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|  | User Manual- eCRM Compliance Module |
| Version: 1.1   | Release date: 10-01-2020            |

# Compliance Module User Guide

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**Prepared By**

**eNoah iSolution India Private Limited**

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|  | <b>User Manual- eCRM Compliance Module</b> |
| <b>Version: 1.1</b>  | <b>Release date: 10-01-2020</b>            |

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### Revision History

| <b>Date</b> | <b>Version</b> | <b>Change Description</b>  | <b>Prepared By</b> | <b>Reviewed By</b> | <b>Approved By</b> |
|-------------|----------------|--|--------------------|--------------------|--------------------|
| 03-09-2019  | V1.0           | First Release  | Udhayaraj. V       | Deepa.A            | Deepa. A           |
| 10-01-2020  | V1.1           | 1. Updated the following modules <ul style="list-style-type: none"> <li>• Search filter</li> <li>• Email Triggers</li> </ul> 2. Added the following modules <ul style="list-style-type: none"> <li>• Bulk Status update</li> <li>• Bulk Assignee update</li> <li>• Excel List Exporting</li> </ul> | Udhayaraj. V       | Deepa.A            | Deepa. A           |

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## Introduction

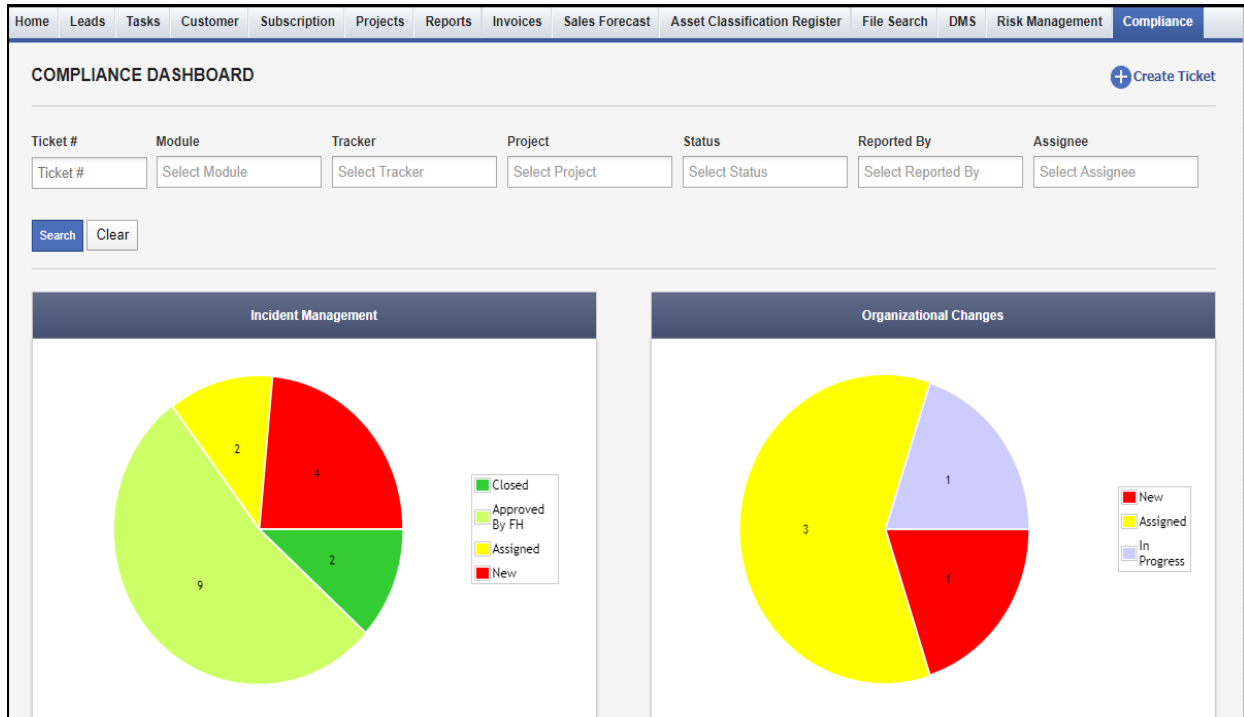
### Purpose

Compliance Module is built to track Organization's Internal Audit findings, External Audit findings, Incidents, Changes, etc. It is similar to Redmine, in terms of tracking with the following advantages:

