CENTRL

Quick Start Guide

Managing the Vendor and Assessment Process

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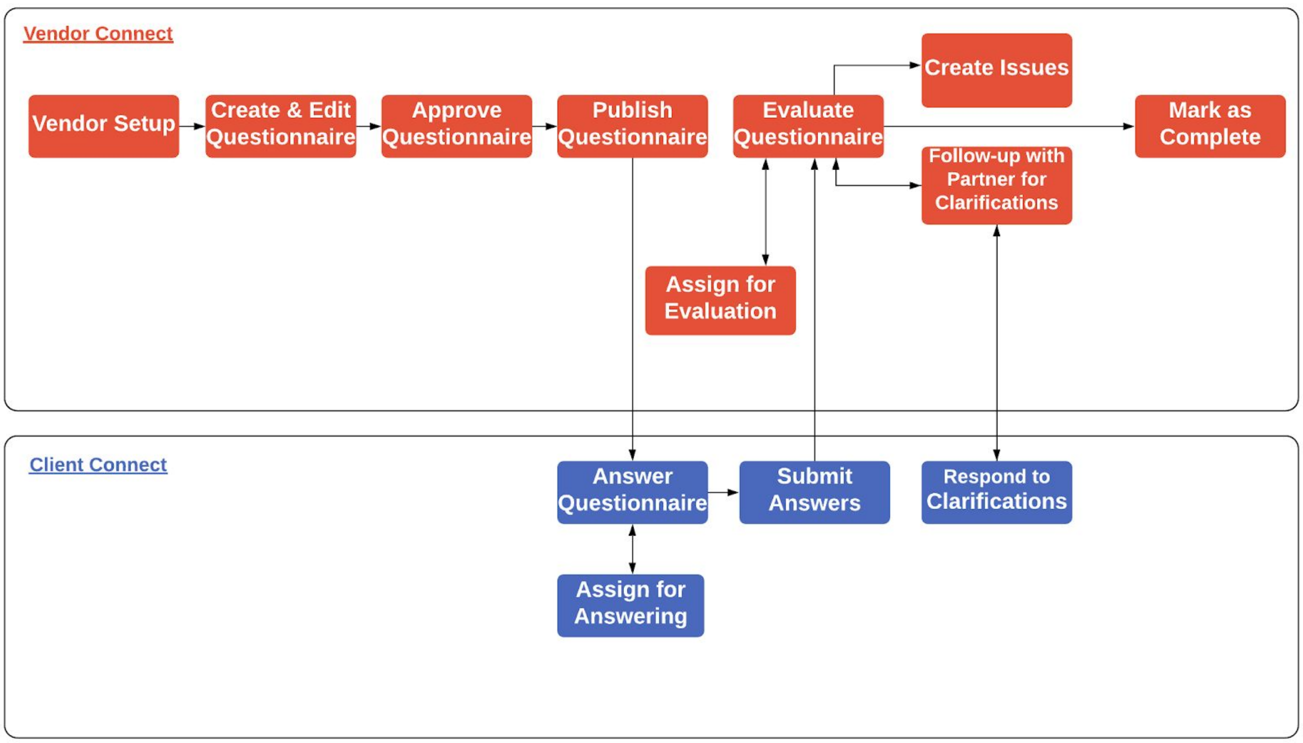
CENTRL Platform

CENTRL is the only inter-company network that can be used by vendors and their clients to exchange, aggregate relevant data. We offer 2 modules:

1. **Vendor Connect**: Use this module to manage your vendor risk assessment processes. In Vendor Connect you create, manage and publish questionnaires; evaluate & score the vendor responses; and track remediation & issues. In Vendor Connect you have dashboards to stay on top of your assessments and issues activity, as well as reporting and analytics to analyze and aggregate your vendor risk information.
2. **Client Connect**: This module is used by your vendors to respond to your assessments and remediation issues you create



1.Vendor Setup

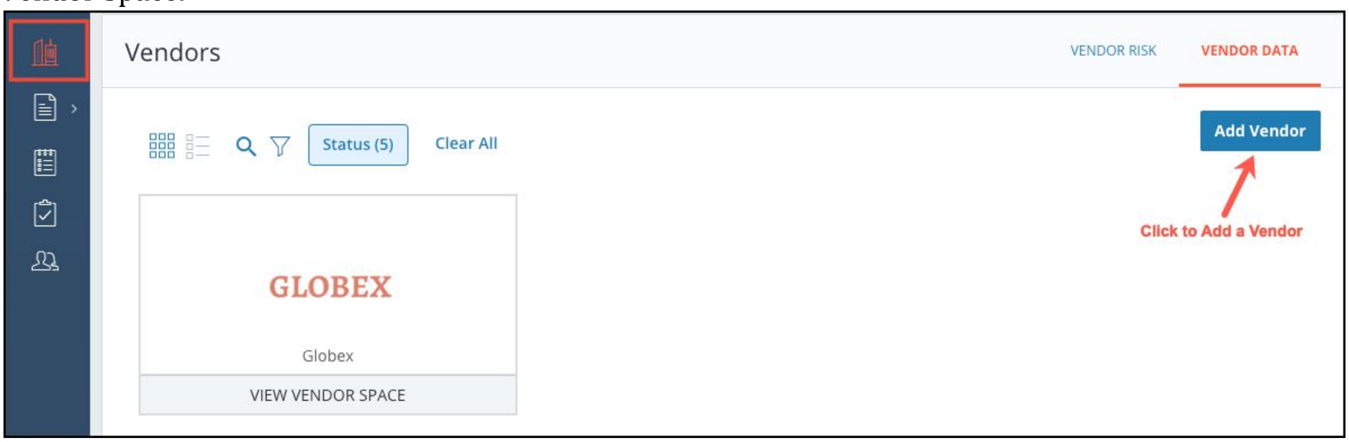
Vendors form the basis of CENTRL's external collaboration and Risk Management Platform. CENTRL's platform allows you to easily publish questionnaires to vendors, track the risk for vendors over time, and analyze the overall risk across all vendors for your organization.
In CENTRL's platform, you can easily view and add Vendors if you have the appropriate permissions. Users with the *View Vendor Information* permission have the ability to see information about a vendor including Inherent and Residual Risk, Status, and more. The *Add/Edit Vendor Access* permission allows you to add vendors and edit a Vendor's information.
This section covers the following topics:

- Adding a Vendor
- Managing Vendors

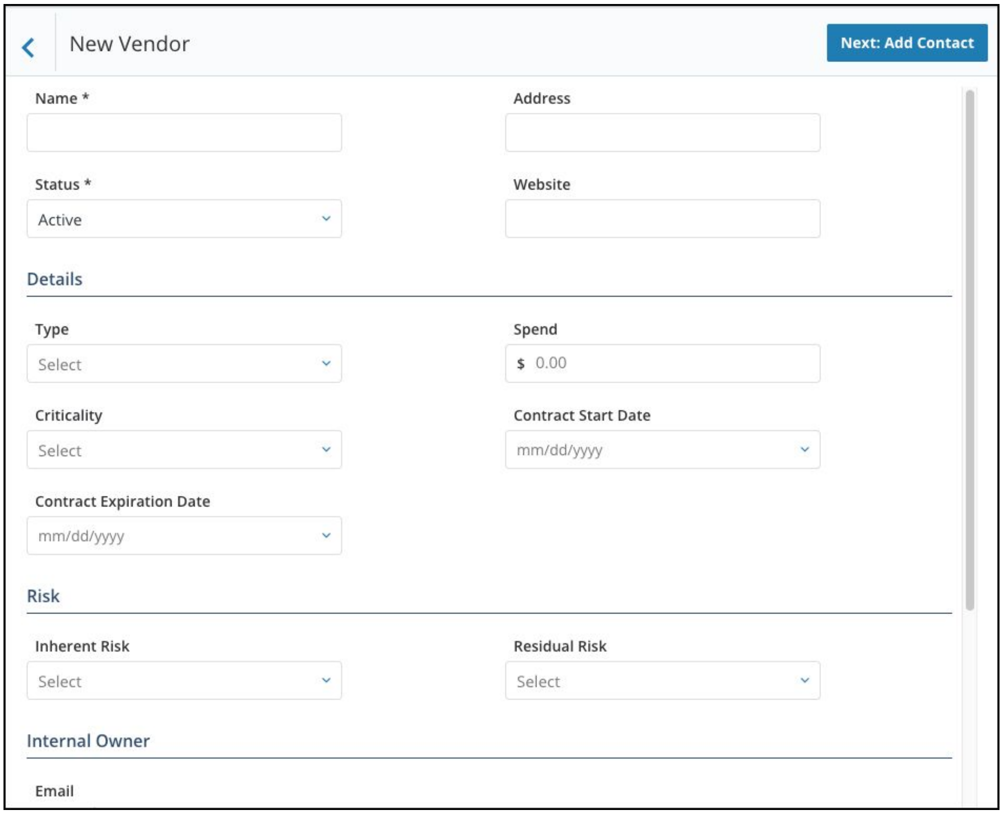
Adding a Vendor

Navigating from Vendor Space

Users with appropriate permissions to *Add/Edit Vendor* in their user profile can add Vendors from the Vendor Space.

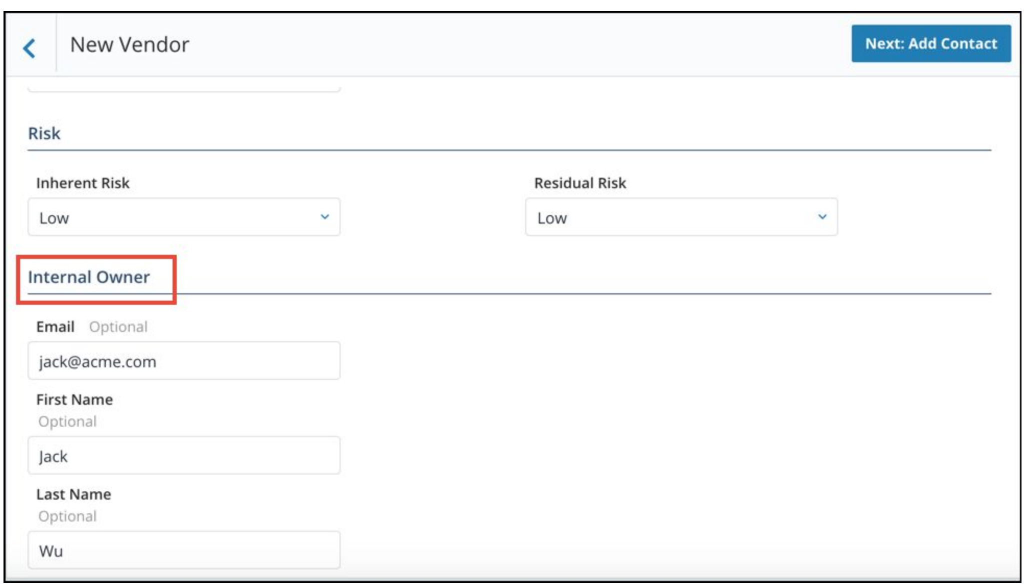


1. Navigate to the Vendor Space and click on the **Add Vendor** button on the top right as shown above.



2.Enter the Vendor details here. You have the option to set the Status, Criticality, Spend and Risk levels for the vendor. You can also assign an Internal Owner to the Vendor.

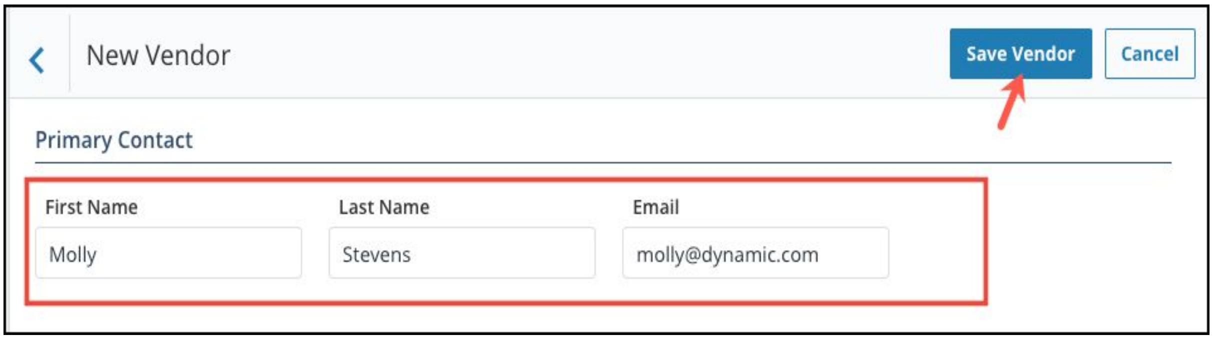
Adding an Internal Owner



1.To add an Internal Owner, click on the **Email** field and select an existing user from the list.

2. You can also add a new user on-the-fly as an Internal Owner. Please note that the new Internal Owner should have the same email domain as yours. For example, if your domain name is @abc.com, then your Internal owner should also have a domain name ending with @abc.com.
3. Enter a first name and last name as shown above. Once done, click on the **Next: Add Contact** button.

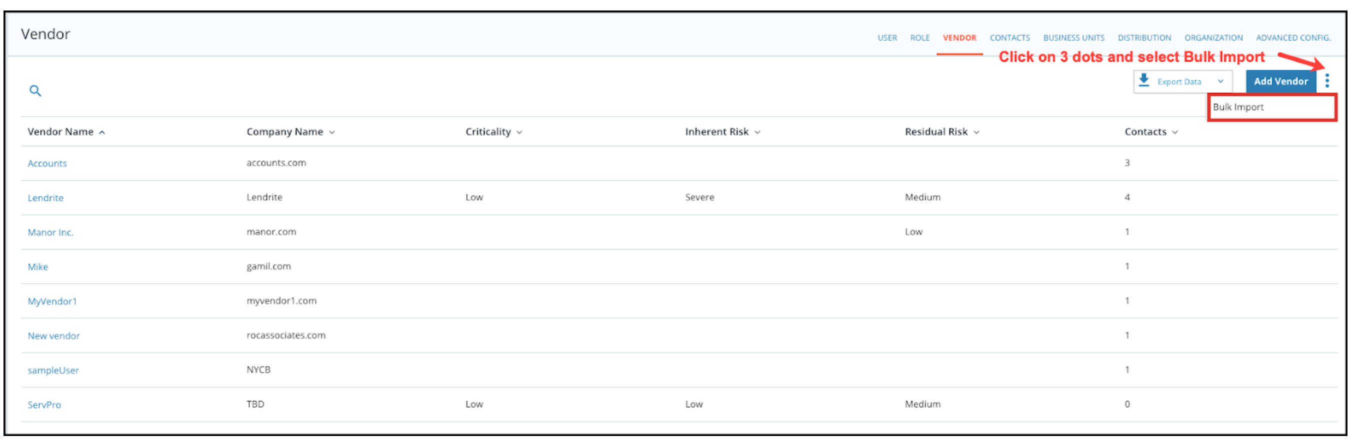
Adding a Primary Contact



1. Here you can enter information for your primary contact. When done, click on the **Save Vendor** button. Your Vendor details have been added.

Bulk-Importing Vendors

System Administrators have the option to bulk import Vendors from an Excel or CSV file that has the data in CENTRL-approved format. This enables users to easily create multiple Vendors at once.



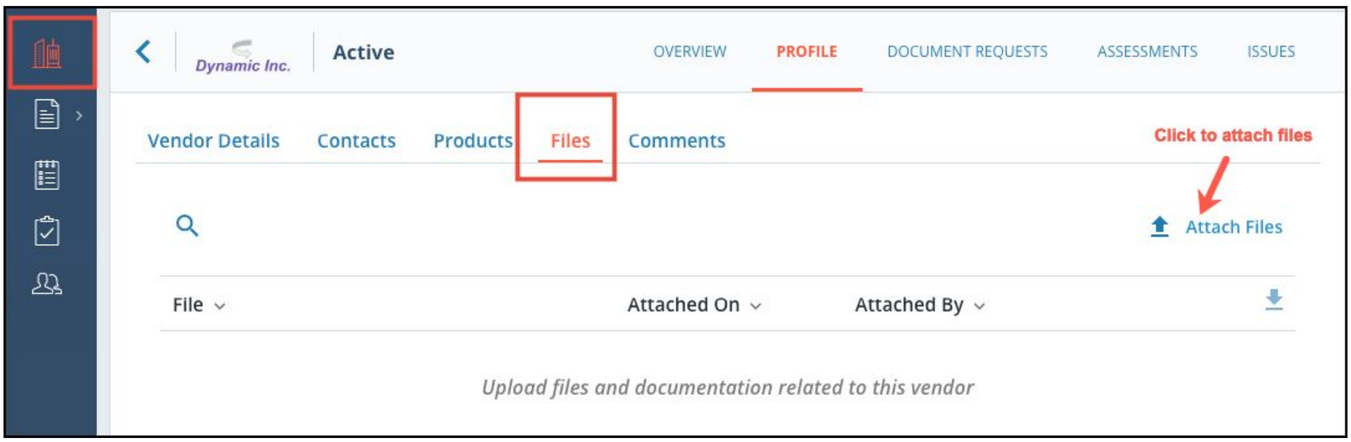
Exporting Vendor Details

System Administrators have the option to export the vendor details for reporting needs.

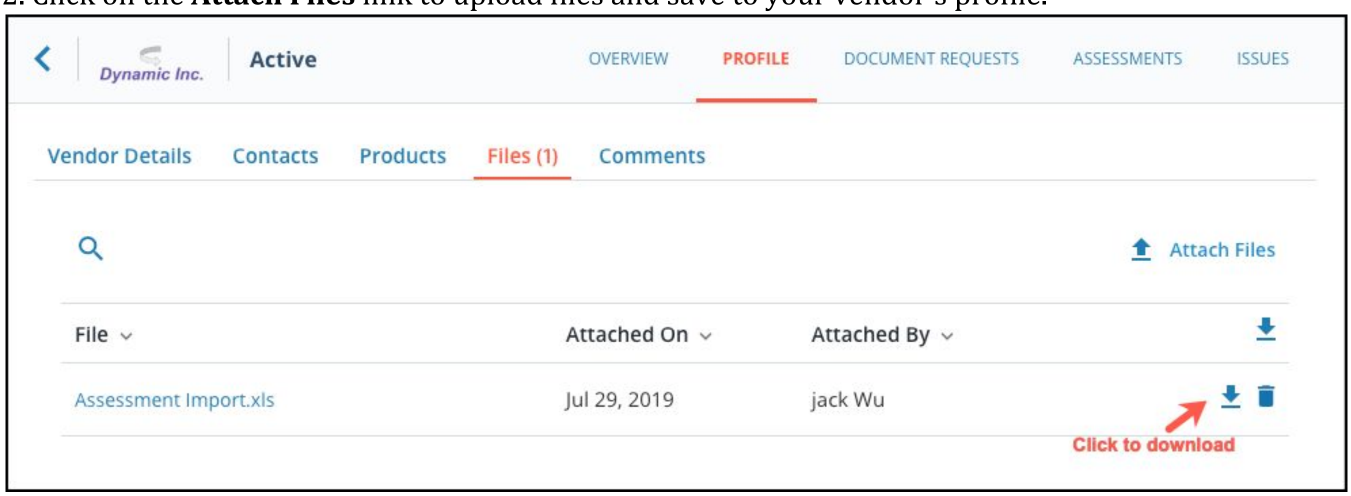
1. Navigate to the *Vendor* screen from the *System Admin* module. Click on the *Export Data* button and select **Download Detailed Report** as shown above.

Attaching Files to a Vendor's Profile

You have the option to attach files and documentation related to a specific vendor.



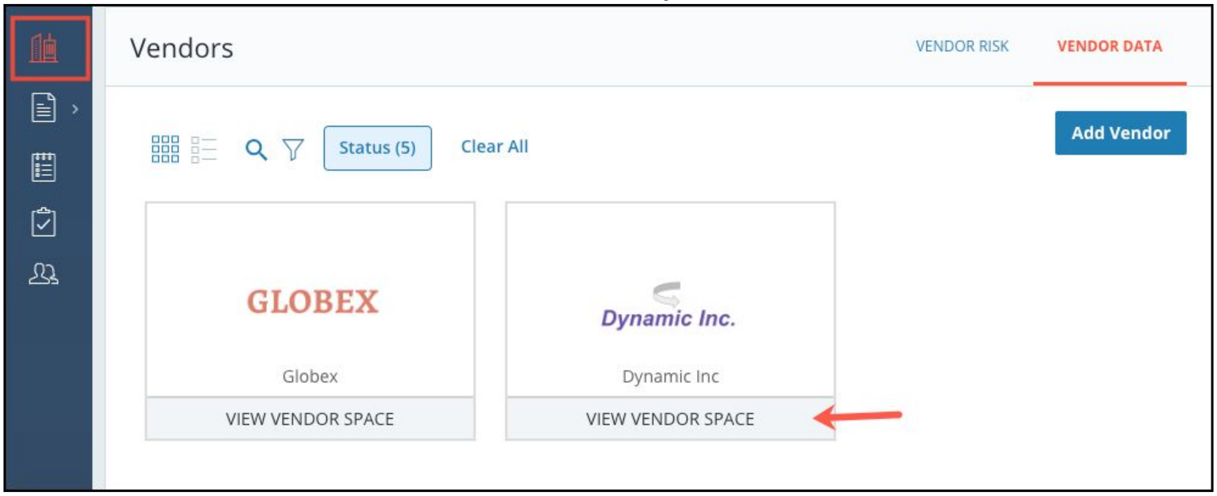
1. Navigate to the **Vendor Profile** screen and click on the **Files** link at the top as shown above.
2. Click on the **Attach Files** link to upload files and save to your vendor's profile.



