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RiskMaster Creatio

Single general register of risks, incidents and risk cases for a company of any size

Version 1.1

Admin's Manual





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1. Introduction

Application RiskMaster Creatio is supplied as .zip file containing all the necessary packages. Installation is carried out from section Installation; deletion of the application is carried out in System designer. Future updates will be supplied as separate packages to be installed through console.

Please note that before installing the app, you must add Latvian language to the system.

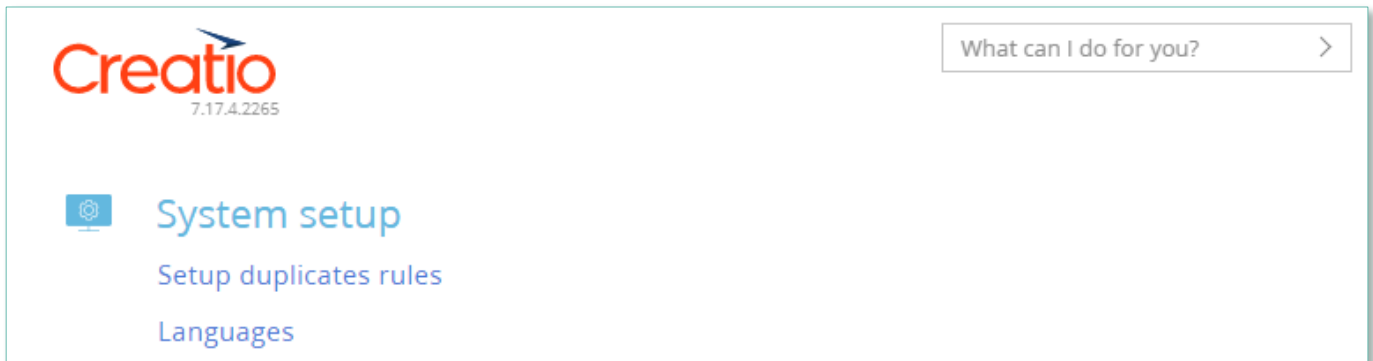


Image. 1. System settings – Languages

After installation, in sections Lookups and System settings in System designer, static groups Business object, Risk catalogue, RCSA, Documents, Preventive actions, Incidents, Risk cases, Audit cases are created. They contain lookups and settings necessary for the solution to function. Some lookups and settings will be filled in with demo values by default.

Detailed description of system settings and lookups designed for RiskMaster Creatio is provided in this admin's manual.

Learn more about basic functionality of Creatio on company's website: <https://marketplace.creatio.com/>



2. Lookups

The Lookups section is designed to manage RiskMaster Creatio lookups. You can also edit existing lookups and register the new ones in this section.

To access the section, open the system designer by clicking the  button in the top right corner of the application. In the System setup block, click the Lookups link.

Lookups for RiskMaster Creatio are grouped in a separate branch. The folders are named according to sections: Business object, Risk catalogue, RCSA, Documents, Preventive actions, Incidents, Risk cases, Audit cases.

Attention

When you edit the content of lookups, do not delete basic content, as this can lead to incorrect operation of pre-configured business processes.

When a lookup is selected in the section, on the top of the standard options, some additional options are available:

- Open content – opens a page for editing the content of a lookup 2.1.
- Open settings — opens a page for editing the lookup settings specified when registering a lookup 0.

2.1. Lookup content page

A special window is used to view and edit lookup records. To open this page, select a lookup in the list and click the Open content button.

Most system lookups are standard and contain only the [Name] and [Description] fields. Certain custom lookups have record edit pages.

You can modify the content in the most lookups in the editable list (Image. 1).