- Gives a pictorial representation of all data.
- Dashboards give Senior Management a better idea on Organizational Compliance.
- Creation of project in Redmine can be avoided, as all tickets can be raised against the existing projects in CRM itself
- Project Managers themselves can provide access to Reported and Auditors, unlike Redmine where Admin only can do so and admin has to again map CISO, FH, Reported, Auditor for each project that is created in Redmine.

This user Guide gives the end user on how to use this module in CRM. Like Provisioning access to Users for specific project, creating Tickets under respective Module/Tracker, Tracking those to closure.

## Compliance Dashboard – First look



Data in the form of these pie charts will show up:

1. Only if there are any tickets under the specific module – Example module here is “Organizational Changes”, “Issues” modules charts are available, because tickets have been raised under this module.
2. Only if that specific user has been mapped to the project under which a ticket has been raised.

## Access Provisioning:

**Project Manager** of a Project in CRM needs to add users of the below roles, in the Project Details screen along with the other fields like Stakeholders & Team members:

- **Auditor**

Function Head and CISO fields are displayed as read-only fields.

|      |       |       |          |              |          |         |          |                |                               |             |     |                 |            |
|------|-------|-------|----------|--------------|----------|---------|----------|----------------|-------------------------------|-------------|-----|-----------------|------------|
| Home | Leads | Tasks | Customer | Subscription | Projects | Reports | Invoices | Sales Forecast | Asset Classification Register | File Search | DMS | Risk Management | Compliance |
|------|-------|-------|----------|--------------|----------|---------|----------|----------------|-------------------------------|-------------|-----|-----------------|------------|

  
**SAP B1 - IPEC INDIA PVT LTD**
  

|                      |  |                 |  |
|----------------------|--|-----------------|--|
| Project Title        | SAP B1 - IPEC India Pvt Ltd  | Project Manager | Gokul K-2385   |
| Service Requirement  | SAP Opportunity  | Stake Holders   | Aayush Pandit-3972 x Harihara Subramanian Ganesan-1629 x |
| Cost Center          | SAP Practices  | Team Members    | Abdul Mohi N-3444 x                                      |
| Business Unit        | ITS  | Reporter/Tester | Select Reporter/Tester Set                               |
| Departments          | ERP  | Auditor         | Vasanth Kumar K-1379 x Set                               |
| Practice             | SAP B1   | Function Head : | Harihara Subramanian Ganesan                             |
| Resource Type        | Billable   | CISO :          | Mukesh Vaidyanathan                                      |
| Project Type         | Implementation   |                 |  |
| Project Billing Type | FTE based - FTE/Rate   |                 |  |
| SOW Status           | <input checked="" type="radio"/> Signed <input type="radio"/> Un signed                            |                 |  |
| Billing Frequency    | <input checked="" type="radio"/> Milestone Driven <input type="radio"/> Monthly                    |                 |  |
| Payment Terms        | Immediate  |                 |  |
| Contract P.O         | -  |                 |  |
| Customer Type        | <input type="radio"/> Internal <input checked="" type="radio"/> External <input type="radio"/> BPO |                 |  |
| Entity               | eNoah iSolution India  |                 |  |

## Raising a Ticket

Ticket can be raised in **two** ways. From “**Compliance**” menu

|      |       |       |          |              |          |         |          |                |                               |             |     |                 |            |
|------|-------|-------|----------|--------------|----------|---------|----------|----------------|-------------------------------|-------------|-----|-----------------|------------|
| Home | Leads | Tasks | Customer | Subscription | Projects | Reports | Invoices | Sales Forecast | Asset Classification Register | File Search | DMS | Risk Management | Compliance |
|------|-------|-------|----------|--------------|----------|---------|----------|----------------|-------------------------------|-------------|-----|-----------------|------------|

