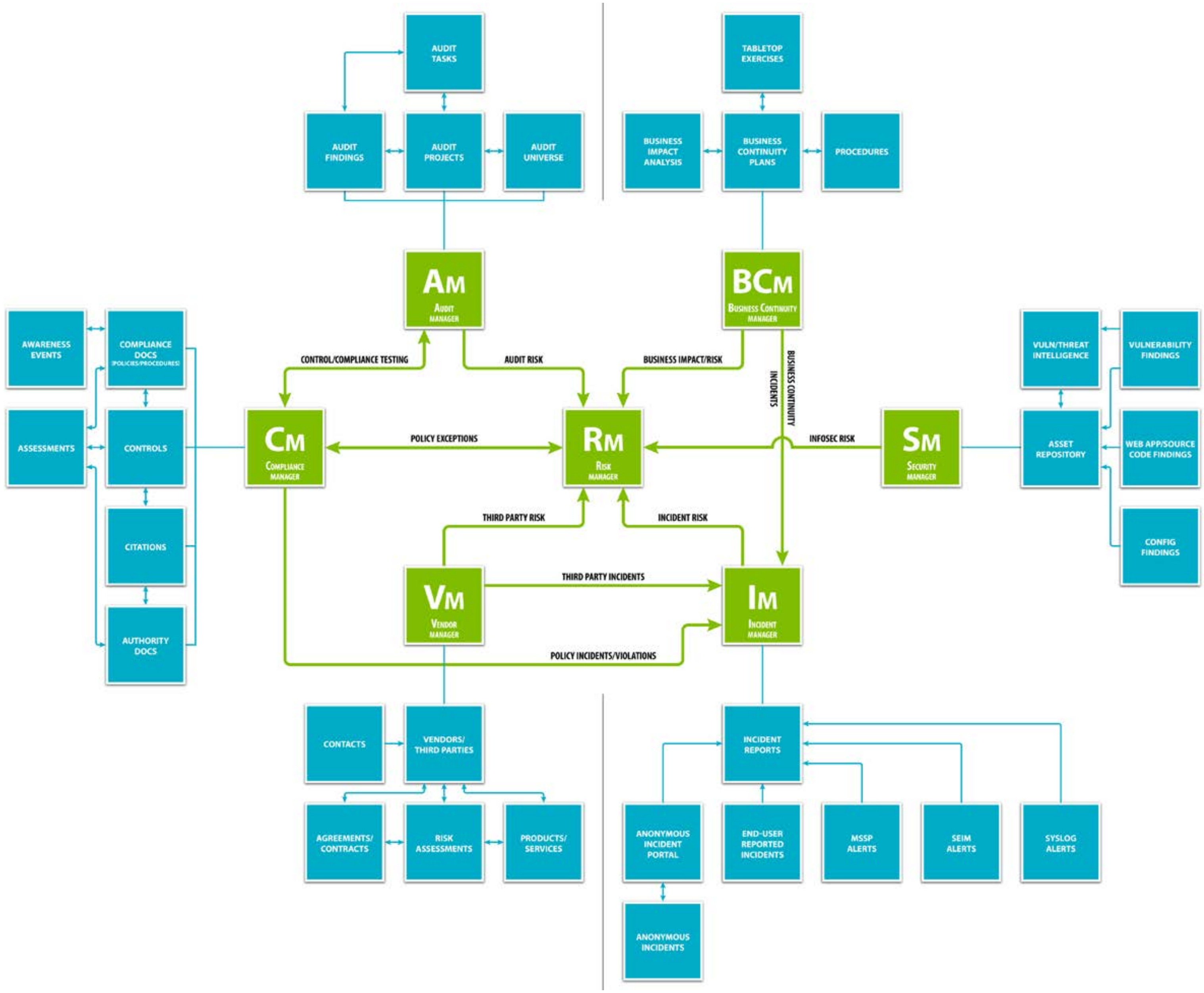
Keylight® Platform Fundamentals

Exercise Guide

Version 4.x


AUDIT TASKS
AUDIT FINDINGS
AUDIT PROJECTS
AUDIT UNIVERSE
TABLETOP EXERCISES
BUSINESS IMPACT ANALYSIS
BUSINESS CONTINUITY PLANS
PROCEDURES
AM Audit Manager
BCM Business Continuity Manager
AWARENESS EVENTS
COMPLIANCE DOCS (POLICIES/PROCEDURES)
VULN/THREAT INTELLIGENCE
VULNERABILITY FINDINGS
CONTROL/COMPLIANCE TESTING
AUDIT RISK
BUSINESS IMPACT/RISK
BUSINESS CONTINUITY
INCIDENTS
ASSESSMENTS
CONTROLS
CM Compliance Manager
POLICY EXCEPTIONS
RM Risk Manager
INFOSEC RISK
SM Security Manager
ASSET REPOSITORY
WEB APP/SOURCE CODE FINDINGS
CITATIONS
THIRD PARTY RISK
INCIDENT RISK
CONFIG FINDINGS
VM Vendor Manager
THIRD PARTY INCIDENTS
IM Incident Manager
AUTHORITY DOCS
POLICY INCIDENTS/VIOLATIONS
CONTACTS
VENDORS/ THIRD PARTIES
INCIDENT REPORTS
AGREEMENTS/ CONTRACTS
RISK ASSESSMENTS
PRODUCTS/ SERVICES
ANONYMOUS INCIDENT PORTAL
END-USER REPORTED INCIDENTS
MSSP ALERTS
SEIM ALERTS
SYSLOG ALERTS
ANONYMOUS INCIDENTS

Agenda – Keylight Platform Fundamentals for Administrators

Day 1	
9:00 – 9:30	Welcome & Overview
9:30 – 10:30	Keylight Navigation
10:30 – 10:40	***Break***
10:40 – 12:00	Keylight Setup and Security
12:00 – 1:00	***Lunch***
1:00 – 2:20	Tables: Admin & Management
2:20 – 2:30	***Break***
2:30 – 2:45	Tables: Record Import & Creation
3:00 – 4:00	Workflow: Creation
Day 2	
9:00 – 9:15	Day 1 Review
9:15 – 10:20	Workflow: Managing Records
10:20 – 10:30	***Break***
10:30 – 12:00	Assessment: Creation
12:00 – 1:00	***Lunch***
1:00 – 2:20	Assessment: Issuance
2:20 – 2:30	***Break***
2:30 – 4:00	Reporting and Dashboards
4:00	***End of Training***

This is a rough estimate of times.

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My Keylight® Environment:

____

Administrator Password:

____

Chapter 1

Keylight® Setup

Contents

Exercise 1: Getting prepared

In this exercise, you'll add your email address to your assigned user profile and download the files that you'll need for the Keylight Platform Fundamentals training.

Adding your email address to the user profile

A valid email address must exist in the user profile so that the user can send and receive emails within the Keylight platform.

In this exercise, you'll add your company email address to your assigned training user profile.

Add your email address

1. Log in to the Keylight platform as **Administrator**, using the assigned password.
2. From the user menu, select **Keylight Setup**.
3. In the left navigation pane, click **Users** under the Security group.
4. In the content pane, locate **Administrator** and click on the email address to open this user account.
5. Click **Edit**.
6. In the Email field, replace firstname.lastname@ … with YOUR company email address.
7. Click **Save**.
8. Click on the **Cm** application button to go to the Cm Home page.

Downloading files for Keylight Platform Fundamentals training

In this exercise, you'll create a folder on your desktop for storing the files used during this training.

Download files

1. On your desktop, create a new folder called **Keylight Fundamentals**.
2. From the Cm Home page, click the **Authority Docs** tab.
3. In the left navigation pane, expand the **Authority Documents > Browse > Active**.
4. Click **Keylight Fundamentals**.
5. In the Attachments field, on the content pane, click on the name for each of the files listed below, one at a time, until all of them are downloaded.

   - LP_Fundamentals_Employee Onboarding.pdf,
   - LP_Fundamentals_IMPORT_Facilities.xlsx,
   - LP_Fundamentals_JDlogo.png,
   - LP_Fundamentals_LeaseAgreement.pdf

6. Locate and open each file, saving them in the Keylight Fundamentals folder that you created on your desktop.
7. Close the file folder. You'll use these file later in the workshop.

Exercise 2: Customizing the look and feel

In this exercise, you'll customize the look and feel of your Keylight instance. Customizing your instance includes modifying the branding and skin. Changes are system wide and affect all Keylight users.

Create a customized login welcome message

1. Hover your mouse over the User icon . Displaying the user menu.
2. From the user menu, select **Keylight Setup**.
3. From the Branding group, click **Login Welcome Message**.
4. From the content pane, click **Edit**.
5. In the Message field, type "*Welcome to Keylight. Enter your Username and Password.*"
6. Feel free to format it accordingly, and then click **Save**.

Change the default logo

1. From the Branding group, click **Logo**.
2. From the content pane, click **Edit**.
3. In the New Logo field, click **Choose File**.
4. Navigate to the Keylight Fundamentals folder on your desktop.
5. Select **LP_Fundamentals_JDlogo.png**
6. Click **Save**.

Note	An image with a transparent background that is a .jpg or .png file type is best. If the image is too tall, you will need to scale the image so that it does not interfere with the page real estate.

Change the default skin

1. From the Branding group, click **Skin**.
2. On the content pane, click **Edit**.
3. From the New Skin list, select **Metro**.
4. Preview the results of the newly applied skin in the preview pane below.
5. Click each of the content tabs: **Navigation, Dialog, Grid, and Charts** to see the results.
6. Click **Save** and observe the change in appearance.

Exercise 3: Customizing your default reporting colors

In this exercise, you'll add a report color and change an existing report label in the default color scheme. These colors become the default color scheme for all reports, but can be overridden for individual reports.

Add a reporting color to the default color scheme

1. In the left navigation pane, under the Reporting group, click **Default Reporting Colors**.
2. From the content pane, click **Add**.
3. In the Label field, enter **Follow up Required.**
4. In the Chart fill color field, select **light blue** using the HSB color **#66ffff.**
5. In the Grid Text color field, select **dark gray** using the HSB color **#777777.**
6. Click **Save**.

Change the label of Critical

1. From the Label column, click **Critical**.
2. In the Label field, type **Vital** to rename this chart field.
3. Click **Save**.

Note	All reports generated from today will include the new label of Vital instead of Critical.

Exercise 4: Setting attachment security

This selection is based on the whitelist/blacklist principle. For the file types selected, users can attach a file to a Keylight record. Excluded file types are not accepted in the Keylight system.

In this exercise, you'll specify the file types that are allowed for attachments.

Specify the allowed file types for attachments

1. In the navigation pane under the Security group, click **General Settings**.
2. Click **Edit**.
3. In the Attachment security field, select **Only allow files of type**.
4. Copy the file types from the *Example*, and paste them into the space provided.
5. Remove **'nessus'** from the allowed list.
6. Click **Save**.

Exercise 5: Configuring your default Email settings

In this exercise, you'll create and configure the default email settings for your Keylight instance.

Configure your email settings

1. In the navigation pane under the System group, click **Email Settings**.
2. From the content pane, click **Edit**.
3. In the Email notifications field, verify that **Enabled** is selected.
4. In the Administrative email field, enter your email address.
5. In the Email footer field, type **Private and Confidential**.
6. Change the font color to **Yellow** and background color to **Red**.
7. Leave the SMTP configuration source as **DataFeedService.**
8. Click **Save**.
9. Click **Send Test Email**.
10. Ensure the correct email address is displayed and then click **Send**: 

.
11. Check your email to ensure the message was received, and confirm that it contains the Private and Confidential information.

Exercise 6: Viewing license details and logs

In this exercise, you'll view the license details of your instance, the Event log, and the Email log.

View license details

1. From the System group, click **Subscription / License Details**.
2. Identify the following:
   - Activation and Expiration dates
   - Number of full users and awareness users
   - Products that are installed.

Note	To update your license after installing or upgrading your Keylight software, click Edit and select the license file provided by LockPath, Inc.