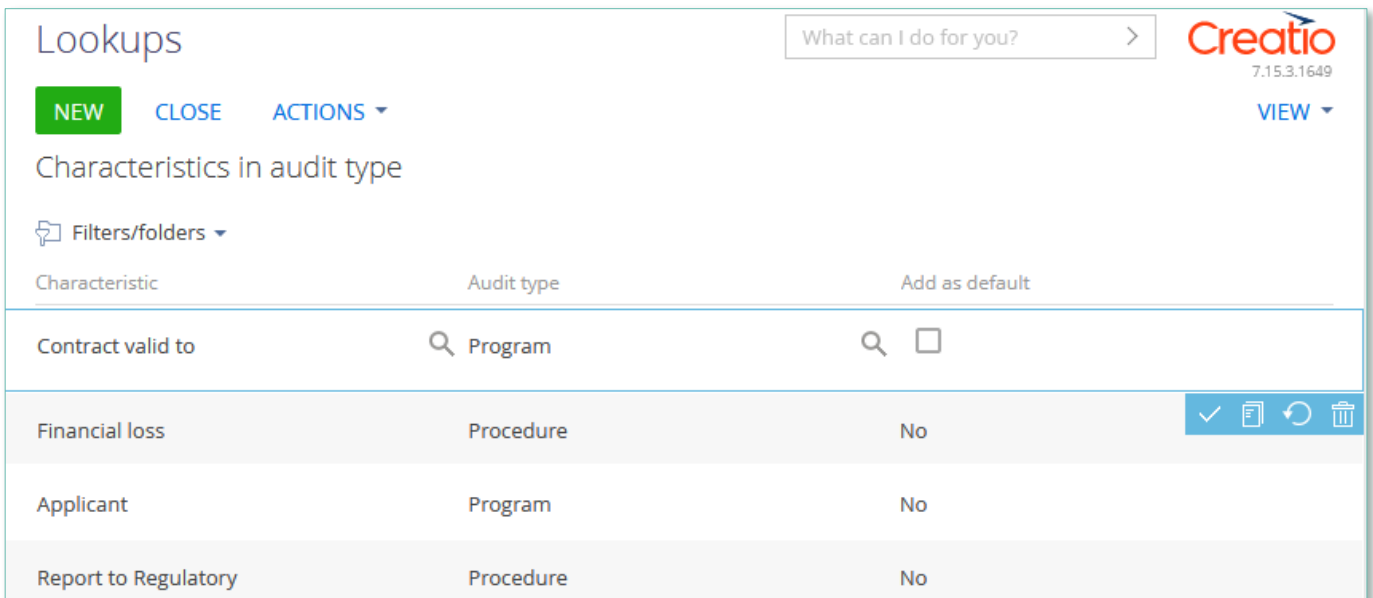


Image. 2. Example of saving changes in editable list of the lookup



You can deactivate lookup values to prevent the users from selecting these values in the future.

