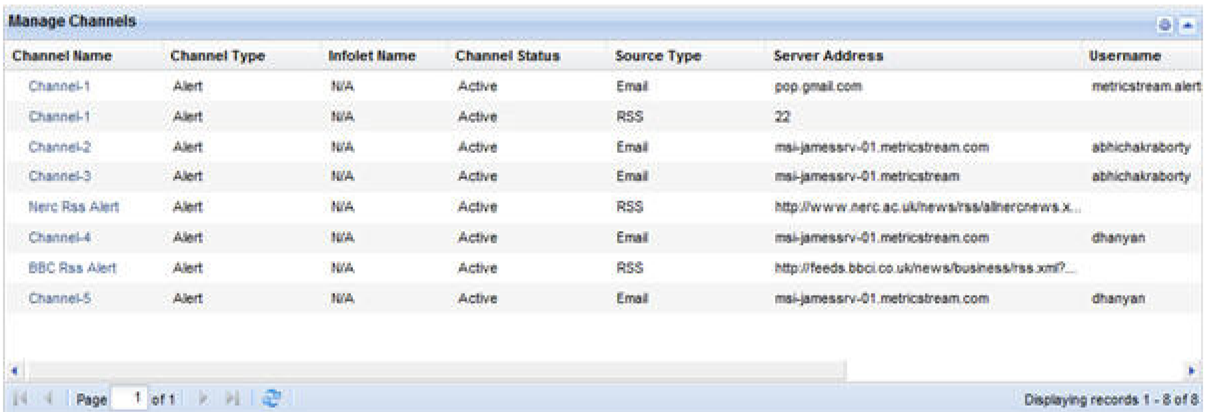


Figure 29. The Alert Summary Report>Filters

Field Name	Description
Alert Reviewed Status	Select the review status of the alert that you want to search for. The following options are available: • **Marked as Reviewed** - If you want to search for alerts which are marked for review, select this option. • **Not Marked as Reviewed** -If you want to search for alerts which are not marked for review, select this option.
Alert Followed Up Status	Select the follow status of the alert that you want to search for. The following options are available: • **Marked for follow up** - If you want to search for alerts which are marked for follow-up, select this option. • **Not Marked for follow up** - If you want to search for alerts which are not marked for follow-up, select this option.
Alert Text	Enter the text of the alert that you want to view.
Channel Name	Enter the name of the channel from which you want to view one or more alert received.
Alert Received From	Select the date from which you want to view one or more alerts received.
Alert Received Until	Select the date until which you want to view one or more alerts received.

The Manage Channels Report


Manage Channels

Channel Name	Channel Type	Infolet Name	Channel Status	Source Type	Server Address	Username
Channel-1	Alert	N/A	Active	Email	pop.gmail.com	metricstream.alert
Channel-1	Alert	N/A	Active	RSS	22	
Channel-2	Alert	N/A	Active	Email	msi-jamessrv-01.metricstream.com	abhichakraborty
Channel-3	Alert	N/A	Active	Email	msi-jamessrv-01.metricstream	abhichakraborty
Nerc Rss Alert	Alert	N/A	Active	RSS	http://www.nerc.ac.uk/news/rss/allnercnews.x...	
Channel-4	Alert	N/A	Active	Email	msi-jamessrv-01.metricstream.com	dhanyan
BBC Rss Alert	Alert	N/A	Active	RSS	http://feeds.bbci.co.uk/news/business/rss.xml?...	
Channel-5	Alert	N/A	Active	Email	msi-jamessrv-01.metricstream.com	dhanyan

Page 1 of 1 Displaying records 1 - 8 of 8

Figure 30. The Manage Channels Report

Description	Drill-Downs
This report displays all the existing channel information. The report provides details, such as channel name, channel type, infolet name, source type, and server name. **Note:** *Only the GRC administrator can view this report.*	The **Create/Manage Channel** form. Click the channel name link in the **Channel Name** column to view and edit the details of the channel.

Glossary

Alerts

Alerts are email updates of the latest relevant results (web, news, etc.) based on your choice of query or topic.

API

Application programming interface

GRC

Governance, Risk, and Compliance

Infocenter

One common and user specific page that appears to users once they login to the MetricStream application. The individual items in the infocenter, such as user forms, assignments, and reports appear on this page

Infoport

All related user objects, which are grouped in a single section of the infocenter, that facilitate work

Reports

A tabular representation of data

RSS

Really Simple Syndication) is a family of web feed formats used to publish frequently updated works—such as blog entries, news headlines, audio, and video—in a standardized format. An RSS document (which is called a “feed”, “web feed”, or “channel”) includes full or summarized text, plus metadata such as publishing dates and authorship.

XML

Extensible mark up language

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