Oracle® Fusion Governance, Risk and Compliance Intelligence

User's Guide

Release 1.0

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Oracle Fusion Governance, Risk and Compliance Intelligence User's Guide, Release 1.0

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- Do you need different information or graphics? If so, where, and in what format?
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Preface

Intended Audience

Welcome to Release 1.0 of the *Oracle Fusion Governance, Risk and Compliance Intelligence User's Guide.*

See Related Information Sources on page viii for more Oracle Applications product information.

TTY Relay Access to Oracle Support Services

To reach AT&T Customer Assistants, dial 711 or 1.800.855.2880. An AT&T Customer Assistant will relay information between the customer and Oracle Support Services at 1.800.223.1711. Complete instructions for using the AT&T relay services are available at http://www.consumer.att.com/relay/tty/standard2.html. After the AT&T Customer Assistant contacts Oracle Support Services, an Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process.

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Structure

Related Information Sources

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

1

Dashboards

This chapter covers the following topics:

- About Dashboards
- Dashboard Options
- GRC Overview Dashboards
- Certifications Dashboards
- Controls Dashboards
- Issues Dashboards
- Risks Dashboards
- Testing Dashboards

About Dashboards

GRC Intelligence provides dashboards that present a summarized view of key information such as significant account evaluations and certification results, by significant account, organization, and process. The dashboards highlight potential trouble areas such as ineffective controls, processes that are certified with issues, and unmitigated risks.

Dashboards and the reports contained on them are fully customizable. To customize a dashboard, select Edit Dashboard from the Page Options menu. Once on the Edit Dashboard page, refer to the online help for detailed information on editing the dashboard

Dashboard Options

On every report on all dashboards, you have the following options:

- **Modify:** Select to customize the current report. After you select the Modify link, refer to the online help for details on modifying the report.

- **Refresh:** Select to update the report with the most current data.
- **Download:** Select to download the current report to Excel, Powerpoint, Excel 2000, Data, or to a Web Page (MHTML)
- **Add to Briefing Book:** If your organization licensed Oracle BI Briefing Books, select this link to store a static snapshot of dashboard pages or individual requests in one or more briefing books. You can then download and share briefing books for viewing offline.

You can choose to view many reports by the following dimensions:

- **Account Level:** The level of the account hierarchy used to model the account structure of an organization.
- **Cycle level:** The level of the cycle hierarchy used to model the business cycle structure of an organization, such as payroll.
- **Organization level:** The level of the organizational hierarchy structure.
- **Fourth Map level:** The level of an optional organizational hierarchy structure. The fourth hierarchical data map is not configured by default; it is user-defined.

In many reports you can select a process, issue or risk to view details in GRC Manager. GRC Manager works with different roles and responsibilities in compliance with the Sarbanes-Oxley Act to enable users to perform the following types of tasks in managing business process information:

- Create organization maps and business processes
- Define assertions, risks, controls and tests for controls for business processes
- Route business processes for data collection, approval, management assessment, and testing
- Revise, validate, and approve business processes
- Test controls for business processes and document the test results
- Create, remediate and close issues associated with business processes
- Generate and review reports
- Monitor compliance status via the Executive Dashboard

Many dashboards also have page-level prompts that you can use to view all reports on the dashboard by Period, Control Type, Issue Type or Process Type.

GRC Overview Dashboards

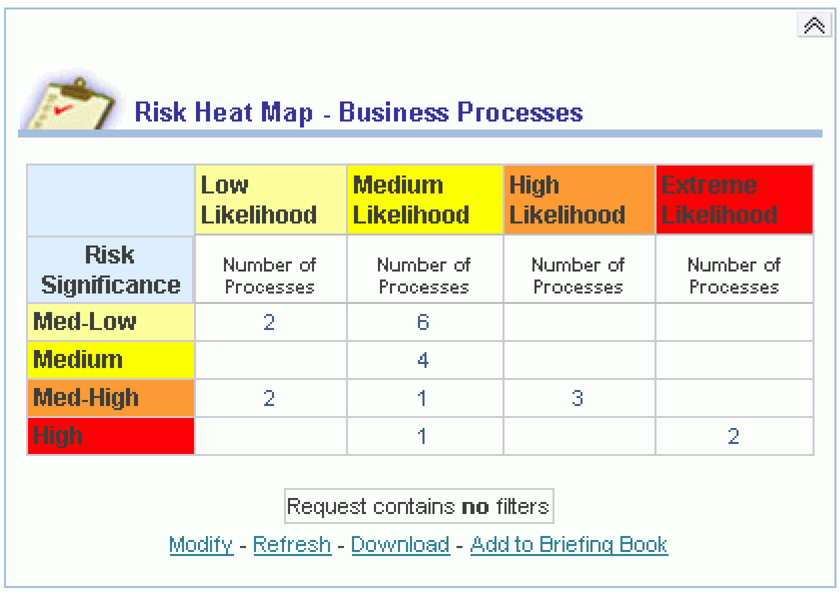
The GRC Overview Dashboard consists of two tabs:

- Overall
- Activities

GRC Overall

The GRC Overall tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also specify a period, which will limit the data shown in all of the reports on the dashboard to that specific period.

- **Risk Heat Map - Business Processes:** Highlights risk significance and likelihood by Business Process. Select the Number of Processes to view details about the processes.



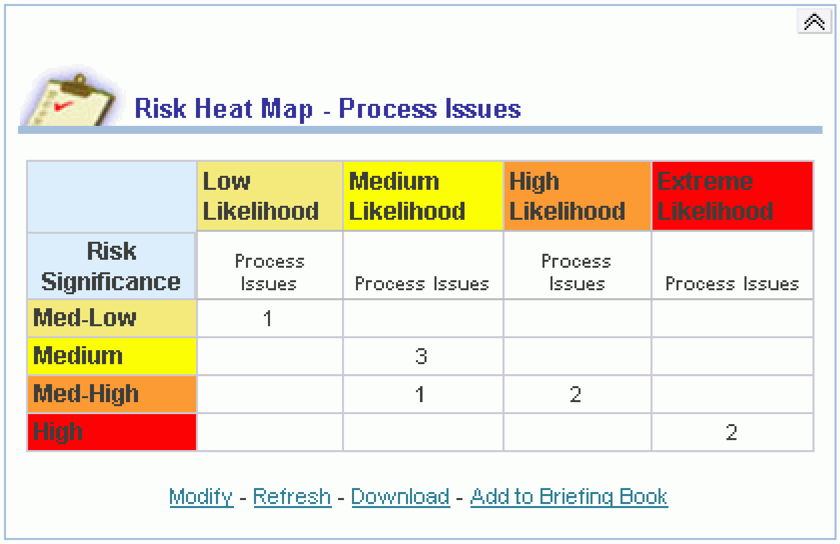
Risk Heat Map - Business Processes

	Low Likelihood	Medium Likelihood	High Likelihood	Extreme Likelihood
Risk Significance	Number of Processes	Number of Processes	Number of Processes	Number of Processes
Med-Low	2	6		
Medium		4		
Med-High	2	1	3	
High		1		2

Request contains no filters

Modify - Refresh - Download - Add to Briefing Book

- **Risk Heat Map - Process Issues:** Highlights risk significance and likelihood by Process Issue.



Risk Heat Map - Process Issues

	Low Likelihood	Medium Likelihood	High Likelihood	Extreme Likelihood
Risk Significance	Process Issues	Process Issues	Process Issues	Process Issues
Med-Low	1			
Medium		3		
Med-High		1	2	
High				2

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- **Risk Heat Map - Controls:** Highlights risk significance and likelihood by Control. Drill down in the Control type column to see details broken down by type (Preventive, Corrective or Detective.) Drill down in a Number of Controls column to see additional details.

  Note: The note you see on the report in this example is due to a filter that was applied when the report was created. The data within the filter is test data and is not applicable to your implementation. Refer to Chapter 2 of this guide for additional information on filters.

Risk Heat Map - Controls

		Low Likelihood	Medium Likelihood	High Likelihood	Extreme Likelihood
Risk Significance	Control Type	Number of Controls	Number of Controls	Number of Controls	Number of Controls
Med-Low	Preventive	1	3		
	Corrective	1			
	Detective		2		
Medium	Preventive		4		
	Corrective		1		
	Detective		2		
Med-High	Preventive			3	
	Detective		1	2	
High	Preventive				1
	Corrective				1

Control Key is not equal to / is not in -1

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- **Risk Heat Map - Control Issues:** Highlights risk significance and likelihood by Control Issue. Drill down in a Control Issues column to see details of the control issues including whether or not the control is in scope, the risk significance and the risk likelihood.

Risk Heat Map - Control Issues

	Low Likelihood	Medium Likelihood	High Likelihood	Extreme Likelihood
Risk Significance	Control Issues	Control Issues	Control Issues	Control Issues
Med-Low	1	1		
Med-High	1	1	5	
Medium		5		
High				5

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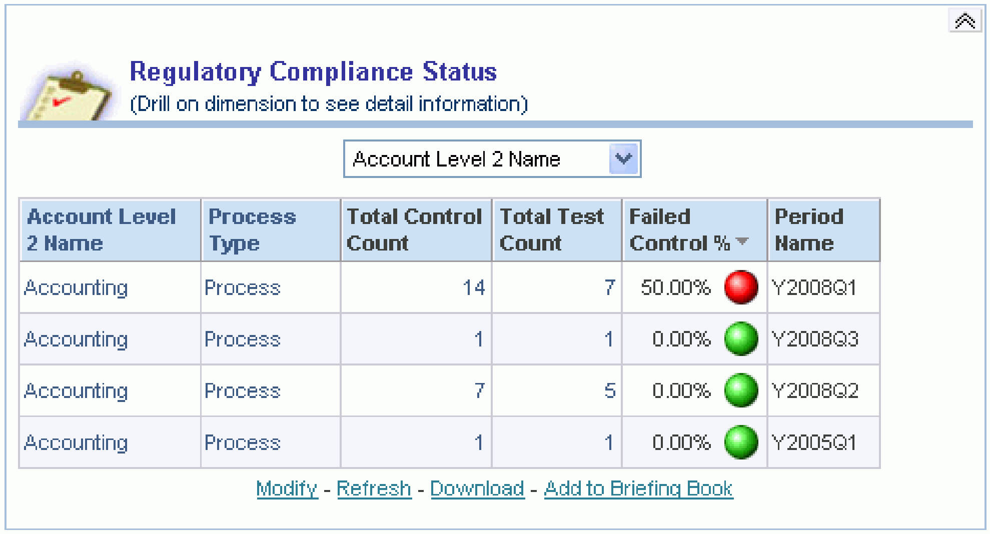
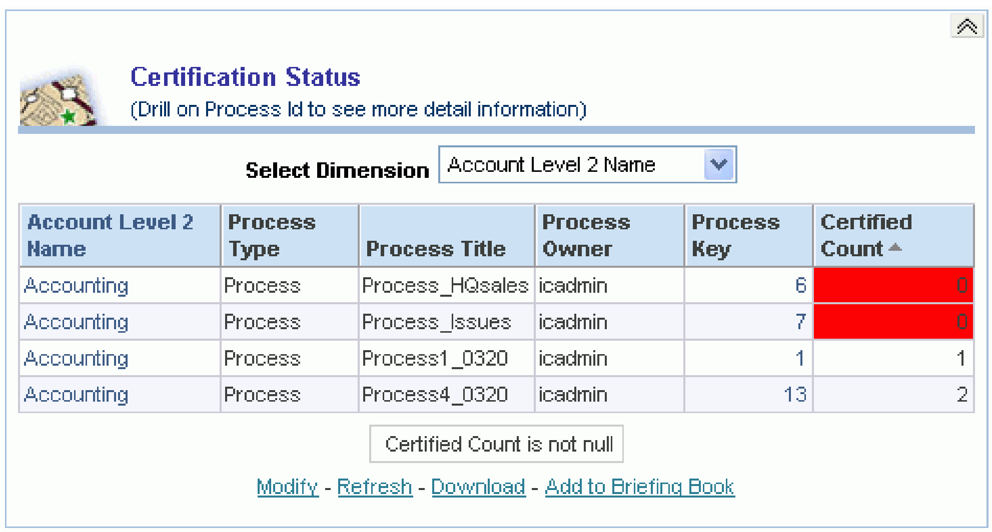
- **Regulatory Compliance Status:** Displays the overall compliance status. Drill down to see details of the controls including how many failed controls there are by period. You can view this report by Account level, Cycle level, Organization level, or Fourth Map level.



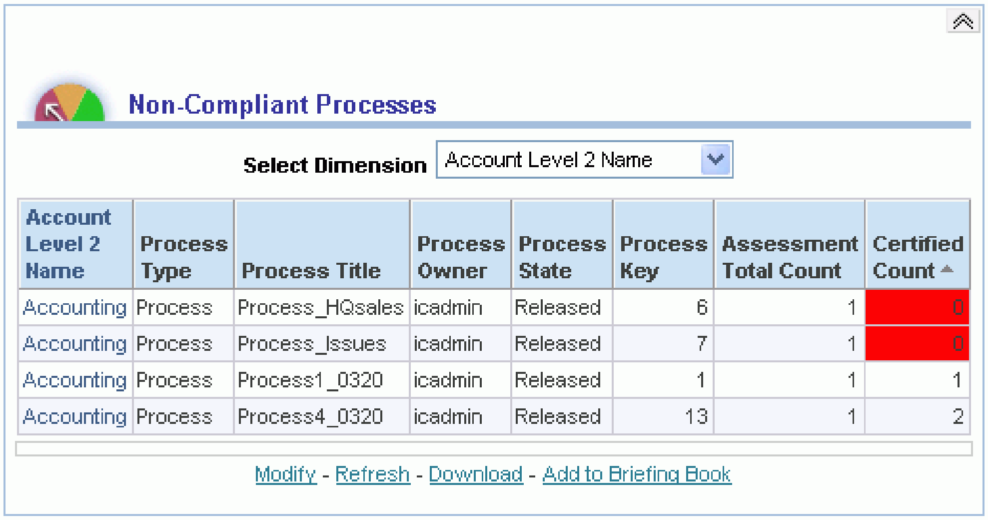
Account Level 2 Name	Process Type	Total Control Count	Total Test Count	Failed Control %	Period Name
Accounting	Process	14	7	50.00%	Y2008Q1
Accounting	Process	1	1	0.00%	Y2008Q3
Accounting	Process	7	5	0.00%	Y2008Q2
Accounting	Process	1	1	0.00%	Y2005Q1

- **Certification Status:** Shows the number of certified processes by account and by process. You can view this report by Account level, Cycle level, Organization level, or Fourth Map level. You can also select a process key or dimension value to view additional details.