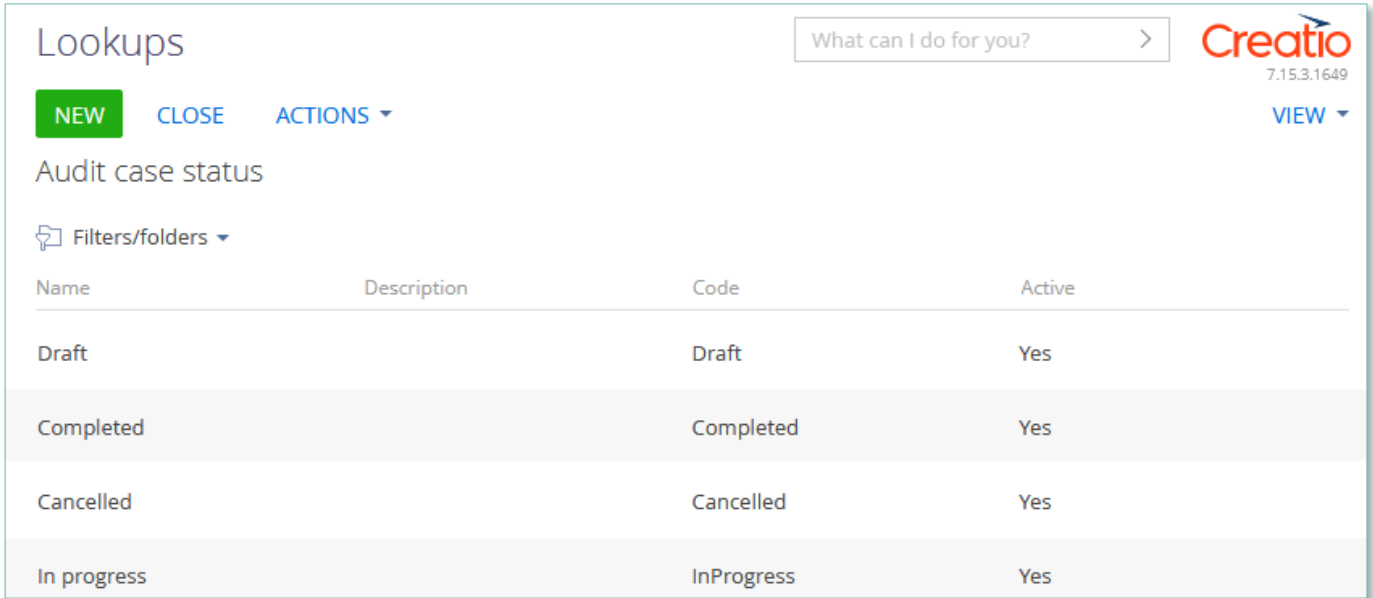


Image. 3. Active value of lookup Audit case status

Deactivated values will not be available for selection in the corresponding lookup fields. All existing records where an inactive lookup value had been previously set will remain unchanged.

2.2. Lookup settings page

Use the lookup settings page to add or change settings of existing lookups. To open this page, select a lookup in the list and click the Open settings button.

Field	Description
Name	Lookup name
Object	Object that contains the structure of lookup content. For example, in the registration card of the Normative document levels of confidentiality lookup, the Normative document levels of confidentiality object is specified in this field. The lookup of this field contains items of the "Object" type.
List page	Page schema used for editing the content of the lookup. If this field is not set, the standard lookup content page will be used.
Description	Description of the lookup, e.g., its purpose and function.

2.3. List of lookups

The system contains several principal configurable lookups, which are used upon filling in the document.



Lookup	Description
Tab Business objects	
Business object category	Standard lookup Contains fields: Name, Description, Code, Active Value in on field Category
Business object status	Standard lookup Contains fields: Name, Description, Code, Active Value in on field Status
Tab Risk catalogue	
Risk case = Business object at risk	Standard lookup Contains fields: Name, Description Value in detail Related business objects on tab Relations
Risk status	Standard lookup Contains fields: Name, Description, Code, Active Value in field Status
Risk importance scale	Standard lookup Contains fields: Name, Description, Scale Value in field Importance on tab Main info
Risk case - Risk type division (Level 1)	Standard lookup Contains fields: Name, Description, Code, Active Value in field Type division
Risk case - Risk type group (Level 2)	Standard lookup Contains fields: Name (2), - Risk type division (1), Code Level 2 hierarchy Value in field Type group
Risk case - Risk type class (Level 3)	Standard lookup Contains fields: Name (3), Type group (2), Code, Description, Active Level 3 hierarchy Value in field Type class
Risk case - Process structure	Standard lookup Contains fields: Name, Description, Code, Active Value in detail Related processes
Tab Documents	
Characteristics in risk document type	Standard lookup Contains fields: Characteristic, Risk document type Add as default Characteristics available for document Extra characteristics can be added automatically upon creating a document
Risk document type	Standard lookup Contains fields: Name, Description, Code, Active Value in field Type
Risk document subtype	Standard lookup Contains fields: Name, Description, Code, Active