View the Keylight event log

1. From the System group, click **Keylight Event Log**.
2. In the Level column, select **INFO**.
3. Review the messages in the log file.
4. Click an **event ID** to review the event details.
5. Click **Return to the Keylight Event Log**.

View the email log

1. From the System group, click **Email Log**.
2. Review the logged emails.
3. Click an email **Subject** to review the email details.
4. Click **Return to Email Log**.
5. Hover your mouse over the User icon: , and then click **Logout** to exit the Keylight platform.

Chapter 2

Keylight® User Security

Contents

Exercise 7: Creating user groups

User groups enable you to perform the same actions for multiple users at one time, such as sending Awareness Events, assigning privileges to assessment categories and templates, and granting access to reports, workflow, and table fields.

In this exercise, you'll create two user groups.

Tip	Best practice for creating users and groups is to first create the groups to which users belong. Then assign the group to the security role. All users in the group inherit the same permissions assigned through the security role.

Create a user group

1. Log in to the Keylight platform as **Administrator** using the assigned password.
2. Under the User Settings, select **Keylight setup**.
3. In the navigation pane under the Security group, click **Groups**.
4. From the content pane, click **Add**.
5. In the name field, type **Corporate and** leave all other fields with defaults.
6. Click **Save**.

Create another user group

1. From the breadcrumbs above, click **Groups**.
2. Create a group called **Retail Stores** and select **Yes** for Business Unit.
3. Click **Save**.

Exercise 8: Creating security roles

In this exercise, you'll create three security roles containing a set of permissions to be assigned to Keylight users. To create a security role, you must have full administrator permissions.

Create a security role for the corporate administrator

1. In the navigation pane under the Security group, click **Security Roles**.
2. From the content pane, click **Add**.
3. In the name field, type **Corporate Administrator**.
4. In the Type field, select **Full User**.
5. Click into the Groups field and select **Corporate**.
6. In the Permissions matrix below, click: ✔ Grant All, to select access to All Components.
7. Click **Save**.

Create the security role for HR Compliance Officer

1. From the breadcrumbs above, click **Security Roles**.
2. Click **Add** and complete the following:

Field	Value to enter
Name	**HR Compliance Officer**
Type	**Full User**
Groups	**Human Resources**

3. In the Permissions section, **Show** list, select **Cm**.
4. In the General Access section of the matrix, grant access permissions to all components listed in this section for **Create, Read, Update, Delete, Print/Export, and Import/Bulk**.

Tip	To grant permissions to all components, click the permissions you want to grant in the Component column for either General Access or Administrative Access. For example, suppose you want to grant Create permissions for General Access to ALL components listed in the matrix. You would click Create in the Component column of the General Access area.

5. In the Show list, select **Keylight Platform** and grant permissions to the **Portal** component for **General Access**: **Read** and **Update**.
6. Click **Save**.

Create the security role for General Manager

1. From the breadcrumbs, click **Security Roles**.
2. Click **Add** and complete the following:

Field	Value to enter
Name	**General Manager**
Type	**Full User**
Groups	**Retail Stores**

3. In the Permissions section, Show list, select **Cm**.
4. In the General Access section of the matrix, grant permissions for following:
   - All Cm Components: **Read**
   - Assessments (Cm): **Read, Update,** and **Print/Export**
   - Awareness Events: **Read, Update,** and **Print/Export**

5. In the Show list, select **Sm** and grant the General Access: **Read** permission to the **Facilities** component.
6. In the Show list, select **Keylight Platform** and grant General Access permissions for **Read** and **Update** to the **Portal** component.
7. Click **Save**.

Exercise 9: Setting security configurations

In this exercise, you'll define the minimum password requirements, idle timeout setting, maximum attempts for a failed login and lockout duration, concurrent session setting, prior password setting, and auto deactivation setting to be assigned to individual Keylight users.

Create a security configuration

1. From the Security group, click **Security Configurations**.
2. From the content pane, click **Add**.
3. In the name field, type **Keylight Training**.
4. Complete the following:

Field	Value
Minimum password length	**8**
Minimum # of upper characters	**1**
Minimum # of lower characters	**1**
Minimum # of numbers	**1**
Minimum # of symbols	**1**
Password change interval	**Never Expires**
Idle timeout (minutes)	**60**
Max failed login attempts before lockout	**5**
Lockout duration (minutes)	**5**
Concurrent sessions	**Allowed**
Disallow prior passwords	**2**
Auto-deactivate days	**120**
Allow self-service password resets	**Yes**

5. Click **Save**.

Exercise 10: Creating user accounts

In this exercise, you'll create three users and assign them to different groups and security roles.

Important	For the purpose of this training, enter your email address for your assigned Keylight user. To receive email notifications, the user account must have a valid email address. For all users that you create in this training, enter your email address as the email address for that user.

Create a user account for Carl Carter

1. From the Security group, click **Users**.
2. From the content pane, click ✚ Add... and complete the following:

Field	Value
First name	**Carl**
Last name	**Carter**
Email	*your email address*
Account Type	**Full User**
Authentication Type	**Keylight**
Username	**ccarter**
Password	**`L0ckp@th`** The password that meets this criteria: • Total of 8 characters • At least 1 uppercase character • At least 1 lowercase character • At least 1 numeric character • At least 1 symbol character
Confirm password	**`L0ckp@th`**
Security configuration	**Administrator Configuration**

3. In the Keylight Security Roles section, select **Corporate Administrator** to assign all of the privileges associated with that security role.
4. Scroll back to the topand click **Save**.

Create a user account for Allen Anderson

1. From the breadcrumbs, click **Users**.
2. Click ✚ Add... to create another user.
3. Create a user account for Allen Anderson with the following criteria:

Field	Value
First name	**Allen**
Last name	**Anderson**
Email	*your email address*
Account Type	**Full User**
Authentication Type	**Keylight**
Username	**aanderson**
Password	`L0ckp@th`
Confirm password	`L0ckp@th`
Security configuration	**Keylight Training**
*Security Role	**General Manager**
*Group	**Retail Stores**

4. Click **Save**.

Create a user account for Betty Barnes

1. From the breadcrumbs above, click **Users**.
2. Click **Add**.
3. Create a user account for Betty Barnes, who is in Human Resources.
   - Betty is authenticated through the Keylight Platform.
   - Use the password `L0ckp@th`.
   - She is a Full User who is assigned to the Keylight Training security configuration.
   - HR Compliance Officer security role.
   - She is a member of the Human Resources group
4. Click **Save**.

Exercise 11: Verifying user permissions

In this exercise, you'll log on as each user that you created in the previous exercise to verify the effect of the security role.

Log in as Allen Anderson

1. Log out and log in as Allen Anderson using the password `L0ckp@th`.
2. Observe the Keylight applications and user menu.
3. In the space provided, write down the applications that you see.
4. Go into each application to describe what Allen can do.

Log in as Betty Barnes

1. Log out and log in as Betty Barnes.
2. Observe the Keylight applications and user menu.
3. In the space provided, describe the difference between what Betty and Allen can see and do.

Log in as Carl Carter

1. Log out and log in as Carl Carter.
2. Observe the Keylight applications and user menu.
3. In the space provided, describe the differences between what Carl, Betty and Allen can see and do.
4. Log out of the Keylight system.

Chapter 3

Table Management

Contents

Exercise 12: Creating a System Lookup table

System Lookup tables provide a way to create a list of values that can populate a specific table or tables in other applications. A system lookup table can reside in one application and be referenced in other applications. You can establish a one-to-one or one-to-many relationship between one or more applications. Users can select from the table but cannot update the table.

In this exercise, you'll create a system lookup table with six fields for populating the table values through record import. The lookup table must include all fields from the .xls, .xlsx or .csv source file.

Create the System Lookup table

1. Log in to the Keylight platform as **Administrator.**
2. Hover over the Sm menu and select **Setup**.
3. In the navigation pane, under the Assets group, click **Tables**.
4. Click ✚ Add... to complete the following:

Field	Value
Table Name	**JD Associate Lookup**
Alias	**lujdassoc**
Description	**This table contains a list of facilities managed by JD Associates**
Type	**System Lookup**
Record Hierarchy	**No**
Tab	**Assets**

5. In the Security Role column, click **Administration** and **Corporate Administrator** to grant General and Administrative access to all actions (**CRUD, Print/Export and Import/Bulk**).
6. Click **Save**.

Add fields to the System Lookup table

In this section, you'll add the fields that will be populated in the import file. The values that you enter for each field type is included in the steps of each section. Ignore any fields not listed in the step.

Add a text field for the name

1. While still viewing the JD Associate Lookup table properties, locate the **Fields** tab in the content pane and click: ✚ New....

2. Add a text field as the Title field with the following information:

Field	Value to enter
Display Name	**Name**
Field Type	**Text**
Alias	**name**
Description	**This field collects the name of the facility.**
Required	**Yes**
Exportable	**Yes**
Title Field	**Yes**
Maximum Length	**100**

3. Leave all other fields as defaults.
4. Click **Save**.

Add a text field for address line 1

1. From the breadcrumbs, click **JD Associates Lookup**.
2. Click + New... and add a text field with the following information:

Field	Value to enter
Display Name	**Address line 1**
Field Type	**Text**
Alias	**addline1**
Required	**Yes**
Exportable	**Yes**
Title Field	**No**
Maximum Length	**100**

3. Leave all other fields as defaults.
4. Click **Save**.

Add a text field for address line 2

1. From the breadcrumbs, click **JD Associates Lookup**.
2. Click **New** and add a text field with the following information:

Field	Value to enter
Display Name	**Address line 2**
Field Type	**Text**
Alias	**addline2**
Required	**No**
Exportable	**Yes**
Title Field	**No**
Maximum Length	**100**

3. Leave all other fields as defaults.
4. Click **Save**.

Add a text field for city

1. From the breadcrumbs, click **JD Associates Lookup**.
2. Click **New** and add a text field with the following information:

Field	Value to enter
Display Name	**City**
Field Type	**Text**
Alias	**city**
Required	**Yes**
Exportable	**Yes**
Title Field	**No**
Maximum Length	**100**

3. Leave all other fields as defaults.
4. Click **Save**.

Add a text field for state

1. From the breadcrumbs, click **JD Associates Lookup**.
2. Click **New** and add a text field with the following information:

Field	Value to enter
Display Name	**State**
Field Type	**Text**
Alias	**state**
Required	**Yes**
Exportable	**Yes**
Title Field	**No**
Maximum Length	**100**

3. Leave all other fields as defaults.
4. Click **Save**.

Add a text field for postal code

1. From the breadcrumbs, click **JD Associates Lookup**.
2. Click **New** and add a text field with the following information:

Field	Value to enter
Display Name	**Postal Code**
Field Type	**Text**
Alias	**postalcode**
Required	**Yes**
Exportable	**Yes**
Title Field	**No**
Maximum Length	**100**

3. Leave the other fields as defaults.
4. Click **Save**.

Place fields on the form layout

In this section, you'll place the fields that you created in the previous section on the form layout so that users can see them. Fields not on the layout will be invisible to users.

Move fields into the single column

1. From the breadcrumbs, click **JD Associates Lookup**.
2. Click the **Form Layout** tab and click **New**.
3. Complete the following:

Field	Value to enter
Tab Name	**General**
Description	**General information about the property.**
Layout mode	**Horizontal**

4. In the Layout section below, drag the following fields into the Single Column area, in this order:
   - Name
   - Address Line 1
   - Address Line 2
   - City
   - State
   - Postal Code
5. Click **Save**.

Note	A field designated as a title field always appears on the layout. You can only designate one field in a table as a title field.

Exercise 13: Creating a content table

The content table is the form in which users input data for creating and updating records. A content table contains the specific fields for collecting the data you want, for example, assets. Through Security Manager, you can build an asset management system in preparation for mapping vulnerabilities to those assets. The creation of custom asset tables enables you to track as many asset types as needed.

Note	Table permissions append the security role permissions. For example, if the security role has Read and Update permissions and table permissions are granted for Create and Delete. The users assigned to the security role will have the C.R.U.D. rights to the table.

In this exercise, you’ll create a table with five fields, and put them on two tabs in the form layout. Additionally, you create condition rules for hiding a tab and a field.