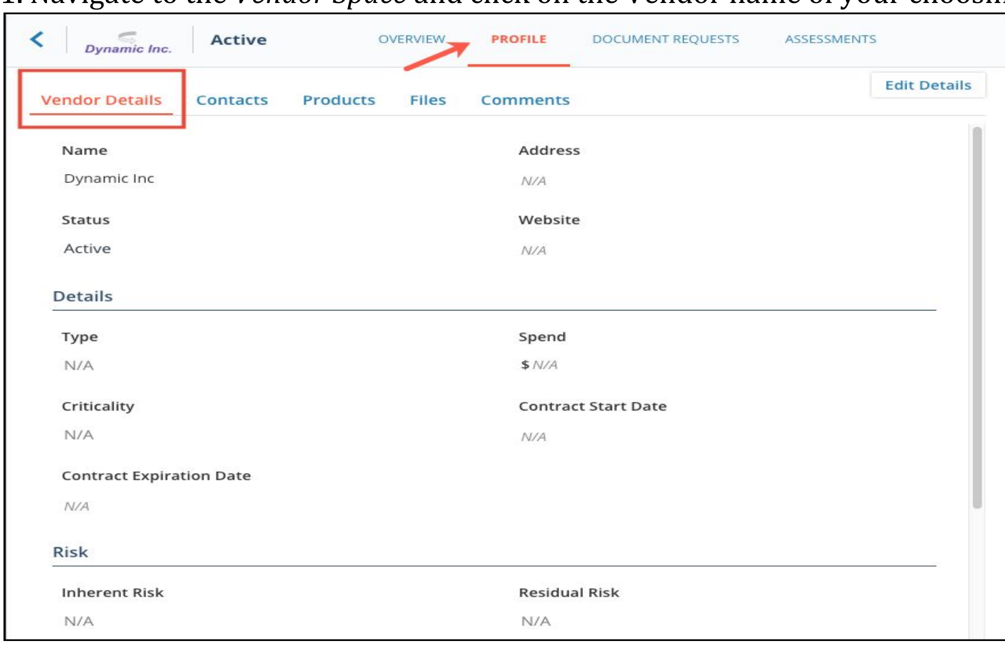
3. You have the option to download the attached files using the **Download/Download All** icon. You can also delete the files using the ***Delete*** icon.

Viewing Vendor Profile

Users who have permissions to *View Vendor Information* in their user profile can view the Vendor details in the Vendor Space. Vendor Information includes the general information of the vendor, the risk for a vendor, and additional custom attributes you can define.



1. Navigate to the *Vendor Space* and click on the Vendor name of your choosing.

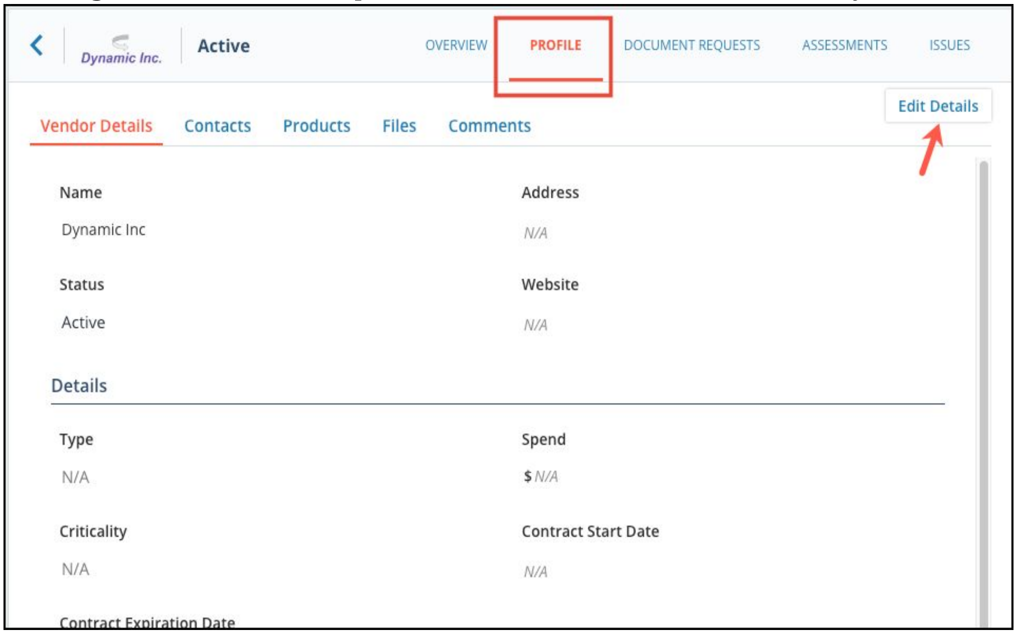


2. You can view the **Vendor Details** under the ***Profile*** tab as shown above.
3. You can view the *Contacts* and *Products* associated with the vendor by visiting the relevant tabs.

Note: The *Profile* link will appear only if you have appropriate permissions to *View Vendor Information* in your user profile.

Editing Vendor Details

1. Navigate to the ***Vendor Space*** and click on the Vendor name of your choosing.



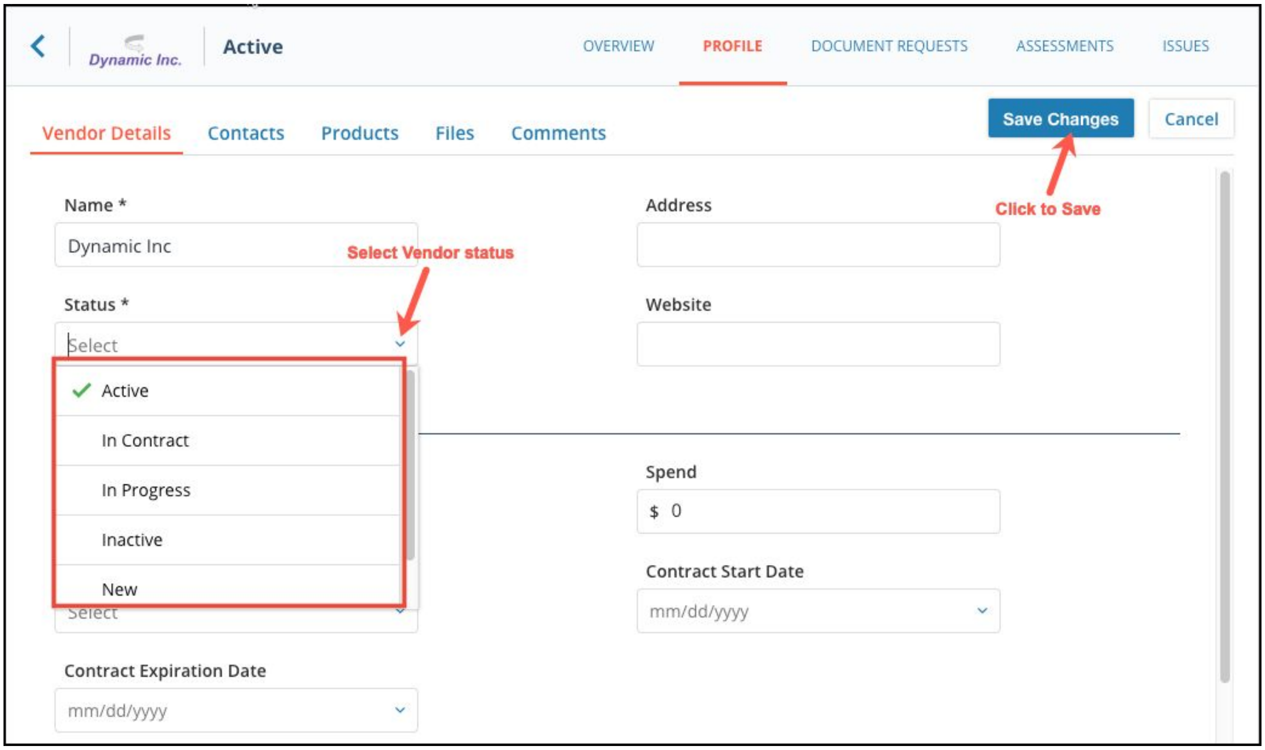
2. Navigate to the ***Profile*** screen and click on the **Vendor Details** tab.
3. Click on the **Edit Details** button to edit.
4. Once done, click on the **Save Changes** button to save the details.

Note: You can also add/edit the Contacts and Products information associated with the vendor by visiting the relevant tabs.

Updating Vendor Status

When a new vendor is added, the status will be set to *Active* by default. Users can update the vendor status to *Inactive* if they no longer wish to publish assessments to that vendor.

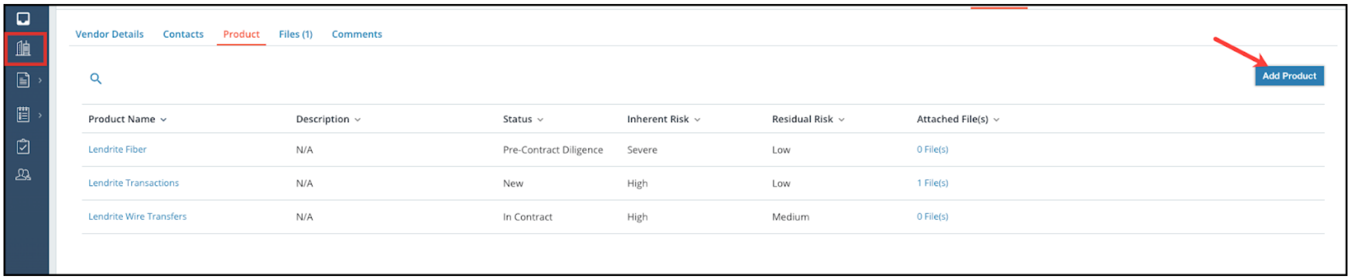
1. To update the status, navigate to the *Vendor profile* screen and click on the *Edit Details* button.



2. Select the status you wish to update to and click on the **Save Changes** button.
3. If you set the Vendor Status to *Inactive*, you will be asked for a confirmation as shown above. Click on **Save Changes** to proceed.

Note: Once you have set the vendor status to *Inactive*, you can no longer publish assessments to that vendor. In addition, marking a vendor as *Inactive* will cancel all upcoming assessments for that vendor and a confirmation message will appear.

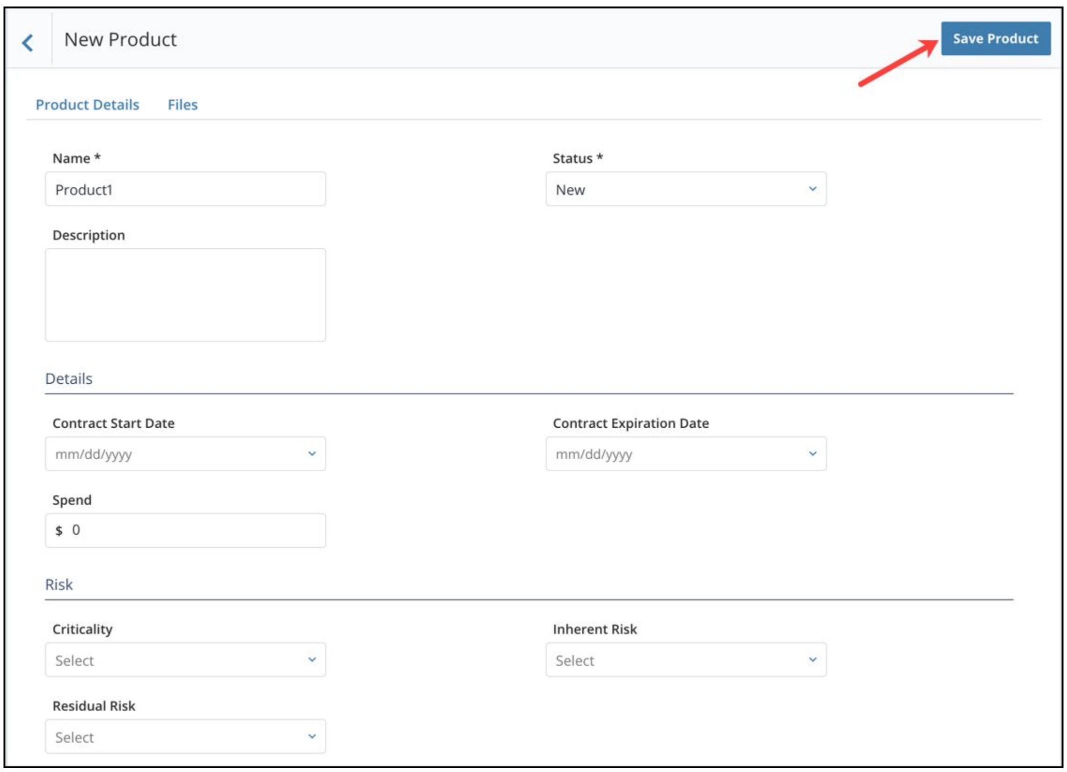
Adding Vendor Products



1. Navigate to the *Vendor Space* and click on the Vendor name you want to add Products for.

2. Click on the **Profile** link at the top. This will display the *Vendor Details*.

3. Within the Profile tab, click on the **Products** link. Here you can view the list of products associated with the selected vendor.



4. Click on the **Add product** button to add a new product.

5. The *New Product* page will appear allowing you to enter product information such as Name, Description, and Status. You also have the option to capture additional information about the product such as the contract start and expiration dates, Spend and Risk Levels.

2. Managing Assessments

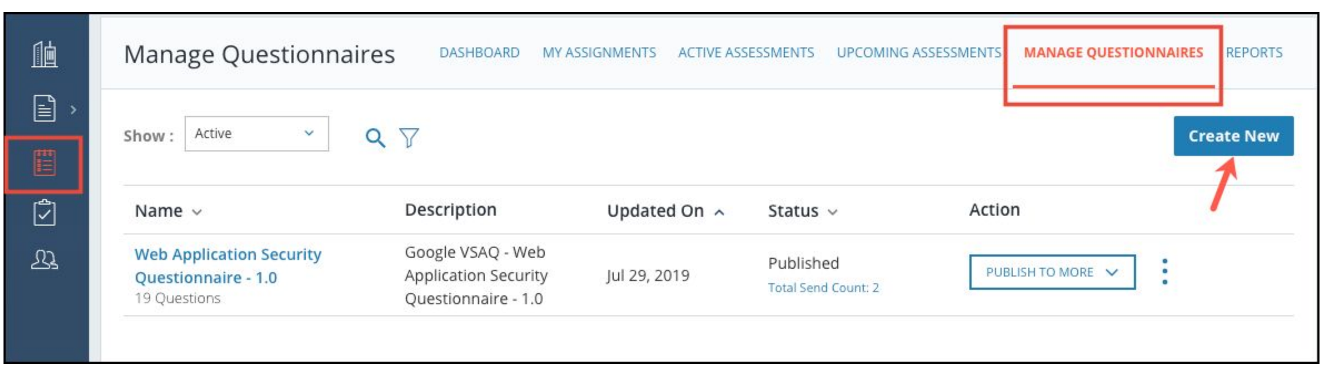
Creating a Questionnaire

Using CENTRL's Assessments module, you can create and publish questionnaires to your vendors. Your vendors will be able to answer the questionnaires on a secure platform with a full audit trail for both you and your vendor.

There are 5 ways to create a Questionnaire:
A.) **Using Industry Standard Templates:** You can create questionnaires using pre-digitized industry standard templates provided by CENTRL. For instance, CENTRL provides industry standard templates such as SIG, SIG Lite, VSAQ.
B.) **Create using an existing questionnaire:** You can create a new questionnaire by using one of the existing questionnaires your company has created as a starting point. You can then add, edit or delete questionnaire items to suit your needs.
C.) **Start new:** You can create a blank questionnaire using the template Start New Questionnaire from the list of templates. You can subsequently add questions, sections, and sub-sections manually from the Edit screen.
D.) **Import using the CENTRL Excel template**: You can also create a new questionnaire by importing an excel file using CENTRL's approved questionnaire template.
Note: The CENTRL's Excel template does not support the following during Import:

- Follow up Questions
- Table format Answer Type

Navigating to Manage Questionnaires



1. Navigate to the **Assessments** module from the left sidebar and click on the **Manage Questionnaires** screen as shown above.
2. Click on the **Create New** button to create a new questionnaire.

To learn more about this feature, click on this link: [Creating A Questionnaire]

Editing a Questionnaire

Once a questionnaire is created, you have the flexibility to customize your questionnaire to suit your needs. You can add or edit questions, sections, sub-sections, and follow up questions. You also have the ability to change the existing format and properties of your questionnaire.

Note: Questionnaires can be edited only if they are in *Draft* status and have not been Approved yet.

Please click on the links below to learn more on how you can edit the questionnaires.

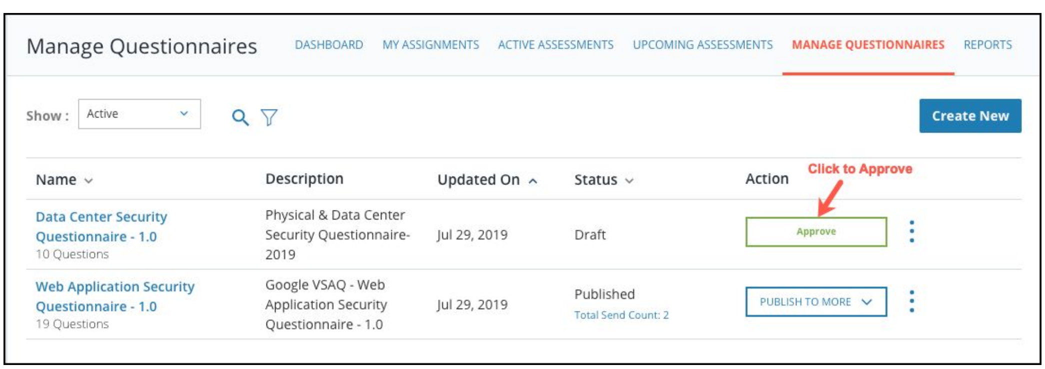
- Adding a Section or Question
- Moving a Section or Question
- Adding Reference Documents in Questionnaires
- Selecting Answer Types
- Marking a Question as Mandatory
- Follow Up Questions
- Request Documents
- Add Tips to Answer
- Adding Instructions for Evaluator
- Modifying the Questionnaire Name, Version, and Description
- Mapping Attributes
- Modifying the Score Key and Grading Rubric

Approving a Questionnaire

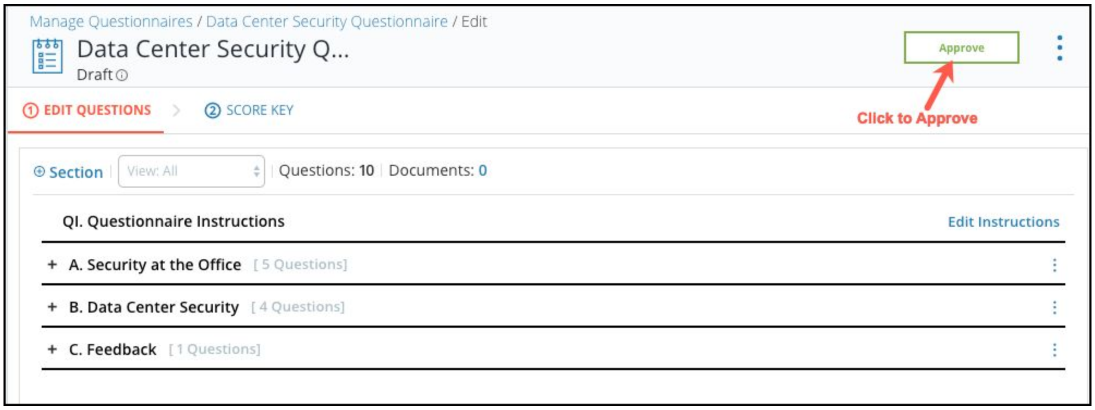
In CENTRL's workflow, you can only publish questionnaires that have been approved. When a questionnaire is created, the questionnaire starts in a Draft status and eventually transitions to either an Approved or Published questionnaire.

Users who have the Approve permission enabled in their user profile or who are Questionnaire Admins can approve a questionnaire.

1.Navigate to the Manage Questionnaires screen and click on the Approve button. This will open the edit screen for the questionnaire.



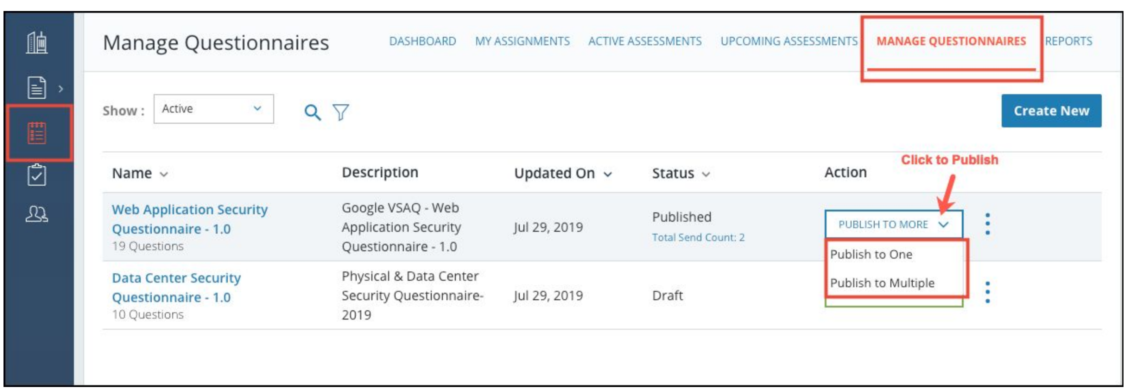
2.You can review/edit the questionnaire. When ready to approve, click on the Approve button at the top.