Account Level 2 Name	Process Type	Process Title	Process Owner	Process Key	Certified Count
Accounting	Process	Process_HQsales	icadmin	6	0
Accounting	Process	Process_Issues	icadmin	7	0
Accounting	Process	Process1_0320	icadmin	1	1
Accounting	Process	Process4_0320	icadmin	13	2

- **Non-Compliant Processes:** Displays noncompliant processes. You can view this report by Account level, Cycle level, Organization level, or Fourth Map level. Select a dimension value to view additional details.



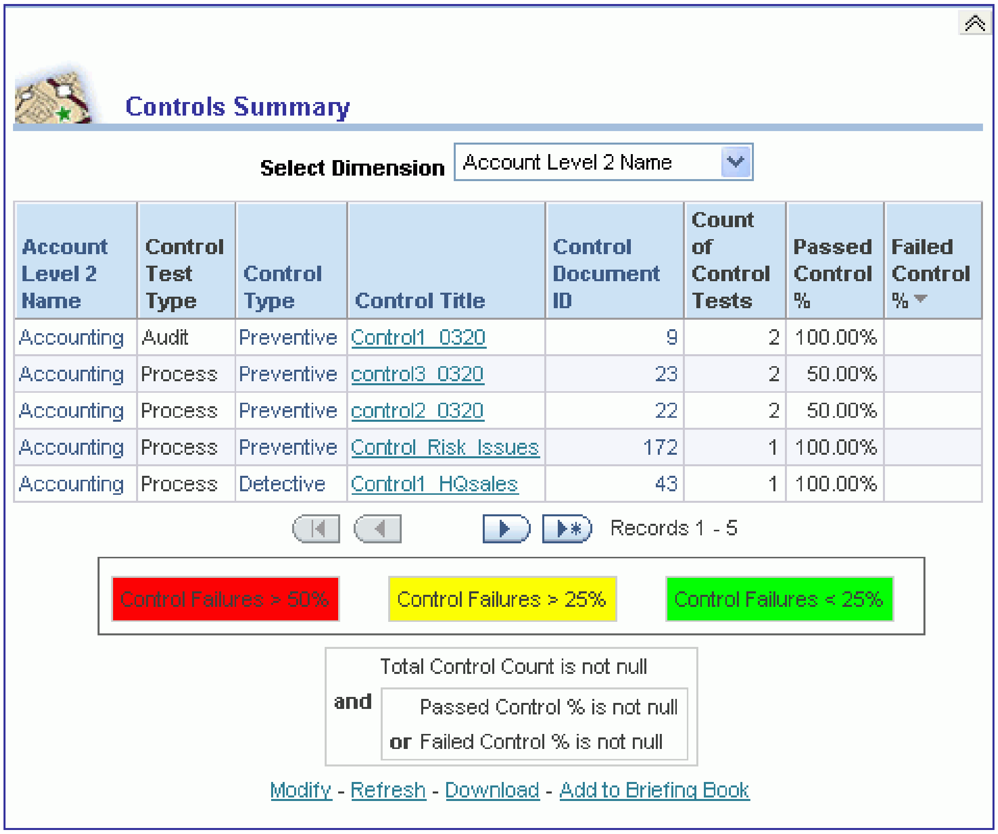
Account Level 2 Name	Process Type	Process Title	Process Owner	Process State	Process Key	Assessment Total Count	Certified Count
Accounting	Process	Process_HQsales	icadmin	Released	6	1	0
Accounting	Process	Process_Issues	icadmin	Released	7	1	0
Accounting	Process	Process1_0320	icadmin	Released	1	1	1
Accounting	Process	Process4_0320	icadmin	Released	13	1	2

GRC Activities

The GRC Activities tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period, Control Type, Issue Type, Process Type, Risk Type, and Control Test Type.

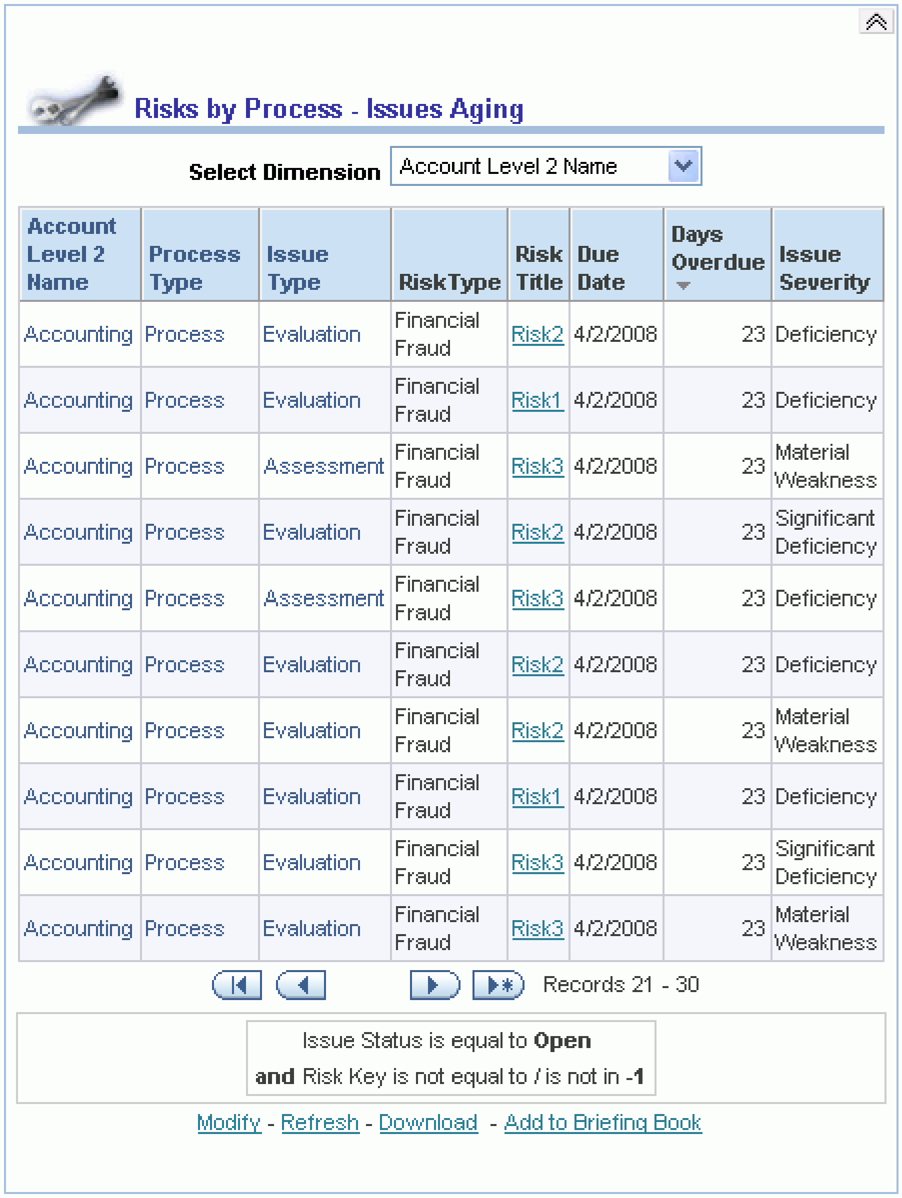
- **Controls Summary:** Shows by control type, the count of control tests with the percentage of passed and failed control tests. You can select a dimension by which to view this report. Select a control in the Control Title column to view the details of the control in GRC Manager.

  Note: The note you see on the report is due to a filter that was applied when the report shown in this example was created. The data within the filter is test data and is not applicable to your implementation. Refer to Chapter 2 of this guide for additional information on filters.



- **Risks by Process - Issues Aging:** Displays issues relating to high risk processes and if they are overdue, it shows by how many days. Select a risk in the Risk Title column to view the details of the risk in GRC Manager.

  Note: The note you see on the report is due to a filter that was applied when the report shown in this example was created. The data within the filter is test data and is not applicable to your implementation. Refer to Chapter 2 of this guide for additional information on filters.



Risks by Process - Issues Aging

Select Dimension Account Level 2 Name

Account Level 2 Name	Process Type	Issue Type	Risk Type	Risk Title	Due Date	Days Overdue	Issue Severity
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk1	4/2/2008	23	Deficiency
Accounting	Process	Assessment	Financial Fraud	Risk3	4/2/2008	23	Material Weakness
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Significant Deficiency
Accounting	Process	Assessment	Financial Fraud	Risk3	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Material Weakness
Accounting	Process	Evaluation	Financial Fraud	Risk1	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk3	4/2/2008	23	Significant Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk3	4/2/2008	23	Material Weakness

Records 21 - 30

Issue Status is equal to **Open**
and Risk Key is not equal to / is not in **-1**

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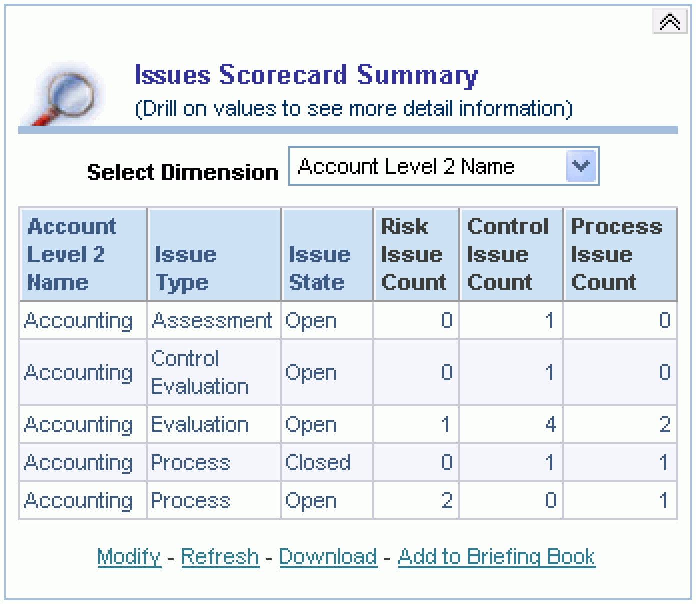
- **Control Test Summary:** Displays by process and control type, the total count of control tests and the percentage of tests that are Open and Closed. Select a process in the Process Title column to view the details of the process in GRC Manager.

- **Issues Scorecard Summary:** Displays the count of Risk, Control, and Process for each Issue. Drill down to see details of the issue including the type, title and current state.



Account Level 2 Name	Issue Type	Issue State	Risk Issue Count	Control Issue Count	Process Issue Count
Accounting	Assessment	Open	0	1	0
Accounting	Control Evaluation	Open	0	1	0
Accounting	Evaluation	Open	1	4	2
Accounting	Process	Closed	0	1	1
Accounting	Process	Open	2	0	1

Certifications Dashboards

The Certification Dashboard consists of two tabs:

- Overview
- Activities

Certifications Overview

The Certifications Overview tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name and Process Type.

- **Certifications By Process - Current and Prior Year:** Shows Certifications by Process for the current and prior year. You can view this report as either a table or a chart. If you view it as a table, you can select a process in the Process Title column to view its details in GRC Manager. You can also select a year to view a breakdown by quarter.

  Note: The note you see on the report is due to a filter that was applied when the report shown in this example was created. The data within the filter is test data and is not applicable to your implementation. Refer to Chapter 2 of this guide for additional information on filters.

Certifications By Process - Current and Prior Year

Select Dimension Account Level 2 Name

Select View Table

Year	Account Level 2 Name	Process Document ID	Process Title	Certified Count	Year Ago Certified Count (Completion Date)
2008	Accounting	11	Process1_0320	1	
2008	Accounting	46	Process_HQsales	0	
2008	Accounting	64	Process_Issues	0	
2008	Accounting	158	Process4_0320	1	

Certified Count is not null
and Process Key is not equal to / is not in **0**
and Process Type is equal to **Process**