Create a content table

1. In the navigation pane, under the Assets group, click **Tables**.
2. Click + Add... and complete the following:

Field	Value
Table Name	**JD Associate Facilities**
Alias	**jdfacilities**
Description	**This table contains the fields for entering the facility name and address.**
Type	**Content**
Record Hierarchy	**No**
Tab	**Assets**

3. Grant permissions as follows:

Security Role	Access	Permissions
Administration	General and Administrative Access	**All**
Corporate Administrator	Administrative Access	**Create, Read, Update, Delete**
General Manager	General Access	**Create, Read, Update, Print/Export, Import/Bulk**

4. Click **Save**.

Add fields to the table

In this exercise, you'll add five fields to the asset table for collecting the facility name, address, date, and type.

Add a text field

1. From the JD Associate Facilities content pane, click the **Fields** tab and click + New....
2. Add a text field as the Title field with the following information:

Field	Value
Display Name	**Franchisee owner**
Field Type	**Text**
Alias	**franchiseeowner**
Description	**This field collects the owner of the franchise.**
Required	**Yes**
Exportable	**Yes**
Title Field	**Yes**
Maximum Length	**100**

3. Click **Save**.

Add a date field

1. From the breadcrumbs, click **JD Associate Facilities**.
2. Click **New** under the **Fields** tab and complete the following:

Field	Value
Display Name	**Contract start date**
Field Type	**Date**
Alias	**contractstartdate**
Description	**This field collects the start date of the facility lease contract.**
Required	**Yes**
Title Field	**No**
Include Time	**No**

3. Click **Save**.

Add a lookup field to reference a system lookup table

1. From the breadcrumbs, click **JD Associate Facilities**.
2. Click **New** under the **Fields** tab and complete the following:

Field	Value
Display Name	**Restaurant name**
Field Type	**Lookup**
Alias	**lurestaurantname**
Required	**Yes**
One to Many Relationship	**Yes**
Display as “Linkages” Subpage	**No**
Lookup Table	**Assets: JD Associate Lookup**
Accessibility from Lookup Table	**Viewable**

3. Click **Save**.

Add a lookup field to reference the system lookup table

When defining rules that include a lookup field, the Lookup field properties must have a one-to-one relationship to the lookup table.

1. From the breadcrumbs, click **JD Associate Facilities**.
2. Click **New** under the Fields tab and complete the following:

Field	Value
Display Name	**Property agreement type**
Field Type	**Lookup**
Alias	**lupropagreetype**
Required	**Yes**
One to Many Relationship	**No**
Lookup Table	**Assets: Property Agreement Type**
Accessibility from Lookup Table	**Viewable**

3. Click **Save**.

Create a document field

1. From the breadcrumbs, click **JD Associate Facilities**.
2. Click **New** under the Fields tab and complete the following:

Field	Value
Display Name	**Lease or mortgage**
Field Type	**Documents**
Alias	**leasemortgage**
Required	**No**
Append to Pdf ouptut	**No**

3. Click **Save**.

Create a numeric field

1. From the breadcrumbs, click **JD Associate Facilities**.
2. Click **New** under the Fields tab and complete the following:

Field	Value to enter
Display Name	**Original loan amount**
Field Type	**Numeric**
Alias	**origloanamount**
Required	**No**
Scale	**2**

3. Click **Save**.

Create a numeric field

1. From the breadcrumbs, click **JD Associates Facilities**.
2. Click **New** under the Fields tab and complete the following:

Field	Value to enter
Display Name	**Monthly payment**
Field Type	**Numeric**
Alias	**monthlypayment**
Required	**No**
Scale	**2**

3. Click **Save**.

Place fields on the form layout

In this exercise, you'll create two tabs and place the fields that you created in the previous section on the form layout so that users can see them. Fields not on the layout are invisible to users.

Create a tab with its associated fields

1. From the breadcrumbs, click **JD Associate Facilities**.
2. Click **Form Layout** tab and click **New**.
3. Complete the following:

Field	Value to enter
Tab Name	**Property Information**
Description	*Leave Blank*
Layout mode	**Horizontal**

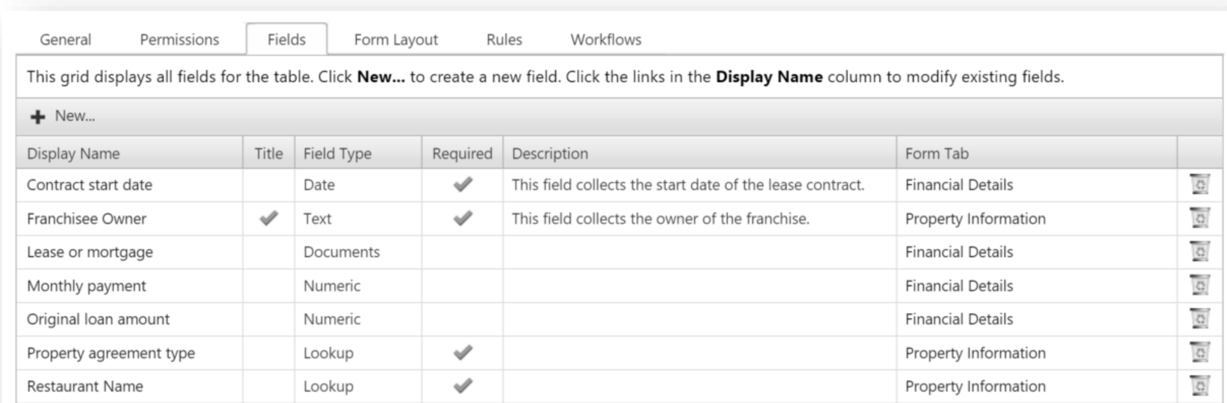
4. In the Layout section, drag the **Franchisee owner** and **Restaurant Name** fields into the Single Column area.
5. From the Layout section, drag the **Property agreement type** into the Two Column area.
6. Click **Save**.

Create a second tab with its associated fields

1. Click **New** to create a second tab.
2. Complete the following:

Field	Value to enter
Tab Name	**Financial Details**
Description	*Leave blank*
Layout mode	**Horizontal**

3. In the Layout section, drag the following fields into the Single Column area.
   - **Contract start date**
   - **Original loan amount**
4. In the Layout section, drag the following fields into the Two Column area.
   - **Monthly payment**
   - **Lease or mortgage**
5. Click **Save**.
6. Click the **Fields** tab to review your progress.


General Permissions Fields Form Layout Rules Workflows

This grid displays all fields for the table. Click **New...** to create a new field. Click the links in the **Display Name** column to modify existing fields.

New...

Display Name	Title	Field Type	Required	Description	Form Tab
Contract start date		Date	✔	This field collects the start date of the lease contract.	Financial Details
Franchisee Owner	✔	Text	✔	This field collects the owner of the franchise.	Property Information
Lease or mortgage		Documents			Financial Details
Monthly payment		Numeric			Financial Details
Original loan amount		Numeric			Financial Details
Property agreement type		Lookup	✔		Property Information
Restaurant Name		Lookup	✔		Property Information

Define rules for displaying tabs and fields

In this exercise, you'll define two rules to hide a tab and a field based on a condition for each. Rule 1 hides the Financial Details tab. Rule 2 hides the Original loan amount field.

Define Rule 1 for hiding a tab

1. From the JD Associate Facilities content pane, click the **Rules** tab.
2. Click **New** and complete the following:

Field	Value to enter
Name	**Hide financial details**
Description	*Leave blank*
Condition	**Property agreement type = Owned - Paid Off**
Tabs	**Financial Details**
Action	**Hide**

3. Click **Save**.

Define Rule 2 for hiding a field

1. From the breadcrumbs, click **Rules**.
2. Click **New** and complete the following:

Field	Value to enter
Name	**Hide original loan amount**
Description	*Leave blank*
Condition	**Property agreement type = Leased**
Fields	**Original loan amount**
Action	**Hide**

3. Click **Save**.
4. Log out of the Keylight platform.

Chapter 4

Record Import

Contents

Exercise 14: Importing records

Imported data is completed through an import job that is queued and processed in the background. An email is sent to the user who performed the import, indicating that the import has completed with a status of whether the import was successful or whether any records failed. The email also contains a link to the import history page in the Keylight platform.

In this exercise, you'll import new facilities into the Asset table from an Excel spreadsheet. You can import data from an .xls, .xlsx, or .csv file into any table. You must first create an import template to specify the basic settings and data field mappings for table in which you are importing data.

Create an import template

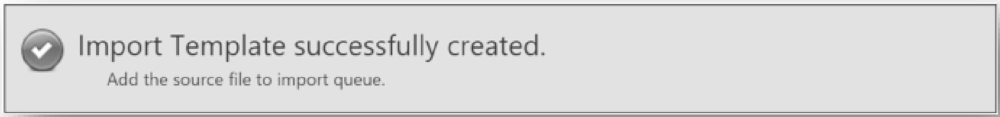
1. Log in to the Keylight platform as **Administrator**.
2. From the Sm application menu, select **Assets**.
3. From the left navigation pane, expand the **System Lookup Tables > JD Associates Lookup** and click **Import / Bulk Ops**.
4. Click **Add** and complete the following information for the new template:

Field	Value
Template Title	**JD Associates for Lookup**
Source file	**LP_Fundamentals_IMPORT_Facilities.xlsx**
Map fields	**Yes**
Initial record stage	**Default: Published**
Send email notifications	**Yes**

5. Click **Add**, to map the fields from the source file to the target file (Asset table).

Source Field	Target Field	Mapping Type
Name	Name	Populate
Address Line 1	Address Line 1	Populate
Address Line 2	Address Line 2	Populate
City	City	Populate
State	State	Populate
Zip Code	Postal Code	Populate

6. Click **Update**  to add each field mapping.
7. Review the results in the Preview section below and then click **Save**.



8. A message appears above the content pane. Click to **Add** the source file to import queue.
9. Confirm this import by selecting **Run As System** and click **OK**.
10. From the navigation pane, select the System Lookup Tables > JD Associates Lookup > **Import / Bulk Ops.**
11. From the **Queue** tab, view the status of the import, which shows the job as Queued.
12. After a few moments, allowing the import to run, click to **Refresh** the queue.
13. The queue should now be empty. Click the **Queue History** tab to view import results.

    The status in the Queue History tab should now read "Successful" and Message of "Import succeeded".
14. Verify that you received the email notification generated by the import queue.

Exercise 15: Importing new and updating records

In this exercise, you'll add records to an Excel spreadsheet and then import them into the Asset table. All records that you want to import must be present on the first sheet of a spreadsheet.

First, create an import template to specify the basic settings and data field mappings for table in which you are importing data.

Add records to the spreadsheet

1. Minimize the Keylight platform window and open the **Keylight Fundamentals** folder on your desktop.
2. Open the **LP_Fundamentals_IMPORT_Facilities.xlsx** file and enable editing.
3. Go to the **Import_Update** sheet, copy rows 2 and 3, and insert them into the Import sheet:

Name	Address Line 1	Add 2	City	State	Zip Code
Chicharito's Mexican Grill	1242 Main Street		Overland Park	KS	66210
The Walnut 2	69 W 127th Street		Overland Park	KS	66209

4. Save and close the LP_Fundamentals_IMPORT_Facilities.xlsx file.

Create an import template

1. Log in to the Keylight platform as **Administrator**.
2. From the System Lookup Tables>JD Associates Lookup, click **Import / Bulk Ops**.
3. Click **Add** and complete the following information for the new template:

Field	Value to enter
Template Title	**JD Associates Import and Update for Lookup**
Source file	**LP_Fundamentals_IMPORT_Facilities.xlsx**
Map fields	**Yes**
Initial record stage	**Default: Published**
Send email notifications	**Yes**

4. Click **Add** to map the fields from the source file to the Asset table.

Source Field	Target Field	Mapping Type
Name	Name	Populate
Address Line 1	Address Line 1	Populate
Address Line 2	Address Line 2	Populate
City	City	Populate
State	State	Populate
Zip Code	Postal Code	Populate
Name	**Name**	**Match**

5. Click to add each field mapping.
6. Check the results in the Preview section, and then click **Save**.

7. When the message appears as indicated in the previous step, click to **Add the source file to the import queue.**
8. Confirm the Bulk Import by selecting **Run As System** and click **OK**.
9. From the navigation pane, select the System Lookup Tables > JD Associates Lookup > **Import / Bulk Ops.**
10. View the status from the **Queue** tab to show that the job is now Queued.
11. After a few moments, allowing the import to run, click to **Refresh** the queue.
12. The queue should now be empty. Click the **Queue History** tab.