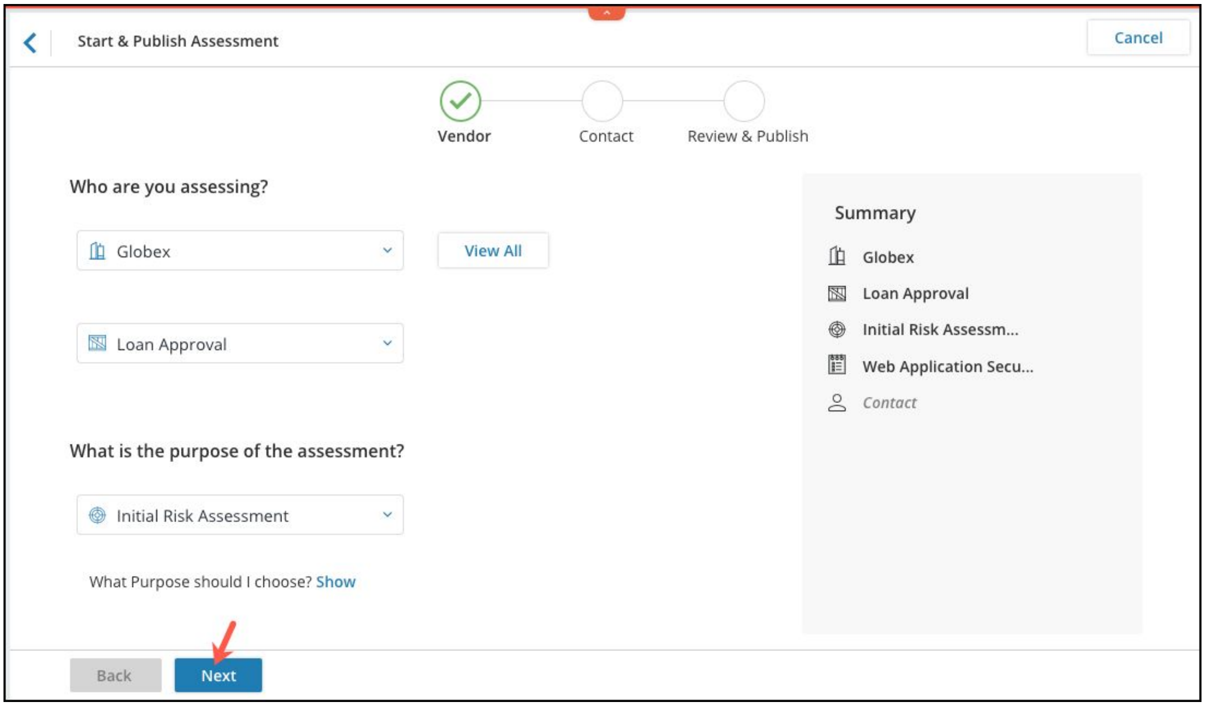
3.A modal will appear which allows you to tag an internal user in your organization and add a comment. Click on the Approve link to confirm.

Publishing a Questionnaire

When you publish a questionnaire to your vendor, they will be able to respond to your questionnaire using CENTRL's secure online platform. CENTRL allows you to publish questionnaires that are approved or already published. Furthermore, you can publish a questionnaire only if you have the Publish permission enabled.
Publishing an Assessment from the Manage Questionnaires screen is only a 3-step process as opposed to the 4-step process from the Active Assessments because the questionnaire is already selected.
Steps for Publishing a Questionnaire



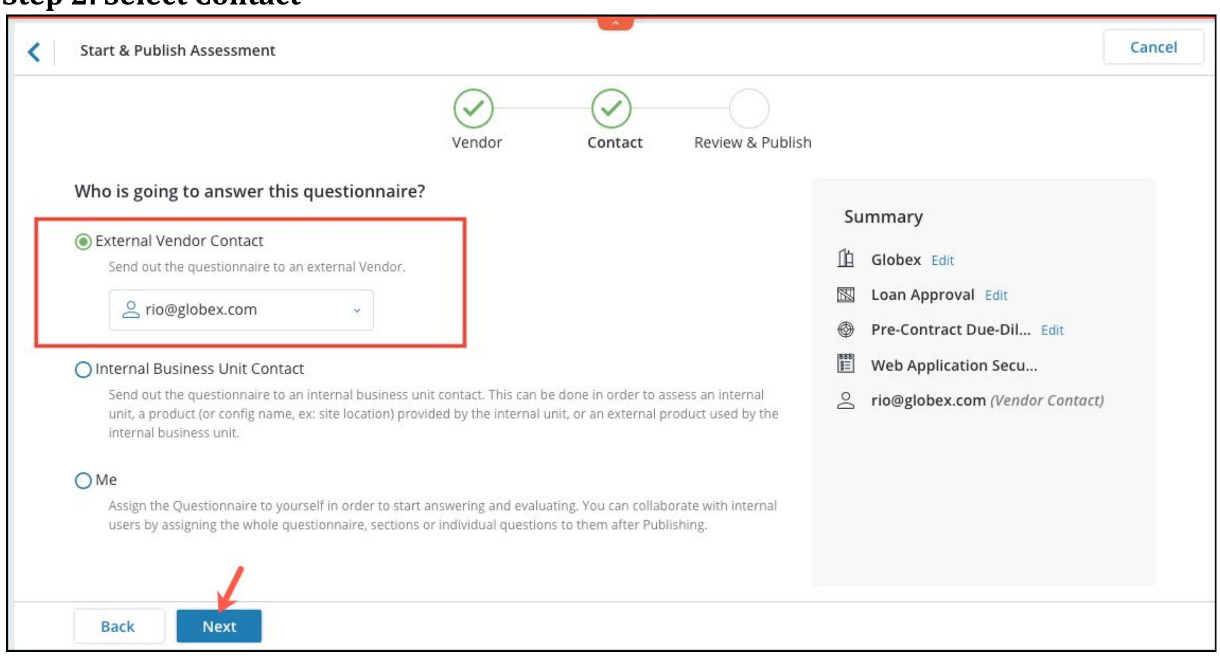
Navigate to the **Manage Questionnaires** screen and click on the **Publish** button as shown above. This will bring up the *Start & Publish Assessment* screen.
Note: Alternatively, you can also publish from the Edit screen if you want to review your questionnaire again and then publish to your vendor. When you are ready to publish, click on the **Publish** button on the top as shown above. This will bring up the *Start & Publish Assessment* screen.
Step 1: Select Vendor



The first step is to select a **Vendor** for whom the Assessment is being created. You can also optionally select the product. Click on the **Next** button to proceed.

Note: You also have the option to add a new Vendor and Product by typing in the name of the Vendor/Product. Also, you cannot publish to Vendors that are marked as Inactive.

Step 2: Select Contact



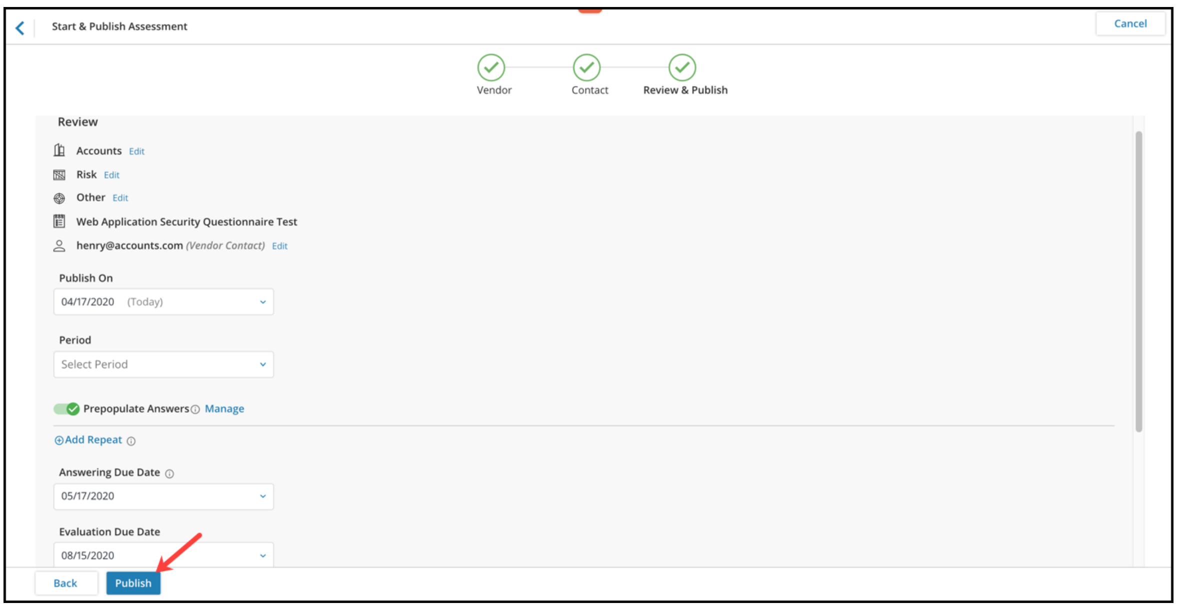
Select a recipient and click on the **Next** button to proceed.

In this step, you can select who is going to answer this questionnaire.

The following options are available:

- **External Vendor Contact -** You can select this option when you are publishing the questionnaire to your external vendor. You can then select an existing vendor contact or add a new vendor contact.
- **Internal Business Unit Contact -** You can select this option when you are publishing the questionnaire to an internal business unit contact. This can be done to assess an internal unit, a product (or config name, ex: site location) provided by the internal unit, or an external product used by the internal business unit. You can then select or add the internal user.
  To learn more on Publishing to Internal Business Unit Contact, see following article: Publishing to Internal Business Unit Contact
- **Me -** You can select this option if you are answering the questionnaire on behalf of your Vendor. For example, when you are conducting *On-site Audits* or if you have the answers through other sources.
  To learn more on Self-publishing, see following article: Self-publishing Questionnaires- Answer on Behalf of a Partner

Step 3: Review and Publish



The final step is to review the selected details, publish date, and due date for the Assessment. You can also add an optional Period for the Assessment and a message to send out to your Vendor. Click on the **Publish** button to publish your assessment to the intended recipient. Once the questionnaire is published, you can view the Assessment in the *Active Assessments* screen.
Note: An email notification will be sent to the recipient once the Assessment has been Published.

Publishing to Multiple Vendors

Using this feature, Questionnaires can be published to multiple vendors at a time to streamline publishing a questionnaire to various vendors.

To learn more about publishing to multiple vendors, see the following article:
Publishing to Multiple Partners

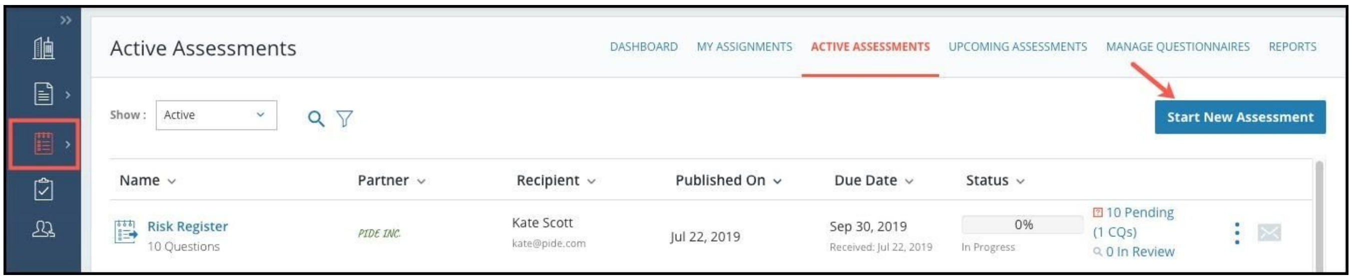
Publishing Multiple Questionnaires

This feature allows users to publish multiple assessments at the same time to a single recipient without having to publish them one by one.

To learn more about publishing to Multiple Questionnaires, see the following article: Publishing Multiple Questionnaires

Publishing from Active Assessments

In addition to the above, an existing questionnaire Can also be published directly from the Active Assessments.

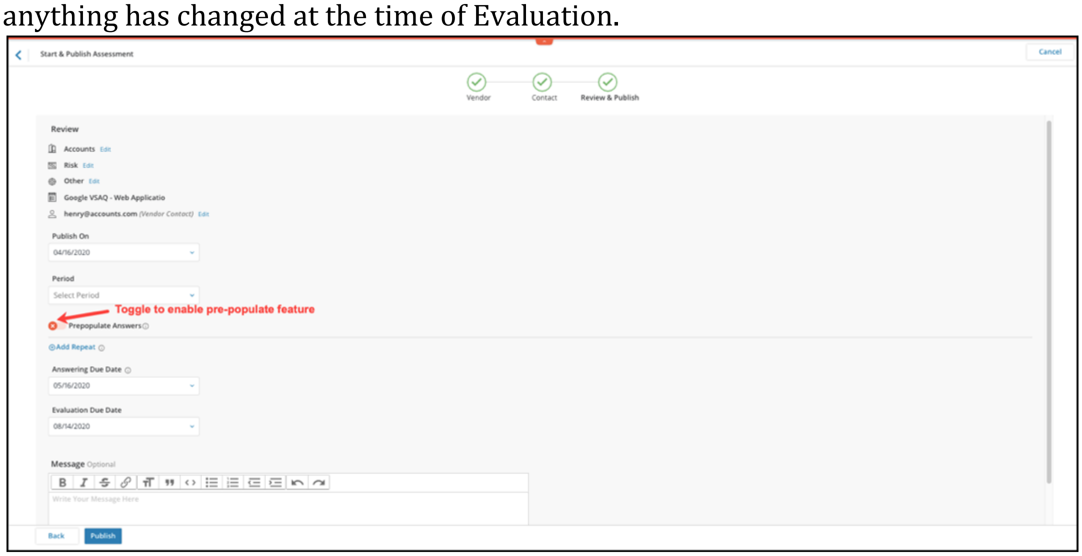


Navigate to *Active Assessments* screen and click on the **Start New Assessment** Button as shown above. This will bring up the *Start & Publish Assessment* screen, the first step in a 4-step publishing process.

For more details on this alternative flow for publishing an assessment, please see this article: **Starting a new Active Assessment**.

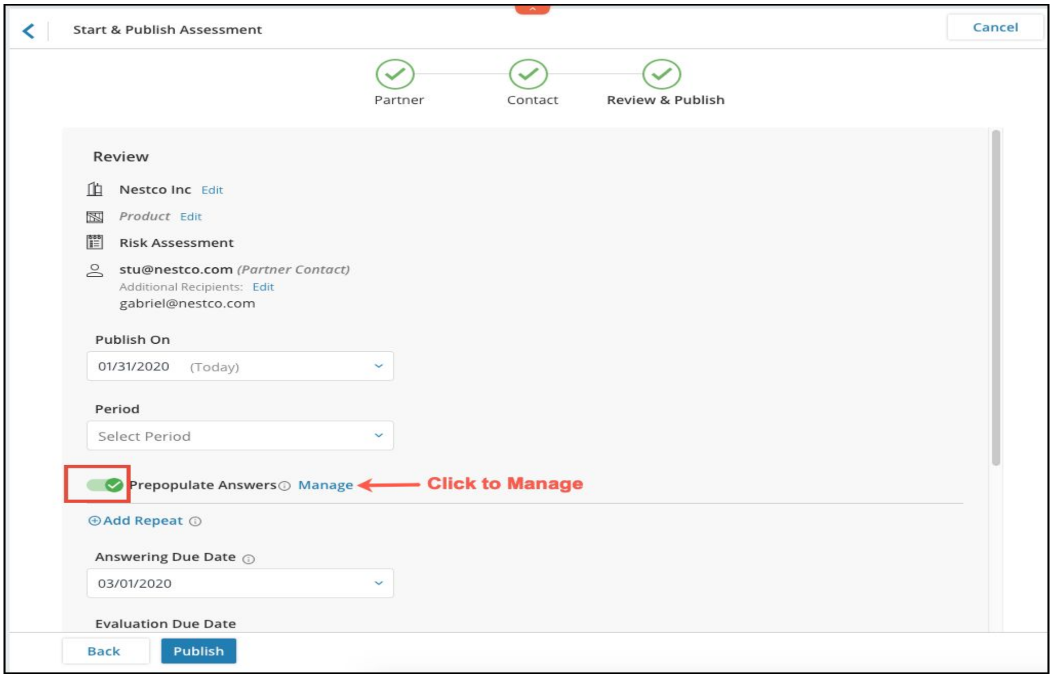
Pre-populating Answers

Users can pre-populate an assessment with answers provided in previous assessments or mapped attribute values if any are available. This enables users to compare an answer with previous ones if anything has changed at the time of Evaluation.



To learn more about Pre-populate answer feature, see the following article: Pre-populating Answers

Managing the Pre population Setting



1. From the *Review and Publish* screen, click on the **Pre-populate Answers** toggle switch to enable pre-population and click on the **Manage** button.

2. Within the *Pre population Setting* screen, you can enable or disable the Prepopulate Answer setting for any question, follow-up question, or an entire section as per your requirement.

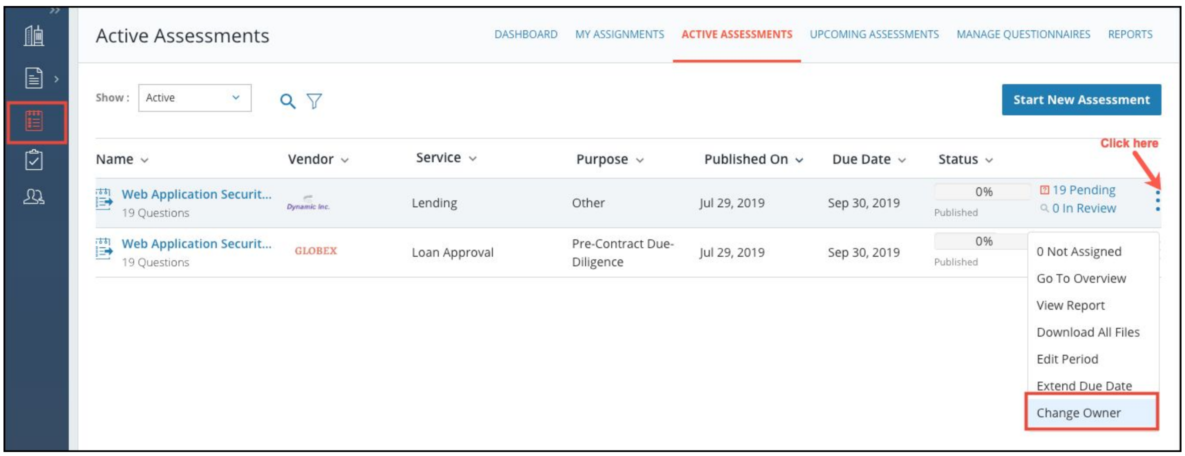
3. Once done, click on the **Save** button.

Pre-populating Evaluation Grades

Evaluation grades or scores will also be automatically pre-populated if the answer remains unchanged. This will reduce time in re-evaluating the response.

For example, using the pre-population feature, for a newly published assessment, if the answer remains the same i.e. "Yes", then the evaluation grade- "Good" will also be automatically carried over.

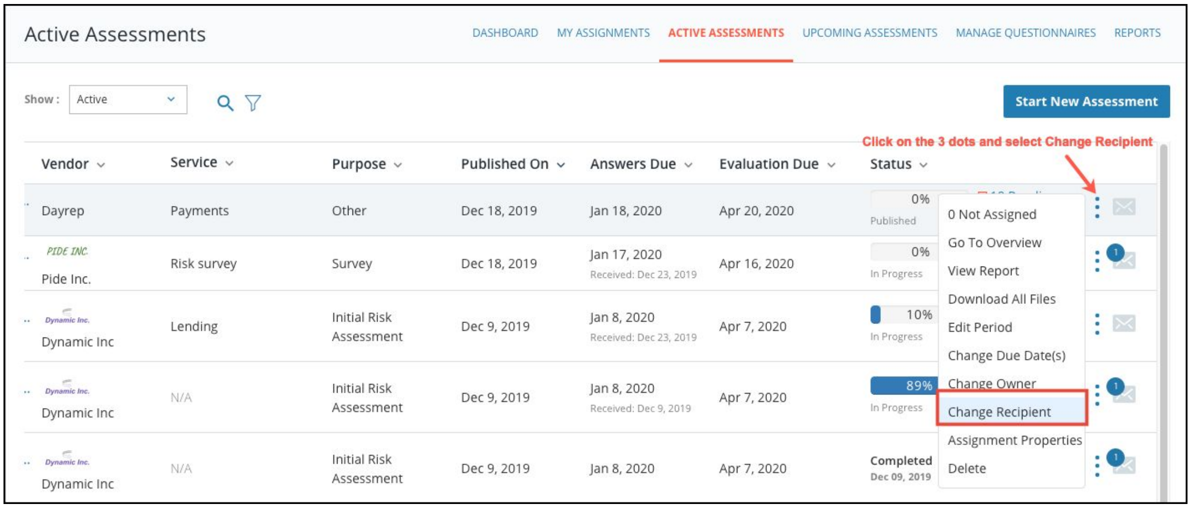
Change the Assessment Owner



1. Navigate to the **Active Assessments** screen from the Assessments module.
2. Click on the **3 dots** icon for the appropriate Assessment, and click **Change Owner.**
3. Select a new Owner from the dropdown list and click on the **Change** button.

Please note that the contact will receive an email notification when the Owner is changed.

Changing the Recipient for an Assessment



1.Navigate to the **Active Assessments** screen from the Assessments module.
2.Click on the **3 dots** and select **Change Recipient** to select an alternate recipient.
3. Click on the **New Owner** and select a new recipient from the drop-down list.
You can also add a new recipient on-the-fly by entering their email address.