Lookup	Description
	Value in field Subtype
Risk document status	Standard lookup Contains fields: Name, Description, Code, Active Value in field Status
Tab Preventive actions	
Periodicity	Standard lookup Contains fields: Name, Description, Code Value in field Periodicity
Preventive action status	Standard lookup Contains fields: Name, Description, Code, Active Value in field Status
Risk case type in preventive action	Standard lookup Setting for the possible types of risk cases for creating them from Preventive actions
Tab Incidents	
Risk case - Characteristics in incident type	Standard lookup Contains fields: Characteristic, Incident type, Add as default Indicates characteristics available for the incident type If lookup settings have a checkbox "Yes" in column "Add by default", then the characteristic is added upon initially saving the document
Incident origin	Standard lookup Contains fields: Name, Description, Code, Active Value in field Origin on form Incident
Risk case - Incident status	Standard lookup Contains fields: Name, Description, Code, Active Value in field Status on form Incident, tab General
Risk case - Incident type	Standard lookup Contains fields: Name, Risk case type, Notify to bpm, Mail box, Notify to email, Send notification to For each type of inquiry there should be a separate email created, and then the incident of certain type will be created automatically upon receiving a letter to that email address. List of fields filled in automatically is provided below in clause 2.4.2.
Tab Risk cases	
Risk case – Role in Risk case	Standard lookup Contains fields: Name, Description, Code, Active
Risk case – type	Non-standard lookup Contains all the principal settings related to Risk case Settings described below in clause 2.4.3
Risk case – Stage validation result	Standard lookup Contains fields: Name, Description, Code



Lookup	Description
Risk case type in risk case result	Standard lookup Contains fields: Risk case type, Risk case result, Stage settings Setting of possible results for various types of Risk case
Risk case (operational risk) Business line (1)	Standard lookup Contains fields: Name, Description, Code, Active Value in field Business line 1 on form Risk case, tab Classification
Risk case (operational risk) Business line (2)	Standard lookup Contains fields: Name, Description, Code, Active Value in field Business line 2 on form Risk case, tab Classification
Risk case - Characteristics in Risk case type	Non-standard lookup Contains fields: Characteristics, Type, Add as default Characteristics available for type Risk case Characteristics can be automatically added upon creating the Risk case
Risk case – Source	Standard lookup Contains fields: Name, Description, Code, Active Value in field Source on form Risk case, tab Additional info
Risk case – Priority	Standard lookup Contains fields: Name, Description, Code, Active Value in field Priority on form Risk case, tab Additional info
Risk case – Result	Standard lookup Contains fields: Name, Description, Code, Active
Risk case – Status	Standard lookup Contains fields: Name, Description, Code, Active, Is final, Sent task
Risk case – Stage	Standard lookup Contains fields: Name, Description, Code, Active
Tab Audit cases	
Audit case type	Standard lookup Contains fields: Name, Description, Code, Active Value in field Type
Audit case source	Standard lookup Contains fields: Name, Description, Code, Active Value in field Source
Participant role in audit	Standard lookup Contains fields: Name, Description, Code, Active
Characteristics in audit type	Standard lookup Contains fields: Characteristic, Audit type, Add as default Characteristics available for audit Extra characteristics can be added automatically upon creating an audit
Audit case stage	Standard lookup Contains fields: Name, Description, Code, Active




Lookup	Description
Audit case status	Standard lookup Contains fields: Name, Final, Code, Active Value in field Status
Audit case area	Standard lookup Contains fields: Name, Description, Code, Active Value in field Area
Management agreement	Standard lookup Contains fields: Name, Description, Code, Active Value in field Agreement on detail Question
Item of income and loss	Standard lookup Contains fields: Name, Description, Code, Active
Audit risk level	Standard lookup Contains fields: Name, Description, Code, Active

2.4. Description of non-standard lookups

This chapter describes the non-standard lookups used in RiskMaster Creatio.

2.4.1 The email templates lookup

The [Email templates] lookup is used to create email templates for business processes and customer communications.

Field	Description
Template name	The title of a template. The field is required. In localized templates, the template name is followed by abbreviations of the used languages.
Macro source	System object (section or detail), whose fields will be used in the template as macros.
Template area	The template displays the template text. If the template is localized, different tabs are used to display its text in different languages. The  button in the top right area of the template enables adding new language tabs.

Each tab contains:

- [Edit] button, which is used for opening the content designer
- [Subject] field. This field value is automatically populated in the Subject field of the message page, when you select a bulk email (in Creatio marketing) or a lookup template.