    The status in the Queue History tab should now read "Successful" and Message of "Import succeeded".

13. Verify that you received the email notification generated by the import queue.

Exercise 16: Entering records in a content table

In this exercise, you'll add records to the content table.

Enter records in the content table

1. From the navigation pane, expand **JD Associates Facilities** and click **Add New**.
2. Complete the following on the **Property Information** tab:

Field	Value to enter
Franchisee Owner	*Your name*
Restaurant Name	**DJ BBQ**
Property Agreement Type	**Owned – Paid Off**

3. Observe what happened to the Financial Details tab.
4. Click **Save**.
5. From the navigation pane, under JD Associates Facilities, click **Add New**.
6. Add an additional record with the following on the Property Information tab:

Field	Value to enter
Franchisee Owner	**Michael Martin**
Restaurant Name	**Chicharito's Mexican Grill**
Property Agreement Type	**Leased**

7. Click **Save**.
8. You should be forced to enter additional information. Click on the **Financial Details** tab.
9. Enter a **Contract Start Date of** 30 days from today and a **Monthly Payment** of $3500.00.
10. Include the **LP_Fundamentals_LeaseAgreement.pdf** in the Lease or Mortgage field.
11. Click **Save**.

12. Add a new record with the following information, on the **Property Information** tab:

Field	Value to enter
Franchisee Owner	**Percy Perkins**
Restaurant Name	**Blue Dragon House**
Property Agreement Type	**Owned - Mortgage Outstanding**

13. Click the **Financial Details** tab, to enter the necessary information.
14. Enter a Contract Start Date of **30 days** from today.
15. Add an Original Loan amount of **$250,000.00** and a Monthly Payment of **$4100.00**.
16. Click **Save**.
17. Log out of the Keylight platform.

Notes:

Chapter 5

Workflow Management

Contents

Building your document control framework

JD Associates, Inc. has an assortment of corporate and HR policies in MS Word documents, stored and scattered around its network. The HR Compliance Officer has been tasked with the clean-up and construction of a new Personnel Health and Safety program. The HR Compliance Officer has asked for your assistance in setting up the Keylight platform to help organize this program.

The HR Compliance Officer would like to scrap the existing policies and build a new program. The company has no Personal Health Information (PHI). The HR Compliance Officer is required to approve any policies authored by the HR team. The HR team is authoring the policies and then placing them in workflow to be routed for final approval.

Exercise 17: Setting up a workflow

In this exercise, you create a workflow process for transitioning and routing Compliance Documents to other Keylight users for their review and approval before a document reaches a published state.

There are two essential parts to setting up workflow for your Compliance Documents. First, create a workflow process, then create the workflow stages within that process.

Create the workflow process

1. Log in to the Keylight platform as **Administrator**.
2. From the **Cm** menu, select **Setup**.
3. In the navigation pane, under **Compliance Docs**, click **Tables**.
4. From the content pane, select **Compliance Documents**.
5. From the Compliance Documents content pane, click the **Workflows** tab.
6. Click + New... to add a workflow.
7. In the name field, enter **HR Policies Workflow**.
8. In the Description field, enter "**Policy authoring, editing and approval.**"
9. In the Workflow owners – Users field, designate **Admin User** as the workflow owner.
10. Click **Save**.

Note	Workflow owners have full control to view all documents in the workflow process (regardless of which workflow stage the document is in), to move documents from one stage to another, and to reassign a document to a different workflow process.

Exercise 18: Creating workflow stages

In this exercise, you'll create the following workflow stages:

- The initial Stage for *Content Authoring*
- A Stage for *Grammatical Review*
- A Stage for *Approval and Signoff*

A *Published* stage is created automatically whenever a new workflow process is created. By default, a group named Everyone that includes all Keylight full users, is added as having edit access to this stage.

Create the Initial workflow stage for Content Authoring

1. In the Stages section of the HR Policies Workflow content pane, click + New...
2. In the name field, enter **Content Authoring**.
3. In the Initial stage field, select **Yes**.
   By default, the Published stage is designated as the initial stage for the workflow until you designate a different stage as the initial stage.
4. From the User access list, grant **Admin User** and **Betty Barnes** for the **View All Items, Edit,** and **Transition** permissions.
   Notice, as you begin to enter a name, the user list filters by the letters you enter.
5. Click **Save**.

Note	Make certain to grant permissions to View All Items otherwise users can only see the documents they create in a stage. The Edit and Transition permissions enable users to make changes or transition documents created by other users.

Create a workflow stage for Grammatical Review

1. In the Stages section, click + New...
2. In the name field, enter **Grammatical Review**.
3. Grant access to **Admin User** and **Betty Barnes** for the **View All Items, Edit,** and **Transition** permissions.
4. Click **Save**.

Create a workflow stage for final review Approval and Signoff

5. In the Stages section of the HR Policies Workflow content pane, click + New...
6. In the name field, enter **Approval and Signoff**.
7. Grant access to **Carl Carter** only for the **View All Items** and **Transition** permissions.
8. Click **Save**.

Re-Order the stages

1. Observe the stages section and review the order of the stages, moving them so that they are listed as follows:

    - **Content Authoring**
    - **Grammatical Review**
    - **Approval and Signoff**
    - **Published**

    The <u>*stage name*</u> *is a link to the stage, allowing you to view or edit the stage properties. To move a stage, click next to the stage name and drag the stage to the desired location in the list.*

Exercise 19: Creating transitions with notifications

In this exercise, you'll create the notifications and transitions for the workflow stages.

Create the notification for the Content Authoring workflow stage

This notification is triggered when an item enters the Content Authoring stage.

1. In the Stages section, click on the **Content Authoring** workflow stage.
2. In the Notifications section, click ✚ New...
3. In the name field, enter **Content Authoring Notification**.
4. Complete the following items:

Field	Value
Subject	**New Policy in Content Authoring**
Body	**Dear [RecipientUser],** **The [ItemLink] is ready for your review and update. Please update this document and submit for Grammatical Review.** **[CreationUser]**
Send when	**Item enters the stage**

Important	In the text toolbar, click Insert Templ... to see the options for inserting dynamic variables.

5. Click the **Recipients** tab.
6. In the Send to: field select **All Stage Users**, leaving all other options as default.
7. Click **Save**.

Create the transition for the Content Authoring workflow stage

The text entered as the label will appear under the View menu as the transition label. Enter labels that allow users to easily understand the transitions you create.

1. Click **Edit** to edit the Content Authoring stage.
2. In the Transitions field, click ✚ Add...
3. In the Label field, enter **Ready for Grammatical Review**.
4. From the Send To Stage list, select **Grammatical Review**.
5. Click ✓ to insert the transition and click **Save**.

Create the transition from the Grammatical Review workflow stage

1. From the breadcrumbs, click **HR Policies Workflow**.
2. In the Stages section, click on the **Grammatical Review** workflow stage link.
3. Add a Notification with the following information:

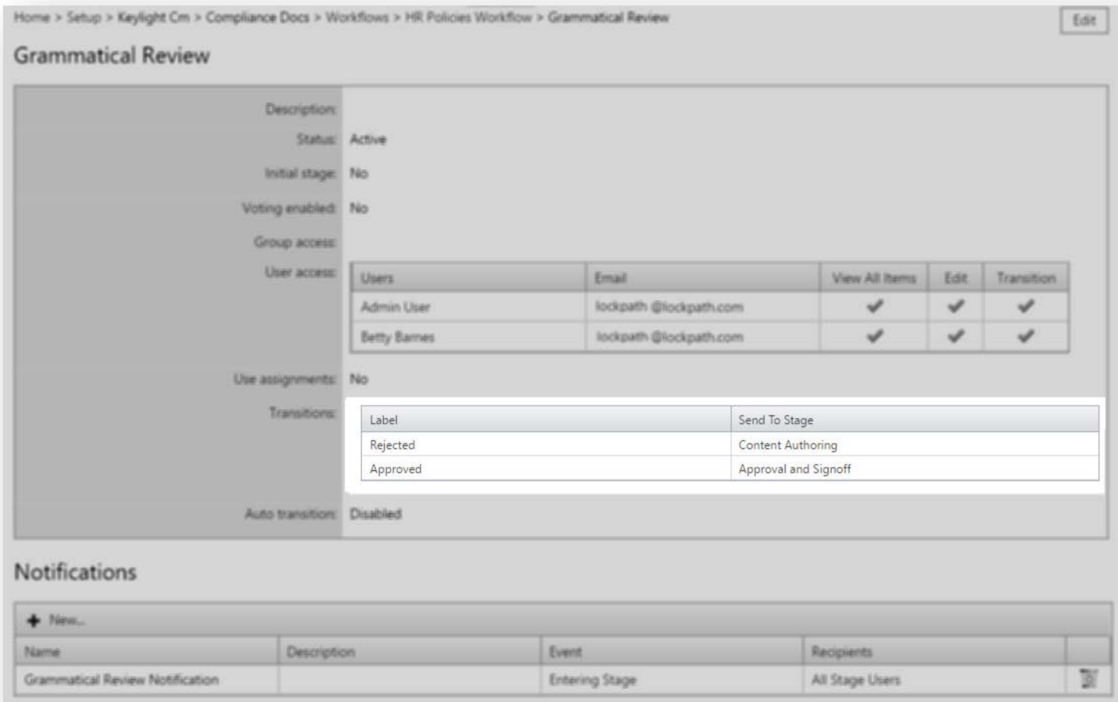
Field	Value to enter
Name	**Grammatical Review Notification**
Subject	**New Policy in Grammatical Review**
Body*	**[RecipientUser],** **The [DocumentType.Id] [DocumentType.Name] is ready for your review.** **Please review and either return to [WorkflowStage.InitialStage] for further editing, or advance to [WorkflowStage.Active].** **[TransitionUser]**
Send when	**Item enters the stage**

Important	In the text toolbar, use Insert Templ... to see the options for inserting dynamic template variables. For other dynamic variables use the **Select a field** list.

4. Click the **Recipients** tab.
5. In the Send to: field select **All Stage Users**, leaving all other options as default.
6. Click **Save**.

Create transitions from the Approval and Signoff workflow stage

1. Add a transition from the Grammatical Review stage to **Content Authoring** when **Rejected** is chosen.
2. Add another transition to **Approval and Signoff** when **Approved** is chosen.
3. Click **Save**.



Create transitions for rejecting and approving the Approval and Signoff workflow stage

1. From the breadcrumbs, click **HR Policies Workflow**.
2. In the Stages section, click on the **Approval and Signoff** workflow stage link.
3. Click **Edit**.
4. Add a transition to **Content Authoring** when **Rejected** is chosen.
5. Add another transition to **Published** when **Approved** is chosen.
6. Click **Save**.
7. **Log out** of the Keylight platform.

Chapter 6

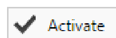
Managing Records

Contents

Exercise 20: Activating a compliance document

In this exercise, you'll activate a compliance document by placing it in a workflow for editing and approval.