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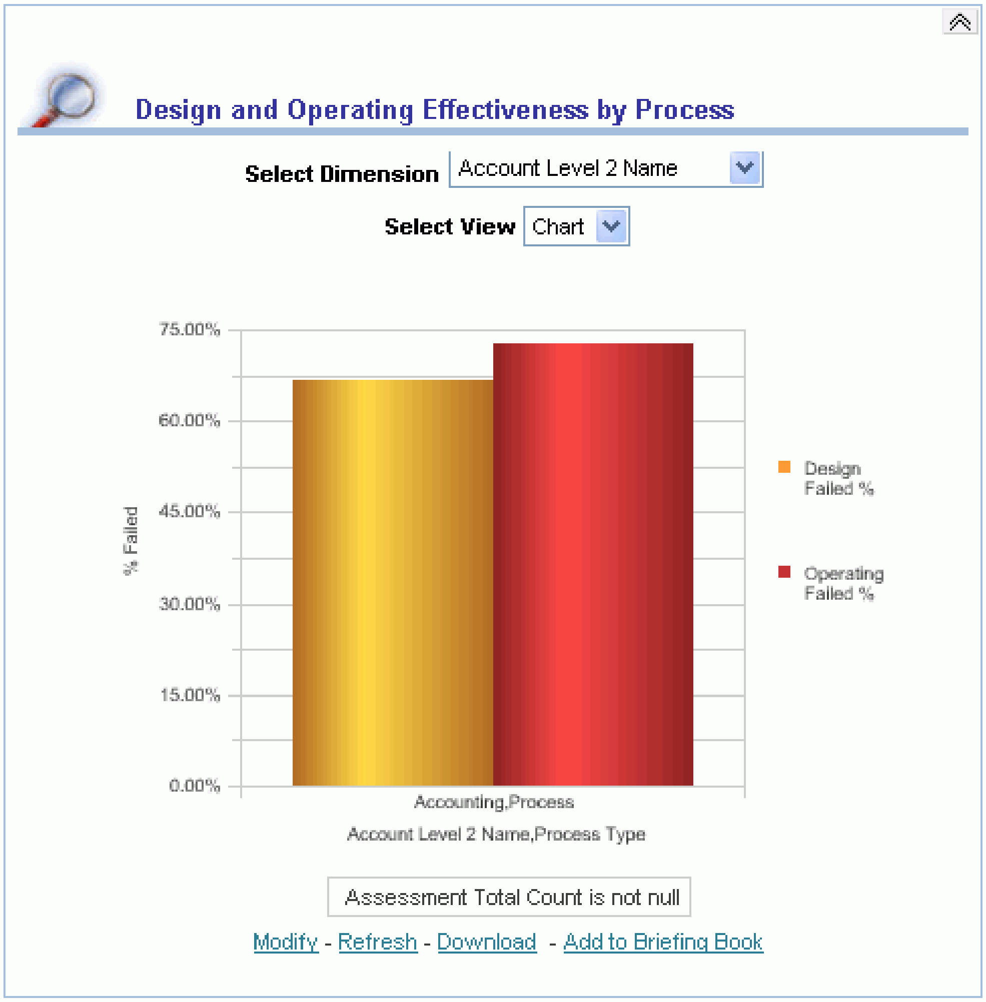
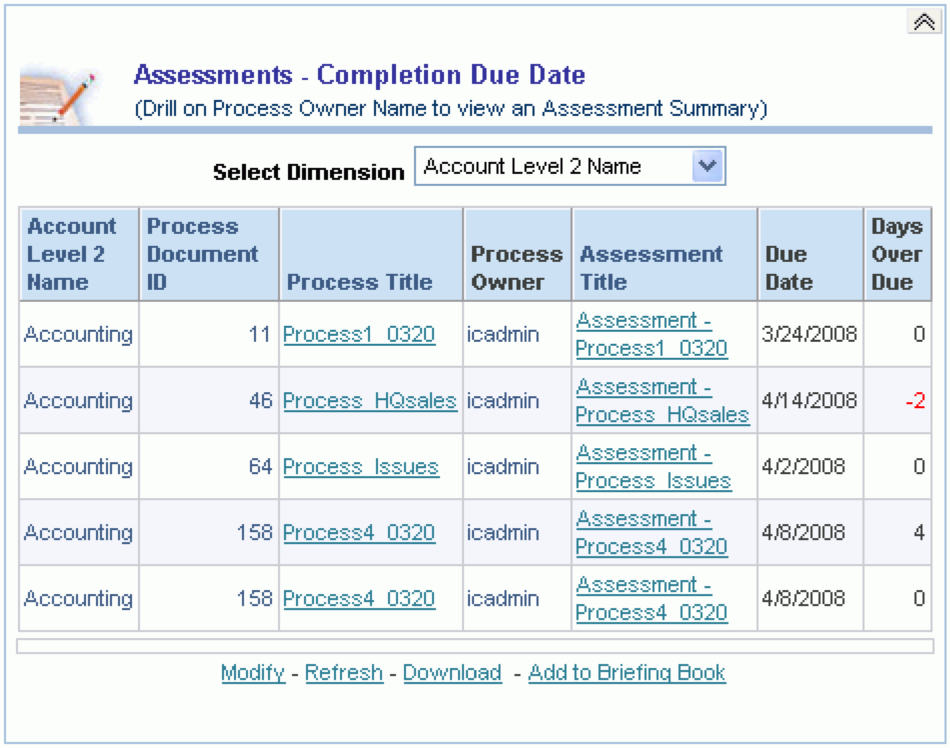
- **Design and Operating Effectiveness by Process:** Displays design and operating effectiveness by process. If you choose to display this report as a chart, you can click on a column to see a further breakdown of the failure by process. If you display it as a table, you can select a process in the Process Title column to view its details in GRC Manager.



- **Assessments - Completion Due Date:** Displays the days by which an assessment is overdue for completion. A negative value that displays in red signifies that the assessment is due imminently. A positive value in black signifies that the due date has passed by the specified number of days. You can drill to GRC Manager by selecting a process or assessment title.

  In tables, underlined links lead to external data, and plain links stay within GRCI. For example, in this table, the underlined links invoke GRC Manager to show details of the process and assessments.


Assessments - Completion Due Date

(Drill on Process Owner Name to view an Assessment Summary)

Select Dimension: Account Level 2 Name

Account Level 2 Name	Process Document ID	Process Title	Process Owner	Assessment Title	Due Date	Days Over Due
Accounting	11	Process1_0320	icadmin	Assessment - Process1_0320	3/24/2008	0
Accounting	46	Process_HQsales	icadmin	Assessment - Process_HQsales	4/14/2008	-2
Accounting	64	Process_Issues	icadmin	Assessment - Process_Issues	4/2/2008	0
Accounting	158	Process4_0320	icadmin	Assessment - Process4_0320	4/8/2008	4
Accounting	158	Process4_0320	icadmin	Assessment - Process4_0320	4/8/2008	0

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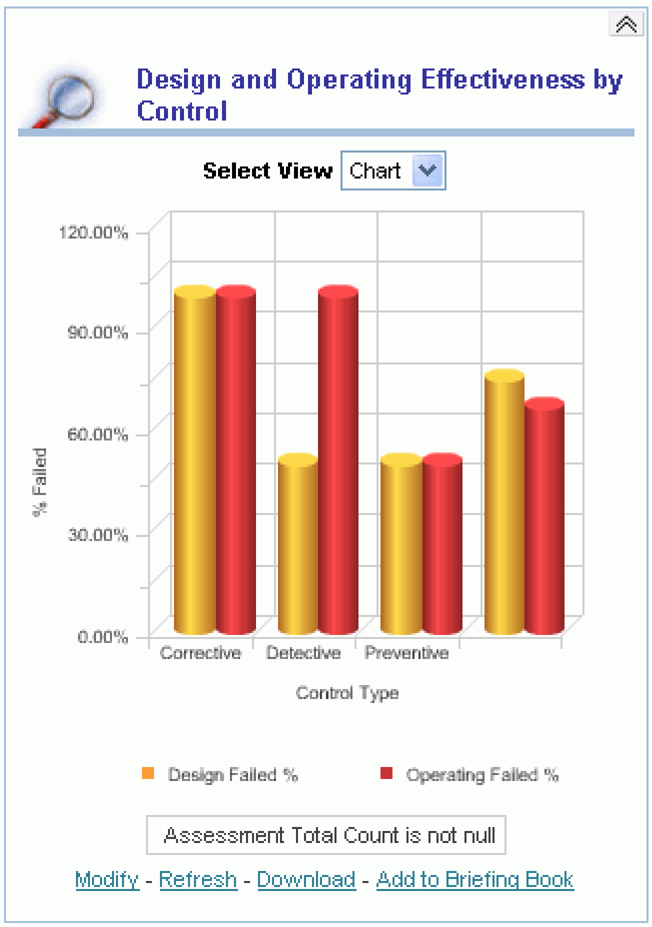
Certifications Activities

The Certifications Activities tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Control Type, and Process Type.

- **Assessment Status By Process Owner:** Displays the assessment status by process owner. Select a process in the Process Title column to view its details in GRC Manager.

- **Negative Reviewer Certification Responses By Process Id:** Displays instances where an Executive Reviewer did not answer "Yes" to certify a process. Select the process owner's name to view details of their certification response.

- **Design and Operating Effectiveness by Control:** Displays design and operating effectiveness by control. You can view this report as a table or as a chart.



Controls Dashboards

The Controls Dashboard consists of two tabs:

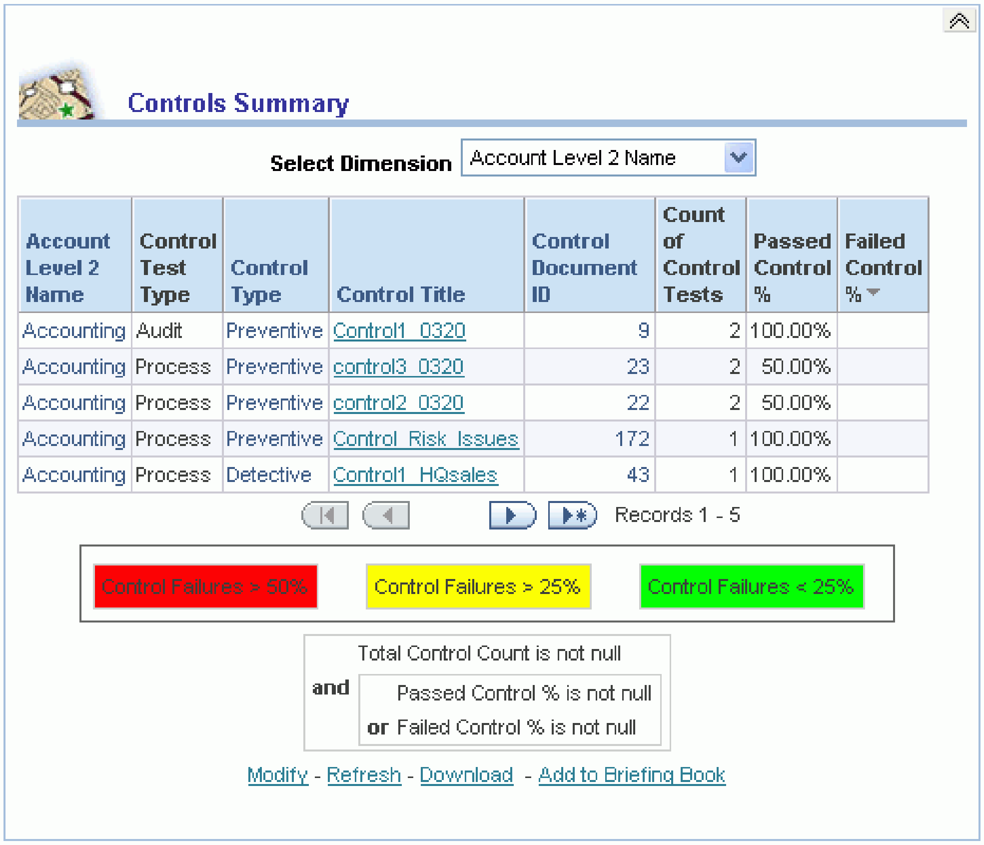
- Overview
- Activities

Controls Overview

The Controls Overview tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Control Type, and Process Type.

- **Controls Summary:** Displays the count of control tests by control and account type, with the percentage of passed and failed control tests. Select a control title to display details of the control in GRC Manager.

  Note: The note you see on the report is due to a filter that was applied when the report shown in this example was created. The data within the filter is test data and is not applicable to your implementation. Refer to Chapter 2 of this guide for additional information on filters.



Controls Summary

Select Dimension: Account Level 2 Name

Account Level 2 Name	Control Test Type	Control Type	Control Title	Control Document ID	Count of Control Tests	Passed Control %	Failed Control %
Accounting	Audit	Preventive	Control1_0320	9	2	100.00%	
Accounting	Process	Preventive	control3_0320	23	2	50.00%	
Accounting	Process	Preventive	control2_0320	22	2	50.00%	
Accounting	Process	Preventive	Control_Risk_Issues	172	1	100.00%	
Accounting	Process	Detective	Control1_HQsales	43	1	100.00%	

Records 1 - 5

Control Failures > 50% | Control Failures > 25% | Control Failures < 25%

Total Control Count is not null
and Passed Control % is not null
or Failed Control % is not null

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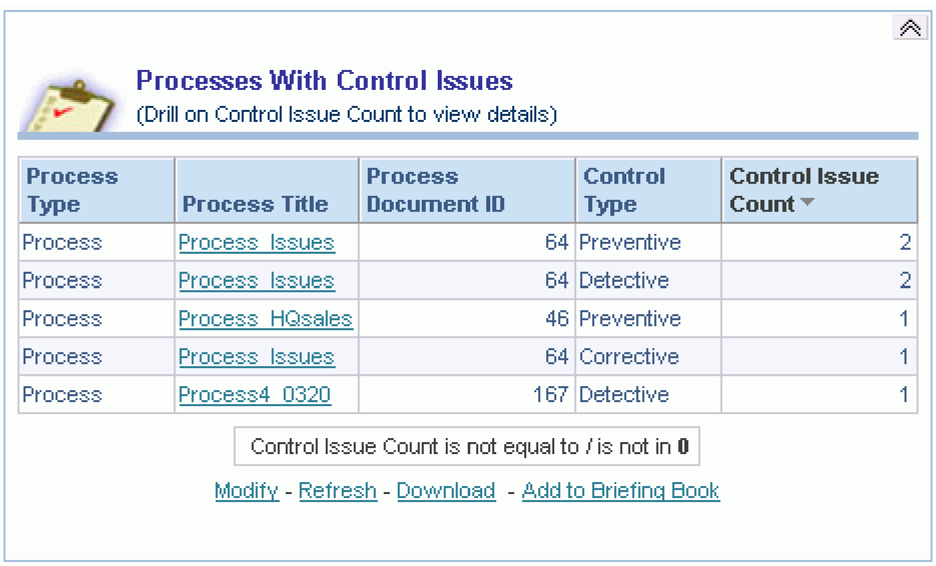
- **Processes With Control Issues:** Displays processes with control issues. Select a process title to display details of the process in GRC Manager, or select a Process Document ID to view additional details.



Processes With Control Issues
(Drill on Control Issue Count to view details)

Process Type	Process Title	Process Document ID	Control Type	Control Issue Count
Process	Process_Issues	64	Preventive	2
Process	Process_Issues	64	Detective	2
Process	Process_HQsales	46	Preventive	1
Process	Process_Issues	64	Corrective	1
Process	Process4_0320	167	Detective	1

Control Issue Count is not equal to / is not in 0

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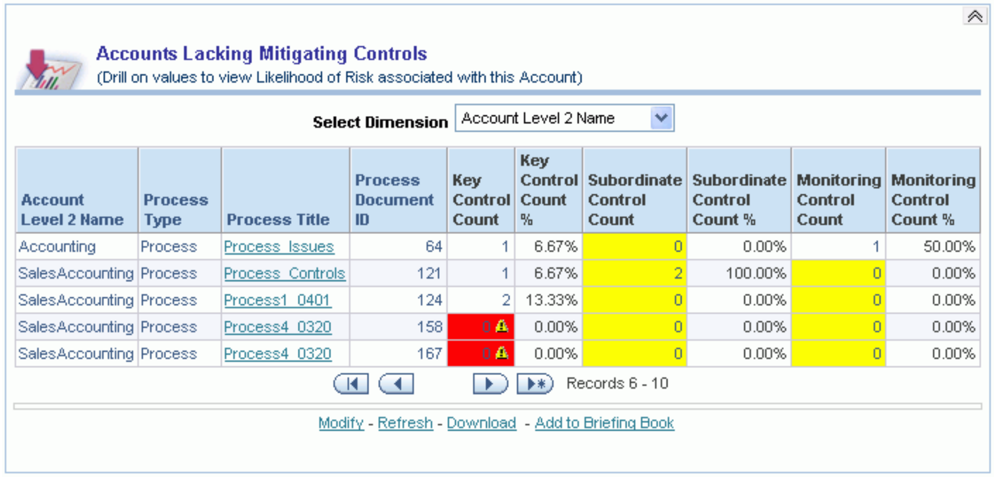
- **Accounts Lacking Mitigating Controls:** Displays accounts that do not have subordinate or monitoring controls.