  
**COMPLIANCE DASHBOARD**


+ Create Ticket

| Ticket # | Module        | Tracker        | Project        | Status        | Reported By        | Assignee        |
|----------|---------------|----------------|----------------|---------------|--------------------|-----------------|
| Ticket # | Select Module | Select Tracker | Select Project | Select Status | Select Reported By | Select Assignee |

From “**Audit Compliance**” menu under Project Details screen.

**Note:** this menu is available only for specific role users.


|         |            |                    |          |       |       |      |          |                  |           |                         |                 |                 |
|---------|------------|--------------------|----------|-------|-------|------|----------|------------------|-----------|-------------------------|-----------------|-----------------|
| Metrics | Other Cost | Payment Milestones | Document | Files | Tasks | URLs | Customer | Customer History | Timesheet | <b>Audit Compliance</b> | Defects Summary | Quality Metrics |
|---------|------------|--------------------|----------|-------|-------|------|----------|------------------|-----------|-------------------------|-----------------|-----------------|



|            |             |             |
|------------|-------------|-------------|
| Send Email | Job History | Gantt Chart |
|------------|-------------|-------------|

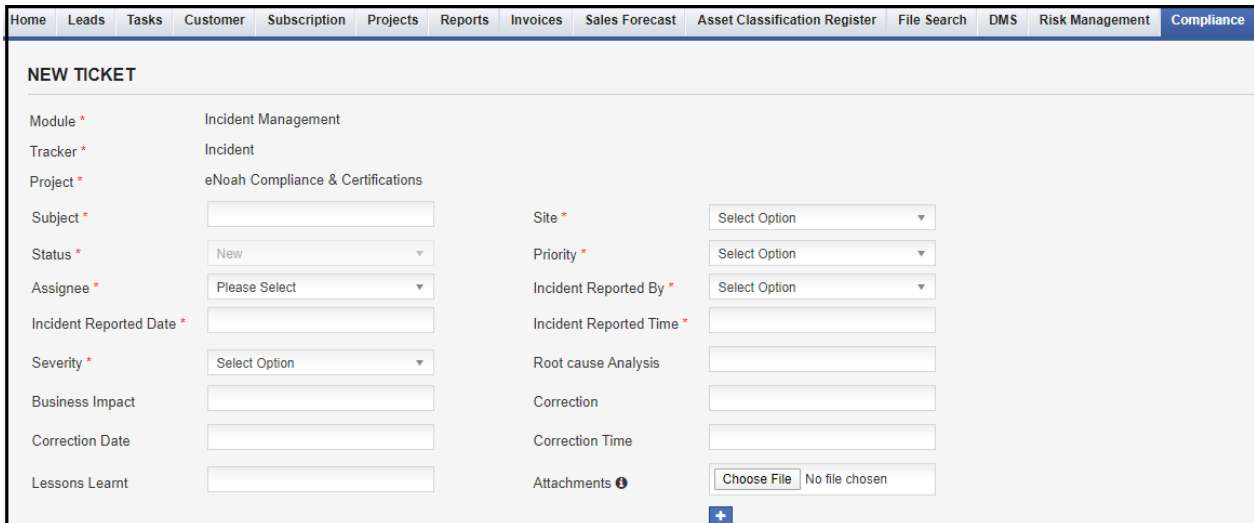
|               |                |  |
|---------------|----------------|--|
| Module *      | Tracker *      | <input type="button" value="Create Ticket"/> |
| Select Module | Select Tracker |  |

| Status   | TUV Audit - ISO/HIPAA - Oct 19 |
|----------|--------------------------------|
| New      | 2                              |
| Assigned | 4                              |
| Total    | 6                              |

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### Ticket Creation Steps:

1. Click on **Create Ticket** button
2. Select the Module, Tracker and Project for which Ticket is to be created.  
Note: Project dropdown will not be available if the ticket is been created from “Audit Compliance” tab.