Activate a compliance document

1. Log in to the Keylight platform as **Administrator**.
2. From the Cm Home page, click the **Compliance Docs** tab.
3. From the navigation pane, expand the **All Templates > Policy** group and click **Personnel Health and Safety**.
4. Click **Activate**.
5. In the Parent Document field, select **Personnel Health and Safety**.
6. In the Business Units field, select **Human Resources**.
7. Leave all other fields as default and click 

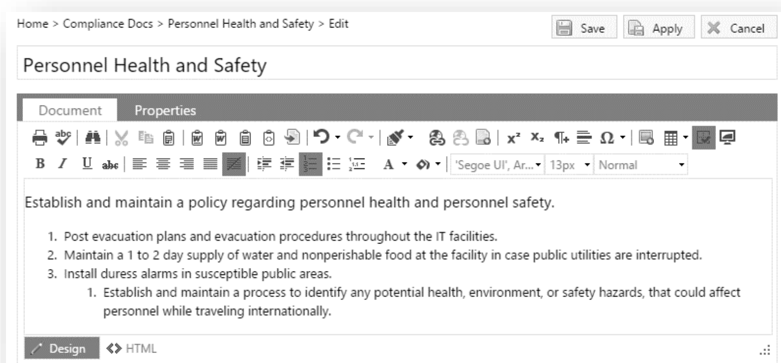
.
8. From the *Select a Workflow* dialog box, select the **HR Policies Workflow** and click **OK**.

Exercise 21: Moving a record through workflow

In this exercise, you'll edit the policy document and advance the record through a workflow. The document must be published before you can create and send the awareness event.

Edit the policy document

1. From the navigation pane, expand the **Compliance Documents>Workflows > HR Policies Workflow** and select **Content Authoring**.
2. From the content pane, click on the **Personnel Health and Safety** document link.
3. Click **Edit** and remove the sentence in red, as well as any extra lines, allowing the numbered steps to be displayed directly under the heading.



4. Click **Save**.
5. From the Actions menu under <u>Workflow Owner: Send To</u>, select **Grammatical Review**. *This option is available as you are logged into the Keylight platform as a user who is also a workflow owner.*
6. Click **OK** to confirm the workflow move to the Grammatical Review workflow stage.
7. **Log out** of the Keylight platform.

Review policy document as the HR Director

In this exercise, you'll review the document, find an error, and send it back to Content Authoring for further editing.

1. Log in to the Keylight platform as **Betty Barnes**.
2. In the navigation pane, locate **Compliance Documents>Workflows > HR Policies Workflow** and click **Grammatical Review**.
3. From the content pane, click on the **Personnel Health and Safety** document link.
4. From the Actions menu, select **Workflows > Rejected** and click **OK**, sending it back to Content Authoring.

Edit the policy according and transition it to Grammatical Review

1. In the navigation pane, locate **Compliance Documents>Workflows > HR Policies Workflow** and click **Content Authoring**.
2. Click on the **Personnel Health and Safety** document link and click **Edit** with the following items.
   - In line 1, Replace 'IT facilities' with 'facility'.
   - In line 3.1, remove "while traveling internationally."

   The sentence should now read *"Establish and maintain a process to identify any potential health, environment, or safety hazards that could affect personnel."*
3. Click **Save**.
4. From the Actions menu, select **Workflows > Ready for Grammatical Review**.
5. Click **OK** to confirm the document move to the Grammatical Review workflow stage.

Review and approve the policy document

1. In the navigation pane, locate HR Policies Workflow and click **Grammatical Review**.
2. Click on the **Personnel Health and Safety** document link, and review the content to ensure the proper changes were made.
3. From the Actions menu, click **Workflows > Approved**, and click **OK** to confirm the transition.
4. **Log out** of the Keylight platform, and log in as **Carl Carter**.
5. In the navigation pane, locate the **HR Policies Workflow** and select **Approval and Signoff**.
6. Select the policy document and verify the document is ready for publishing.
7. From the Actions menu, click **Workflows > Approved** and click **OK** to confirm the transition.
8. In the navigation pane, locate **HR Policies Workflow** and click **Published**.
9. The Personnel Health and Safety document is listed. Verify that the date and time was updated.
10. **Log out** of the Keylight platform.

Exercise 22: Managing records through bulk operations

Bulk operations are performed through Reports. Import/Bulk permissions must be included in the security role for the application you want to edit, move, edit and move, or delete multiple records.

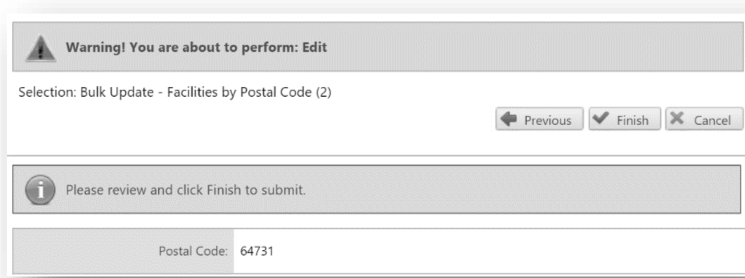
In this exercise, you'll create a report so that you can update the postal codes of multiple facilities in the Security Manager application.

Create a report

1. Log in to the Keylight platform as **Administrator**.
2. From the Sm menu, click **Assets**.
3. From the navigation pane, expand the **Facilities** and click **Create Report**.
4. In the name, enter **Bulk Update – Facilities by Postal Code**.
5. Click the Filters tab and click **Add**.
6. From the Select a field list, select **Postal Code**.
7. For the operator select = (equals sign).
8. In the Value field, enter **64730** and click to update the filter.
9. Verify that the results include two (2) LockPath facilities with the postal code 64730.
10. Click **Save** to save this report under My Reports.

Update the Postal Code of the facilities

1. Expand the My Reports group, click **Bulk Update – Facilities by Postal Code**.
2. Click **Bulk**: Bulk... and click **Edit**.
3. From the Fields list, drag and drop **Postal Code** on the content pane.
4. In the Postal Code field, enter **64731**, and click **Next**.
5. A notification appears… click **Finish**. The bulk operation is now queued and will be processed momentarily.



6. From the **Queue** tab click **Refresh** until the job disappears.
7. Once the job disappears, click the **Queue History** tab to view the processed job and its status. Note any messages or failed records.

Verify the records were updated

1. Go to **My Reports** and click **Bulk Update – Facilities by Postal Code**.
2. Click **Edit** and select the **Filters** Tab.
3. Click **Delete** to remove the filter that was added in the first task of this exercise.
4. Create a filter to show the facility names that contain **lockpath**.
5. Scroll down in the list to verify the Postal Code for those two facilities have changed to **64731**.
6. **Log out** of the Keylight platform.

Notes:

Chapter 7

Assessment Management

Contents

Creating an awareness event targeting multiple users

An Awareness Event is a notification emailed to a specified group of users, alerting them that they need to review one or more compliance documents. Users must review and acknowledge the documents before they are allowed to perform any other tasks within the Keylight platform.

Betty, the HR compliance officer, needs to notify the General Managers of a new evacuation procedure and needs to ensure that they are complying with the new policy. Betty wants to send an awareness event to notify the GMs and then track their responses.

CAUTION You must complete the Workflow Management exercises before doing these exercises.

Exercise 23: Creating and sending an awareness event

In this exercise, you'll create the awareness event, send a notification to targeted users, and review the results.

Create and send the awareness event

1. Log in as the HR Compliance Officer, Betty Barnes, (**bbarnes**) using the `L0ckp@th` password.
2. From the Cm Home page, click the **Awareness** tab.
3. From the content pane, click **Create Event**.
4. In the name field, type **Evacuation Awareness Event**.
5. Complete the following:

Field	Value
End date	*One week from today*
Allow user to defer	**Yes**
Allow defer until	**3**
Email subject	**Building Evacuation Policy**

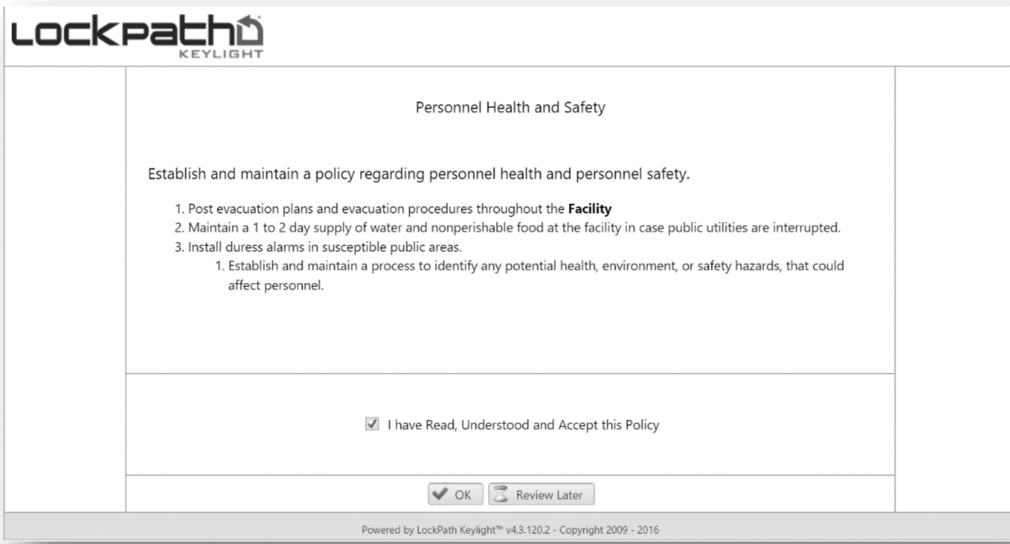
Note The Email body contains the [KeylightUrl] variable that inserts a link to the Event log, making it convenient for the recipient to log in and review the documents.

6. In the content pane, click the **Compliance Docs** tab, expand both the **Policy,** and **Acceptable Use** groups.
7. Select the **Personnel Health and Safety** compliance document.
8. In the content pane, click the **Recipients** tab.
9. In the Users field, select **Admin User** and **Allen Anderson** as recipients, and click **Save**.
10. Click the **Send Notification** button and click **Send** on the dialog box.

Note When you opt to send the notification, the Responses tab appears next to the Info tab. The Responses tab shows a chart of the percentage of recipients who have responded to the awareness event, what documents were sent, and the recipients of the event. As the recipients read and accept the awareness event documents, the chart updates to reflect the percentage of recipients who have responded.

Read and accept the new policy

1. **Log out** of the Keylight platform and log in as **Allen Anderson**.
2. Upon successful login, you will be presented with a policy. **Accept** the policy and click **OK**.



Review the results of the awareness event

1. From the Cm menu, click **Awareness**.
2. From the navigation pane, expand **In Progress** and click the **Evacuation Awareness Event**.
3. In the content pane, on the **Responses** tab, observe the information that displays recipient response to the awareness event and when they responded.
4. In the Evacuation Awareness Event content pane, click the **Compliance Docs** tab.
5. Click on the **Personnel Health and Safety** document link.
6. From the View menu, select **Details** > **Awareness History**. All recipients are shown.
Observe the filters, and the ability to order, allowing you to sort by status, respondents, and response time.
7. **Log out** of the Keylight platform.

Building an assessment

Assessments can be used to measure the level of compliancy, policy awareness, and comprehension of users and to keep them accountable to certain standards. An assessment can also determine the amount of risk, impact, and vulnerability that exists.

In this set of exercises, you'll create an assessment template comprised of auto-generated questions based on guidance controls in the Human and Resources authority document.

Exercise 24: Creating answer sets

In this exercise, you'll create the answer sets used in the questions of the assessment. When creating an answer set, you are determining what answers or options you want to be available for a user to choose from when responding to a question on an assessment. Common answer sets include Yes/No or Low/Medium/High.

Create an answer set for yes/no

1. Log in to the Keylight platform as **Administrator.**
2. **Accept** the policy and click **OK**.
3. From the user menu, select **Keylight Setup**.
4. From the Assessments group, click **Answer Sets**.
5. From the content pane, click **Add**.
6. In the name field, type **Yes/No Vertical**.
7. In the Description field, type **Vertical placement**.
8. From the Display Control list, select **Radio Buttons/Checkboxes** (Vertical) and click **Save**.
9. In the Answers section, click **Add**.
10. In the Answer field, enter **Yes** and click **Save**.
11. In the Answers section, click **Add**.
12. In the Answer field, enter **No** and click **Save**.

Create an answer set for ratings

1. From the breadcrumbs, click **Answer Sets**.
2. Click **Add**.
3. Add an answer set for **Ratings,** with the answers displayed horizontally and the answer values of **Exceeds Expectations, Meets Expectations,** and **Does Not Meet Expectations**.
4. Save after creating each answer.
5. Verify that the answer sets that you created are listed in the Answers list.