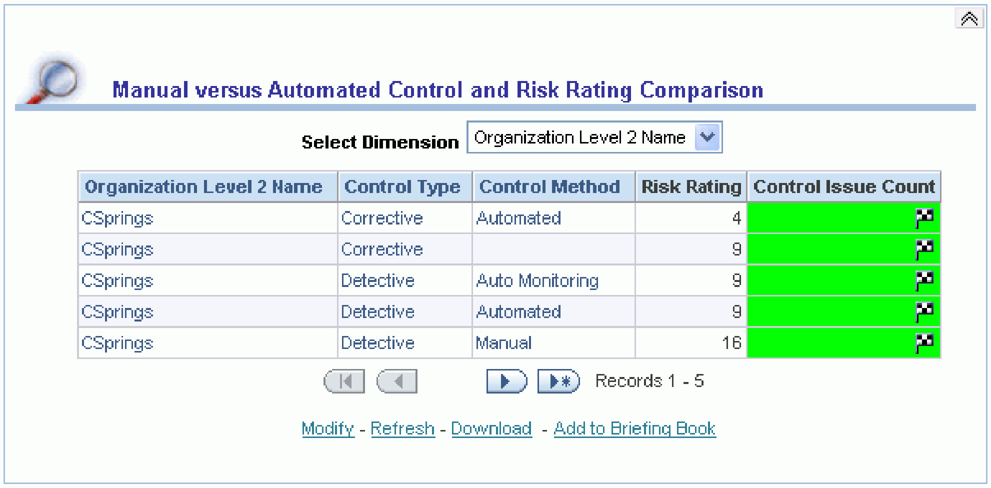


Account Level 2 Name	Process Type	Process Title	Process Document ID	Key Control Count	Key Control Count %	Subordinate Control Count	Subordinate Control Count %	Monitoring Control Count	Monitoring Control Count %
Accounting	Process	Process_Issues	64	1	6.67%	0	0.00%	1	50.00%
SalesAccounting	Process	Process_Controls	121	1	6.67%	2	100.00%	0	0.00%
SalesAccounting	Process	Process1_0401	124	2	13.33%	0	0.00%	0	0.00%
SalesAccounting	Process	Process4_0320	158	0	0.00%	0	0.00%	0	0.00%
SalesAccounting	Process	Process4_0320	167	0	0.00%	0	0.00%	0	0.00%

  - In the Subordinate control column, yellow highlighting indicates that there are no mitigating controls and you should perform follow up to ensure that is appropriate.

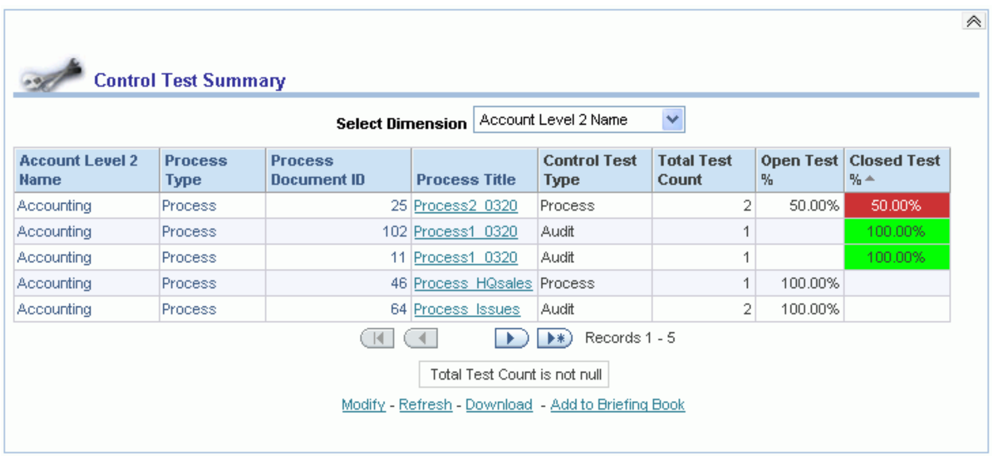
  - In the Key control column, Red highlighting indicates that there are no key controls, which is a problem that must be addressed.

- **Manual versus Automated Control and Risk Rating Comparison:** Summarizes the number of control issues by control type and method. Green highlighting with a flag indicates that there are no control issues.



Organization Level 2 Name	Control Type	Control Method	Risk Rating	Control Issue Count
CSprings	Corrective	Automated	4	
CSprings	Corrective		9	
CSprings	Detective	Auto Monitoring	9	
CSprings	Detective	Automated	9	
CSprings	Detective	Manual	16	

- **Control Test Summary:** Displays by process and control type the total count of control tests and the percentage of tests that are Open and Closed. In the Closed Test column:
  - Red highlighting indicates 0-50% of the tests are closed
  - Yellow highlighting indicates that between 51-84% of the tests are closed
  - Green indicates that 100% of the tests are complete



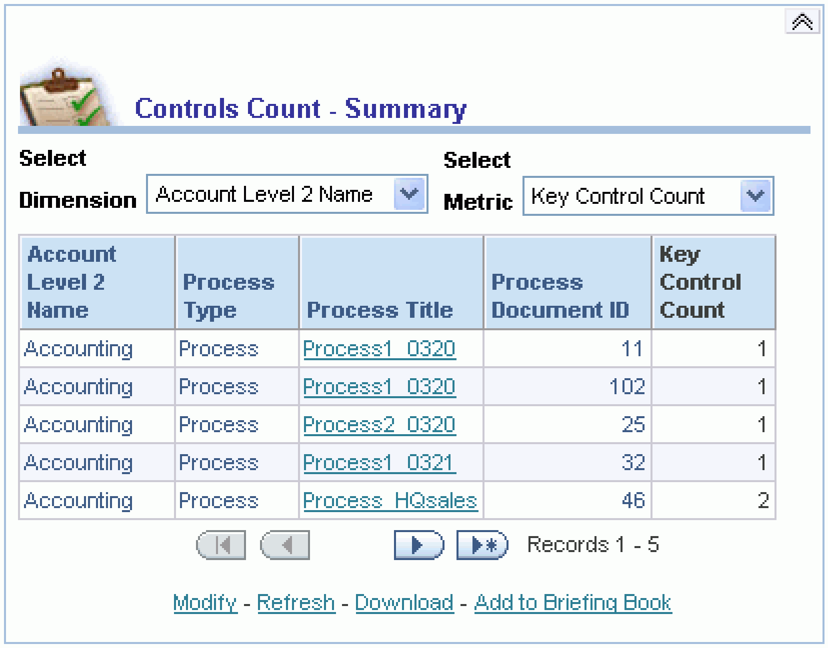
Account Level 2 Name	Process Type	Process Document ID	Process Title	Control Test Type	Total Test Count	Open Test %	Closed Test %
Accounting	Process	25	Process2_0320	Process	2	50.00%	50.00%
Accounting	Process	102	Process1_0320	Audit	1		100.00%
Accounting	Process	11	Process1_0320	Audit	1		100.00%
Accounting	Process	46	Process_HQsales	Process	1	100.00%	
Accounting	Process	64	Process_Issues	Audit	2	100.00%	

Controls Activities

The Control Activities tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Control Type, and Process Type.

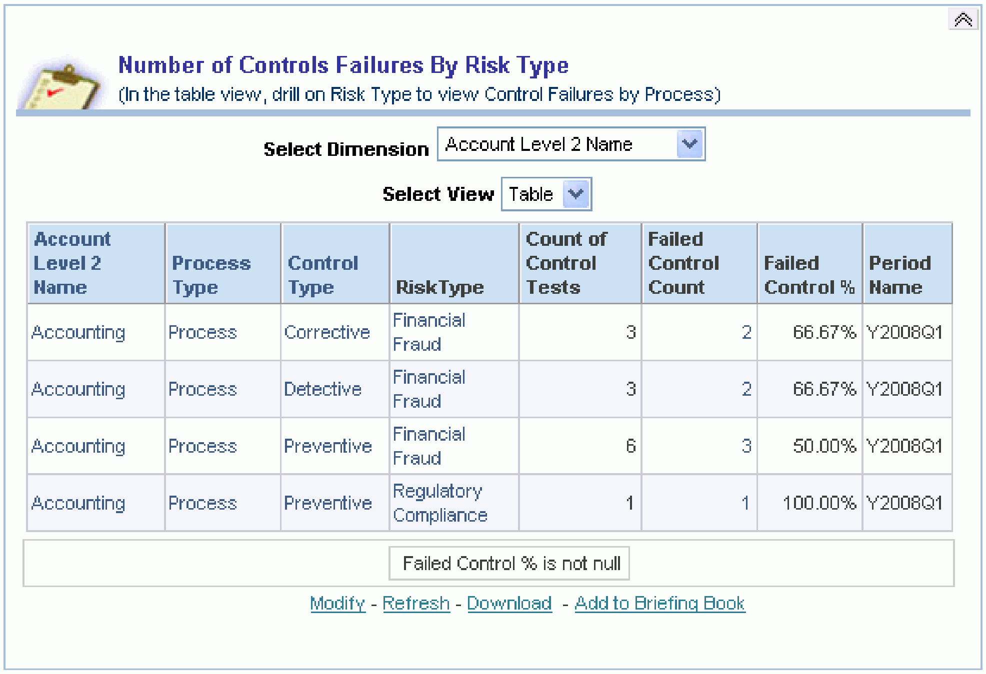
- **Controls Count - Summary:** Displays the number of Key Controls for each process.

You can select a different dimension or metric by which to view the report. Select a dimension value, Process Type or Process Document ID to view details in GRC Intelligence; select a Process Title to view details in GRC Manager.



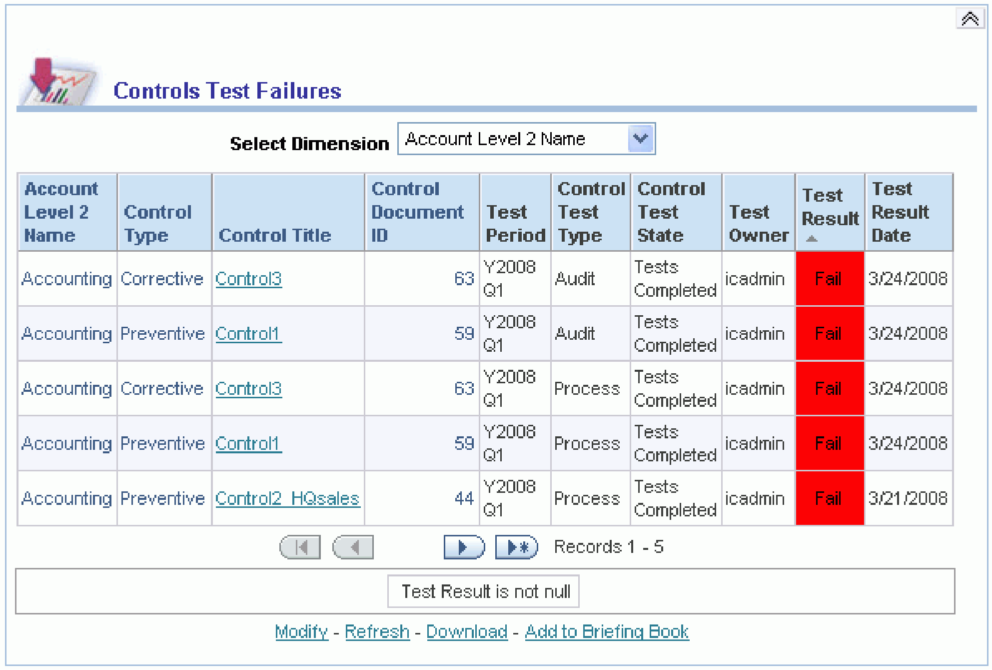
Account Level 2 Name	Process Type	Process Title	Process Document ID	Key Control Count
Accounting	Process	Process1_0320	11	1
Accounting	Process	Process1_0320	102	1
Accounting	Process	Process2_0320	25	1
Accounting	Process	Process1_0321	32	1
Accounting	Process	Process_HQsales	46	2

- **Number of Controls Failures By Risk Type:** Displays the number of control failures by risk type for an organization. Select a Risk Type to view Control Failures by Process.



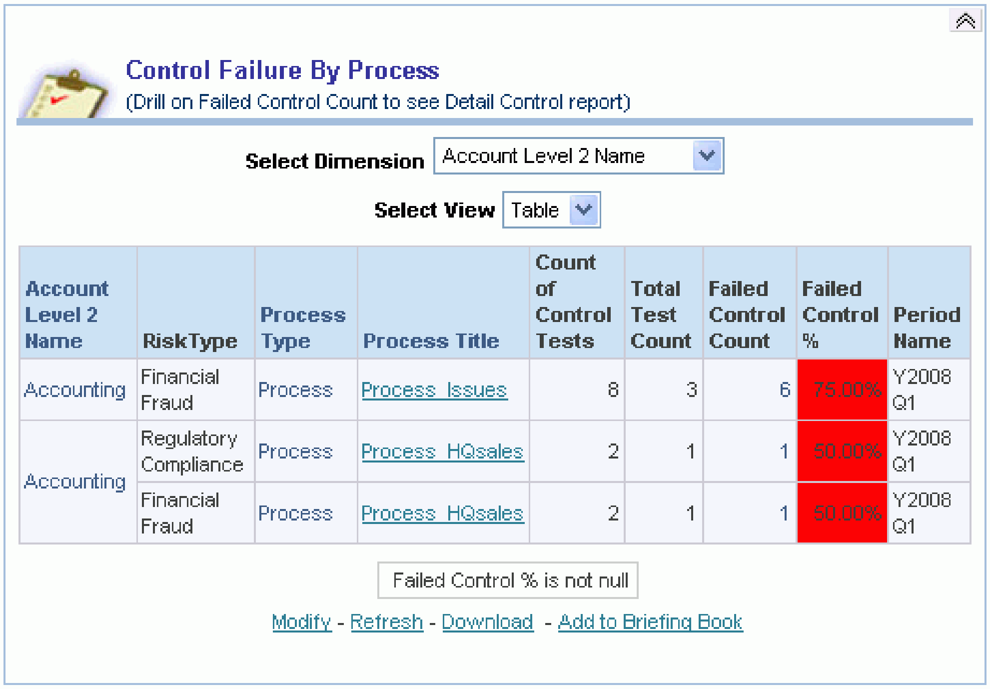
Account Level 2 Name	Process Type	Control Type	RiskType	Count of Control Tests	Failed Control Count	Failed Control %	Period Name
Accounting	Process	Corrective	Financial Fraud	3	2	66.67%	Y2008Q1
Accounting	Process	Detective	Financial Fraud	3	2	66.67%	Y2008Q1
Accounting	Process	Preventive	Financial Fraud	6	3	50.00%	Y2008Q1
Accounting	Process	Preventive	Regulatory Compliance	1	1	100.00%	Y2008Q1

- **Controls Test Failures:** Displays by test period and test owner, the status and results of completed tests. Select a Control Title to view its details in GRC Manager.