3. Enter all mandatory fields and click “Submit”.
4. The ticket will show as in the Dashboard screen.
5. Click on the chart and it will take the user to the “**Compliance List**” screen.

## Editing a Ticket

1. Email is triggered to the user on whose name the ticket has been assigned to.
2. That user can see the ticket in the **Compliance Dashboard** screen.
3. Click on the pie chart it takes the user to the **Compliance List** screen.
4. Click on the **Ticket#** hyperlink and then on the **Edit** button.

**TICKET #5**

[Edit](#)

Click Edit button to change Status of ticket

Module: Issue  
Tracker: Issue  
Subject: new issue2  
Priority: Critical  
Incident Reported By: admin.enoah  
Business Impact: impwactr  
Impact summary: Testing  
Target Version: v0.0.02  
Browser: IE11  
Category: New Category  
Status: Assigned  
Description: We can have the same font

Project: Faber Test Automation  
Site: Chennai  
Assignee: Chandru.M  
Severity: Critical  
Requestor Name: subbu.v  
Product Version: v0.0.01  
Device: Android  
Release Versions: v0.0.01  
Notes:

**History**

Show 10 entries


| Assignee  | Updated by | Current Status | Past Status | Comments | Attachments | Date                | View |
|-----------|------------|----------------|-------------|----------|-------------|---------------------|------|
| Chandru M | Deepa A    | Assigned       | Assigned    |          |             | 2019-09-20 17:23:35 |      |
| Chandru M | Radha J    | Assigned       | New         |          |             | 2019-09-17 13:03:51 |      |
| Chandru M | Radha J    | New            | -           | no notes |             | 2019-09-17 12:58:10 |      |

Showing 1 to 3 of 3 entries

[Back](#) [Previous](#) [1](#) [Next](#)

5. Update all the required values and click Submit.


**TICKET #5**

Module: Issue  
Tracker: Issue  
Subject: new issue2  
Status: Assigned   
Assignee: Chandru.M  
Severity: Critical  
Attachments: [Choose File](#) No file chosen  
Impact summary: Testing  
Target Version: v0.0.02  
Browser: IE11  
Category: New Category  
Description: We can have the same font

Project: Faber Test Automation  
Site: Chennai  
Priority: Critical  
Requestor Name: subbu.v  
Product Version: v0.0.01  
Device: Android  
Release Versions: v0.0.01  
Notes:

Change the status from Assigne to Resolved and submit

[Submit](#) [Cancel](#)

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## Things to Know

### Status

A ticket can carry one of the below status (not limited to) during its lifecycle. This helps to understand what action needs to be taken on that ticket.

*New, Assigned, In-Progress, Ready for review, Resolved, Reviewed by Auditor, Refer back, Approved by Function Head/CISO, Closed, etc.*

### Module

Module is the category under which the ticket will show in the dashboard.

Examples: Internal Audit- CHN, Internal Audit- INDR, External Audit, Organizational Changes, Incidents, etc.

### Tracker

Tracker is the criteria under which a ticket is raised.

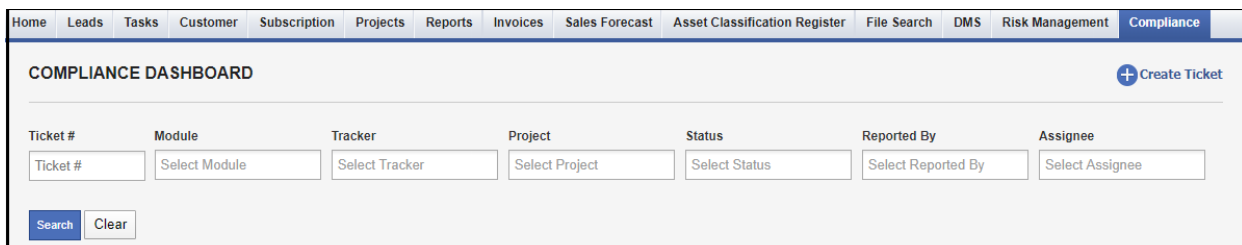
Example: Observation, Non-Conformance (NC), Recommendation, Issues, Change, etc. These trackers can repeat for each module example:

- Internal Audit- CHN can have multiple trackers mapped to it like – NC, Observation, Recommendation, etc.
- Internal Audit- INDR can also have the same trackers mapped to it.