Exercise 25: Creating an assessment template

In this exercise, you'll create the design of the assessment with auto-generated questions from an authority document.

Create an assessment template

1. From the navigation pane, click on **Assessments > Templates**
2. From the Assessments Templates content pane, click **New**.
3. In the Name field, type **JD New Hire On-boarding Assessment**, leaving the description blank.
4. In the Auto-generate questions field, select **Yes**, and click **Next**.
5. From the Auto-generate questions from field, click **Selected authority documents**.
6. Expand the **Active Authority Documents** group and select **Employee On-Boarding**.
7. For the Question generation method, change to **Use audit citation guidance**.

Note	By selecting Use audit citation guidance, questions will be added to the assessment template based on the citation guidance tied to the citations associated in the authority document.

8. For Auto-generate sections, select **None**.
9. Click **Next**.
10. On the Answers and Scoring page, do the following:

Field	Value
Default question type	**List of Values**
Selection Type	**Single-select**
Default answer set	**Yes/No Vertical**
Comments	**None**
Attachments	**None**
Leave all other controls as default	

Note	The Default answer set can be used as a time-saver when many of the assessment questions you plan to create use the same answer set. The <u>Generate findings when</u> option designated that a record is automatically created when an assessment question is answered a specified way.

11. Click **Next**.
12. Review your settings and click **Finish**.

Exercise 26: Adding assessment questions

In this exercise, you'll add a new section with a group of questions. Some of these questions are conditional, so that the question only appears on the assessment when a previous question is answered a certain way. You'll also link some of the questions to selected compliance documents. Based on answers the user provides during the assessment, users are prompted to review and acknowledge those compliance documents.

Create Question 1 and its conditional questions

1. From the navigation pane, click on **Assessments > Templates**.
2. From the content pane, click on **JD New Hire On-boarding Assessment**.
3. In the Sections, under Control Assessment. Click **New** to create another section.
4. In the name field, type **Site Training**, leaving the description blank.
5. Verify that Visibility is set to **Always visible** and Restrict access to is set to **Unrestricted**.
6. Click **Save**.
7. In the Contents section, click **New Question**.
8. Complete the following:

Field	Value
Number/Label	**1**
Question	**Did the employee complete training?**
Guidance	**Did the employee attend all sessions of the required training?**
Type	**List of Values**
Selection type	**Single-select**
Answer set	**Yes/No Vertical**
Comments	**Optional**
Attachments	**Optional**
Visibility	**Always visible**

9. Click **Save**.
10. Observe the Question successfully added dialog box that appears with three options.

12. Add another question with the following values:

Field	Value
Number/Label	**1.1**
Question	**Did the employee pass the training program within the acceptable range?**
Guidance	**85% and above = Exceeds Expectations; 84% to 70% = Meets Expectations; 69% and lower = Does Not Meet Expectations**
Type	**List of Values**
Selection type	**Single-select**
Answer set	**Ratings**
Comments and Attachments	**Optional**
Visibility	**Only Visible when the parent question “Did the employee complete training?” answer is Yes.**

13. Click **Save**.

Create Question 2

1. Add a question to the Contents section of Site Training section with the following values:

Field	Value
Number/Label	**2**
Question	**What is the next step for this employee?**
Guidance	**Describe the upcoming action for this employee.**
Type	**Free-form text**
Comments and Attachments are Optional, and this question is Always visible.	

2. Click **Save**.

Verify the question sets

1. Go back to **JD New Hire On-boarding Assessment**.
2. In the Sections area, verify the Control Assessment section has 5 questions and the Site Training section has 3 questions.
   You will be issuing this assessment in a later section.
3. Log out of the Keylight platform.

Chapter 8

Assessment Issuance

Contents

Exercise 27: Creating a project for issuing an assessment

An assessment project includes an assessment reminder and the issuance of the assessment. You can configure reminders that are automatically emailed to recipients who have been issued an assessment. The email serves as a reminder that an assessment is either pending with the due date approaching or that the assessment is past due. The content of the email can be configured as well as whether the email is sent as a one-time or recurring reminder. Because assessment reminders are set at the project level, the reminders are applied to all assessments in the assessment project.

When issuing an assessment, an email notification is sent to the specified recipients, informing them that they need to complete the assessment. The recipients will also receive email reminders that the assessment is pending or past due until the assessment is completed.

In this exercise, you'll create a project for issuing the JD New Hire On-Boarding assessment. Assessments are issued to one or more recipients from the assessment project. All assessments must belong to a category and have a category owner.

Add a user to an assessment category

1. Log in to the Keylight platform as **Administrator**.
2. From the Cm menu, select **Setup**.
3. Expand Assessments and click **Assessment Categories**.
4. Click on the **New Hire On-boarding** link and click **Edit**.
5. In the Category owners – Users field, select **Betty Barnes**.
6. Click **Save**.
7. Log out of the Keylight platform.

Create an assessment project with an assessment reminder

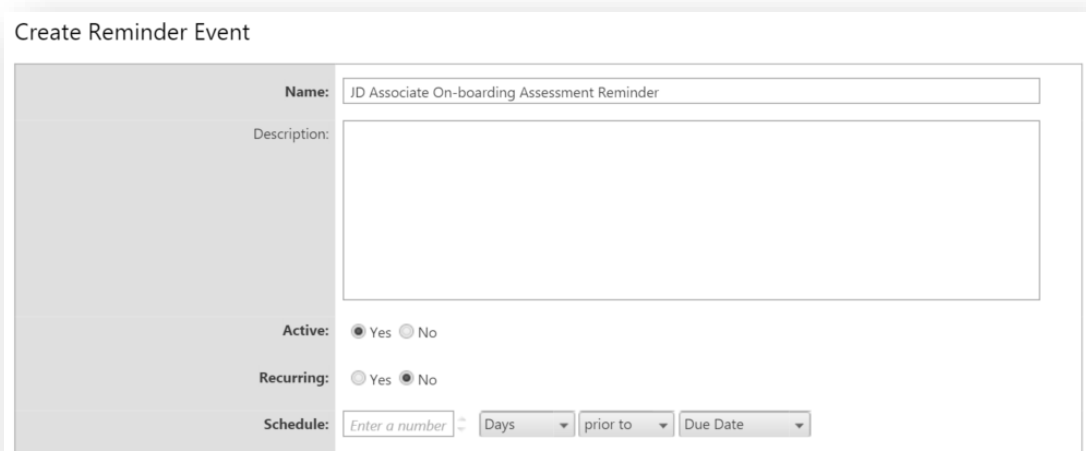
1. Log in as Betty Barnes, (**bbarnes**) using the `L0ckp@th` password.
2. From the Cm menu, select **Assessments**.
3. In the left pane under **New Hire On-boarding > Projects**, click **Add New Project**.
4. In the name field, enter **JD Associates On-boarding**.
5. In the Description field enter "**New Employee Assessment to be completed by manager**".
6. Set the Status to **Active** and click **Save**.

7. In the JD Associates On-boarding properties, locate the Pending reminders field and click **Configure**.
8. In the Pending Reminders Email content pane, complete the following:

Field	Value
Email subject:	**Reminder: You have an Assessment Due**
Email body:	**This is a reminder that you have an assessment that needs to be completed by [DueDate]. Please login to [AssessmentUrl] to complete [AssessmentName].**

Note In the text toolbar, click Insert Templ... to see the options for inserting dynamic variables.

9. Click **Save**.
10. In the Reminder Events section, click **Add**.
11. In the Name field, enter **JD Associates On-boarding Assessment Reminder**.
12. Leave the Description field blank.
13. Set the Active field to **Yes**.
14. Set the Recurring field to **No**.



15. For the Schedule, set the reminder to occur **one week prior to due date**.
16. Click **Save**.

Exercise 28: Issuing an assessment

In this exercise, you'll issue the assessment for recipients to complete.

Issue an assessment

1. From the breadcrumbs, click **JD Associates On-boarding Assessment** to return to the project.
2. In the Assessments section, click **Issue Assessment**.
3. In the Name field, enter **New Hire On-boarding Assessment**.
4. From the Assessment Template list, select **JD New Hire On-boarding Assessment**.
5. From the Issue to – Users list, select **Admin User** and **Allen Anderson**.
6. In the Allow delegation field, select **No**.
7. In the Requires review field, select **Yes**.
8. From the Reviewer list, select **Betty Barnes** who will be notified when the recipient completes and submits the assessment.
9. In the Issuance type field, select **One-Time**.
10. In the Due date field, select a date one week from today. In the Prepopulate prior answers field, select **No**.

Note	Active assessment reminders are triggered based on the Due date set.

11. For the Email subject and Email body fields, do the following:

Field	Value
Email subject:	**An assessment has been issued to you.**
Email body:	**[Recipient],** **The [AssessmentTemplateName] has been issued to you. To begin working on the assessment, log into the Keylight portal. Submit the assessment for review once you have finished answering all questions.** **Keylight Portal URL: [KeylightUrl]** **Assessment Name: [AssessmentUrl]** **Due date: [DueDate]** **Thank you.**

12. In the Submitted notification field, click **Send email to reviewer when assessment is submitted**.
13. Review the content in the Submitted email subject and Submitted email body.
14. Click **Save**. *Wait 2-3 minutes before moving to the next exercise.*

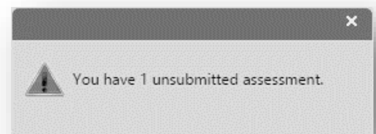
Exercise 29: Completing the assessment

Completing an assessment entails answering questions that will measure level of compliancy, policy awareness, and comprehension of the recipient.

In this exercise, you'll complete the assessment that was issued to Allen Anderson in the previous exercise. When the assessment was issued to, an email was sent, notifying him to complete the assessment. Check your email now. If you have not received the message yet… *wait a few minutes for the assessment to be issued*, and the email to arrive.

Complete the assessment

1. Log out of the Keylight platform and log in as **Allen Anderson**.
2. You'll receive an assessment reminder with a link to click on. Optionally, from the Cm menu, select **Assessments**.



3. From the content pane, click **New Hire On-boarding Assessment**.

Tip	Filter assessments so that only Pending, Answered, or All from the Show list. The Section Summary area includes each section of the assessment. A section can be thought of as a page within the assessment. All questions in the section appears on one screen inside the assessment.

4. Click **Answer** to start.
5. Answer each question making sure to vary your answers, and click **Next** to move to the second section of questions.
6. Continue through the assessment answering questions. When you reach the Site Training section of the assessment, notice that this section contains the custom questions that you created.

   Answering Yes to question 1, triggers an additional question (1.1) to appear. Also, notice the settings selected when creating the custom questions; the first conditional question has a Comments field and a Choose File button.

7. Answer these conditional questions and click **Next**.

   When you reach the end of the assessment, the Submission Summary page is presented, showing the number and percentage of questions you answered for each section on the assessment. If any sections contain unanswered questions, return to those sections and complete them.

8. After completing all questions, (Progress = 100%) click **Submit**.
   Once After an assessment is submitted, it cannot be modified.
9. Log out of the Keylight platform.

Exercise 30: Viewing results of the assessment

In this exercise, you'll review the results of the assessment.