Account Level 2 Name	Control Type	Control Title	Control Document ID	Test Period	Control Test Type	Control Test State	Test Owner	Test Result	Test Result Date
Accounting	Corrective	Control3	63	Y2008 Q1	Audit	Tests Completed	icadmin	Fail	3/24/2008
Accounting	Preventive	Control1	59	Y2008 Q1	Audit	Tests Completed	icadmin	Fail	3/24/2008
Accounting	Corrective	Control3	63	Y2008 Q1	Process	Tests Completed	icadmin	Fail	3/24/2008
Accounting	Preventive	Control1	59	Y2008 Q1	Process	Tests Completed	icadmin	Fail	3/24/2008
Accounting	Preventive	Control2_HQsales	44	Y2008 Q1	Process	Tests Completed	icadmin	Fail	3/21/2008

- **Control Failure By Process:** Displays control failures by process for an organization. Select a process title to view its details in GRC Manager, or select a Failed Control Count to see the Detail Control report.



Account Level 2 Name	RiskType	Process Type	Process Title	Count of Control Tests	Total Test Count	Failed Control Count	Failed Control %	Period Name
Accounting	Financial Fraud	Process	Process Issues	8	3	6	75.00%	Y2008 Q1
Accounting	Regulatory Compliance	Process	Process HQsales	2	1	1	50.00%	Y2008 Q1
	Financial Fraud	Process	Process HQsales	2	1	1	50.00%	Y2008 Q1

Issues Dashboards

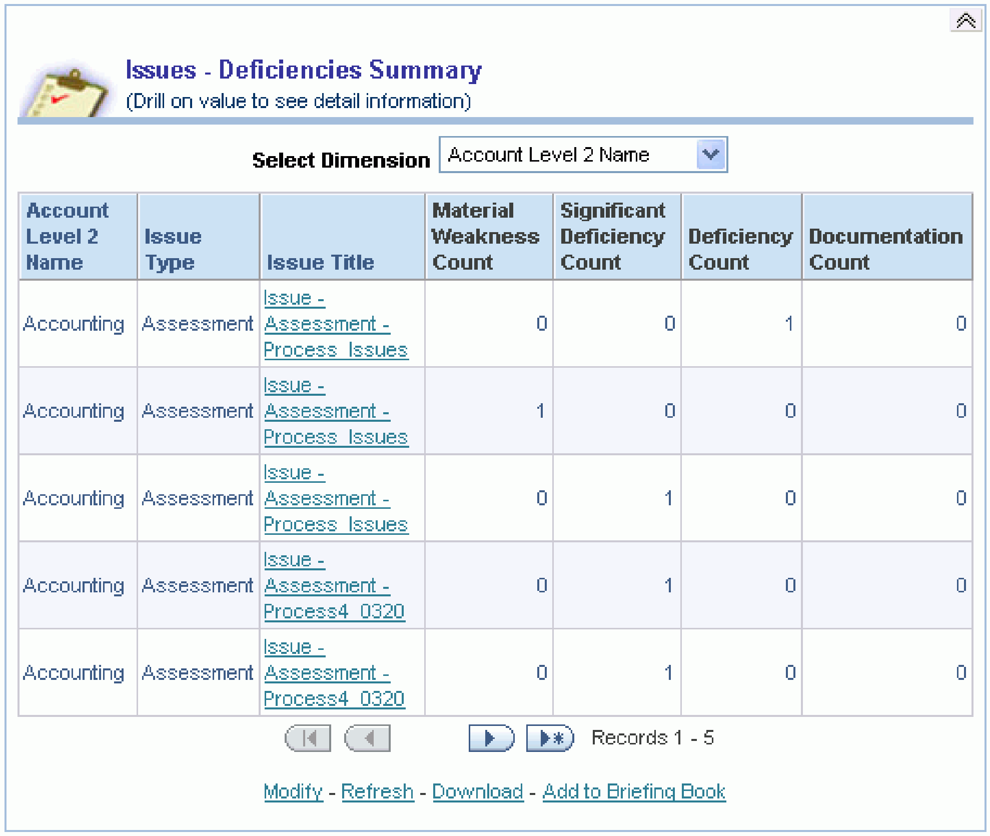
The Issues Dashboard consists of two tabs:

- Overview
- Activities

Issues Overview

The Issues Overview tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Issue Type, and Process Type.

- **Issues - Deficiencies Summary:** Displays a summary of issue deficiencies. Select a value to see detail information, or select an Issue Title to see the issue in GRC Manager.



Issues - Deficiencies Summary
(Drill on value to see detail information)

Select Dimension: Account Level 2 Name

Account Level 2 Name	Issue Type	Issue Title	Material Weakness Count	Significant Deficiency Count	Deficiency Count	Documentation Count
Accounting	Assessment	Issue - Assessment - Process Issues	0	0	1	0
Accounting	Assessment	Issue - Assessment - Process Issues	1	0	0	0
Accounting	Assessment	Issue - Assessment - Process Issues	0	1	0	0
Accounting	Assessment	Issue - Assessment - Process4 0320	0	1	0	0
Accounting	Assessment	Issue - Assessment - Process4 0320	0	1	0	0

Records 1 - 5

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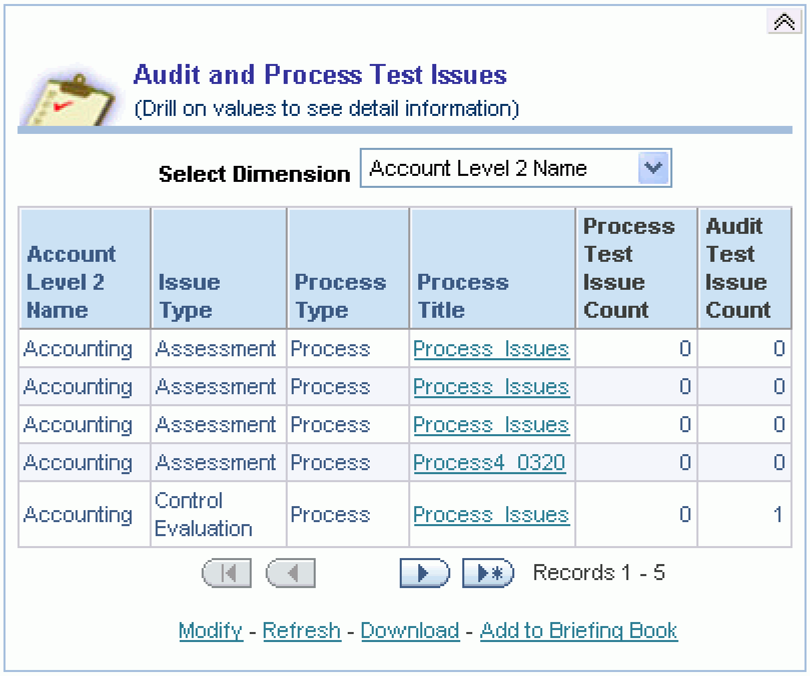
- **Audit and Process Test Issues:** Displays the number of issues that exist for Audit and Process Tests. Select a value to see detail information, or select a Process Title to see the Process and its related issues in GRC Manager.



Audit and Process Test Issues

(Drill on values to see detail information)

Select Dimension: Account Level 2 Name

Account Level 2 Name	Issue Type	Process Type	Process Title	Process Test Issue Count	Audit Test Issue Count
Accounting	Assessment	Process	Process Issues	0	0
Accounting	Assessment	Process	Process Issues	0	0
Accounting	Assessment	Process	Process Issues	0	0
Accounting	Assessment	Process	Process4 0320	0	0
Accounting	Control Evaluation	Process	Process Issues	0	1

Records 1 - 5

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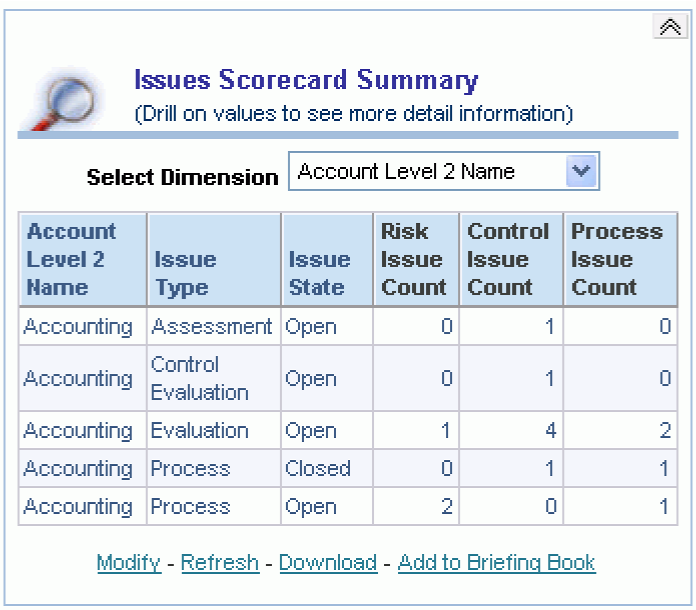
- **Issues Scorecard Summary:** Displays a count of Risk, Control, and Process Issues. Select a value to see detail information.



Issues Scorecard Summary

(Drill on values to see more detail information)

Select Dimension: Account Level 2 Name

Account Level 2 Name	Issue Type	Issue State	Risk Issue Count	Control Issue Count	Process Issue Count
Accounting	Assessment	Open	0	1	0
Accounting	Control Evaluation	Open	0	1	0
Accounting	Evaluation	Open	1	4	2
Accounting	Process	Closed	0	1	1
Accounting	Process	Open	2	0	1

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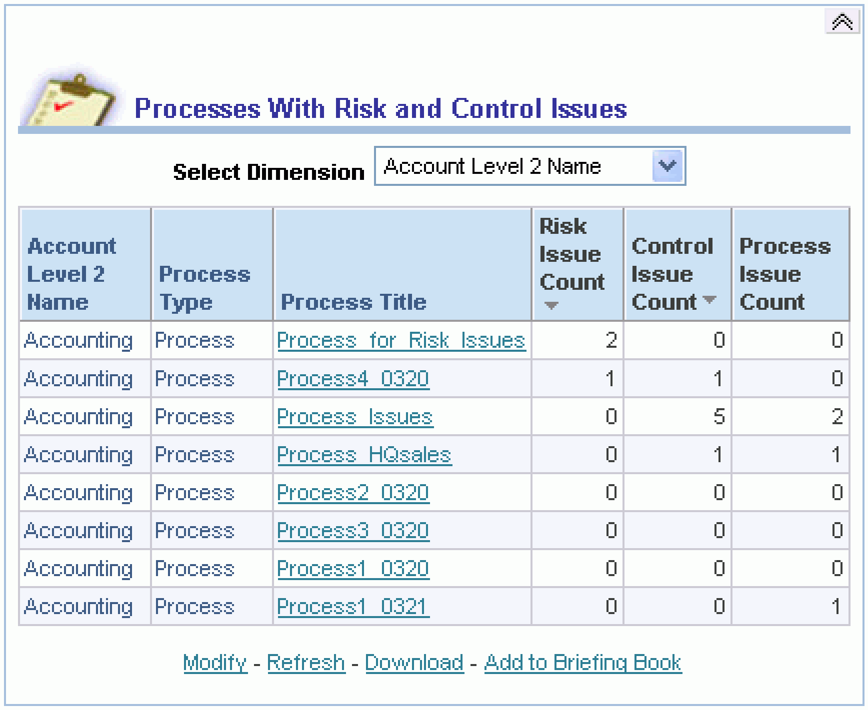
- **Processes With Risk and Control Issues:** Displays Processes with risk and control issues. Select a value to see detail information, or select a Process Title to see the Process and its related issues in GRC Manager.



Processes With Risk and Control Issues

Select Dimension: Account Level 2 Name

Account Level 2 Name	Process Type	Process Title	Risk Issue Count	Control Issue Count	Process Issue Count
Accounting	Process	Process_for_Risk_Issues	2	0	0
Accounting	Process	Process4_0320	1	1	0
Accounting	Process	Process_Issues	0	5	2
Accounting	Process	Process_HQsales	0	1	1
Accounting	Process	Process2_0320	0	0	0
Accounting	Process	Process3_0320	0	0	0
Accounting	Process	Process1_0320	0	0	0
Accounting	Process	Process1_0321	0	0	1