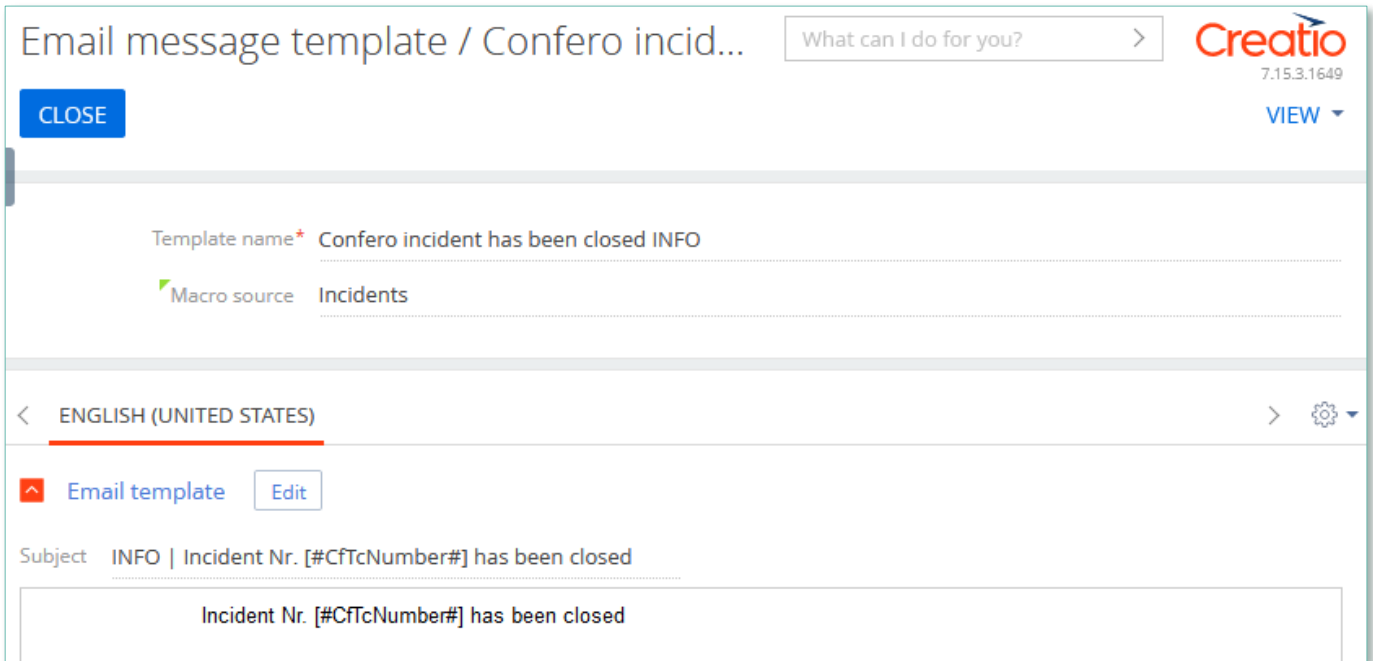


Image. 4. Template Confero incident has been closed INFO

Product RiskMaster Creatio is using several templates to create body text for emailing.

Template	Subject
Confero incident has been closed INFO (US)	INFO Incident Nr. [#CfTcNumber#] has been closed
Confero incident has been registered INFO (US)	INFO Incident Nr. [#CfTcNumber#] has been registered
Confero incident INFO (US)	INFO [#CfTcType#]; [#CfTcAccount#] [#CfTcContact#]; [#CfTcStatus#]
Confero Incident To Do (US)	ToDo [#CfTcType#] [#CfTcNumber#]; [#CfTcStatus#]
Confero Risk case INFO (US)	INFO [#CfTcType#] [#CfTcNumber#]; [#CfTcStage#]
Confero Risk case To Do (Overdue) (US)	ToDo (Overdue) [#CfTcType#] [#CfTcNumber#]; [#CfTcStage#]
Confero Risk case To Do (US)	ToDo [#CfTcType#] [#CfTcNumber#]; [#CfTcStage#]

In the templates, one can find links to go to the mentioned entry in the app. In order to ensure correct operation of the links, one should replace `https://my-creatio-site.com` with the URL of the website, on which the product is installed through the following script:



```
declare @siteURL nvarchar(100) = '<@aw URL caŷma>';
update EmailTemplate set TemplateConfig = REPLACE(TemplateConfig, 'https://my-creatio-site.com', @siteUrl) where
TemplateConfig like '%https://my-creatio-site.com%'
update EmailTemplate set Body = REPLACE(Body, 'https://my-creatio-site.com', @siteUrl) where Body like '%https://my-
creatio-site.com%'
```

2.4.2 Lookup Risk case - Incident type

For each type of inquiry there should be a separate email address set up.