View the assessment scores

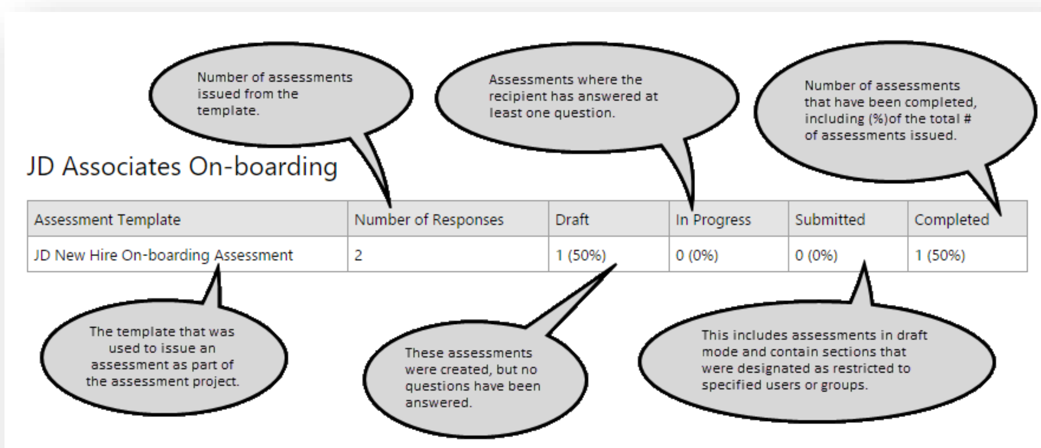
1. Log in as **Betty Barnes**.
2. From the Cm menu, select **Assessments**.
3. In the navigation pane, expand **New Hire On-boarding** > **Projects** and click **JD Associates On-boarding**. The project opens, displaying the assessments that have been issued and completed.
4. In the Name column, click **New Hire On-boarding** to view the assessment submitted by Allen.

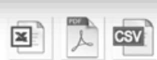
View the controls mapped to assessment questions

1. From the View menu under Reports, select **Compliance Linkages**.
2. Review the report. Hover your mouse over each of the **Controls** and **Authority Doc Citations**. *This report shows the linked controls to the automatically-generated questions.*

View the project summary report

1. From the breadcrumbs, return to the **JD Associates On-boarding** project.
2. From the View menu, select **Project Summary**. The report appears in the content pane.



3. Click the **PDF export** button:  .
4. Open the exported report, hover your mouse over and click on the **JD New Hire On-boarding Assessment** link. *Any Keylight Full User with proper access, can open this Assessment Rollup Report.*
5. The Assessment Rollup Report displays the project summary statistics, as well as the text of each question on the assessment, the number of users that have responded to each question, and the number of users that selected each possible answer to that question.

Exercise 31: Reopening the assessment

While Betty is reviewing the assessment submitted by Allen, she wants to flag a question with comments and to return the assessment to Allen for additional information. Allen is notified via email that the assessment has been reopened so that he can address the question that has been flagged for him to review.

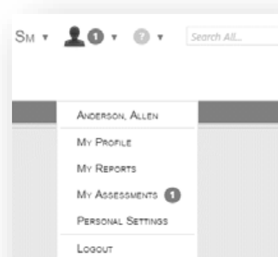
After Allen receives the email that the assessment has been reopened, he can open the assessment and address any questions that have been flagged for him to review. After Allen addresses the question that Betty flagged for him to review, Allen resubmits the assessment. Betty reviews the assessment and closes the assessment.

In this exercise, you'll reopen the JD New Hire On-boarding assessment and enter comments, and will resubmit the assessment with the requested information and close the assessment.

Reopen the assessment

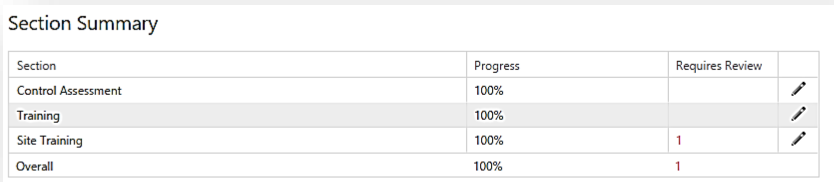
1. While still using the Betty Barnes login, open the **JD Associates On-boarding** project.
2. In the Assessments section under the Name column, select the **New Hire On-boarding Assessment** link, submitted by Allen.
3. In the Section Summary, click the **Site Training** link.
4. Go to question 1.1 "Did the employee pass the training program within the acceptable range?"
5. In the Reviewer Comments field of the question, click to comment and flag the question for review.
6. In the Reviewer comments field, enter "**Please attach the scored test.**"
7. Click **Save**. Note the icon appearing, indicates the question is flagged for further review.
8. Click **Next**, returning to the New Hire On-boarding Assessment, and click **Reopen**.
9. Review the email content and click **Save**, triggering an email sent to Allen Anderson, notifying him that the assessment has been reopened. The assessment moves to Reopened in the navigation pane.
10. **Log out** of the Keylight platform.

Review and resubmit the reopened assessment



1. Log in to the Keylight platform as **Allen Anderson**.
2. You will see a notification, as well as, a # next to My Assessments.
3. From the Cm application menu, select **Assessments**. Allen's New Hire On-boarding Assessment appears with a status of *Reopened*.
4. In the Assessment column, select **New Hire On-boarding Assessment**.
5. In the Requires Review column of the Section Summary, notice that the Site Training section has been flagged for review.

6. Click to **Edit** the Site Training section.



Section Summary

Section	Progress	Requires Review	
Control Assessment	100%		
Training	100%		
Site Training	100%	1	
Overall	100%	1	

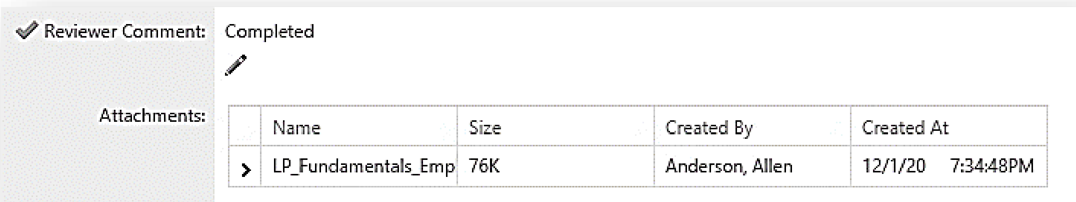
7. Note the icon appearing in the row corresponding to the question.
8. In the Reviewer Comments field, notice the "*Please attach the scored test*" comment.
9. In the Attachment field, choose **File…** then locate and select the ***LP_Fundamentals_Employee_Onboarding.pdf*** from the Keylight Fundamentals folder.

Tip	Drag and drop works as well as Choose File.

10. Click **Save & Submit** and click **Submit** to send the assessment back to the reviewer.
11. Log out of the Keylight platform.

Review and close the reopened assessment

1. Log in to the Keylight platform as **Betty Barnes**.
2. From the Cm menu, select **Assessments**.
3. Expand the **New Hire On-boarding > Projects** group and click **JD Associates On-boarding**.
4. Open Allen's submitted **New Hire On-boarding Assessment**.
5. Click on the **Site Training** section.
6. Review the attachment and comments that Allen has made.
7. Click **Edit** next to Flagged for Review to add comments.
8. Select **Mark as resolved**.
9. Click **Save**.
10. Observe the green checkmark indicating the outstanding issue has been resolved.



11. Click **Next** to return to the assessment.
12. Click **Complete** and then click **OK** to close the assessment.
    No further changes can be made to this assessment.
13. **Log out** of the Keylight platform.

Chapter 9

Keylight® Reporting

Contents

Introduction

Reporting enables data to be viewed graphically through a grid or a chart. Filter and group data based on the fields in the table, or sort the data in ascending or descending order.

- Filters enable you to limit what you see and what data the report contains
- Grouping enables you to organize the data by category

Exercise 32: Creating a grid report

In this exercise, you'll create a report displayed as a grid and insert additional fields to the report.

Add and remove fields in the grid

1. Log in as **Administrator**.
2. From the Sm menu, select **Assets**.
3. Expand **Devices** in the navigation tree and click **Create Report**.
4. Enter the name of the report as **Devices Missing Serial Numbers**.
5. In the Fields pane, on the left, locate **Serial Number** and drag and drop it to the left of the **Facility: Name column**.
6. Verify that the **Serial Number** column appears on the grid between the Device Type: Name and Facility Name columns.
7. Drag and drop the **ID** column left off the grid onto the Fields pane, removing it.
8. Drag and drop the **Serial Number** column so that it is the first column in the grid.

Add a filter

1. Click the **Filters** tab and click ✚ Add....
2. Complete the following:

Option	Value
Name	**Serial Number**
Operator	**Is Empty**

3. Click ✓ to insert the filter.
4. Sort by **Device Type: Name** in ascending order.
5. Navigate to page 2 of the report to see any devices that do not appear on the first page.
6. Click **Save**.
7. Verify the report appears under **My Reports** in the navigation tree.

Exercise 33: Creating a chart report

In this exercise, you'll create a report for all facilities by state and change the sort order and presentation of the report.

Create a report grouped by state

1. From the **Sm Assets** tab.
2. Expand **Facilities** and click **Create Report**.
3. Name the report: **Facilities by Location**.
4. In the Report Type field, select **Bar (Vertical)**.
   **Note the change and the additional report tabs.*
5. Click the **Grouping** tab and click **Add**.
6. Under Name, select **State** for the field and then click **Insert**.
7. View the results.

Add another grouping and change the sort order

1. Click **Add** and select the **City** field. Click to insert the grouping.
2. In the Sort By field, select **Label Descending**.
3. View the report results in the preview pane below.

Change the presentation of the report so that it is easier to read

1. Click the **Chart Options** tab and enter the following values:

Option	Value
Labels	**Yes**
Series Mode	**Stacked**

2. View the report results in the preview pane below.
3. Click **Save** to save this report.

   By default, all reports are saved as Personal Reports and are listed in the My Reports tab. You are the only user who can view this report. To allow others to view the reports, you must share them.

Exercise 34: Editing a report

In this exercise, you'll edit a report that was created in a previous exercise.

Change the color palette and share the report in the Navigation tree

1. From My Reports, click **Facilities by Location**.
2. Click **Edit**.
3. In the **Palette** field, select a colorful scheme of your choice.
4. From the Content pane, click on the **Sharing** tab and select **Navigation Tree**.
5. Click **Save As** and name the report: **Facilities Colorful**.
6. Click **Save**.
7. The report is now listed on the navigation pane under **Browse**.
   Other users can now view the report in the navigation tree, from Browse.
8. Click the **My Reports** tab. The original report, **Facilities by Location**, is still the report listed.

Add and remove filters in a report

1. From the **Sm Assets** tab in the navigation pane, expand **Facilities > Browse** and select the **Facilities Colorful** report.
2. Click **Edit**.
3. In the content pane, click the **Filters** tab and click **Add**.
4. Enter the following parameters:

Option	Value
Select a field	**State**
Operator	**Contains**
Value	**MO**

5. Click to **insert** the filter.
6. View the report results in the preview pane below.
7. Remove the filter by clicking on the filter you want to remove.

Tip If the report has been saved, is replaced with . To edit a filter, click .

Add custom colors and a legend to a report

1. Click the **Colors** tab
2. For Color Assignments, select **Custom**.
3. **DO NOT CLICK** Add.
4. Instead, click the chart bar for the state: **GA** on the chart and enter the following parameters:

Option	Value
Label	**GA - Atlanta**
Chart Fill Color	**Green #66FF00**
Grid Text Color	**Black #000000**

5. Click  to apply these color changes.
6. Verify that the GA chart bar has changed to match the new colors designated.
7. Click the **Legend** tab and enter the following values:

Option	Value to enter
Position	**Top**
Style	**Wide**
Legend Title	**Auto**

8. View the report results in the preview pane below.
9. Click **Save As** to save the report as: **GA Green**.

Exercise 35: Creating your reports

In this exercise, you'll create reports using elements that were applied in the previous exercises.

Create a report displayed as a grid

1. Create an asset report that includes the following parameters:
    - Name: **Asset Grid Report**
    - Grid Report
    - Sharing with the Human Resources group.
2. **Save** the report.
3. Share the results with a coworker or training neighbor.

Create a report displayed as a chart

1. Create an asset chart report that includes the following parameters:
    - Name: **Asset Chart Report**
    - Stacked bar chart
    - Unique color palette
    - Sharing on the navigation tree
    - Grouping by an element
    - Bottom Legend
2. Save the report.
3. Edit the report by adding filters.
4. **Save** the report.
5. Share the results with a coworker or training neighbor.
6. **Log out** of the Keylight platform.