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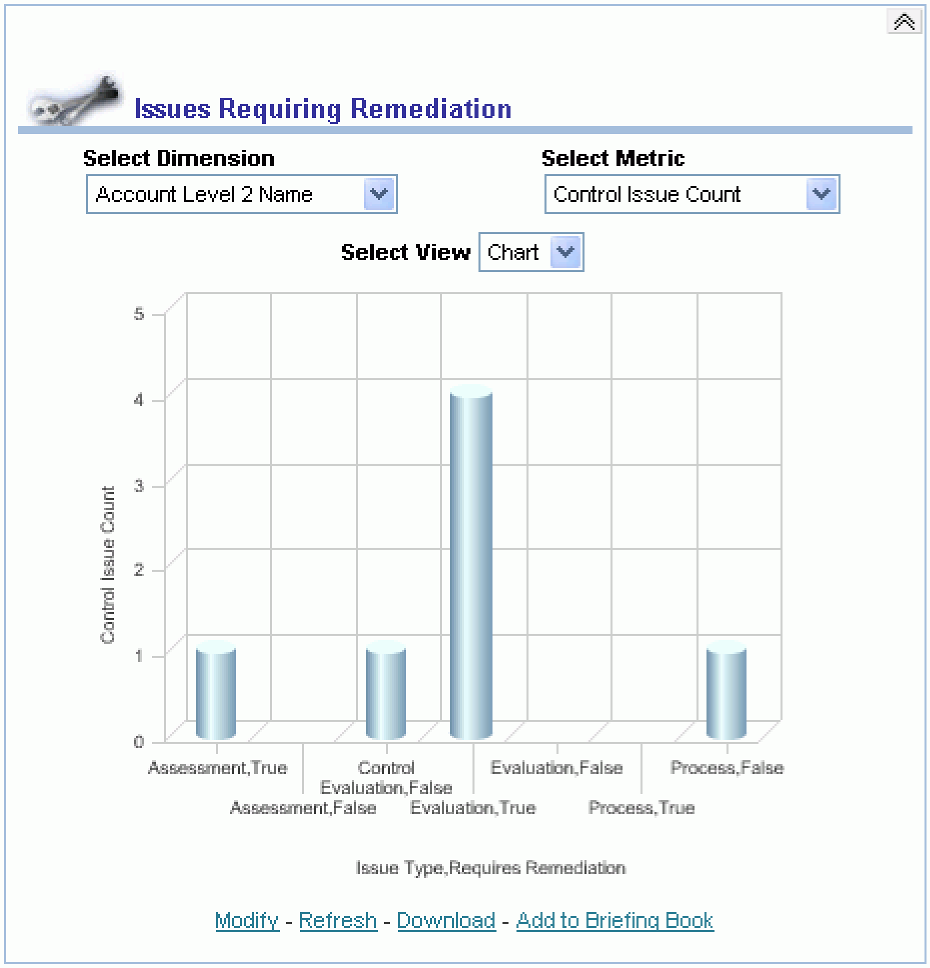
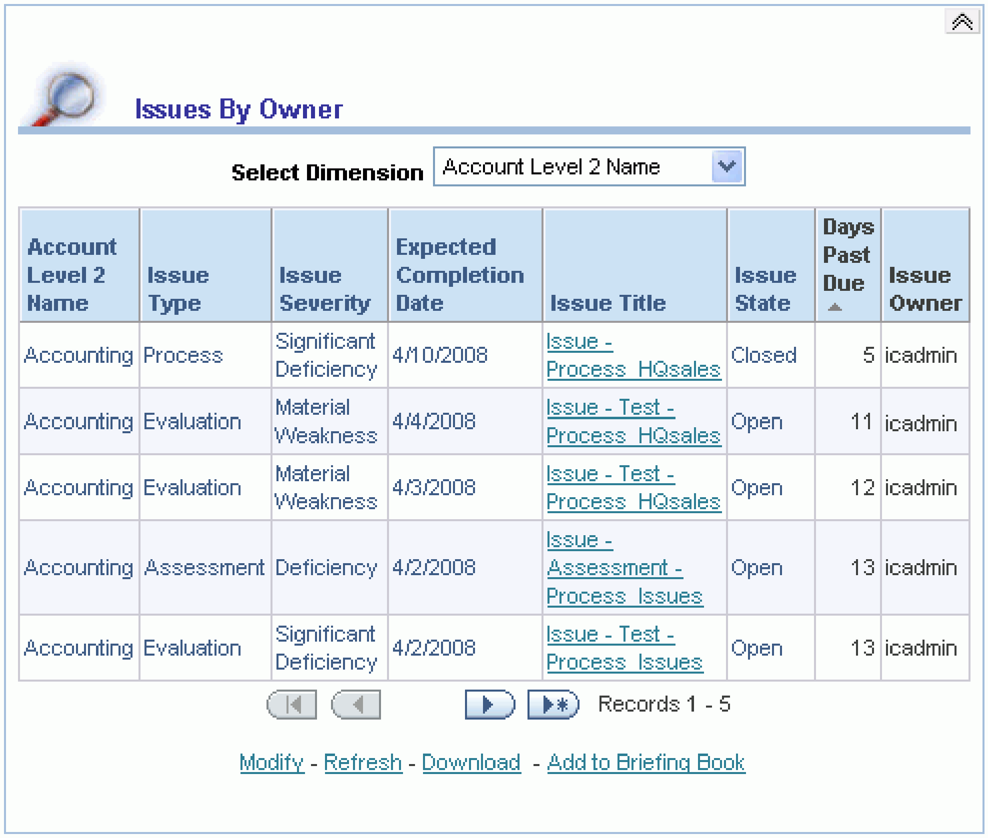
Issues Activities

The Issues Activities tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Issue Type and Process Type.

- **Issues Requiring Remediation:** Displays issues that require remediation. You can limit this report by dimension or metric, and you can view this report as chart or table. If you choose to view it as a table, you can select an Issue title to view the details of that issue in GRC Manager.



- **Issues By Owner:** Displays issues by their owner. Select a value to see detail information, or select an Issue title to view the details of that issue in GRC Manager



Issues By Owner

Select Dimension: Account Level 2 Name

Account Level 2 Name	Issue Type	Issue Severity	Expected Completion Date	Issue Title	Issue State	Days Past Due	Issue Owner
Accounting	Process	Significant Deficiency	4/10/2008	Issue - Process_HQsales	Closed	5	icadmin
Accounting	Evaluation	Material Weakness	4/4/2008	Issue - Test - Process_HQsales	Open	11	icadmin
Accounting	Evaluation	Material Weakness	4/3/2008	Issue - Test - Process_HQsales	Open	12	icadmin
Accounting	Assessment	Deficiency	4/2/2008	Issue - Assessment - Process_Issues	Open	13	icadmin
Accounting	Evaluation	Significant Deficiency	4/2/2008	Issue - Test - Process_Issues	Open	13	icadmin

Records 1 - 5

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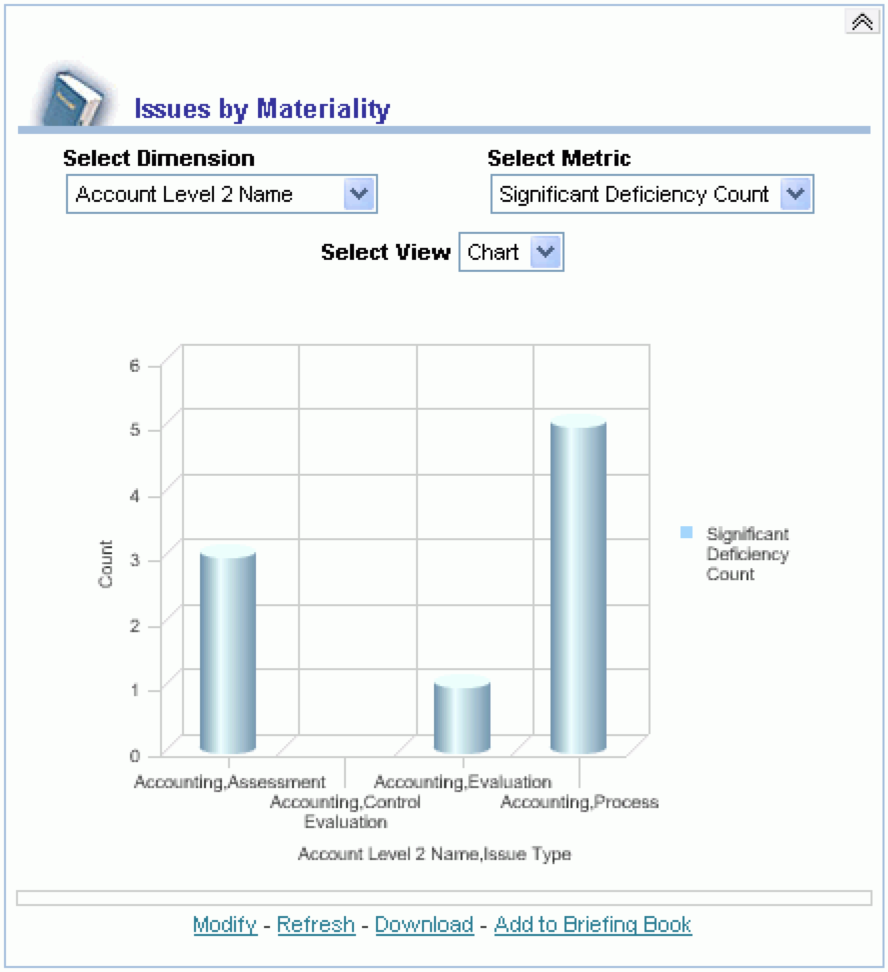
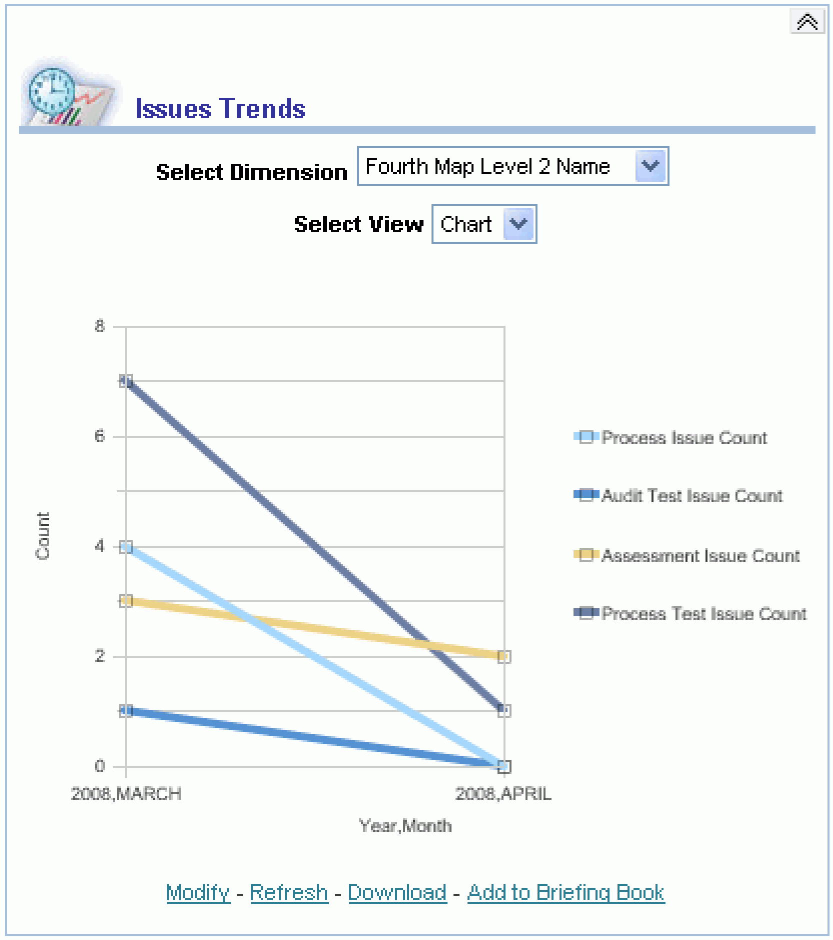
- **Issues by Materiality:**Displays issues by materiality. You can limit this report by dimension or metric, and you can view this report as chart or table. If you choose to view it as a table, you can select an Issue title to view the details of that issue in GRC Manager.



- **Issues Trends:** Displays the trend of Audit, Process, Assessment, and Process Issues over time.



Risks Dashboards

The Risk Dashboard consists of two tabs:

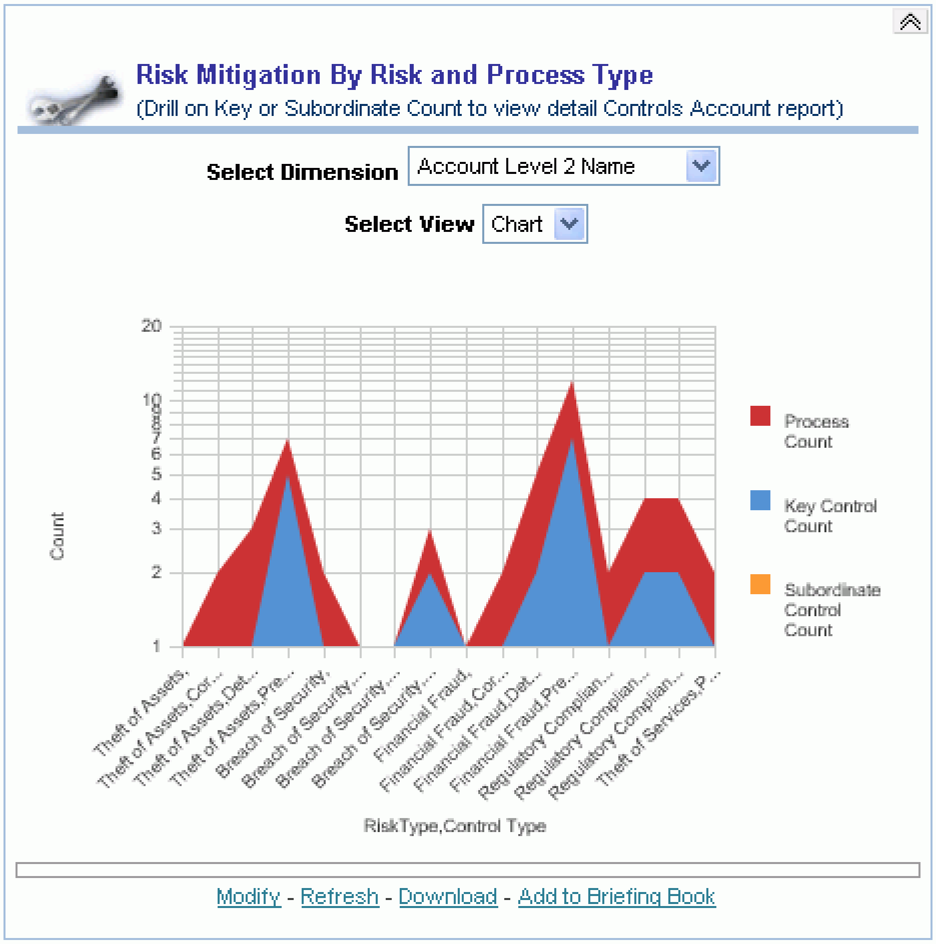
- Overview
- Activities

Risks Overview

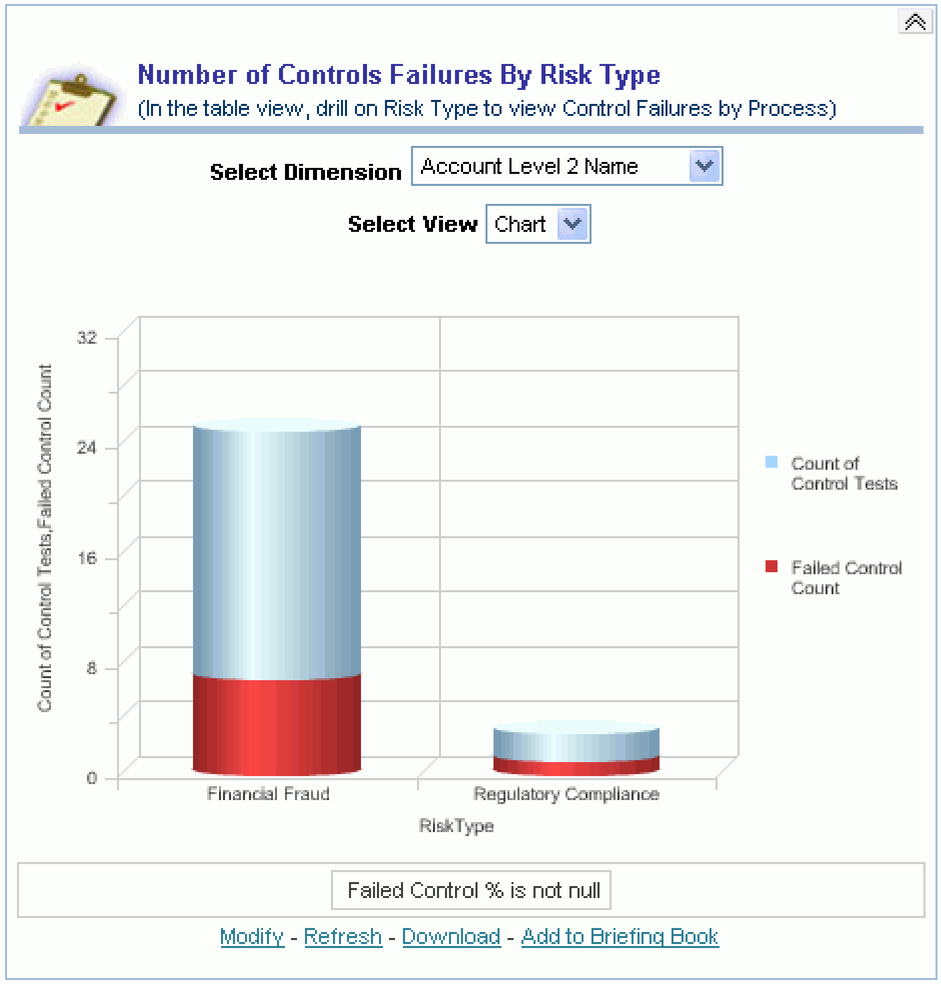
The Risk Overview tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Risk Type, Control Type, and Process Type.