To learn more about Managing Assessment, click on the links below:

- Deleting An Assessment
- Deleting an Assessment
- Archiving Assessments
- Editing the Period for an Assessment
- Changing the Due Date for an Assessment
- Assessment Overview Page
- Previewing and Downloading an Assessment

Evaluating Answers

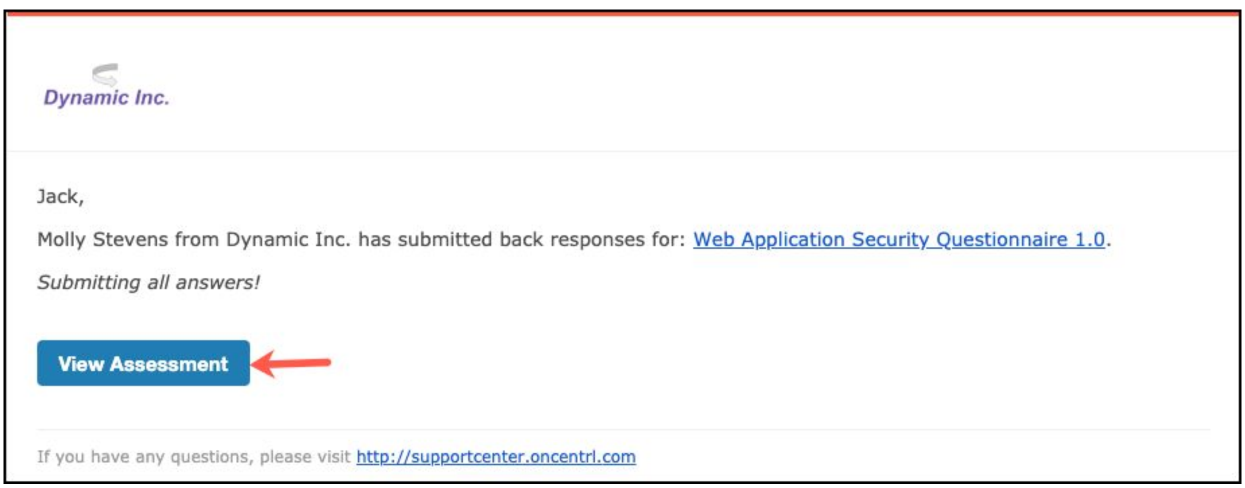
The Questionnaire Owner can begin the evaluation process once the answers from your vendor are received. You can either receive the answers individually or all at once, and you will receive an email notification in either case. The process of evaluating answers is the same for both cases. While evaluating a questionnaire, users have the following options:

- Navigating to Assessment
- Using Filters
- Evaluating Answers

- Evaluating Follow-up Questions
- View Changed Answers and Compare Answers
- Grading an Answer
- Scoring an Answer
- Evaluating an Assessment with Multiple Grading Scales
- Reopening Questions
- Question History in Evaluation
- Revoking Questions
- Review an Assessment
- Changing Owners for a Published Assessment
- Responding to an Evaluation Assignment
- Submitting Individual Assignments
- Submitting Multiple Assignments

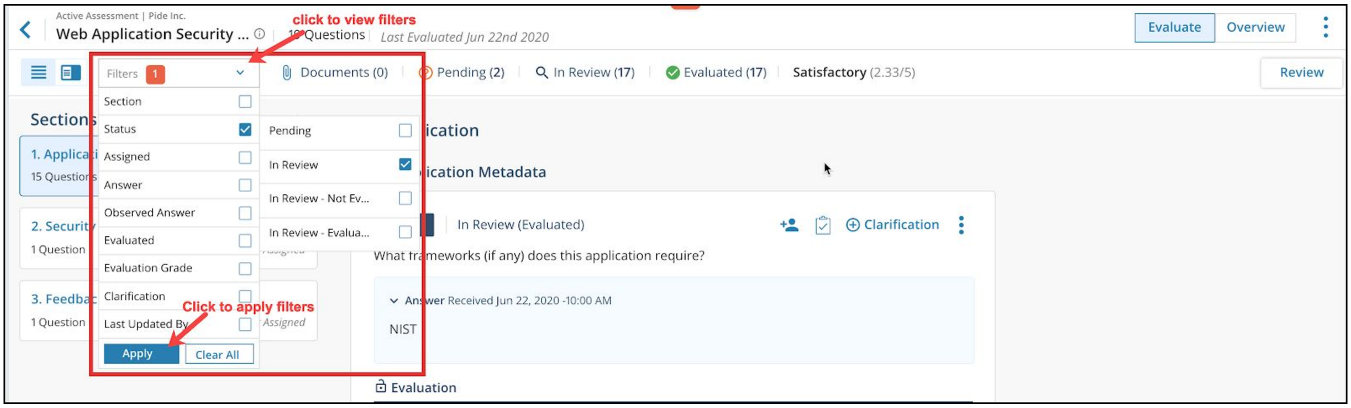
Navigating to Assessment

From Email



When your vendor submits the answers for an Assessment, you will be notified via email with the Id and name of the question. You have the option to navigate to an individual question by clicking on the Id of the question. You can also navigate to the questionnaire by clicking on the *Review Questionnaire* button.

Using Filters



Filters on the top left provide the ability to filter by multiple dimensions such as the status of a question or whether or not a question has been evaluated.
To filter on your questionnaire, select the filtering criteria you desire and click on the **Apply** button.

Add Observed Answers

During an evaluation, you have the option to add observed answers to questions. Observed Answers are particularly useful when you have answers to questions that have been received outside of CENTRL. For example, you have conducted an onsite audit or you have asked a similar question in past assessments.

Click here to learn more about adding observed answers.

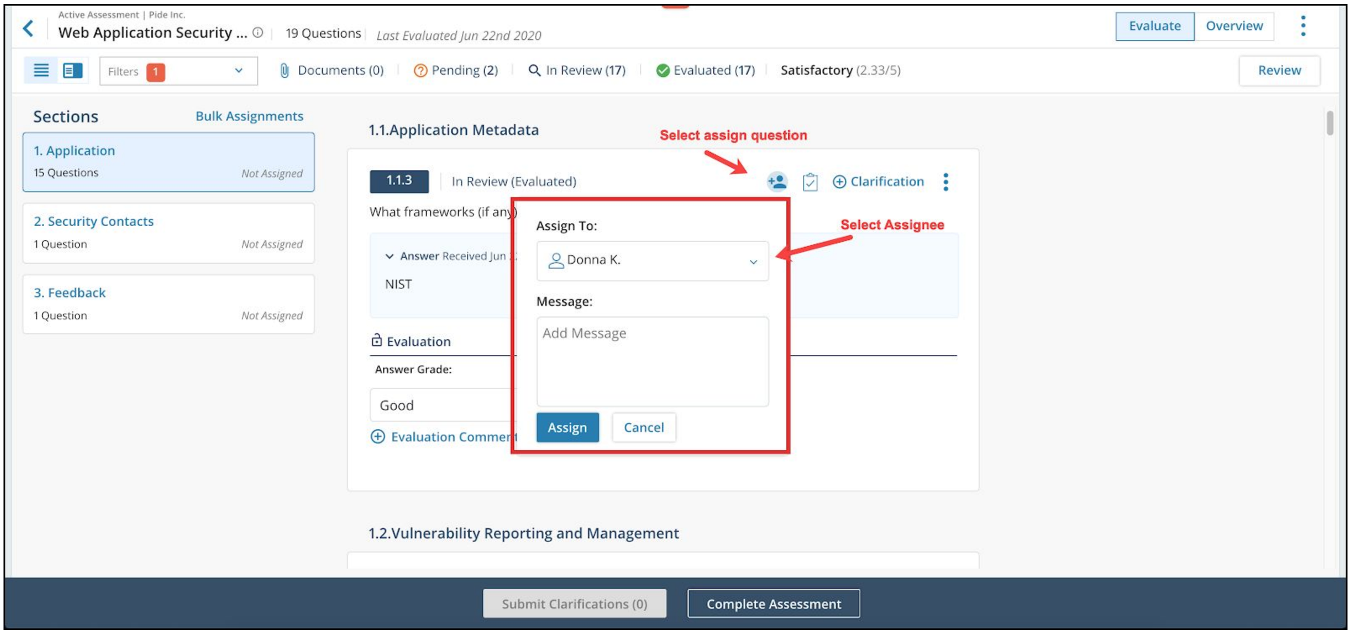
Assigning Questions or Section for Evaluation

During the process of Evaluating an Assessment, you assign a set of questions and/or sections to your colleagues. This feature allows you to easily and efficiently complete the evaluation process by assigning questions and sections to the appropriate subject matter expert.

When the *Assignees* have completed their assignments, they can submit the questions back to you to complete the evaluation process.

When you assign a question, the Assignees can view all their Assignments under the *My Assignments* tab. The Assignees are given the same options for evaluating a question as the Questionnaire Owner. When an assignee submits back an evaluated question, you will become the new assignee so you can review the question. Similarly, you can view all your assignments in the *My Assignments* tab.

Assigning an Individual Question



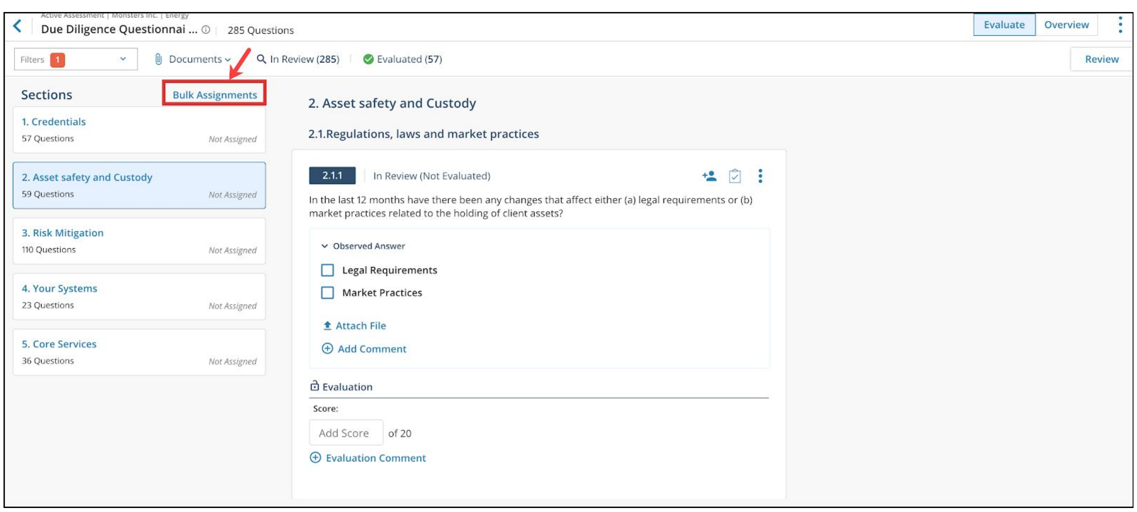
1. Navigate to your question and click on the **Assign** icon as shown above.

2. Click on the **Select User** dropdown and select an existing user/assignee. You can enter an optional message for the new Assignee.

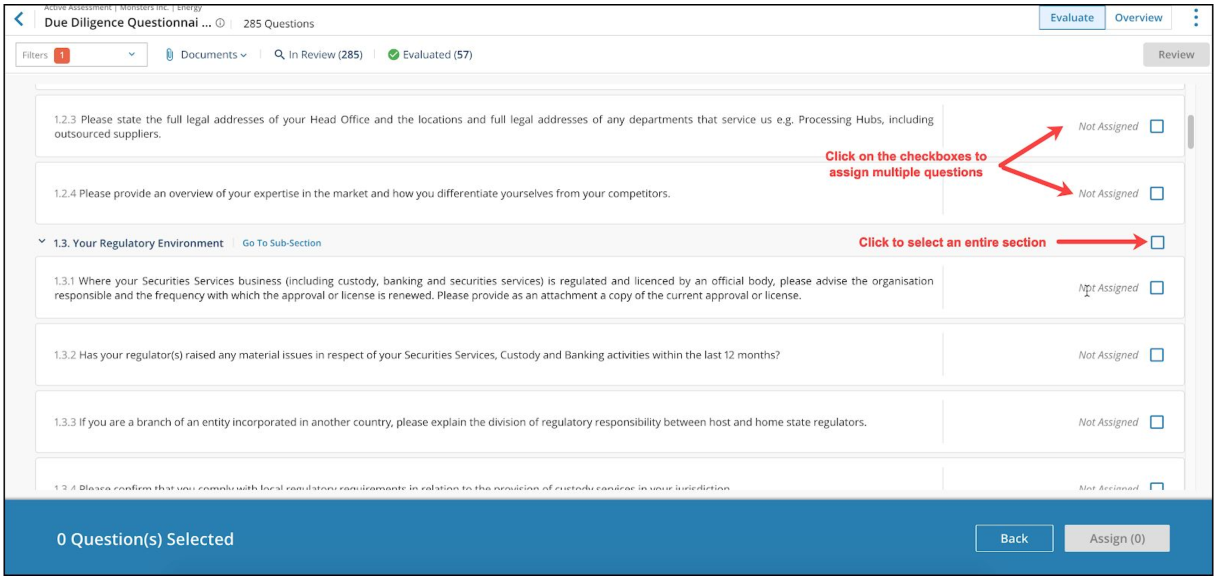
3. Once done, click on the **Assign** button.

Bulk-assigning Questions

The "Bulk Assignments" feature allows you to bulk-assign an entire section or sections, or individual questions, or assigning an entire assessment for evaluation.



1. To bulk-assign questions, click on the **Bulk Assignments** link at the top left.



2. Select the questions you want to assign to your colleague using the checkboxes on the right.

3.Once done, click on the **Assign** button.

View Changed Answers and Compare Answers

When users who have enabled pre-population while publishing an assessment receive answers from their answering partners, they have the option to identify and view answers that have been changed using *Quick Filters*

Please note that this feature is only available to users in the scenarios mentioned below:

1. When users pre-populate an assessment with answers provided in previous Assessments.
2. When users pre-populate an assessment with mapped attribute values if any.

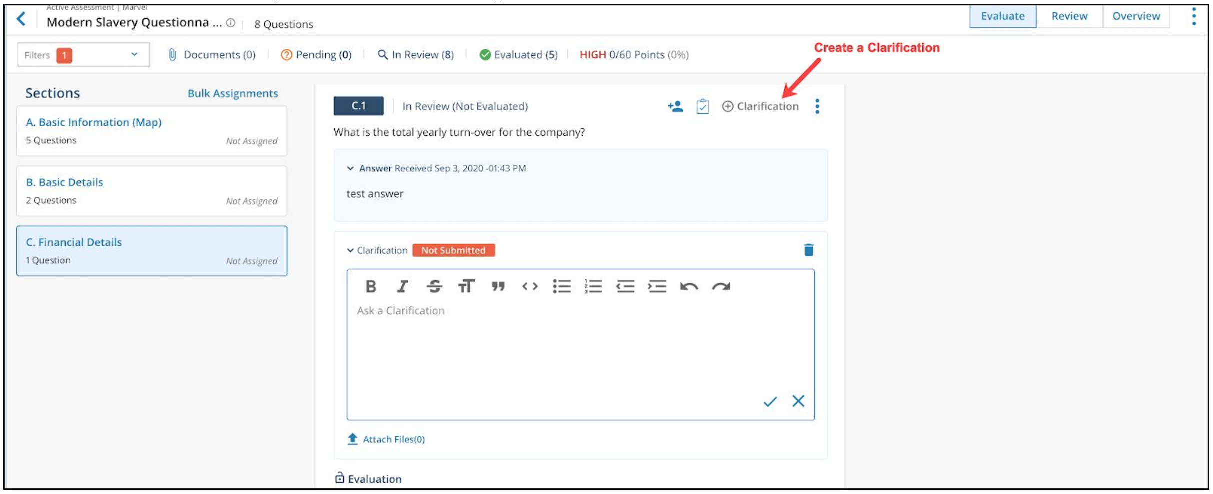
To learn more about Viewing Changed and Compare Answers, Click on the following article: [View Changed Answers and Compare Answers]

Creating Clarifications:

Clarifications allow you to ask for additional information from your vendor if their answer did not provide enough information. When you send a clarification to your vendor, they will have the ability to provide additional information and /or attach documents. All of the clarification questions, responses and comments are recorded at the question level for easy tracking.

Step 1: Creating a Clarification

Clarifications can only be created for questions in an *In-Review* status.

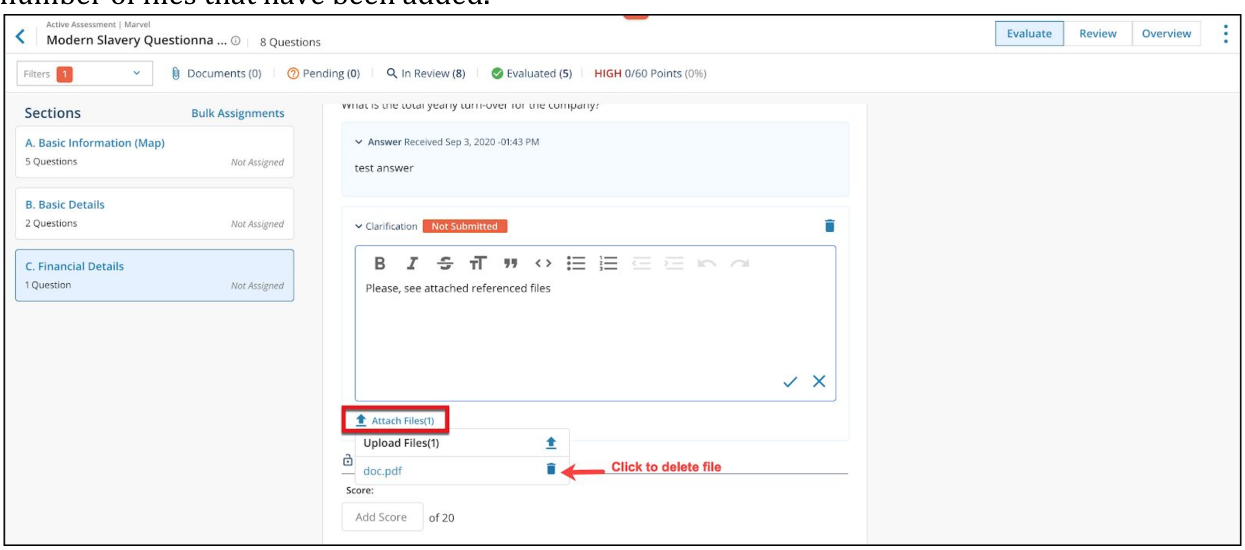


1. Click on the "**In Review"** link and navigate to the question you want to create a clarification on.

2. Click on the **+Clarification** tab as shown above.

3. Enter your clarification question and click on the **checkmark** to save.

4. You have the option to attach files when requesting a clarification. Click on the **Attach Files** link and use the **Upload icon** (as shown above) to attach any documents. There is also a counter to show the number of files that have been added.

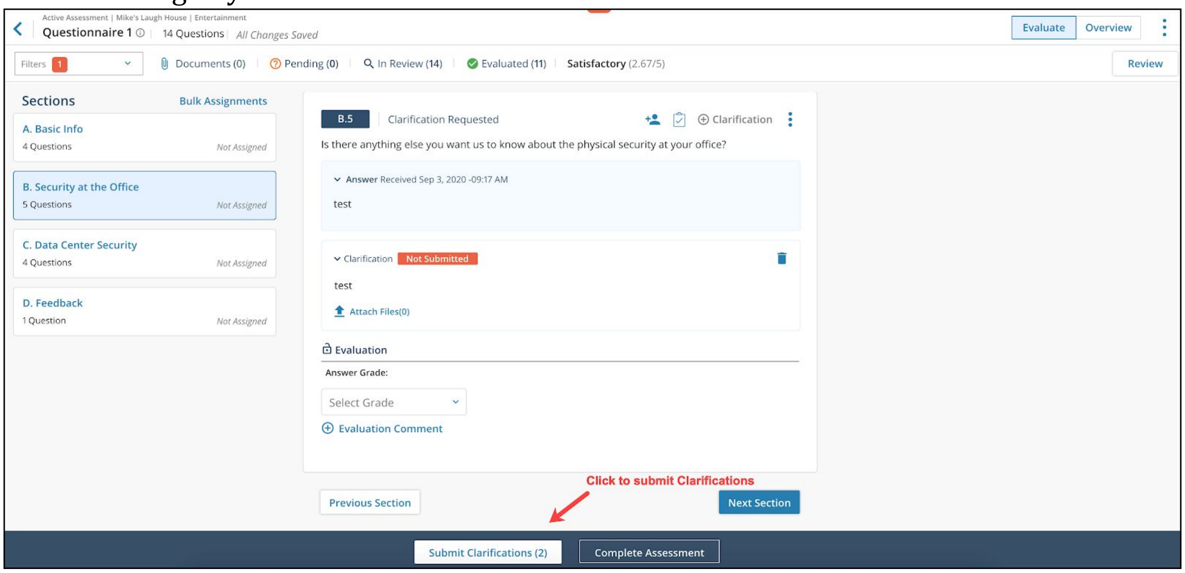


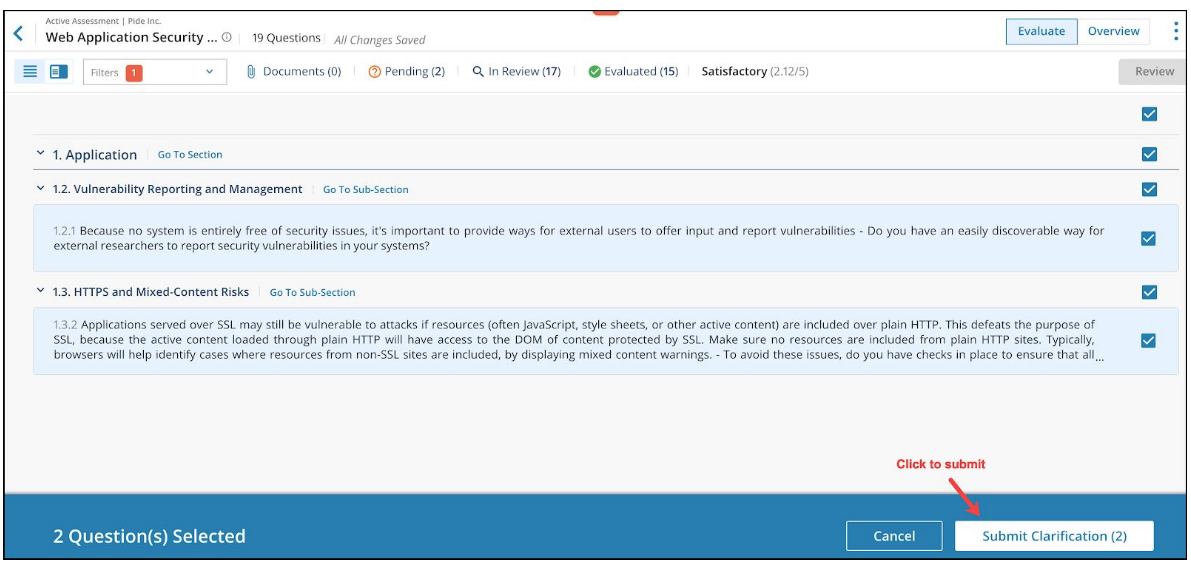
5. You can also remove a reference file using the *delete icon* next to the name of the file as shown above.