**Tracker drives the status transition for any ticket**


### Dashboard Filters

The following filters are available in the **Compliance Dashboard** screen and **Compliance List** screen.



The screenshot shows the 'COMPLIANCE DASHBOARD' interface. At the top is a navigation bar with links: Home, Leads, Tasks, Customer, Subscription, Projects, Reports, Invoices, Sales Forecast, Asset Classification Register, File Search, DMS, Risk Management, and Compliance (highlighted). Below the navigation bar is a '+ Create Ticket' button. The main section contains a table of filters with columns: Ticket #, Module, Tracker, Project, Status, Reported By, and Assignee. Each column has a corresponding input field with a placeholder text like 'Ticket #', 'Select Module', 'Select Tracker', 'Select Project', 'Select Status', 'Select Reported By', and 'Select Assignee'. At the bottom left of the filter section are 'Search' and 'Clear' buttons.



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**Ticket ID** By Entering the Ticket Id user can filter the Ticket.

**Module** Selecting Particular Module shows all the Tickets raised for that module (ex- Internal Audit, issue)

**Status** Selecting the Status will show the Tickets which are in the Selected Status (ex-New, Closed)

**Tracker** Selecting the Tracker name shows all Related Tickets for that Tracker (ex-Observation, NC)

**Project** Selecting the Project will show all the Tickets created for that Project

**Reported By** Selecting from the listed users shows all the Tickets reported by that specific user

**Assignee** Selecting the particular user from this list will list all the Tickets assigned to that user. Selecting (None) option from the list will display the tickets which are not yet assigned to any user.

## Email triggers

Emails are triggered to Author (who creates a ticket), Project manager of that respective project, Assignee (to whom it is assigned) and to the respective Reporters/Auditors of the project from Ticket creation to every action or changes made to the particular ticket.

## Bulk Status Update

Consider when a user needs to change the status for the list of tickets, on checking the checkbox present on each tickets you want to be changed and Select the action on field named Bulk action. On checking Select all Checkbox will apply to all the tickets present on that particular list.

**COMPLIANCE LIST**
Export List
Create Ticket

Ticket #
Module
Tracker
Project
Status
Reported By
Assignee

Select All: ☐
Bulk Action:

Show:  entries

| Ticket #                                | Module              | Tracker  | Project                                     | Status | Reported by             | Subject   | Assignee      | Created On | Last Modified On | Action |
|---|---------------------|----------|---|--------|-------------------------|---|---------------|------------|------------------|--------|
| <input checked="" type="checkbox"/> 125 | Incident Management | Incident | HR & Admin                                  | New    | Deepa.A Aryasomayajula  | Security staff not available in 3rd floor new wing for almost half hours in the mornings !! | marypriya.h   | 06-12-2019 | 06-12-2019       |        |
| <input checked="" type="checkbox"/> 141 | Incident Management | Incident | eConnect PHP - Internal Project Development | New    | Admin eNoah - iSolution | Client provided Laptop lost   | Manikandan MS | 06-01-2020 | 07-01-2020       |        |
| <input checked="" type="checkbox"/> 151 | Incident Management | Incident | eCRM - Internal Project Development         | New    | Deepa.A Aryasomayajula  | Next release  | Udhayaraj V   | 08-01-2020 | 08-01-2020       |        |
| <input type="checkbox"/> 152            | Incident Management | Incident | IMS Software tender                         | New    | Deepa.A Aryasomayajula  | Testing the assignee dropdown values  | arjun.r       | 08-01-2020 | 08-01-2020       |        |