Name	Investigation type	Mail box	Notify to Bpm	Notify to email
Potential risk incident	Operational risk	RMpr@mail.com	Yes	Yes
Fraud	Operational risk	RMfr@mail.com	Yes	Yes
Customer complaint	Operational risk	RM@mail.com	Yes	Yes

Image 5. Lookup Risk case - Incident type

Herein the following fields are filled in automatically:

- ID number – index number of the section of the incident
- Incident date – date when the email was received
- Type – indicated depending on to which email address the message was sent. Can be set up in lookup Risk case - Incident type
- Status – by default New
- Declarer – a person responsible from the email message
- Owner – a person responsible from the email message
- Incident origin – by default Email
- Info getting date – date when the email was received
- Due date (plan.) – a setup Deadline days from the lookup of incident types
- Synopsis – information from the email message subject box
- Declarer comment – information from the email message body text
- Attachments – filled in if there were any files attached to the email message
- Generates and sends notification to the sender's email about that the inquiry is registered



2.4.3 Lookup Risk case - Type

In lookup Risk case - Type one can find all the principal settings related to the risk cases.

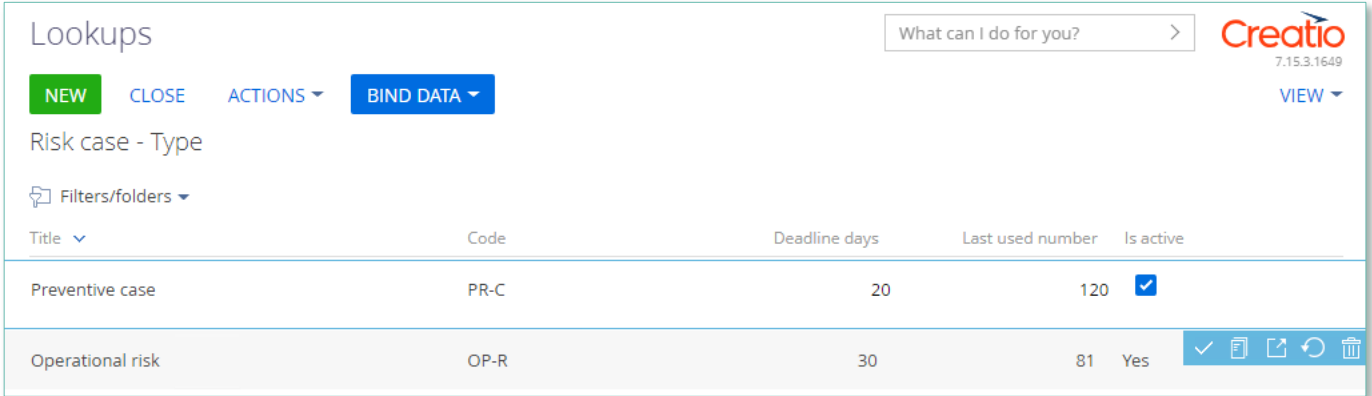



Image 6. Lookup Risk case - Type

- Title – type name
- Code – code of the type which is used for generating the index number of the risk case
- Deadline days – number of days automatically granted for processing the risk case when it is created
- Last used number – the last used number of this type which is used for generating the index number of the risk case
- Is active – a checkbox about that this type of risk case is active

Each type of risk case contains separate fields and settings. They can be accessed by clicking  Settings panel of the risk case provides three blocks which contain separate settings page:

1. Group of fields – Default access

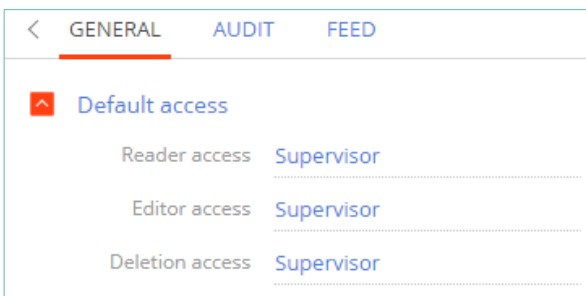


Image 7. Default access



- Reader access – group of users, which upon generating this type of risk case is granted reading rights to the entry by default
- Editor access – group of users, which upon generating this type of risk case is granted editing rights to the entry by default
- Deletion access – group of users, which upon generating this type of risk case is granted deletion rights to the entry by default

2. Detail Stage

A separate page opens – Risk case stage settings

Risk control self assessment / Risk case...

What can I do for you? >


7.17.4.2265
 VIEW 

CLOSE

< GENERAL
>

<p>Stage* 030. Post processing</p> <p>Is default stage <input type="checkbox"/></p> <p>Status* In progress</p> <p>Close card on entering the stage <input type="checkbox"/></p> <p>Use dialog for responsables select <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Risk case available responsible groups</p> <p><input checked="" type="checkbox"/> Risk case stage processes</p> <p><input checked="" type="checkbox"/> Responsible</p> <p><input checked="" type="checkbox"/> Responsible group</p> <p><input checked="" type="checkbox"/> Notifications</p> <p><input checked="" type="checkbox"/> Email</p>	<p>Risk case type Risk control self assessment</p> <p>Deadline days 5</p>
---	---

Image 8. Risk case stage settings

- Stage - name of the stage (selected from lookup)
- Risk case type – type of the risk case
- Is default stage – checkbox about whether this stage is the initial one
- Status – status that is set upon entering this stage
- Close card on entering this stage – a checkbox about that the card of the risk case will be automatically closed upon entering this stage
- Deadline days – number of days given for executing this stage (there is no validation for the total number of days for the risk case)

2.1 Group of fields Responsible on page Stages



Responsible

Use specific responsible Specific responsible _____

Leave responsible

Use previous stage responsible Previous stage _____

Reset responsible

Image 9. Group of fields Responsible

- Use specific responsible – checkbox about appointing a specific employee to be responsible for this stage
- Specific responsible – employee responsible for the stage (choose from lookup of employees)
- Leave responsible – to not make changes in the field Responsible
- Use previous stage responsible – checkbox about appointing an employee responsible for the previous stage to be in charge of current stage
- Previous stage – previous stage, which is used in setting Use previous stage responsible
- Reset responsible – clear value in the field Responsible

2.2 Group of fields Responsible group on page Stages

Responsible group

Use specific responsible group Specific responsible group _____

Leave responsible group

Specific responsible group _____

Image 10. Group of fields Responsible group

- Use specific responsible group – a checkbox about that a specific group of responsible employees should be used
- Specific responsible group – choice from lookup of certain group of employees responsible
- Leave responsible group – a checkbox about that the responsible group remains unchanged

2.3 Group of fields Notifications on page Stages



Notifications

Send notification to responsables

Send notification to author

Send notification to specific group Notify specific group

Send notification to followers

Image 11. Group of fields Notifications

- Send notification to responsables – send a notification to persons responsible
- Send notification to author – send a notification to the author
- Send notification to specific group – send a notification to a specific group
- Notify specific group – the group from the previous setting
- Send notification to followers – send notification to the followers

2.4 Group of fields Email on page Stages

Email

Send email to responsables Email to responsible template

Send email to author Email to author template

Send email to specific group Email specific group

Email specific group Email to specific group template

Send email to followers Email to followers template

Image 12. Group of Email fields

- Send email to responsables – send an email to the persons responsible
- Email to responsible template – a template of email to the persons responsible
- Send email to author – send an email to the author
- Email to author template – a template of email to the author
- Send email to specific group – send an email to a specific group
- Email to specific group – a group for the previous setting
- Email to specific group template – template of email for the specific group
- Send email to followers – send an email to followers (from the detail Followers in the risk case)
- Email to followers template – template of email to the followers