- **Risk Mitigation By Risk and Process Type:** Displays risk mitigation by process and risk type. In Chart view, select a Key Control Count or a Risk Type to view details. In Table view, select a key or subordinate count to view the Controls

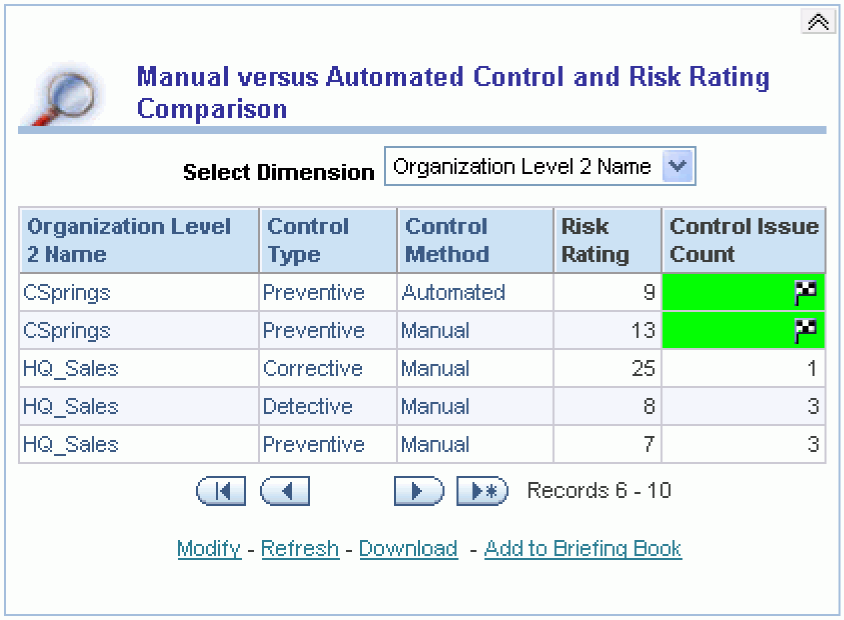
Account report.



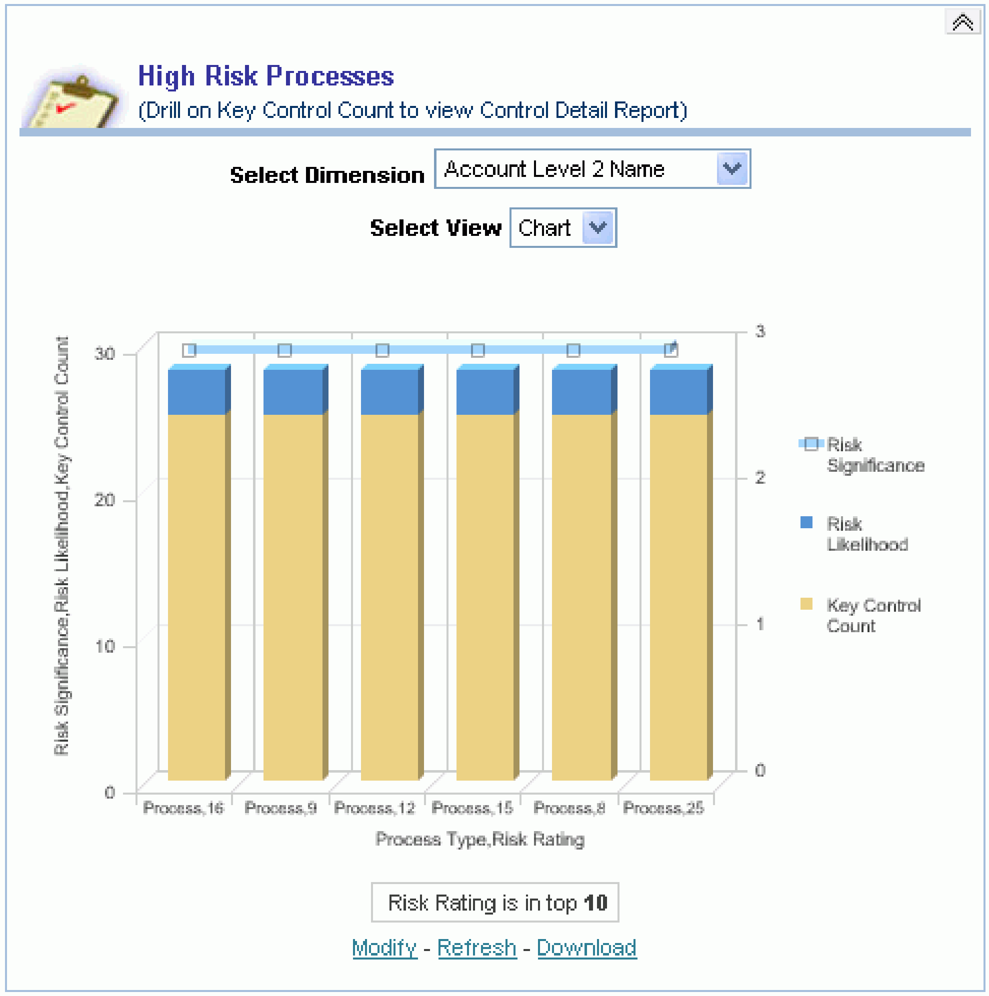
- **Number of Controls Failures By Risk Type:** Displays the number of controls that have failed, by risk type, for an organization. In the table view, select a Risk Type to view Control Failures by Process.



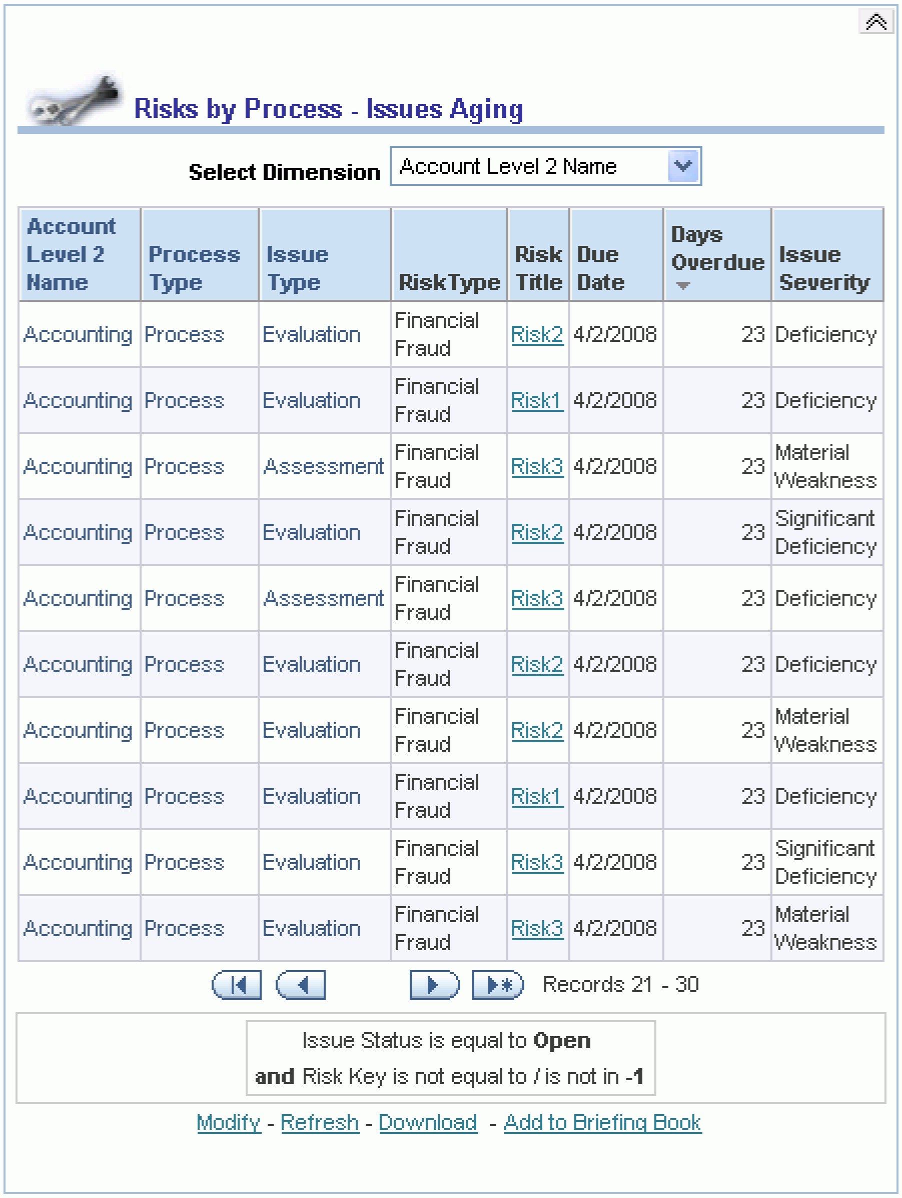
- **Manual versus Automated Control and Risk Rating Comparison:** Displays manual versus automated controls and risk comparisons. Select a Control Method to view details.



- **High Risk Processes:** Displays high risk processes. Select a Key Control Count to view the Control Detail Report.



- **Risks by Process - Issues Aging:** Displays issues that relate to high risk processes, as well as open issues that are aging and in overdue status. Select a risk title to view details of the risk in GRC Manager.

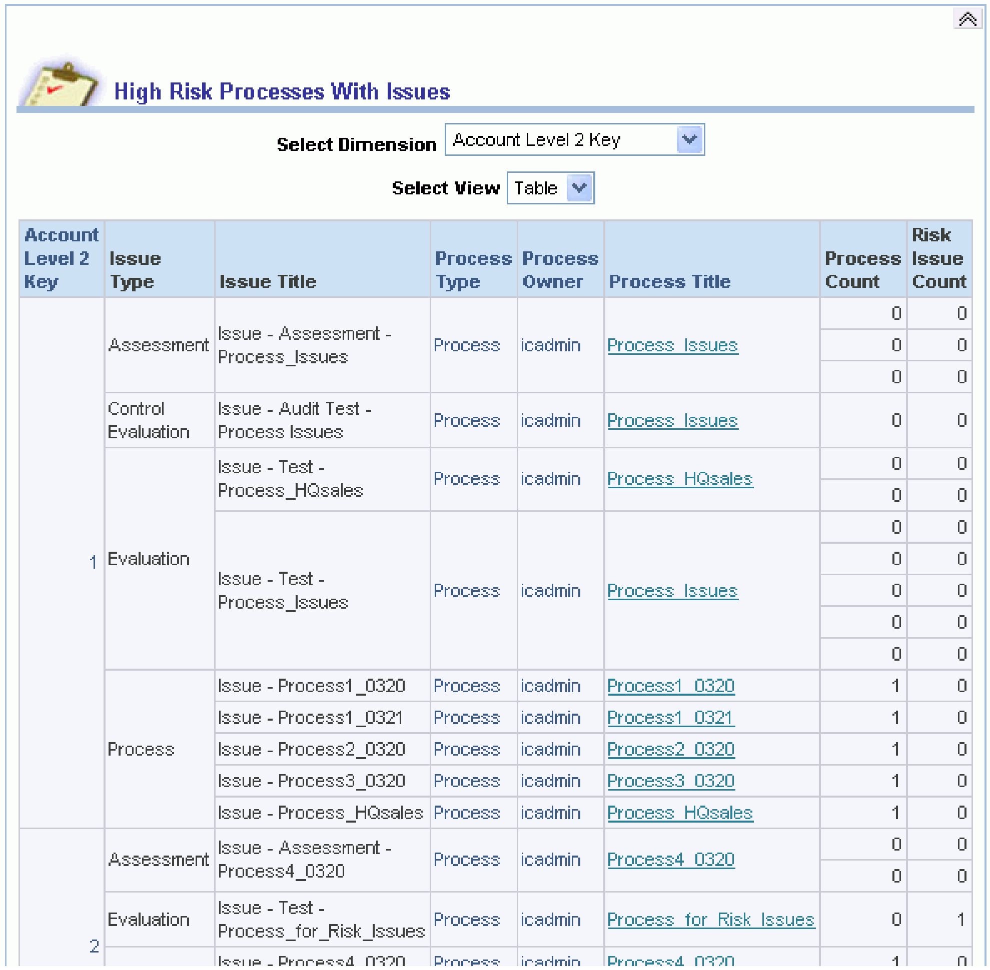


Account Level 2 Name	Process Type	Issue Type	Risk Type	Risk Title	Due Date	Days Overdue	Issue Severity
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk1	4/2/2008	23	Deficiency
Accounting	Process	Assessment	Financial Fraud	Risk3	4/2/2008	23	Material Weakness
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Significant Deficiency
Accounting	Process	Assessment	Financial Fraud	Risk3	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk2	4/2/2008	23	Material Weakness
Accounting	Process	Evaluation	Financial Fraud	Risk1	4/2/2008	23	Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk3	4/2/2008	23	Significant Deficiency
Accounting	Process	Evaluation	Financial Fraud	Risk3	4/2/2008	23	Material Weakness

Risks Activities

The Risk Activities tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Risk Type, Control Type, and Process Type.