Showing 1 to 4 of 4 entries
Previous
1
Next

## Status display based on Trackers and Role

If the list of tickets consists of tickets from 2 or more trackers (say Incident and Audit tracker) and when we use the Bulk action for changing the status of those tickets from Assigned, it will display the common status mapped in the workflow for a specific role of that specific trackers (say Incident tracker mapping from Assigned to a) Ready for Review and b) Resolved and Audit tracker mapping only from Assigned to a) Resolved), then the common status mapped (closed) will be displayed to select and update.

Select All: ☐
Bulk Action:

Show:  entries

☒ 89
 ☒ 90
 ☐ 91
 ☐ 99
 ☐ 125
 ☐ 133
 ☐ 136
 ☐ 136

Incident Management
Incident Management
On Ch
Incident Management
Incident Management
Organizational Change
Organizational Change
Incident

Incident
Incident
On Ch
Incident
Incident
Organizational Change
Organizational Change
Incident

Infrastructure Support
HR & Admin
Infrastructure Support
Infrastructure Support
Infrastructure Support
Infrastructure Support
Infrastructure Support
eCRM - Internal Project

Assigned
New
Assigned
Assigned
Assigned
Assigned
Approved

Raja Balasubramanian
Deepa.A Aryasomayajula
Vasanth Kumar K
Vasanth Kumar K
Vasanth Kumar K
Vasanth Kumar K
Deepa.A


13th Camera Not Working in 3rd floor New Office
Security staff not available in 3rd floor new wing for almost half hours in the mornings !!
Chennai Firewall- Upgradation
Standby Firewall for CBE office 9th floor
QA tested

Raja.B
marypriya.h
Venkatesh.E
Manojkumar M
Chandru.M

11-11-2019
06-12-2019
17-12-2019
24-12-2019
08-01-2020
08-01-2020
02-12-2019
08-01-2020

24-12-2019
06-12-2019
24-12-2019
24-12-2019
08-01-2020

If there is no common status found for those roles based on the selected tickets of 2 trackers


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then it will not display any status with a message on that.

Show 10 entries

Search:

| Ticket #                               | Module                 | Created On            | Last Modified On       | Action   |                      |   |           |            |            |  |
|--|------------------------|-----------------------|------------------------|----------|----------------------|---|-----------|------------|------------|--|
| <input checked="" type="checkbox"/> 89 | Incident Management    | 08-11-2019            | 08-01-2020             |          |                      |   |           |            |            |  |
| <input checked="" type="checkbox"/> 90 | Incident Management    | 08-11-2019            | 08-01-2020             |          |                      |   |           |            |            |  |
| <input type="checkbox"/> 91            | Organizational Changes | Organizational Change | Infrastructure Support | Assigned | Vasanth Kumar K      | Base Server Hardware Replace                    | vasanth.k | 08-11-2019 | 02-12-2019 |  |
| <input type="checkbox"/> 99            | Incident Management    | Incident              | Infrastructure Support | Assigned | Raja Balasubramanian | 13th Camera Not Working in 3rd floor New Office | Raja.B    | 11-11-2019 | 24-12-2019 |  |