3 Detail Characteristics in risk case type

Characteristics in risk case type + ⋮		
Characteristics	Type	Add as default
Financial loss	Preventive case	Yes

Image 13. Detail Characteristics in risk case type

- Characteristics – characteristics available in this type of risk case
- Add as default – a checkbox about that the characteristics will be added to the risk case automatically upon creating it



3. Section System settings

The System settings section is designed for managing additional Creatio settings. For example, here you can assign a color for the section panels, select the base currency for calculating the Creatio financial indicators, specify parameters for sending emails, etc.

With the system settings, you can also specify default values for various fields when new records are created, like a default activity status, for example.

To access the section, open the system designer by clicking the  button in the top right corner of the application. Click the [System settings] link in the [System setup] block.

3.1. The system setting page

To register a system setting, use the system setting page.

Field	Description
Name	The [Name] field shows the title of the system setting that will display to users.
Type	System setting field type. The type of field defines the method of filling in the value of system setting. This field is editable while adding a new system setting and is non-editable for the previously registered records.
Default value	Use this field to set the value for the system setting. For example, you can set the “Not Started” value for the activity default status, or “5 minutes” value as an interval for notification check. The method of filling in the Value field depends on the type of system setting. For example, activity default status can be selected from the Activity statuses lookup, while the interval for notification check is specified as an integer number.
Code	The code is used for the unique designation of the system setting to identify it in the system. The field value can consist of Latin letters and numbers only and must not contain spaces.
Cached	Select the [Cached] checkbox if the value of the system setting changes relatively rarely and thus must be calculated only once per user session. Examples of cached system settings could be the main menu logo or login page color of overdue activities or base currency settings.
Personal	Select this checkbox to have the system setting be configured for the current user individually.
Allow for portal user	Select this checkbox to make the system setting available for the portal users.

3.2. List of system settings

The system contains several system settings used for filling in a document in RiskMaster Creatio. The settings for RiskMaster Creatio are grouped in a separate branch. The folders are named in accordance with the section: Business object, Risk catalogue, RCSA, Documents, Preventive actions, Incidents, Risk cases, Audit cases.



Name	Code	Note
Tab Business objects		
Business object code mask	CfTcBusinessObjectCodeMask	{0}/{1:0000}
Tab Risk catalogue		
Risk code mask	CfTcRiskCodeMask	Text (50 characters) {0}
Risk last number	CfTcRiskLastNumber	Type – Counting number
Tab RSCA		
RSCA code mask	CfTcRiskControlSelfAssessmentCodeMask	Text (500 characters) RSCA{0:00000}
RSCA last number	CfTcRiskControlSelfAssessmentLastNumber	Type – Counting number
Tab Documents		
Document code mask	CfTcDocumentCodeMask	Text (50 characters) {0}/{1} - {2:000}
Tab Preventive actions		
Preventive action last number	CfTcPreventiveActionLastNumber	Type – Counting number
Preventive action code mask	CfTcPreventiveActionCodeMask	Line (50 characters) {0}
Tab Incidents		
Incident last number	CfTcIncidentsLastNumber	Type – Counting number
Incident code mask	CfTcIncidentsCodeMask	Line (50 characters) {0}
Tab Risk cases		



Name	Code	Note
Mode of adding a feature in to the Risk case (mini page)	HasCfTcFeaturesInInvestigationMiniPageAddMode	Logical
Mailbox for sending emails about risk cases	MailboxForInvestigation	Mailbox synchronizing settings
Risk case last number	CfTcInvestigationsLastNumber	Type – Counting number
Risk case default stage	CfTcInvestigationsDefaultStage	Value by default Setting from lookup
Risk case code mask	CfTcInvestigationsCodeMask	Line (50 characters) {0}/{1}/{2}
Tab Audit cases		
Audit code mask	CfTcAuditCodeMask	Line (50 characters) {0}
Audit last number	CfTcAuditLastNumber	Type – Counting number