Note: You will need to submit your clarification(s) to your Partner company for them to see it.

Step 2: Submitting Clarifications

Only Questionnaire Owners and Questionnaire Admins can submit Clarifications. The **Submit Clarifications** button at the top shows the count of the clarifications that have been created and ready for submitting to your vendor.





1. To submit the clarifications to your vendor, click on the **Submit Clarifications** button as shown above.
2. Here you can review the details for the clarification question you are submitting. You can also enter an optional message to send to your partner. Click on the **Submit** button to proceed.

Note: Your partner will be notified via email that you have sent clarification questions.

Creating Issues

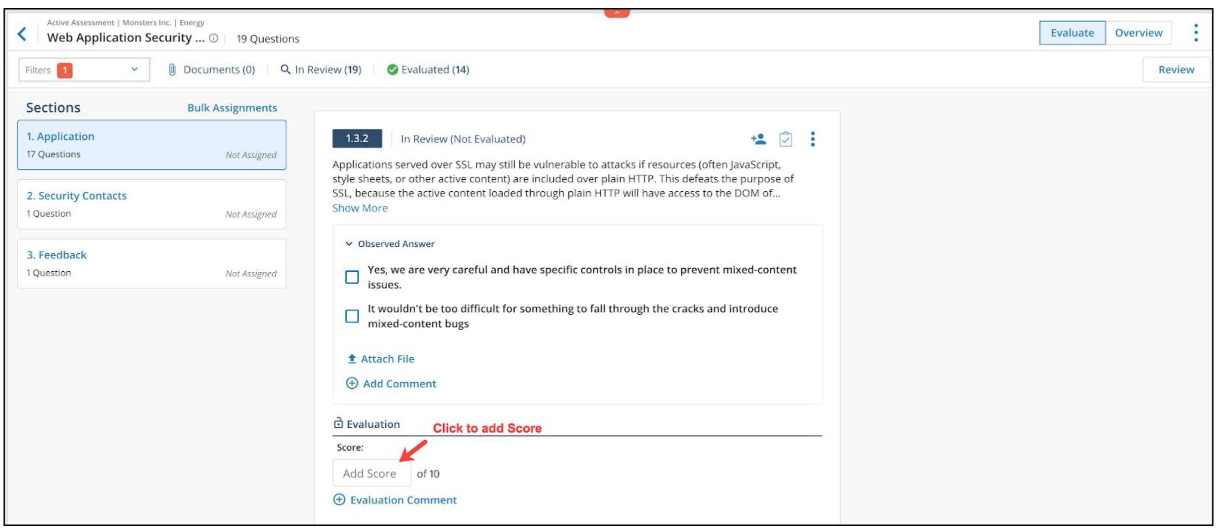
CENTRL's Issues Management module allows you to create, publish, and track issues you find with your partners. For example, your partner may have sent an incorrect answer requiring further follow up. The appropriate action could be to create an issue noting the details and a recommendation for remediation of the issue.

You can then send it to your partner for them to review. Click here to learn more about creating an issue.

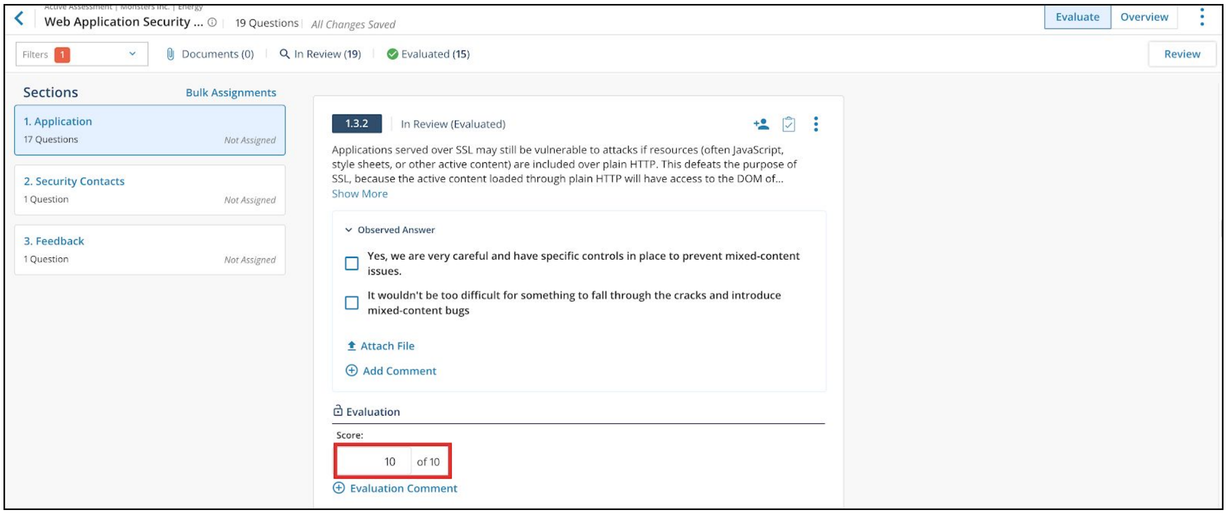
Scoring an Answer

Part of the evaluation process is assigning scores to answers your partner has sent back. When you evaluate an answer, you can assign a score based on the grading methodology associated with this questionnaire. Based on the grading rubric, each question will be assigned a score. An overall assessment score will be calculated once you have completed the evaluation.

Note: You can only add scores to answers that are *In Review*. Questions that are in *Pending* status cannot be evaluated.



1. Navigate to the question to be evaluated and click on the **Add Score** box as shown above.



3. Add a score within the **Answer Score** box for the received response.
Note: The Answer score should be less than or equal to the ***Of Score*** mentioned outside the box. For example, the answer score has to be 1 of 1 or 0 of 1. It cannot be 2 of 1.

Grading an Answer

Part of the evaluation process is assigning formal grades to answers your partner has sent back. When you grade an answer, you can assign a grade based on the grading rubric associated with this questionnaire. Based on the grading rubric, each question will be assigned a numeric score. An overall assessment score will be calculated once you have completed the evaluation.

You can add grades to questionnaires with the Weights scale methodology set to them. Grading scales are set by the owner during the creation of the Questionnaire. Click here to learn more about grading scales.

Enable Auto-Evaluation for Questionnaire

Auto-Evaluation allows you to save time by automatically grading or scoring answers your partner has sent you. Auto-Evaluation is available for the following Answer Types: Y/N, Multiple Choice(Select One). These answer types are automatically evaluated by the System and the appropriate grade is marked.

Auto-Evaluation is not turned on by default, click here to learn how to set auto-evaluation for questions.

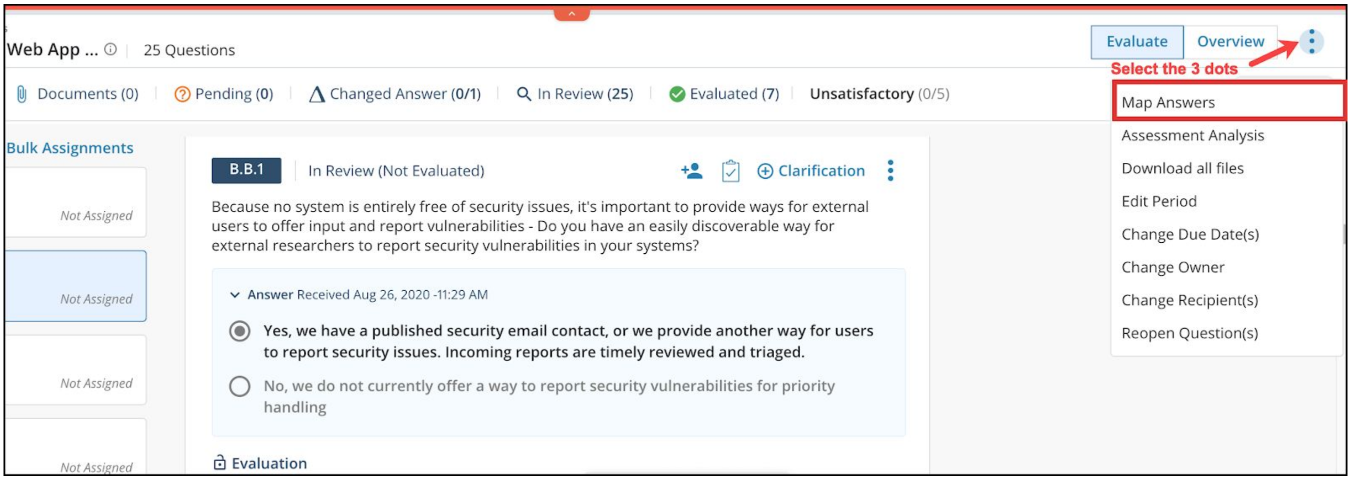
Evaluating Follow-up Questions

As part of the evaluation process, users can easily add grades or scores to follow up questions using the Qualitative and Max Score grading scale. **Note:** This feature is not available for the Weights Scale.

Note: You can only grade answers that are *In Review* status. Questions and follow up questions that are in *Pending* status cannot be evaluated.

To learn more about this feature, click on the following link [Evaluating Follow-up Questions.]

Mapping Answers during Evaluation



1. Open the relevant Assessment. Click on the 3 dots at the top right side of the page and click **Map Answers.**

2. Confirm the values that will be mapped and click **Map Answers.**

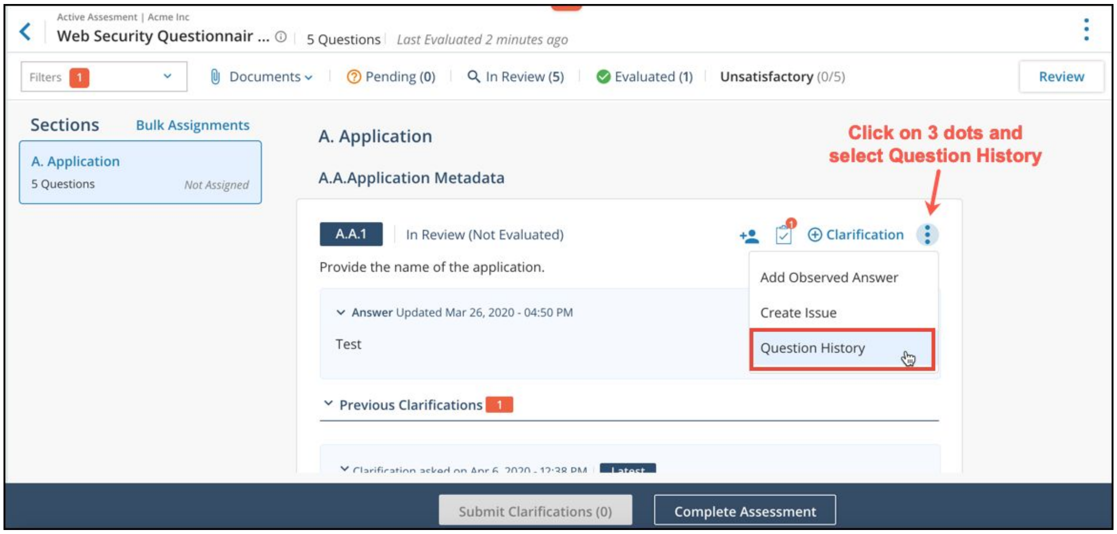
Reopening Questions

During the evaluation process, Questionnaire Owners and Admins can reopen one or more questions to allow respondents to update and resubmit answers back to the Questionnaire Owner.

To learn more about the Reopening questions feature, click on the following article: [Reopening Questions.]

Question History in Evaluation

The Question History in Evaluation allows users to review the history of all user activities associated with the selected question for tracking purposes



1. Navigate to the *Assessments* module and click on the **Active Assessments** screen.

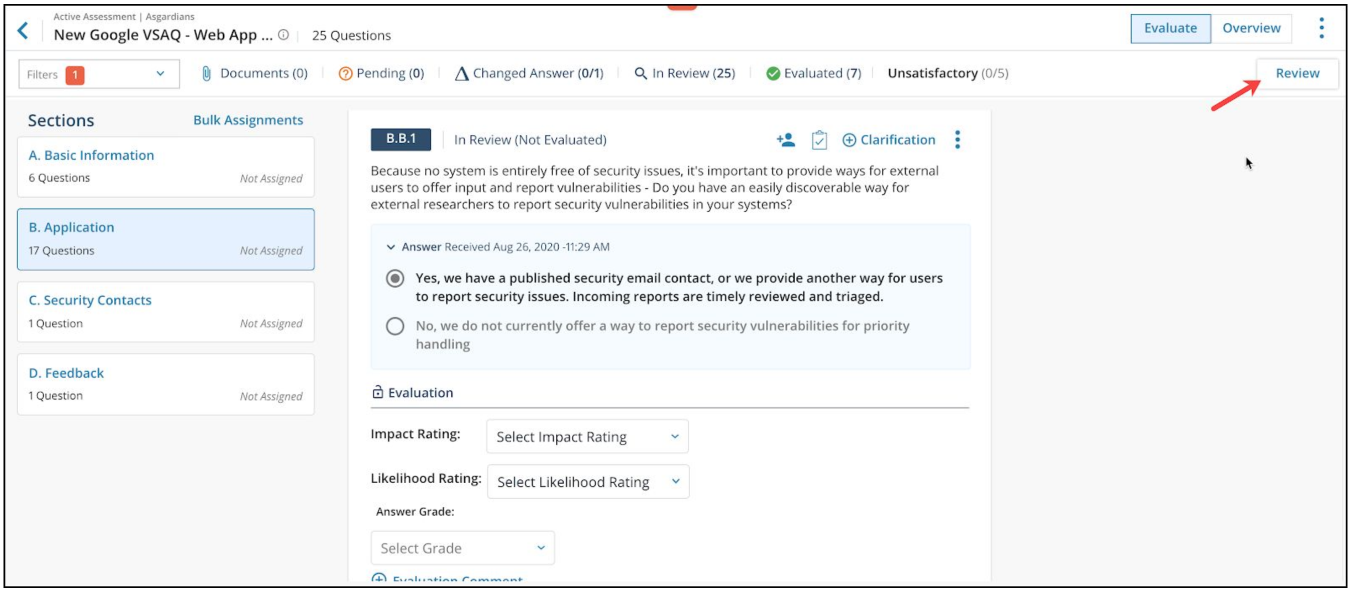
2. Click on any active/ ongoing **assessment** of your choice.

4. Click on the **3 dots** and select **Question History** as shown above. This provides a complete audit trail of user activities at a question-level as shown above.

Review Assessment

The "*Review* '' functionality allows Evaluators to review a scrollable summary of all received responses at any time, or before marking the Assessment as "Complete".

The new Evaluation Review screen shows all questions with provided answers and evaluations in one scrollable view. Evaluators can click on the *Review* button to access the Review screen.



1. Click on the **Review** button as shown above. A preview will populate on the screen and the review button will change to close review.

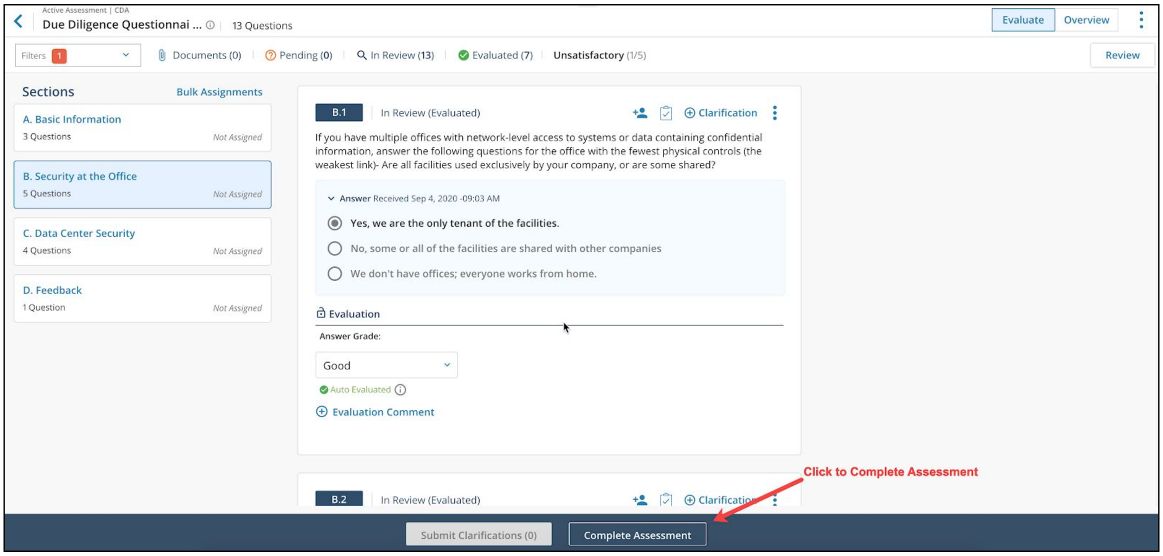
Completing Evaluation

The final step in the Evaluation process is to Finalize a Risk Level based on the Overall Assessment Score. As you evaluate an Assessment, CENTRL automatically calculates an Assessment score based on the grading rubric associated with the questionnaire. The score for the questionnaire will be finalized when you complete an assessment.

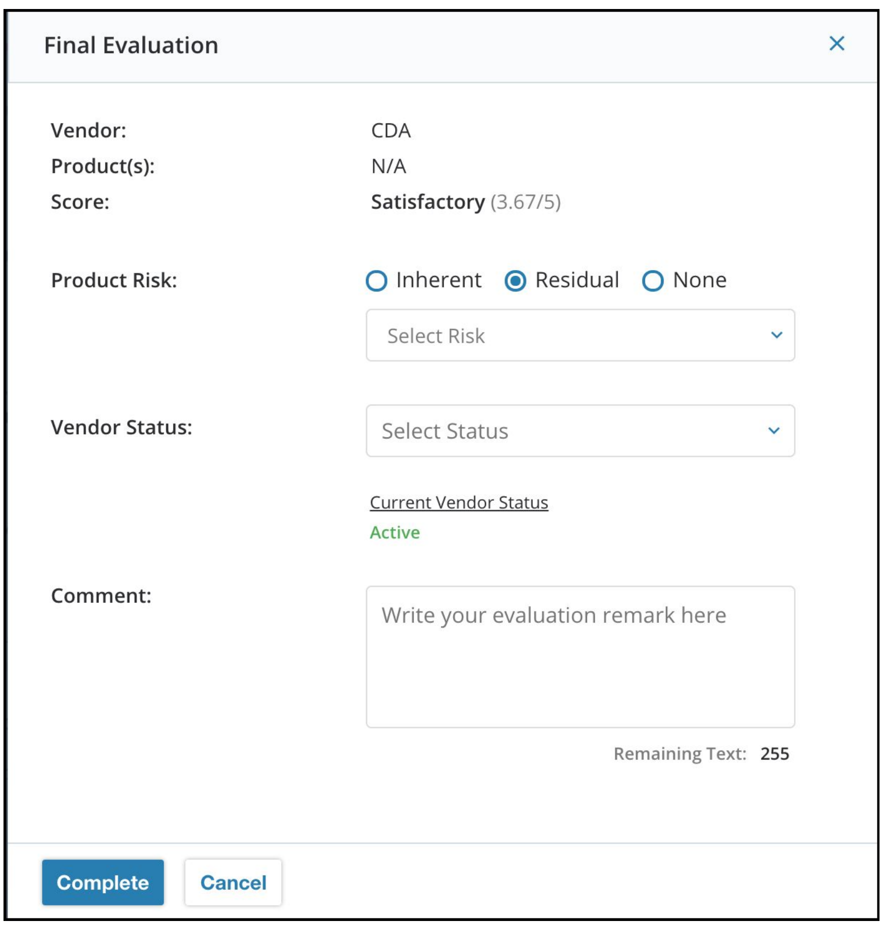
If you are the Questionnaire Owner or the Questionnaire Admin, you have the ability to mark an assessment as complete. The *Mark as Complete* button will be at the top right of the screen, enabling you to complete the evaluation process for this Assessment.

Completing an Assessment

When you are finalizing your Assessment, CENTRL's system will present you a calculated score based on the answers your vendor has submitted and the grading rubric attached to this Assessment. Based on the Purpose you selected when you published the assessment, you will have the option to update either the Inherent or Residual Risk for the Vendor's product you are evaluating.



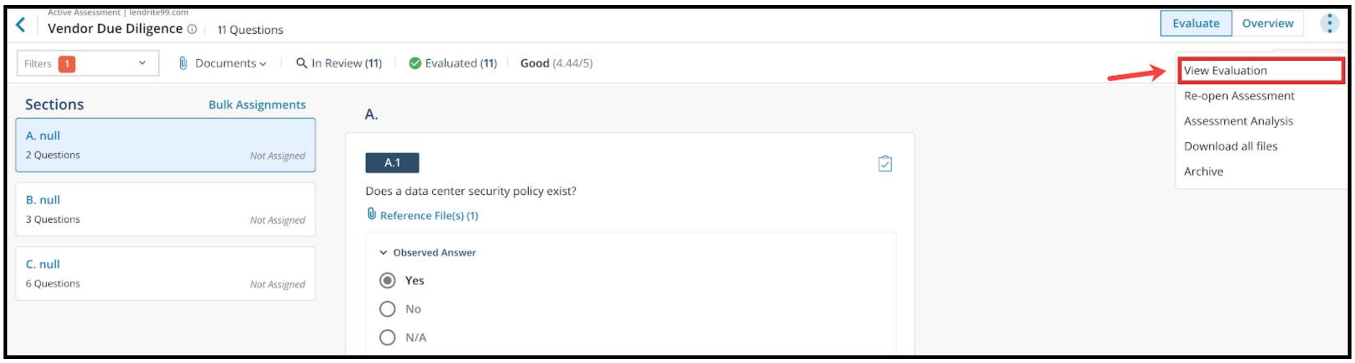
1. Click on the **Mark as Complete** button to finalize the evaluation process.
2. In the Mark Assessment as Complete modal, you can view the Calculated Score on the left and the corresponding metadata of the assessment on the right.
3. Below the Calculated Score, you have the option to update the Risk for the Product(s) you are evaluating.