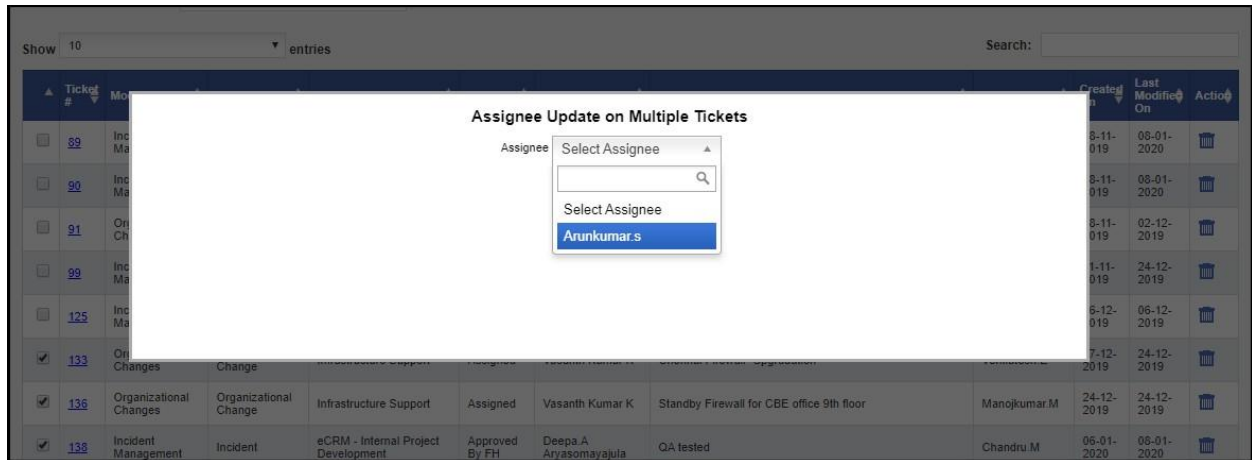
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## Bulk Assignee Update

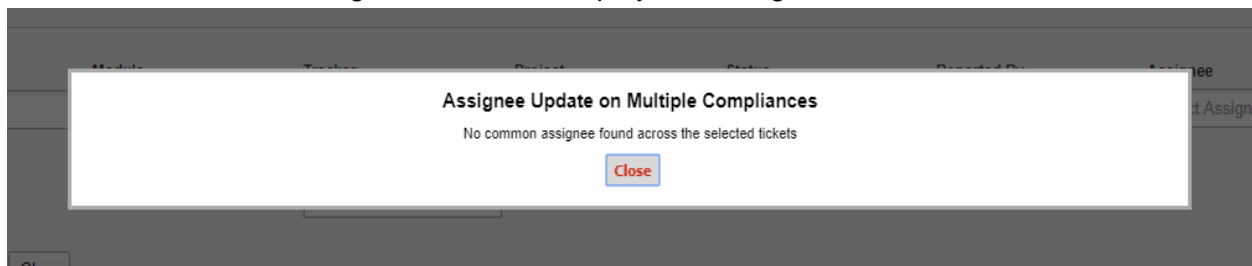
To assign the list of tickets of different projects (say ecrm and eConnect projects) to one particular user, then on Selecting Assignee option on Bulk action it will check for the common members present on those projects (say ecrm project members will be A,B,C,D and eConnect will have members B,D,G,H. common members will be B and D )and display those members as assignees.