Notes:

Chapter 10

Keylight® Dashboards

Contents

Introduction

Dashboards enable portlets to be displayed with grid reports or graphical representations of reports, custom content, and external URLs. You can create multiple dashboards in any application. A dashboard can be a system dashboard that is available to all users or specific users or a personal dashboard that is only visible to you. When multiple dashboards exist, the most recently viewed dashboard is displayed by default.

Exercise 36: Creating a system dashboard

In this exercise, you'll create a dashboard that contains system content. You must have administrator privileges to create system dashboards.

Create a system dashboard

1. Log in to the Keylight platform as **Administrator**.
2. From the **Sm** menu, select **Setup**.
3. Click **System Dashboards** and click **Add**.
4. Name the dashboard **Facilities** and assign the group **Everyone**.
5. Click **Save**.
6. From the Available Portlets (Not Visible) list, drag **Devices by Facility** under Section 1.
7. Click **Add Portlet**.
8. Name the new portlet **Facility Locations** and select **Report** as the portlet type.
9. Expand Facilities and select a report created in the previous exercise.
10. Click **Save**.
11. Drag the **Facility Locations** portlet under **Devices by Facility** in Section 1.
12. Click **Add Section** to add Section 2.
13. Drag a portlet from the Available Portlets (Not Visible) list, placing it in Section 2.

View the system dashboard

1. From the Home tab, click **Facilities**.
2. **View** the new dashboard.

Exercise 37: Creating a personal dashboard

In this exercise, you'll create a dashboard for your personal use with the following portlets:

- Custom content
- Report

Create a personal dashboard

1. From the **Sm** application, hover on the **Home** tab and click **Dashboard Settings**.
2. From the content pane, click ✚ Add Portlet... .
3. Enter the following values:

Option	Value to enter
Name	**Welcome Message**
Portlet Type	**Custom Content**
Content	**Good morning!** **I'm so glad you could join us today.** **Smile and make it a great day.**

4. Change the greeting to an **h3, bold**, and the **font color** to your favorite color.
5. Change the first line of content text to **italics**.
6. Click **Save**.

Add additional portlets

1. Add another portlet called **My Report**.
2. Select **Report** as the portlet type and select a report to display in the portlet.
3. Click **Save**.
   Once saved the new portlet containing a report, will be displayed as a Reportlet.

Add portlets to sections

1. From the Available Portlets (Not Visible) list, drag the portlet **Welcome Message** to Section 1.
2. Click ✚ Add Section to create Section 2.
3. Drag the **My Report** portlet to Section 2.
4. Click the **Home** tab.
5. Stare in awe of the fabulous new dashboard you've created.

Create a portlet and add a report

Now, it is your turn. Create a portlet and add a report to your dashboard. When you are finished go to the Cm Home page.

Hint:	Use Personal Settings in the user menu to modify a personal dashboard.

Using the External URL for a website is limited. Some web sites may not be able to display in a portlet frame because of security specifications that the site publisher has implemented. The use of iframes and the default browser behavior may block access to some sites.

Notes:

Glossary of Terms

Term	Definition
Actors	The internal individuals who are involved or suspected of involvement in an Incident.
Ad hoc reports	The means for creating customized reports in the Keylight Platform.
Analytics	A table that automatically creates statistical records for trending analysis. **Analytics Engine is a licensable add on to the Keylight Platform.*
Answer Set	The answers or options available from which a user chooses when responding to a question in an assessment.
Assembly Point	A location to which employees report for which to be accounted by roll call and instructions for next steps to follow in the case of an event.
Assessment	The evaluation of an efficiency or effectiveness, or both of an entity resulting in a measure of its performance with regards to the scope of the assessment.
Assessment Category Owner	User or group of users who can issue assessments, via “projects,” to recipients and has full access to all assessments within the category.
Assessment Goal	The intended purpose of an assessment for formulating an opinion or establishing the status of a situation.
Assessment Question Library	A collection of user created questions that can be repurposed across assessments.
Assessment Template	The design, sections and questions of the assessment, and any scoring options.
Asset	Something of value to the organization. A major application, general support system, high impact program, physical plant, mission critical system, personnel, equipment, or a logically related group of systems.
Asset Control	The physical or logical control of a financial asset. A supervisory rating factor used to grades for commodities for financial exposure.
Attack Mechanism	Technical detail or exploited loophole that caused an incident.
Attack Path	Technical path used as the contributing factor for an event.
Audit Finding	The issues found during an audit for the control testing of a citation that did not meet the expected results.
Audit Project	A specified container for tasks to be performed in an audit also linking impacted assets and regulator scope of the project.
Audit Universe	The defined comprehensive list of audit areas that impact an organization.
Authority Document	Official requirements that have been externally codified or published indicating official requirements; regulation, law, statute, contract, and so forth.
Awareness Event	A notification emailed to specified users or group of users, alerting them that one or more Compliance Documents are available for review.
Awareness User/ Vendor User	A user who can respond to awareness events, complete assessments, and has read only access to published Compliance Documents, Controls, and Authority Documents.
BIA	Business Impact Analysis: quantifies how an event impacts the business and tolerance of operations to the event.
Business Continuity Plan	Documented deliverable for taking action on an event that causes disruption to operations and procedures, groups, and resources necessary to restore operations and information.
Business Impact	Documented act or consequence to an organization from an exception.
Category	Generalized overall classification of the type/driver of a risk

Glossary of Terms

Citation	Specific references of actionable language, within the authority document, calling for the establishment of a control to bring a behavior into check or control. Every citation group referenced, maps to a control.
Citation Guidance	Citation level supplemental guidance to clarify the language of the regulation calling for a control to be in place.
Command Post	Where the event recovery is coordinated.
Compensating Controls	Alternate controls established to offset the lack of implementing a preferred or required control.
Compliance Document	CDOCS is an all-encompassing term for documents such as policies, procedures, plans, standards, and checklists required across industries, regulations, and regions.
Compliance Plan	Documented steps and details for eliminating the exception and bringing its driver into compliance.
Component	Any table element in the Keylight Platform that can be permissioned in a security role.
Configuration Findings	The output of a configuration scanning appliance that checks hardware and software against documented baseline configurations to confirm settings or locate deviances.
Containment Date	Date an incident event was put into control by defining its bounds and means of detection.
Content Table	A table that contains data elements.
Contract Type	The duration of the master contract with a vendor.
Control	An activity conducted to manage, verify, restrict, or confine behavior. Controls can be corrective, preventative, or detective in nature. Controls can be defined as: The action and demonstrable outcome being called for the basis of the control. The parameters associated with the action.
CPE	Common Platform Enumeration is a structured naming scheme for information technology systems, software, and packages. CPE includes a formal name format, a method for checking names against a system, and a description format for binding text and tests to a name. CPE dictionary is hosted and maintained at the National Institute of Standards and Technology (NIST).
CVE	Common Vulnerabilities and Exposures, is a dictionary of common names (CVE Identifiers) for publicly known information security vulnerabilities.
CVSS	The Common Vulnerability Scoring System provides an open framework for communicating the characteristics and impacts of IT vulnerabilities. CVSS consists of Base, Temporal and Environmental groups.
Damage/Impact	Rating of the potential damage or impact incurred if the exception leads to a security / compliance problem on a scale of 0 to 9 (low to high).
Dashboard	Contains portlets displaying graphical representations, summaries, and reports.
Discovery Method	The systematic steps followed in a procedure to divulge deviations from the expected.
Dynamic Content Framework	The Keylight technology for creating custom database tables, fields, and data relationships.
Employee Sponsor	Internal, key contact who sponsors or owns the business relationship with the vendor.
Exception Requests	An exception made to the policies or an organization, to manage risk, which requires a formal approval to be a valid exception.
Field	An individual piece of data.
Form Tab	The presentation of fields in a record displayed in a logical layout for user entry and context.

Glossary of Terms

Functional Role	A predefined set of job functions, as opposed to job titles, to associate responsibilities with roles within an organization.
GRC	Governance, Risk Management, and Corporate Compliance. GRC is neither a project nor a technology, but a corporate objective for improving governance through more effective compliance and a better understanding of the impact of risk on business performance. OCEG defines it as a system of people, processes, and technology that enables an organization to: Identify and prioritize stakeholder expectations; Set business objectives that are congruent with values and risks; Achieve objectives while optimizing risk profile and protecting value; Operate with legal, contractual, internal, social, and ethical boundaries; Provide relevant, reliable, and timely information to appropriate stakeholders; Enable the measurement of the performance and effectiveness of the system.
Incident	The events that impact an organization causing unintended consequences.
Incident Report	Formal documentation of an event or occurrence, its investigation, and closure.
Inherent Risk	The level of risk associated with a finding where a mismatched or deficient internal control can contribute to the misstatement of satisfaction of a control to a requirement.
Likelihood	The rating of the probability of the exception leading to a security / compliance problem on a scale of 0 to 9 (low to high).
Mitigation	Efforts taken to reduce the severity or impact of a deficiency by implementing actions in lieu of the exact controls required.
My Dashboard	A dashboard visible only to the user who created it.
NVD	National Vulnerability Database: The U.S. government repository of standards based vulnerability management data using the Security Content Automation Protocol (SCAP). This data enables automation of vulnerability management, security measurement, and compliance. NVD includes databases of security checklists, security related software flaws, misconfigurations, product names, and impact metrics.
Observation	Notes taken during an audit task recording the details, applicable measurements, and actions impacting a control.
Origin	Source point used to trigger an event.
Port Findings	The output of a port scan appliance or vulnerability scan related to findings of open ports, Protocols, and services/banners found on open ports.
Portlet	An individual pane within a dashboard.
Procedures	Tasks to be performed by recovery teams and the objectives for accomplishing the tasks.
Recommendation	After observations are gathered, actions desired in an advisory capacity to remediate any weaknesses or deficiencies related to a specific review task of a control.
Record	A related set of fields residing on a parent table (for example, a form).
Recovery Team	Lead and core teams involved in recovering from a disaster or event for which a business continuity plan is documented.
Remediation	Activities taken to reduce, eliminate, or correct deficiencies that led to an event.
Remediation Tasks	Specific steps taken to further research the deficiency of a control from an audit finding task that ties back to the failure.
Report	A method of accessing and filtering data elements and displaying them in a meaningful way.
Residual Risk	The remaining risk after remediation has occurred and disposition has been set on a control.

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Response Plan	The documented actions for responding to a risk.
Risk Register	A centralized reference for risks to an organization used to prioritize, research, and allocate resources for responding to the risk.
Risk Score	The categorization of the risk as the product of inputs multiplied to drive a scored rating where Low (0-20), Med (21-40), High (41-60), Critical (61+) are the values.
RPO	Recover Point Objective defines the tolerable amount of data loss that is acceptable in an event.
RTO	Recovery Time Objective defines the desired timeframe to recover a function from an event.
Scans	Any file representative of the collection of data from an appliance/program designed to interrogate devices and applications with various tests.
System Dashboard	A universal dashboard visible to assigned Keylight users.
System Lookup Table	A table that contains a list of values used to populate lookup fields in other tables.
System Reports	Preconfigured reports that come standard with the Keylight Platform.
Table	Contains forms and fields for creating and managing records in a central grouping of user defined and related information.
UCF	The Unified Compliance Framework™ (UCF) is a compliance database that provides the XML schema standard incorporated by the Keylight Platform. The UCF is the first and largest independent initiative to map IT controls across international regulations, standards, and best practices. The goal is to harmonize all information technology and information services related controls into a single body of work, making it easier to be compliant.
Vendor	A third party business entity tracked within the Keylight Platform.
Vendor Assessment	Issuance of an assessment to a vendor contact.
Vendor Contact	A contact for a vendor whose information is documented on the profile of the vendor.
Vendor Profile	The record containing individual vendor information.
Vulnerability Findings	The output of outlining potential or confirmed vulnerabilities found from an internal scan of a network segment.
Web App	Any application accessed from the internet or intranet access primarily through a browser.
Web App Findings	The output of a web application scanning appliance from an externally facing network location that looks for vulnerabilities.
Workflow	A depiction of a sequence of operations, declared as work of a person, a group of persons, or one or more simple or complex mechanisms. A series of stages through which records are passed to ensure that the appropriate users have edited and reviewed the content before records can enter a published state.