4. Click on the **Complete** button to mark the Assessment as Complete. The Assessment will be now moved to a *Completed* status. If selected, the Inherent and Residual Product(s) associated with this Assessment will also be updated.

Viewing a Completed Assessment

After an Assessment is marked as complete, you can view the Assessment in read-only mode.



1. Click on the **3 dots** on the top right corner, then select **View Evaluation** to view the Evaluation summary for the Assessment.

2. You have the option to Re-open the Assessment if you want to re-evaluate it. Additionally, you can Archive an Assessment if you no longer want to see it in your *Active Assessments* page. Click on the **3 dots** next to *Overview* to access these additional options. To learn more on External Communication and Assessment Reminder, Click on following links:

- External Communication for Assessments
- Assessment Reminder and Past Due Notifications

Re-opening a Completed Assessment

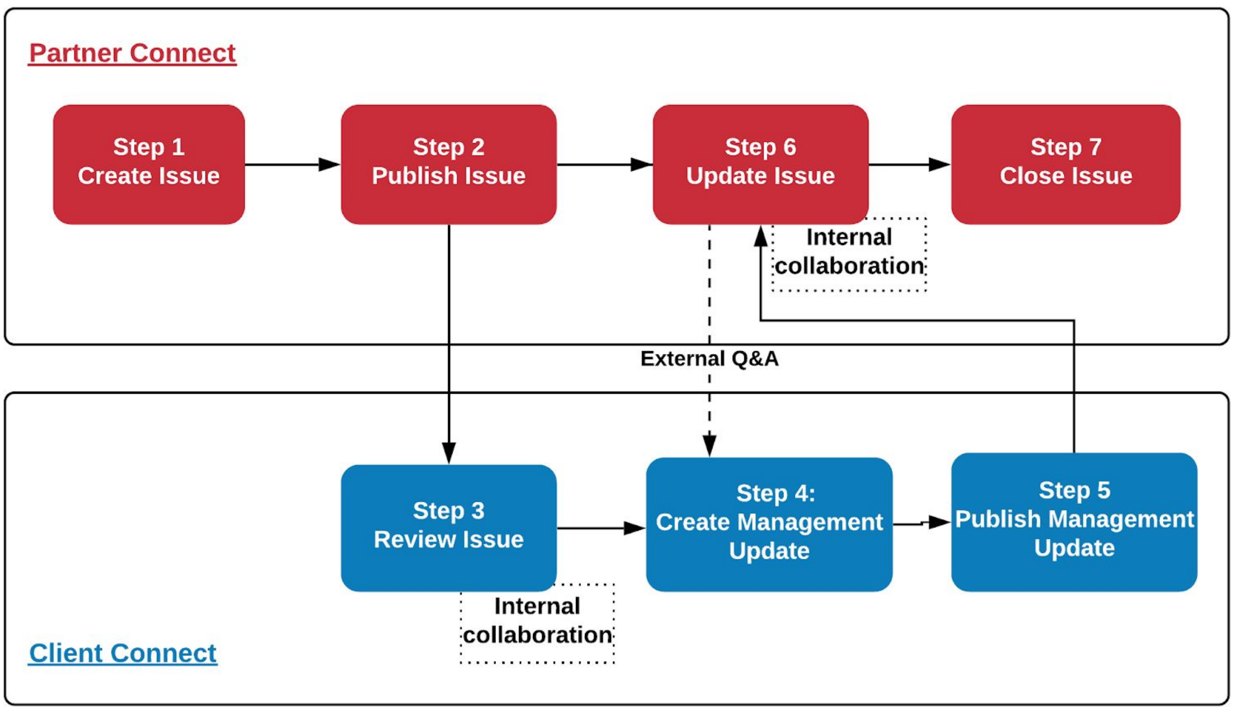
You have the option to reopen a *Completed Assessment*. This feature provides you with the flexibility to re-open your assessment if you wish to re-evaluate your assessment if required.

Note: Re-opening an assessment will remove its evaluation score and risk-level. The assessment will also be removed from several reports until the evaluation is finalized.

To learn more about Reopening a Completed Assessment, Click on the following article: Re-opening a Completed Assessment

3. Issues Management

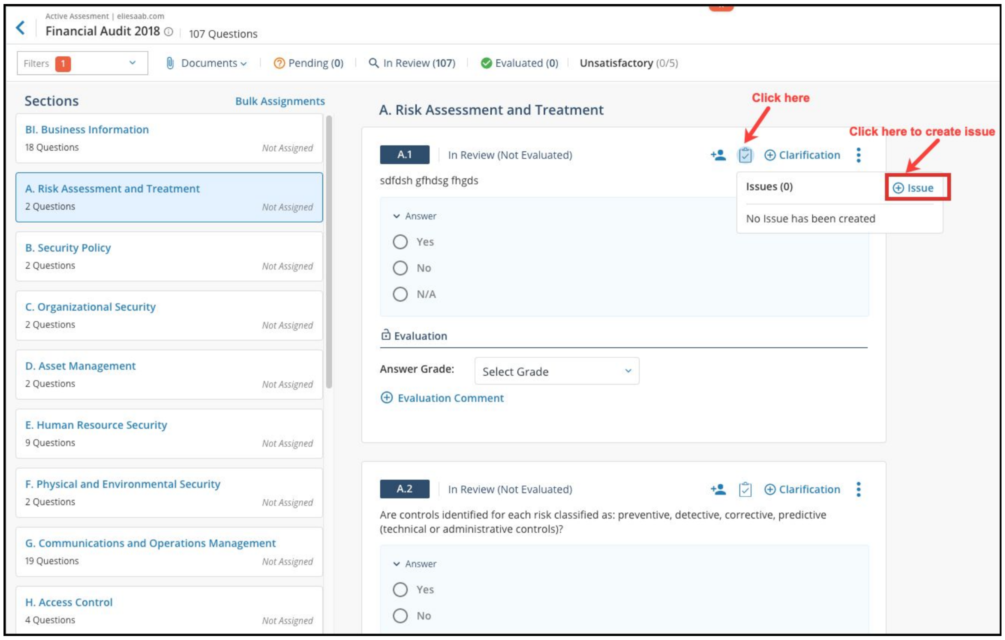
CENTRL's Issue Management module allows you to create, publish, and track issues you find with your vendors. For example, your vendor may have sent an incorrect answer requiring further follow up. The appropriate action may be to create an issue and send it to your vendor for them to review.
CENTRL's Issue Management module allows you to create, publish, and track issues you find with your business partners. For example, your vendor may have sent a response requiring further follow up or remediation. The appropriate action may be to create an issue and send it to your vendor for them to review.
Below is the overall Issues Management flow.



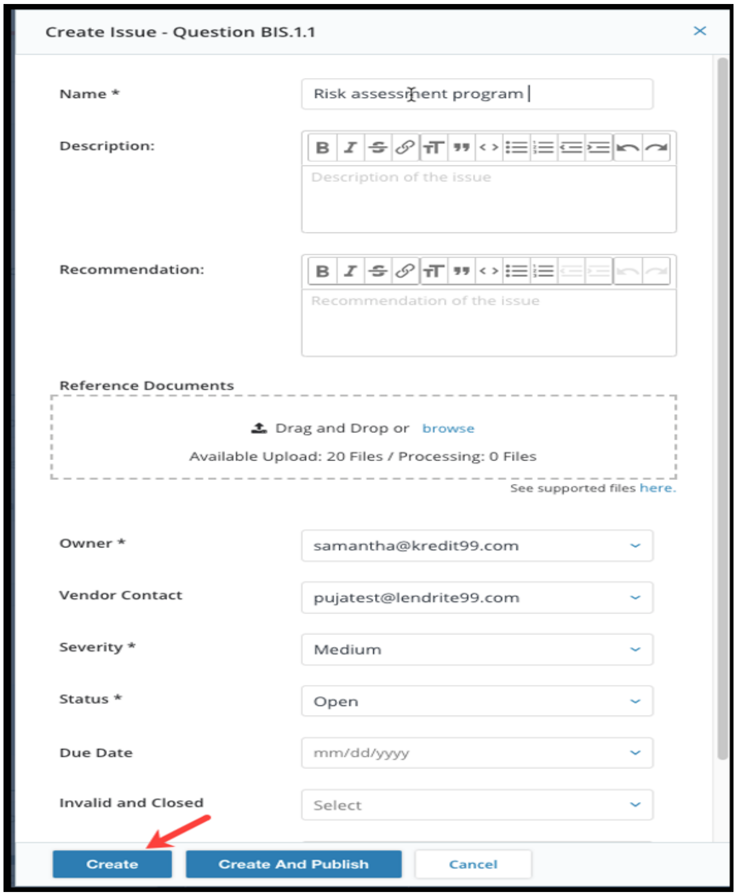
To learn more about the Issue Management module, click on the link below:

- [Issues Management Overview]

Creating an Issue- From Assessment Module



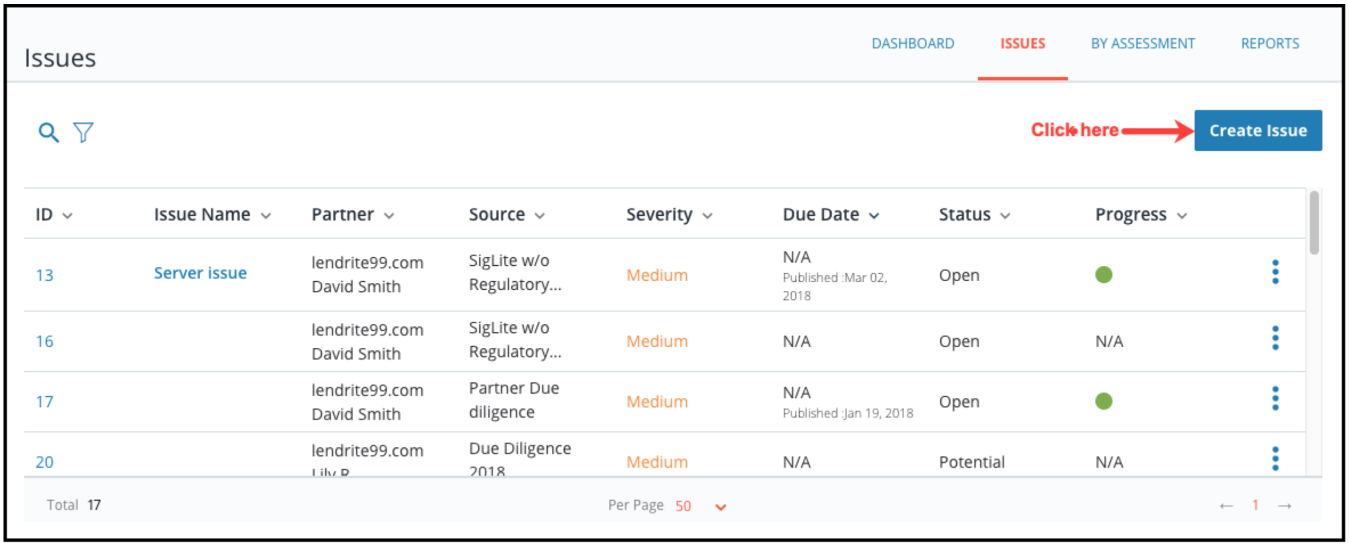
1. Navigate to the Questionnaire you are evaluating using the Assessments Module. You can create issues from the Questionnaire within the *Active Assessments* screen.
2. Navigate to the question you want to create an issue on. The Evaluation Pane will appear on the right side where you can Evaluate, Request Clarification, or Create Issue. Click on the **Create Issue +** under *Issues* tab as shown above.



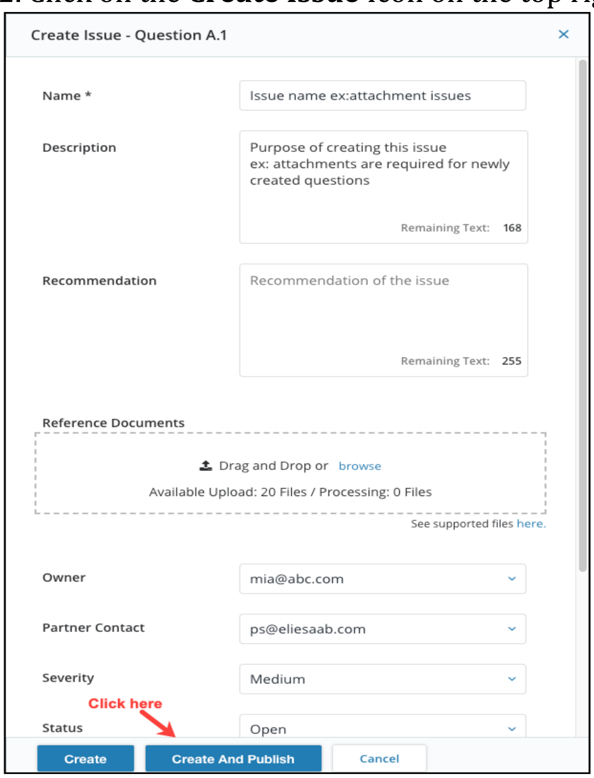
3. The Create Issue Modal will appear allowing you to enter information regarding the Issue Name, Description, Recommendation, Severity, Status, and Due Date. You can also attach reference Documents your vendor can view if you choose to publish the issue to them.

Note: You can edit this information later. Scroll down to learn more about each field within the Create Issue Modal.

Creating an Issue- From Issues Module



1. Navigate to the **Issues** screen from the *Issues* module.
2. Click on the **Create Issue** Icon on the top right corner as shown above.



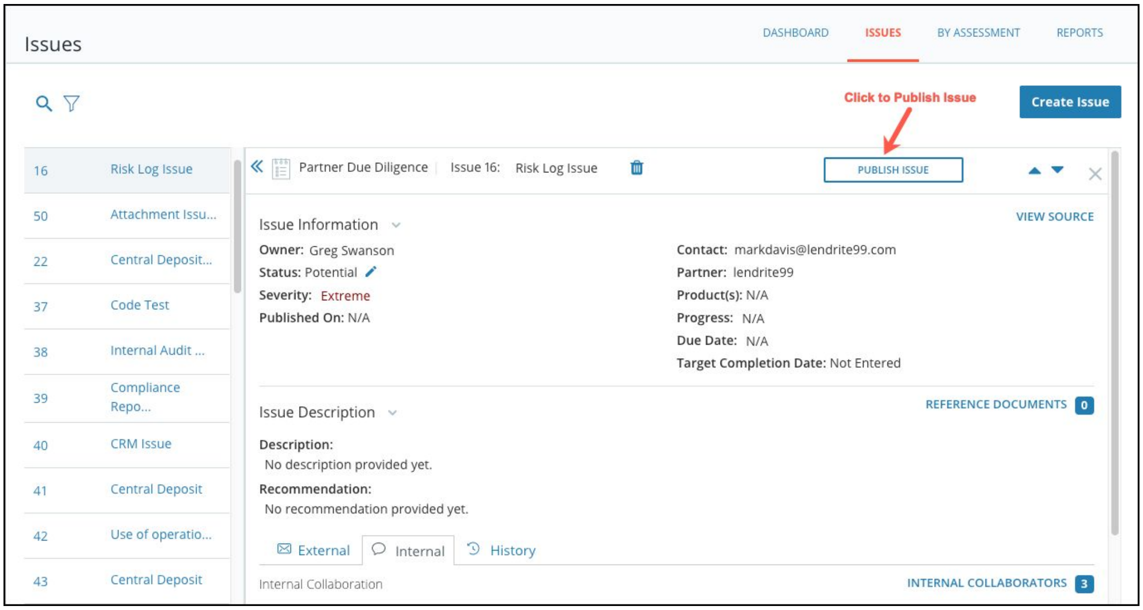
3. The *Create Issue* Modal will appear allowing you to enter information regarding the Issue Name, Description, Recommendation, Severity, Status, and Due Date. You can also attach reference Documents your vendor can view if you choose to publish the issue to them.

Note: You can edit this information later. Scroll down to learn more about each field within the Create Issue Modal. Please also note that the Issue Owner will receive an email notification on creation.

Publishing an Issue

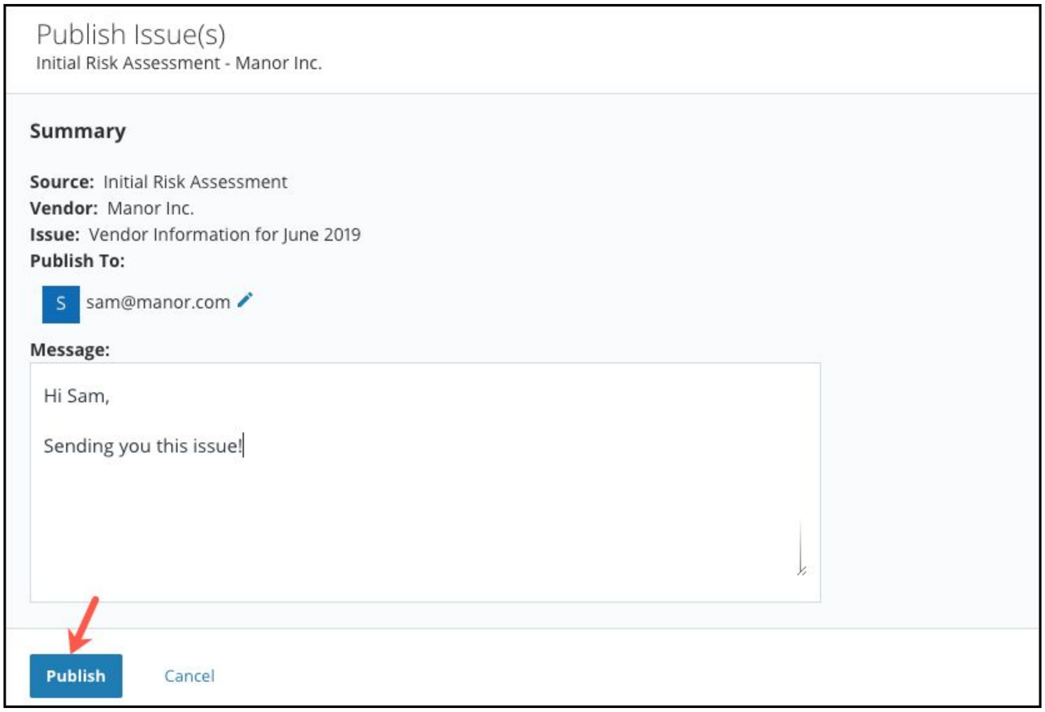
When an issue is created, you have the option to publish it to your partner for review and further action. Only the Issues Owners and Issues Administrators have the ability to publish issues.

Note: The issue will not be visible to your Partner until it is published.



1. Navigate to the Issues module form the left sidebar and click on your created issue from the **Issue Details** screen.

2. Click on the **Publish Issue** button as shown above.

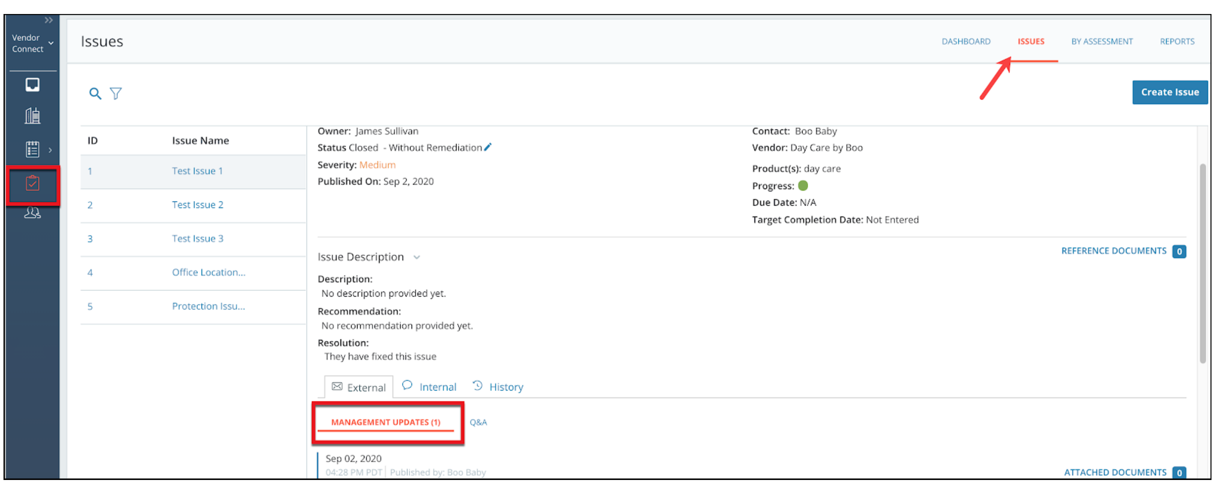


1. Within the confirmation modal, click on the **Publish** button to proceed.

Note: Please note that the contact will receive an email notification when you Publish the Issue.