| Select All : <input type="checkbox"/> Bulk Action Choose action |                        |                       |                                     |                |                        |   |                |            |                  |   |
|---|------------------------|-----------------------|-------------------------------------|----------------|------------------------|---|----------------|------------|------------------|---|
| Show 10 entries   |                        |                       |                                     |                |                        |   |                | Search:    |                  |   |
| ▲ Ticket #  | Module                 | Tracker               | Project                             | Status         | Reported by            | Subject   | Assignee       | Created On | Last Modified On | Action  |
| <input type="checkbox"/> 89                                     | Incident Management    | Incident              | Infrastructure Support              | Approved By FH | Roja Balasubramanian   | Airtel ISP Link Down - Chennai Location   | Roja.B         | 08-11-2019 | 08-01-2020       |    |
| <input type="checkbox"/> 90                                     | Incident Management    | Incident              | Infrastructure Support              | Approved By FH | Roja Balasubramanian   | CCTV-Camera Recording Not happening   | Roja.B         | 08-11-2019 | 08-01-2020       |    |
| <input type="checkbox"/> 91                                     | Organizational Changes | Organizational Change | Infrastructure Support              | Assigned       | Vasanth Kumar K        | Base Server Hardware Replace  | vasanth.k      | 08-11-2019 | 02-12-2019       |   |
| <input type="checkbox"/> 99                                     | Incident Management    | Incident              | Infrastructure Support              | Assigned       | Roja Balasubramanian   | 13th Camera Not Working in 3rd floor New Office   | Roja.B         | 11-11-2019 | 24-12-2019       |  |
| <input type="checkbox"/> 125                                    | Incident Management    | Incident              | HR & Admin                          | New            | Deepa.A Aryasomayajula | Security staff not available in 3rd floor new wing for almost half hours in the mornings !! | marypriya.h    | 06-12-2019 | 06-12-2019       |  |
| <input checked="" type="checkbox"/> 133                         | Organizational Changes | Organizational Change | Infrastructure Support              | Assigned       | Vasanth Kumar K        | Chennai Firewall- Upgradation   | Venkatesh.E    | 17-12-2019 | 24-12-2019       |  |
| <input checked="" type="checkbox"/> 136                         | Organizational Changes | Organizational Change | Infrastructure Support              | Assigned       | Vasanth Kumar K        | Standby Firewall for CBE office 9th floor   | Manojkumar.M   | 24-12-2019 | 24-12-2019       |  |
| <input checked="" type="checkbox"/> 138                         | Incident Management    | Incident              | eCRM - Internal Project Development | Approved By FH | Deepa.A Aryasomayajula | QA tested   | Chandru.M      | 06-01-2020 | 06-01-2020       |  |
| <input checked="" type="checkbox"/> 139                         | Incident Management    | Incident              | eCRM - Internal Project Development | Closed         | Deepa.A Aryasomayajula | Few functions not working   | Balaganesh.P   | 06-01-2020 | 07-01-2020       |  |
| <input checked="" type="checkbox"/> 140                         | Organizational Changes | Organizational Change | eCRM - Internal Project Development | New            | Deepa.A Aryasomayajula | Crm issue fixes   | Rajalakshmi.SA | 06-01-2020 | 06-01-2020       |  |

You will be displayed with a Common assignee on the projects selected like below



If there is no common assignee then it will display a message like



## Handling of Mandatory fields

While changing the status of some tickets with different trackers. For some trackers mapping will be there like Mandatory field should be given whenever changing to that specific status. In this scenario while you are doing a bulk action for tickets of those different trackers, one of those tracker having a Mandatory field while changing to that status will display the Mandatory field on selecting that status and it will be applied only to that particular tickets of that tracker alone and will not be applied for all the tickets.



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|    | L                    | M                      | N                      | O              |   |
|----|----------------------|------------------------|------------------------|----------------|---|
| 1  | Incident Reported By | Incident Reported Date | Incident Reported Time | Severity       |   |
| 2  | vasanth.k            | 30-10-2019             | 9:30 AM                | Critical       | Analyzed the link fluctuation in airtel ISP. We immediately r |
| 3  | Roja.B               | 15-10-2019             | 9:45 PM                | Major          | Having communication issue between NAS drive and Local s      |
| 4  | Not applicable       | Not applicable         | Not applicable         | Not applicable | Not applicable  |
| 5  | Roja.B               | 11-11-2019             | 10:45 AM               | Minor          | 13th Camera Lan connetivity problem. Camera not blinking      |
| 6  | deepa.a              | 06-12-2019             | 10:15 AM               | Major          |   |
| 7  | Not applicable       | Not applicable         | Not applicable         | Not applicable | Not applicable  |
| 8  | Not applicable       | Not applicable         | Not applicable         | Not applicable | Not applicable  |
| 9  | admin.enoah          | 05-01-2020             | 3:30 AM                | Tweak          |   |
| 10 | ajitkumar.g          | 05-01-2020             | 1:30 AM                | Minor          | Corrected the issue   |
| 11 | Not applicable       | Not applicable         | Not applicable         | Not applicable | Not applicable  |
| 12 | surendar.k           | 06-01-2020             | 1:30 AM                | Critical       |   |