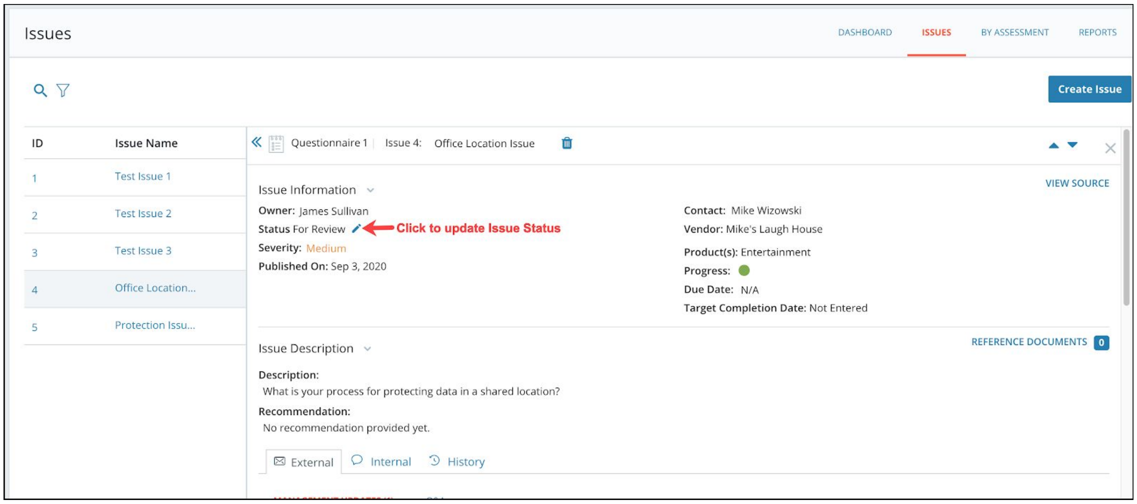
Review Management Update

When you publish an issue to your Vendor, they can respond by sending Management Updates. You will receive an email notification when your vendor publishes a Management Update. Users can view the responses sent by their Vendors and download the attached documents.



In the Issue Details page, click on **Management Updates** to see the formal response and remediation plan by the Vendor.

Update Issue Status



1.Within the **Issue Details** screen, click on the pencil icon next to **Status.**

2.Update the **Status**. You can also optionally update the Sub Status and add a Resolution.

To learn more about managing issues, click on the links below:

- [Reviewing Management Updates]
- [Changing the Recipient of an Issue]
- [Closing an Issue]
- [Configuring Issue Management]
- [Issue Statuses]
- [Internal Collaboration within an Issue]
- [Viewing Issue History]

4. Viewing Vendor Risk and Data

Users now have a Risk Dashboard displaying the Severity, Inherent Risk, and Residual Risk across all their vendors.

Inherent Risk by Criticality: The Inherent Risk by Criticality heat map shows the number of Vendor Products of a specific Inherent Risk Level broken down by its Criticality Level. For example, a Product with higher Criticality and Higher Inherent Risk Level will be located on the darker red color towards the top-right area of the heatmap. In turn, a Product with lower Criticality and lower Inherent Risk Level would be located on the green bottom left area..

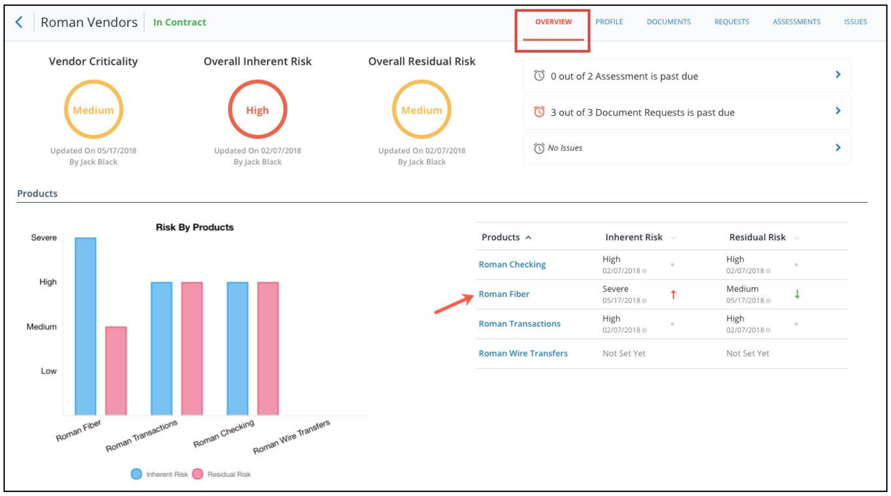
Residual Risk by Criticality: The Residual Risk by Criticality heat map shows the number of Vendors Products of a specific Residual Risk Level broken down its Criticality Level. For example, a Product with higher Criticality and higher Residual Risk Level will be of a darker red color and towards the top-right area of the heatmap, vs a Product with lower Criticality and lower Residual Risk Level.

To learn more about this feature, click on the following links:

- [Viewing your Vendors' Risk]
- [Viewing your Vendors' Data]

Vendor Overview

The *Vendor Overview* screen gives a quick 360-degree view of the Vendor's overall risk. The *Vendor Overview screen* consists of two sections: the first section focuses on the overall vendor risk and data associated with the vendor and the second section focuses on the Inherent and Residual Risk for each of the Vendor's Products. To learn more, click here: [Vendor Overview.]()

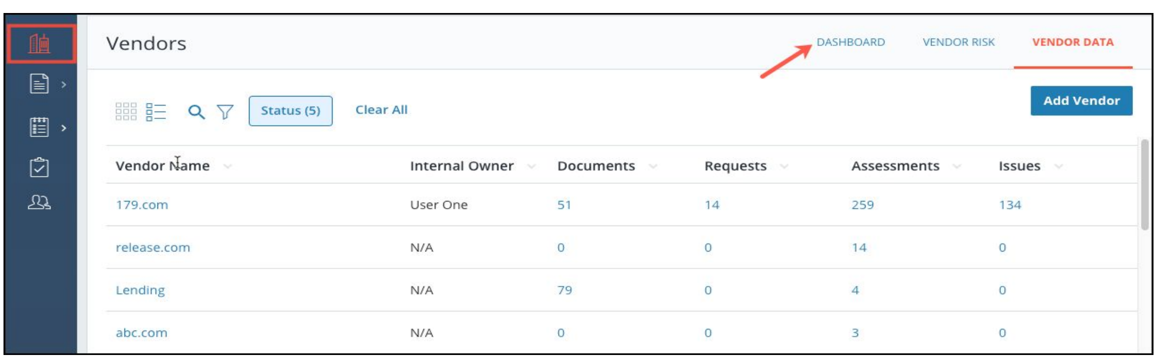


5. Dashboards and Reports

Vendor Dashboard

The Vendor Dashboard gives an overview of the Inherent Risk, Vendor Criticality, Residual Risk, Service types, Issue Severity as well as the Vendor information in tabular form. The Dashboard screen allows you to apply filters, drill down into granular data, export your widgets and more.

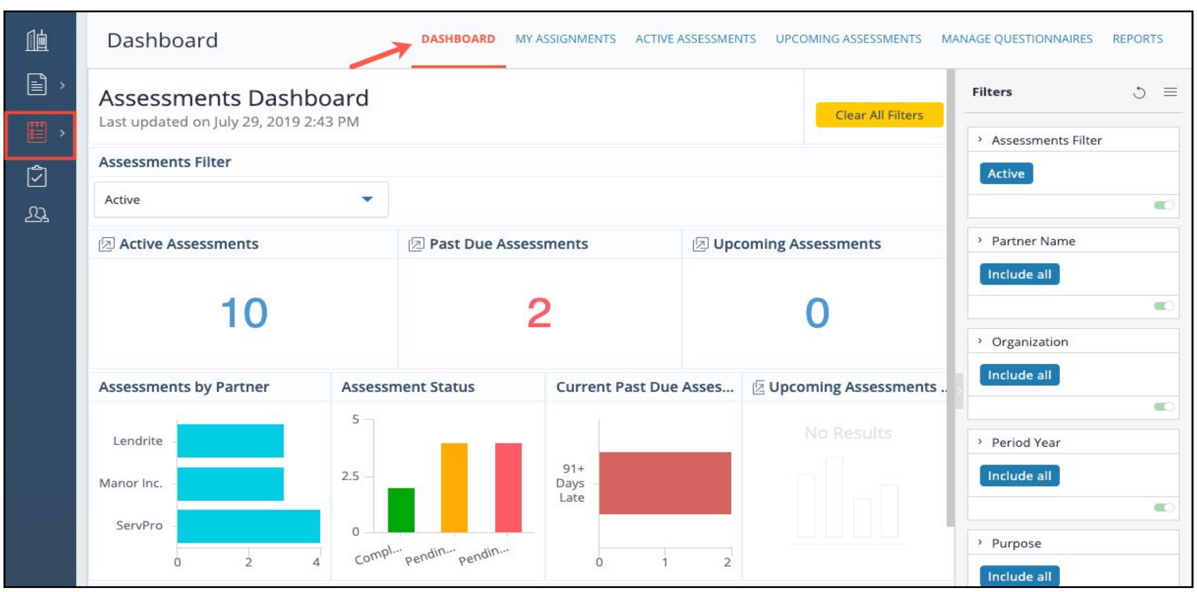
Navigating to the Vendor Dashboard



Navigate to **Vendor Space** and click on the **Dashboard** screen as shown above.

Assessments Dashboard

Dashboard gives an overview of the Assessment statuses, Past-due Assessments and other relevant information for all the Assessments published by your company in the form of widgets. The Dashboard screen allows you to apply filters, drill down into granular data, export your widgets and more.
Note: Only Questionnaire Administrators have access to the Assessments Dashboard.



1. Navigate to the **Assessments** module and click on the **Dashboard** link as shown above.

Assessment Reports

CENTRL's Assessments module allows users to generate various reports to view and analyze the evaluation scores across vendors or products, view the Assignment status or the questionnaires that are past due. If desired, you can also download these reports for further analysis.

Note: Only Questionnaire Administrators have access to the reporting functionality.

The Assessment Reports for vendor connect are categorized into Scoring, Assignments and Vendors. The following Reports are available:

Scoring

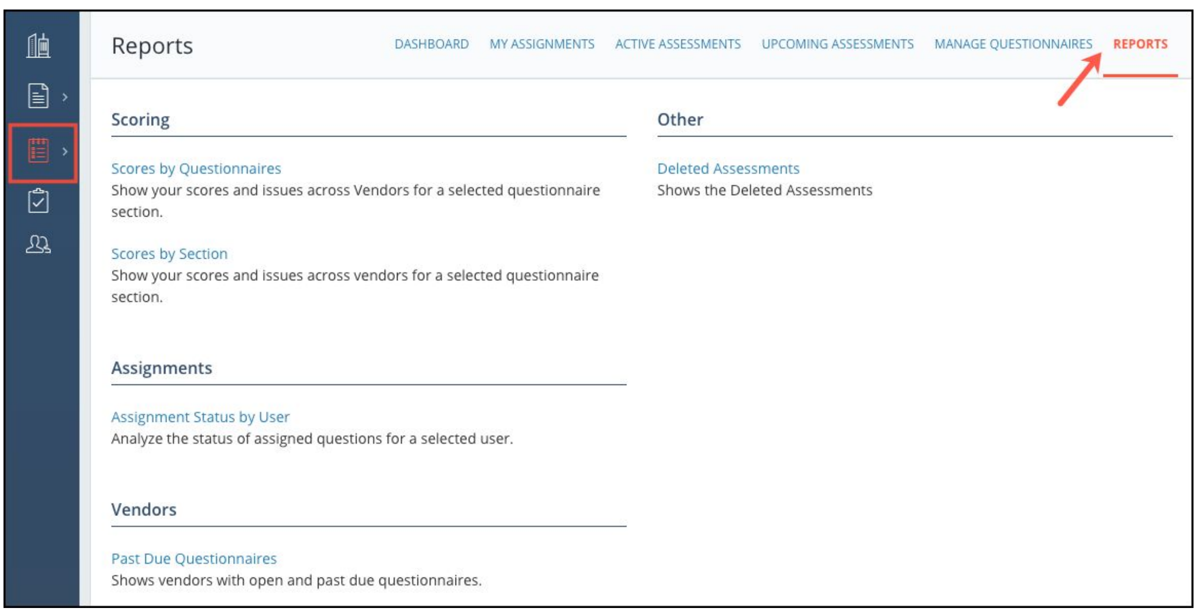
- Scores by Questionnaires
- Scores by Section

Assignments

- Assignment Status by User

Vendors

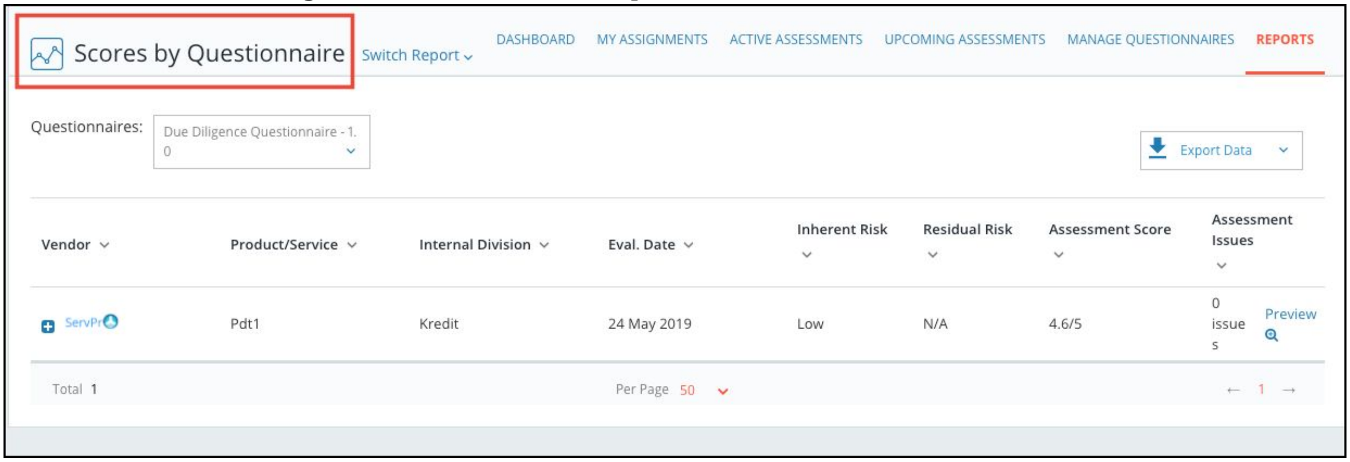
- Past Due Questionnaires



To get started, navigate to the **Assessments** module and click on the **Reports** link at the top as shown above.

Scores by Questionnaire

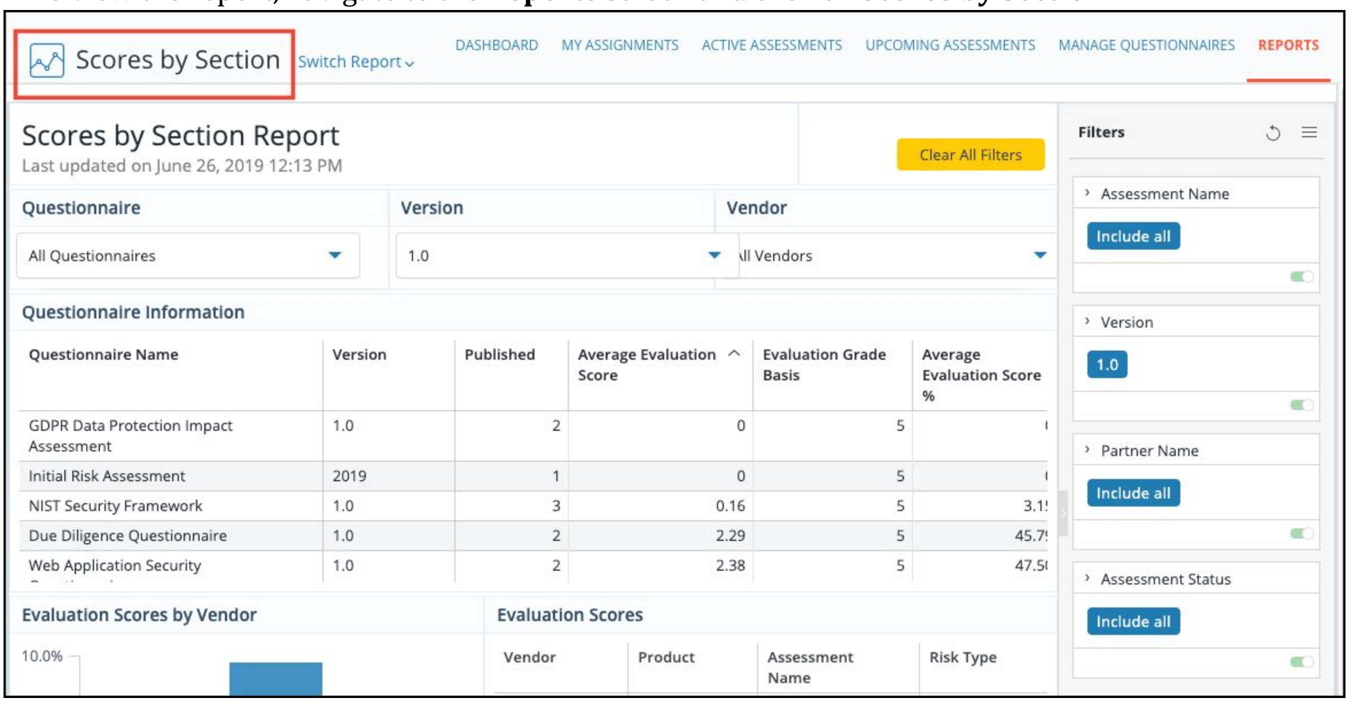
The Scores by Questionnaire report gives a detailed view of the evaluations scores for all the questionnaires across vendors. You can view the evaluations scores at the questionnaire level as well as at the section level. This report also allows you to filter by questionnaire, version and/or vendor drill down into granular data and also export the data.



Scores by Section

The Scores by Section report gives the scores and issues across vendors for a selected questionnaire section.

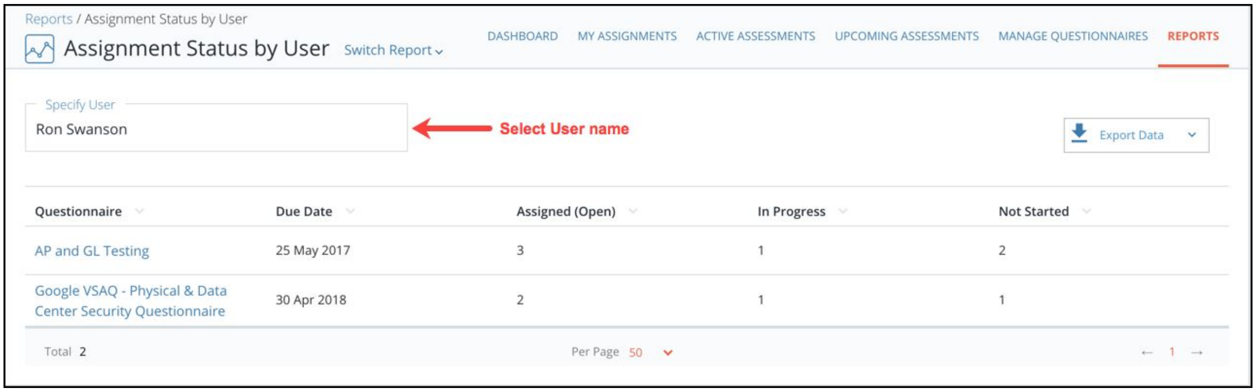
1. To view the report, navigate to the **Reports** screen and click on **Scores by Section** link.



Assignment Status by User

The Assignment Status by User report gives an overview of all the assignments for a user. This report helps to analyze the status of assigned questions for a selected user.

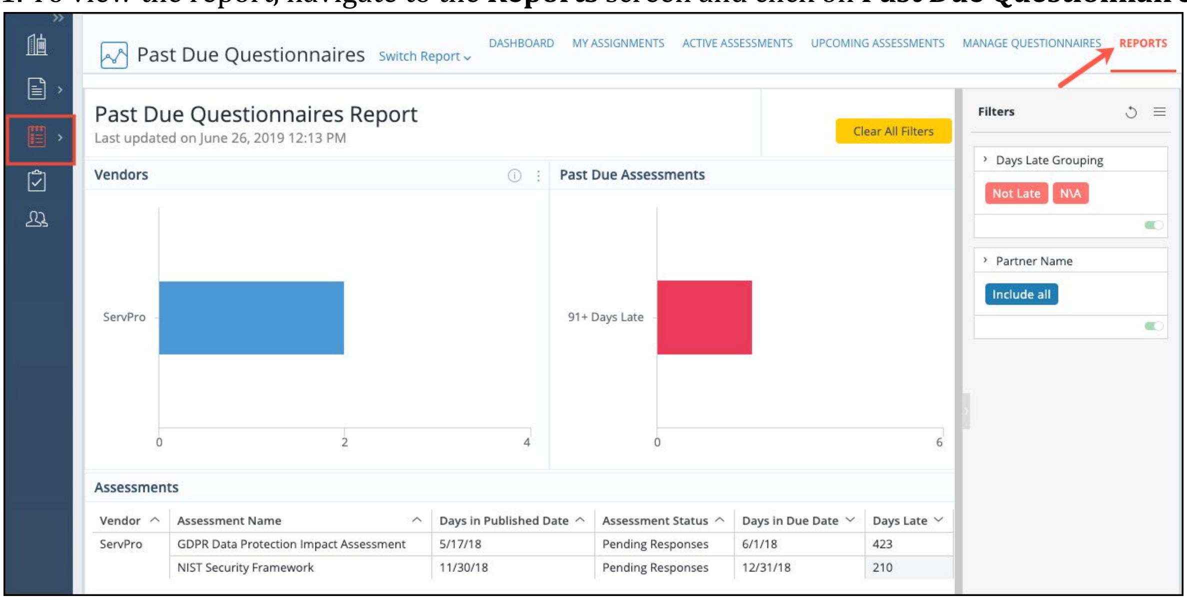
1. To view the report, navigate to the **Reports** screen and click on **Assignment Status by User** link.



2. Select the User you wish to generate the report for, as shown above. The report shows the status of the assigned questions for the selected user.
3. To download the report, click on the **Export Data** link at the top right.

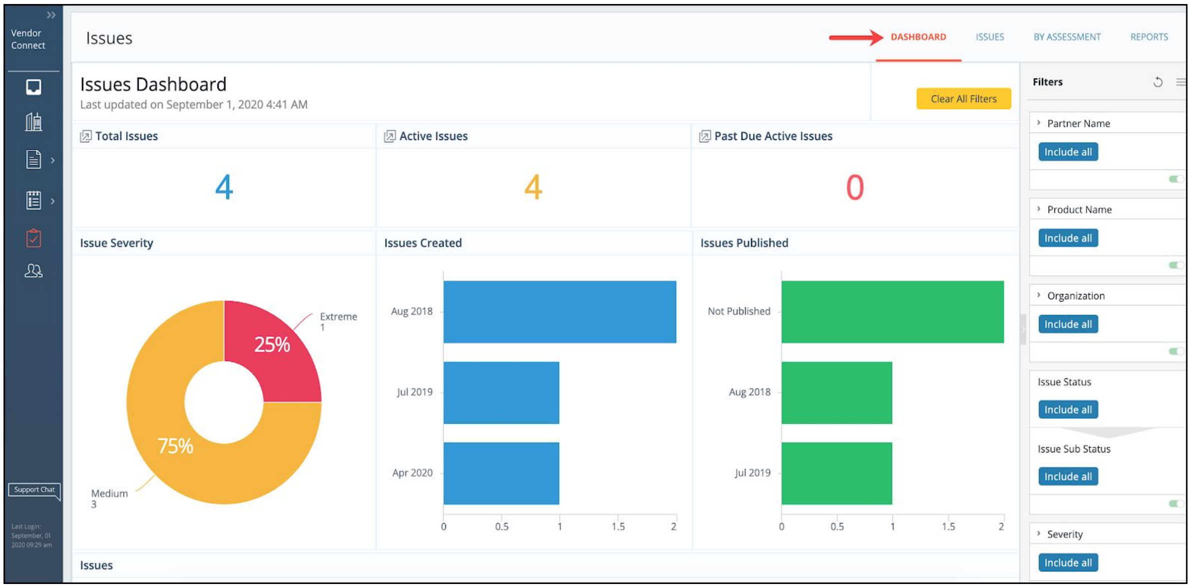
Past Due Questionnaires

The Past Due Questionnaires report gives an overview of the total number of questionnaires that are currently open and ones that are past due across all Vendors. You also have options to generate the report for a selected questionnaire.
1. To view the report, navigate to the **Reports** screen and click on **Past Due Questionnaires** link.



Issues Dashboard

The Issues Management Dashboard gives an overview of all the Issues by Status, Severity and Created or Published date in the form of widgets for your company. The Dashboard screen allows you to apply various filters, drill down into granular data, export your widgets and more.
1. Navigate to the **Issues** module and click on the **Dashboard** tab as shown above. This will bring up the *Issues Dashboard*.



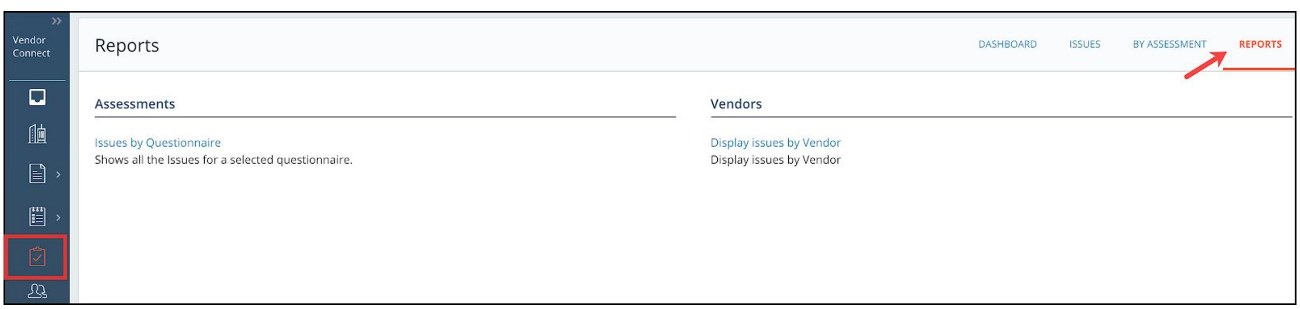
Note: By default, you can see the Filters pane on the right side of the screen. You can click on the Expand icon to expand the Dashboard area as shown above.

Issues Reports

The Reporting functionality on the Issues Management module allows users to view and analyze issues created for your Vendors. If desired, you can also download these reports for further analysis. **Note:** Only Issue Administrators have access to the reporting functionality in the Issues Management module.
The following Reports are available for Issues:

- Issues by Questionnaire: This report lists the number of issues for each assessment along with their status.
- Issues by Vendor: This report lists the number of issues for a specific vendor.

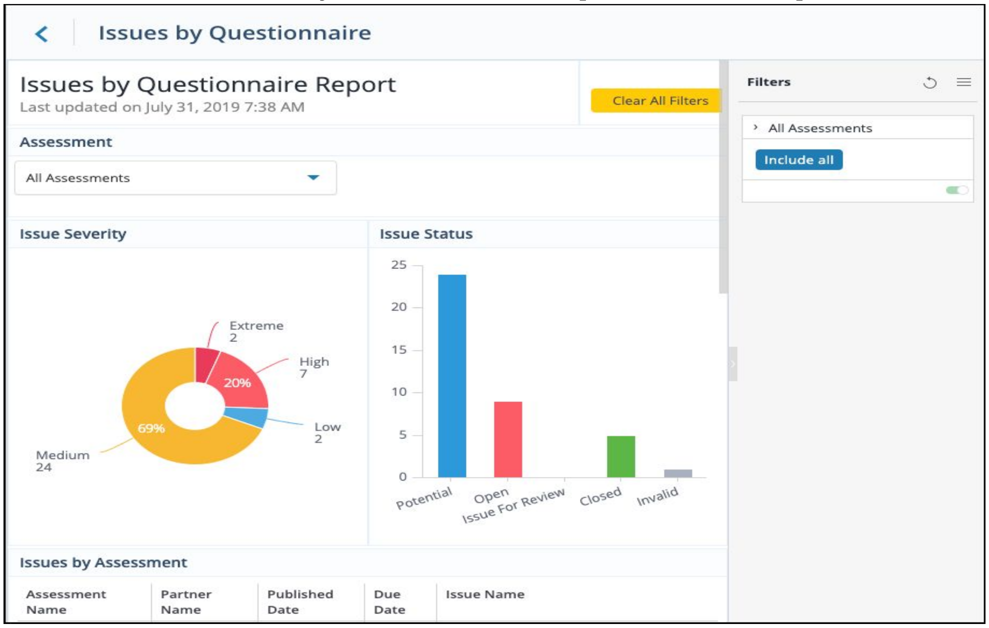
To get started, navigate to the *Issues* module and click on the **Reports** Tab on the top right.



Issues by Questionnaire Report

The *Issues by Questionnaire* Report gives an overview of the Issue severity, Issue status, and an Issue breakdown by assessment. You can apply various filters, drill down into granular data, export your widgets and more.

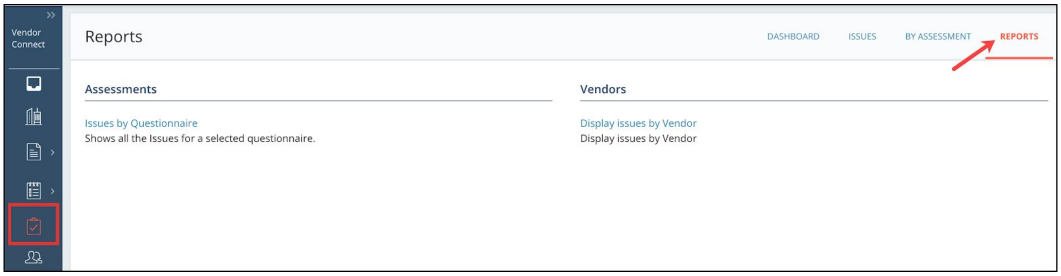
1. Click on the **Issues by Questionnaire** report from the Reports screen.



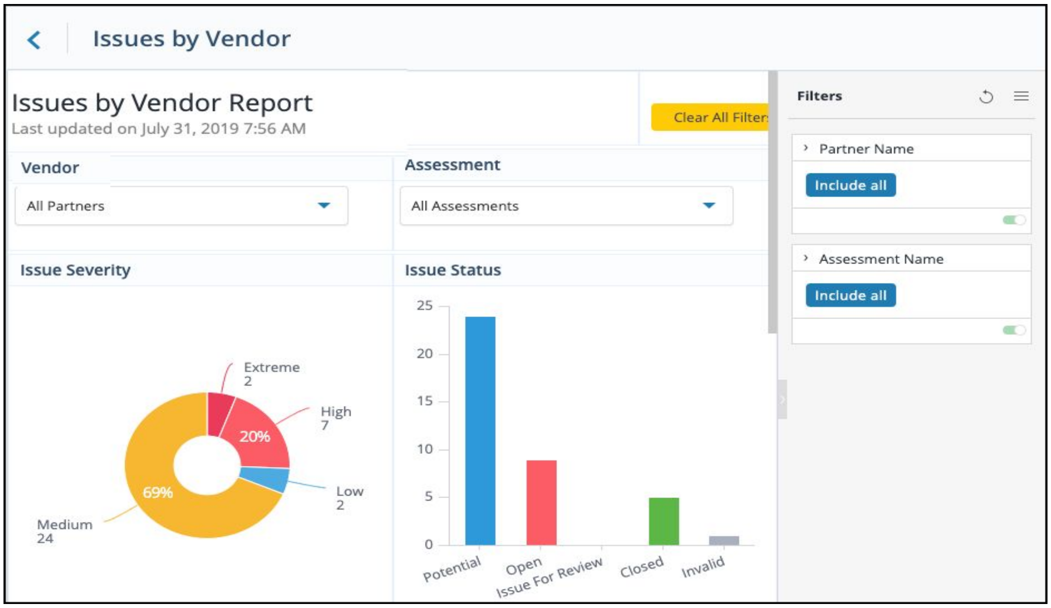
The Issues Report will be generated as shown above. This report allows you to filter by Assessment, drill down into granular data and export the data.

Issues by Vendor Report

The Issues by Vendor Report gives an overview of the Issue severity, Issue status, and Issue breakdown by vendors. You can apply various filters, drill down into granular data, export your widgets and more.



1. Navigate to the **Reports** screen and select the report option ***Issues by Vendor.***



The Issues Report will be generated as shown above. This report allows you to filter by Vendors and/or Assessment, drill down into granular data and export the data.

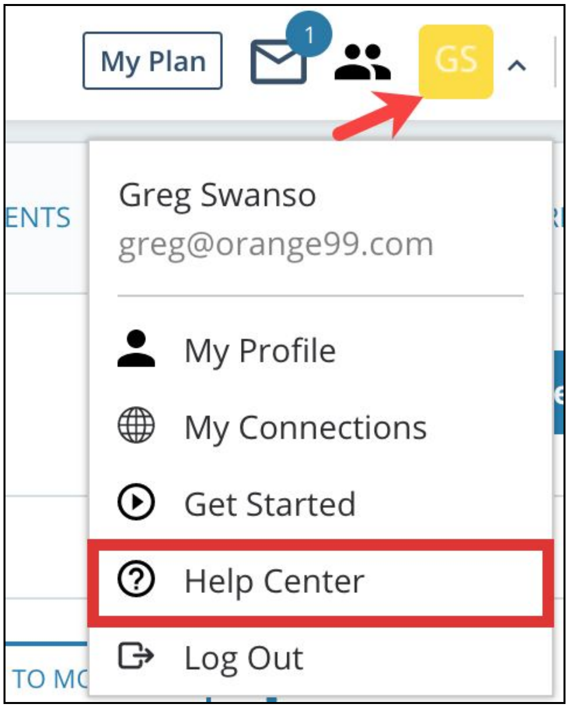
Interacting with CENTRL's Dashboard and Reports

Each Dashboard gives an overview of the relevant information pertaining to the module you are viewing. Within each dashboard, you can interact with the data, filter by different dimensions, and export as needed.
Click here to learn more about interacting with the dashboards.

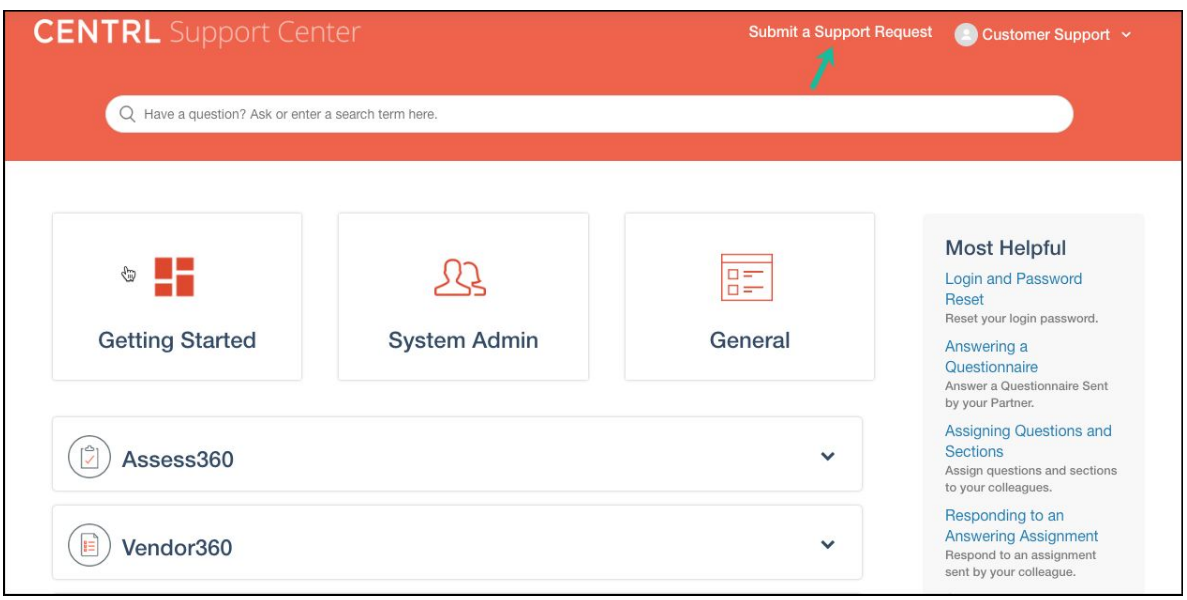
Support

To learn more about the different features offered within the platform or to submit a support request, please navigate to the CENTRL Support Center page by following the steps below:

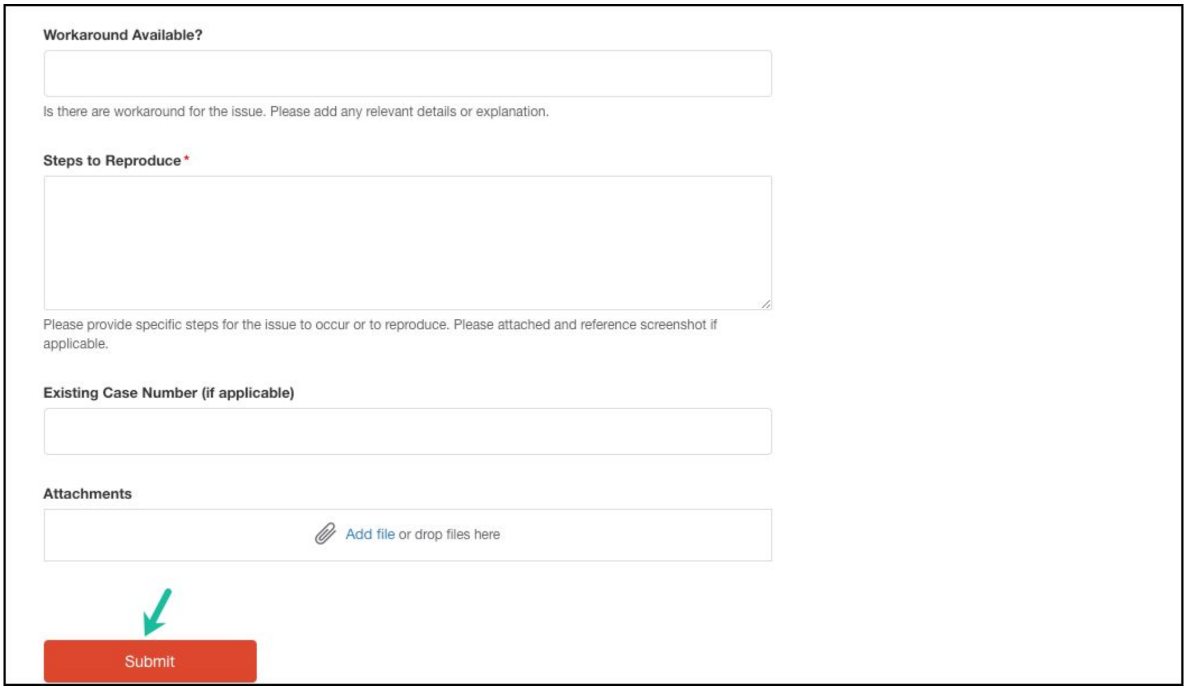
- Click on your initials on the top right and select *Support*.



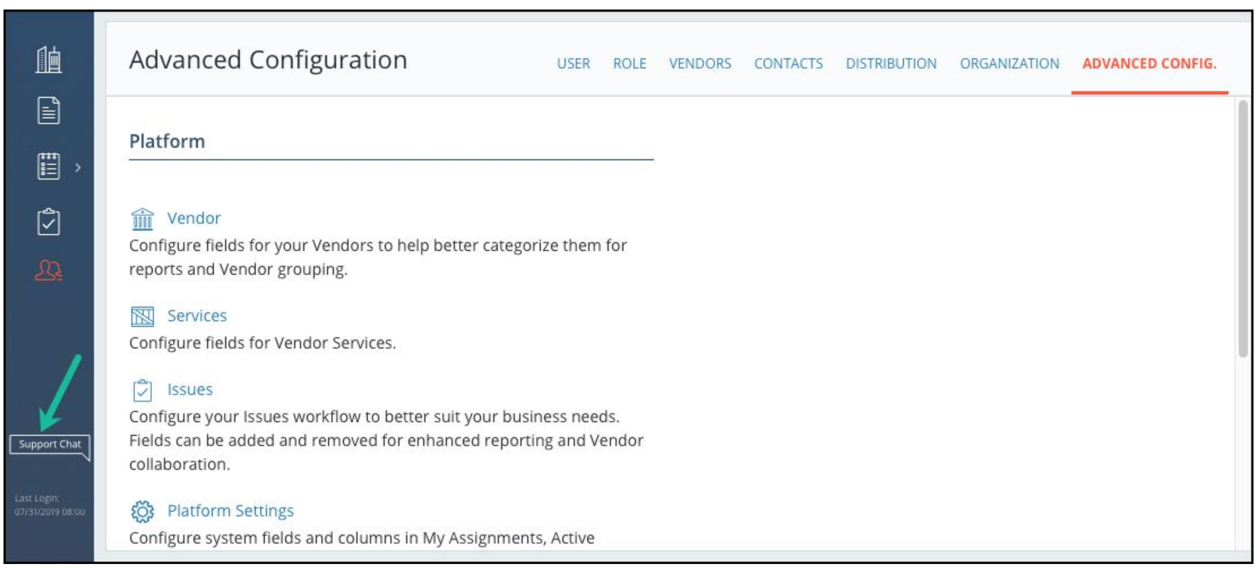
- You'll be directed to the CENTRL Support Center page. The support center provides access to articles on the full breadth of the system and allows you to submit a support request by clicking on **Submit a request** on the top-right.



- Fill in all the required information on this page and click on **Submit**.

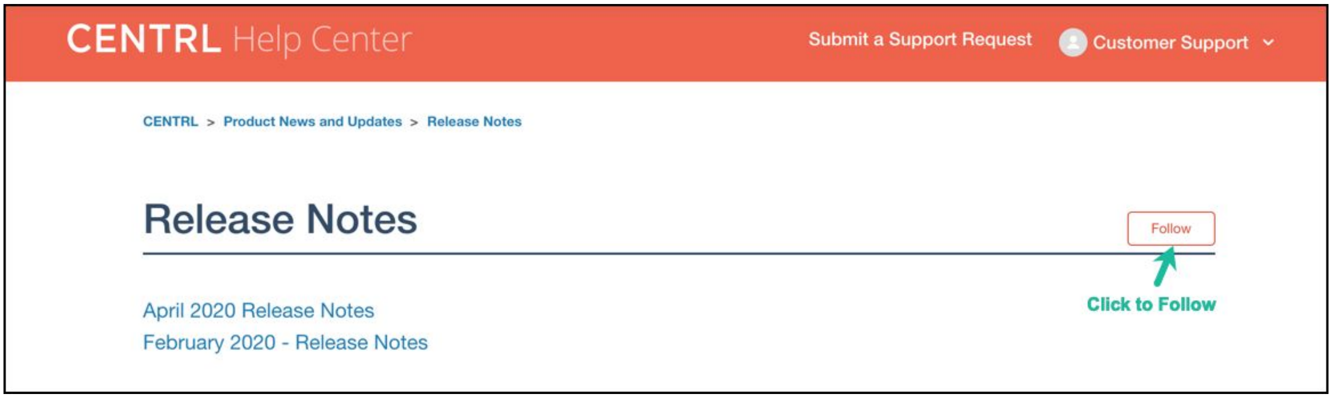


- To chat with one of our support representatives from within the platform during normal business hours, click on **Support Chat** at bottom-left.



Follow our Release Notes

As we are constantly working to improve your CENTRL experience, you can stay updated with our upcoming new features and improvements by following our Release Notes page in our CENTRL Help Center. To do so, navigate to our Release Notes page by clicking here and click on the “Follow” button as shown in the screenshot below. By doing so, you will automatically be notified of our future releases. Please feel free to forward this to other team members in your organization.



Link to follow our Release Notes page:
[Release Notes]

Document Version

Last edited	Author	Version
09/04/2020	Various	V5
04/20/2020	Various	V4
07/31/2019	Various	V3
04/02/2019	Various	V2