- **High Risk Processes With Issues:** Displays high risk processes with issues. Select a count to view details for the selected issues.



High Risk Processes With Issues

Select Dimension: Account Level 2 Key

Select View: Table

Account Level 2 Key	Issue Type	Issue Title	Process Type	Process Owner	Process Title	Process Count	Risk Issue Count
1	Assessment	Issue - Assessment - Process_Issues	Process	icadmin	Process_Issues	0	0
						0	0
						0	0
	Control Evaluation	Issue - Audit Test - Process Issues	Process	icadmin	Process_Issues	0	0
	Evaluation	Issue - Test - Process_HQsales	Process	icadmin	Process_HQsales	0	0
						0	0
		Issue - Test - Process_Issues	Process	icadmin	Process_Issues	0	0
						0	0
						0	0
						0	0
						0	0
	Process	Issue - Process1_0320	Process	icadmin	Process1_0320	1	0
		Issue - Process1_0321	Process	icadmin	Process1_0321	1	0
		Issue - Process2_0320	Process	icadmin	Process2_0320	1	0
		Issue - Process3_0320	Process	icadmin	Process3_0320	1	0
		Issue - Process_HQsales	Process	icadmin	Process_HQsales	1	0
2	Assessment	Issue - Assessment - Process4_0320	Process	icadmin	Process4_0320	0	0
						0	0
	Evaluation	Issue - Test - Process_for_Risk_Issues	Process	icadmin	Process_for_Risk_Issues	0	1
		Issue - Process4_0320	Process	icadmin	Process4_0320	1	0

- **Risk by Process Owners:** Displays average risk processes by process owner. In the table view, select a Process Title to view details of the process in GRC Manager.

Risk by Process Owners

Select Dimension Account Level 2 Name

Select View Table

Account Level 2 Name	Process Owner	Process Type	Process Title	RiskType	Risk Significance	Risk Count
Accounting	icadmin	Policy	Process4_0320	Theft of Assets	2	1
Accounting	icadmin	Process	Process1_0320	Financial Fraud	2	1
Accounting	icadmin	Process	Process2_0320	Financial Fraud	4	1
Accounting	icadmin	Process	Process1_0321	Theft of Services	3	1
Accounting	icadmin	Process	Process_HQsales	Financial Fraud	4	1
Accounting	icadmin	Process	Process_HQsales	Regulatory Compliance	2	1
Accounting	icadmin	Process	Process_Issues	Financial Fraud	4	3
Accounting	icadmin	Process	Process3_0320	Financial Fraud	5	1
Accounting	icadmin	Process	Process_Controls	Regulatory Compliance	3	1
Accounting	icadmin	Process	Process1_0401	Theft of Assets	2	1

Records 1 - 10

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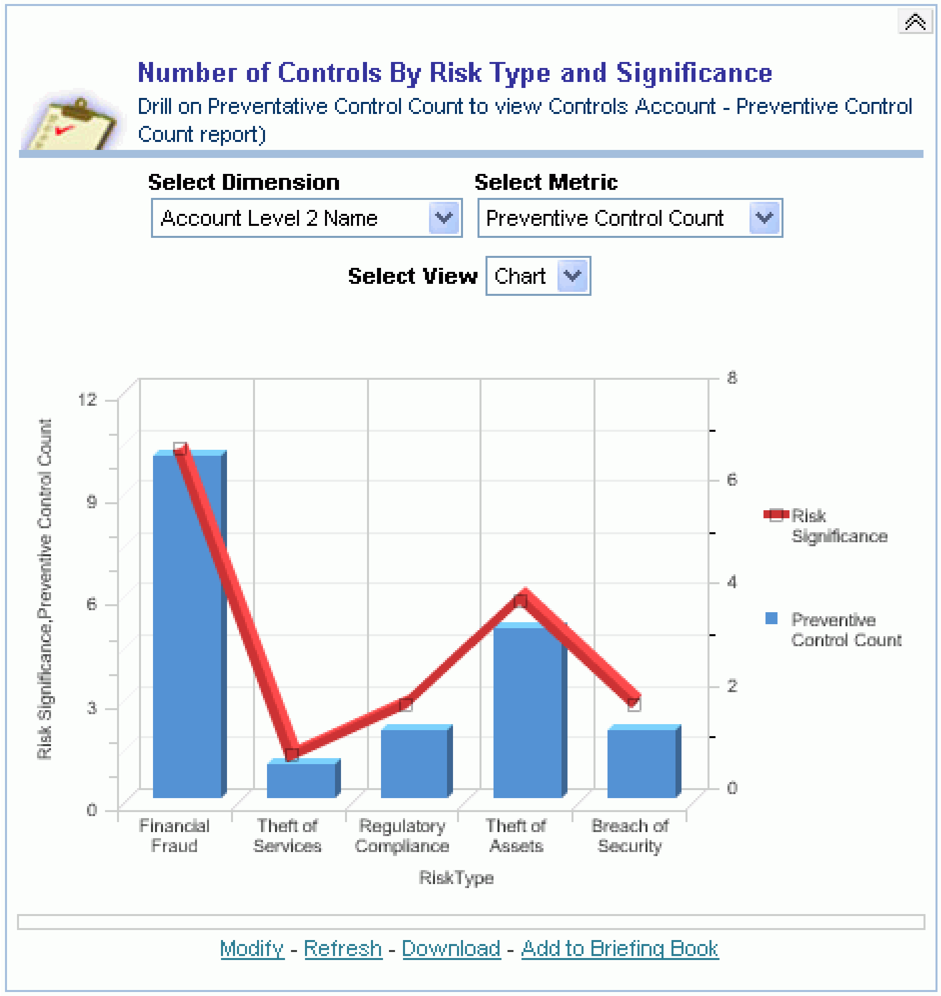
- **Number of Controls By Risk Type and Significance:** Displays the number of controls by risk type and significance, based on the dimension and metric you have selected.. Select a Preventative Control Count to view the Controls Account - Preventive Control Count report.



- **High Risk Processes With No Controls Tested:** Displays high risk processes with no controls, and the count of the risks. Select a Process Title to view details of the process in GRC Manager.

  Note: The note you see on the report is due to a filter that was applied when the report shown in this example was created. The data within the filter is test data and is not applicable to your implementation. Refer to Chapter 2 of this guide for additional information on filters.

High Risk Processes With No Controls Tested

Account Level 2 Name	Process Type	Process Document ID	Process Title	RiskType	Risk Rating	Risk Count
Accounting	Policy	133	Process4_0320	Theft of Assets	6	1
Accounting	Process	104	Process3_0320	Financial Fraud	15	1
Accounting	Process	158	Process4_0320	Breach of Security	8	1
Accounting	Process	167	Process4_0320	Breach of Security	8	1

Processes that have no controls tested

Control Key is equal to **-1**
and Risk Rating is in top **10**

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Testing Dashboards

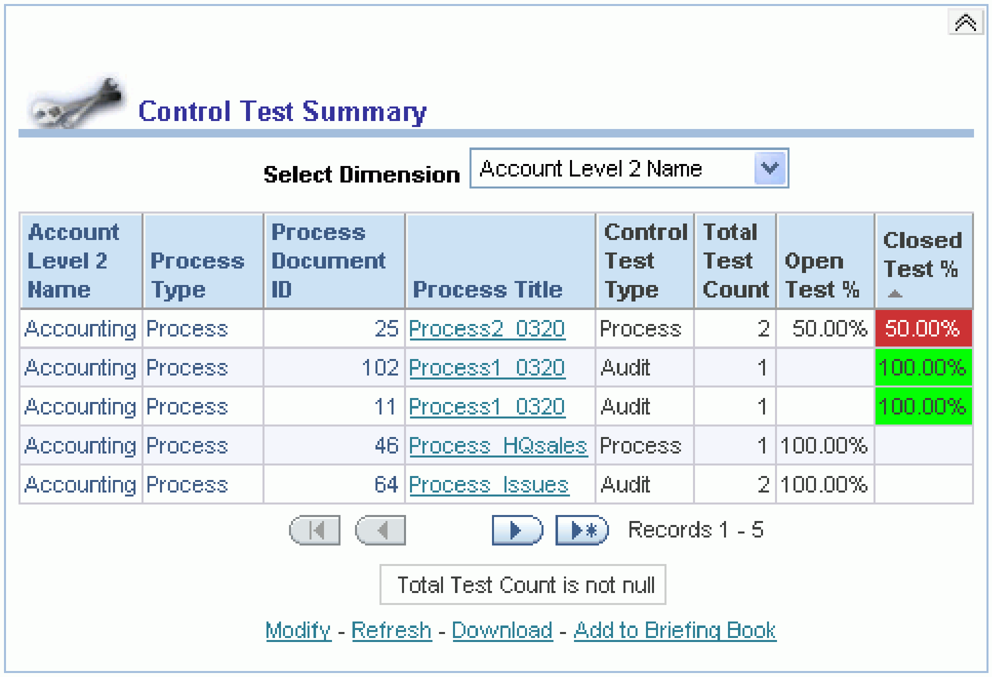
The Testing Dashboard consists of two tabs:

- Overview
- Activities

Testing Overview

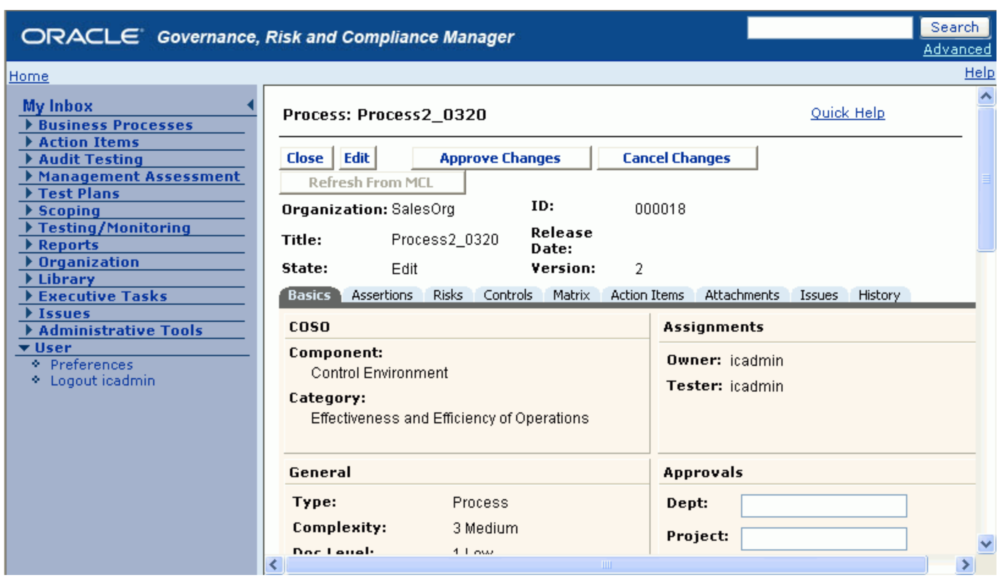
The Testing Overview tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Control Type, and Process Type.

- **Control Test Summary:** Displays a summary of tests based on test type and process detailing the total number of tests and the percentage of those tests that are open or closed.. Select a Process Title to view details of the process in GRC Manager.

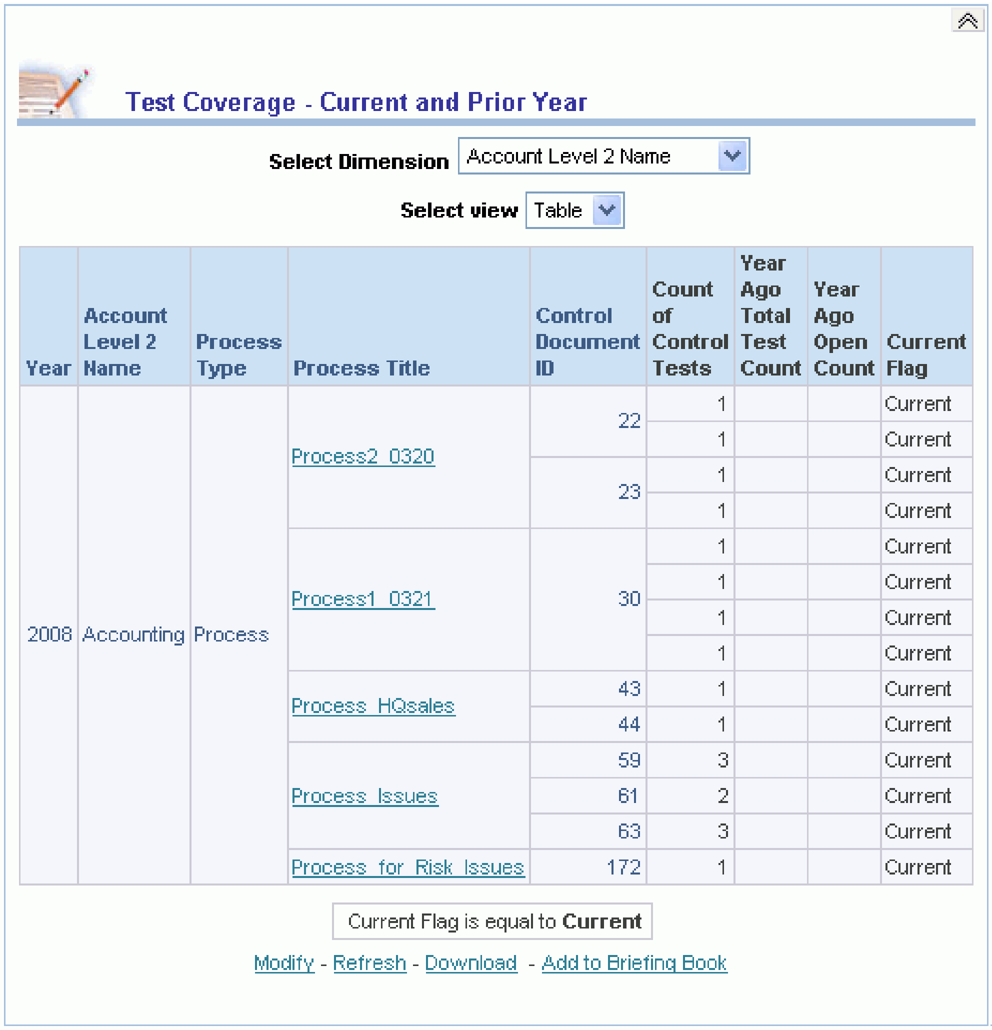


Account Level 2 Name	Process Type	Process Document ID	Process Title	Control Test Type	Total Test Count	Open Test %	Closed Test %
Accounting	Process	25	Process2_0320	Process	2	50.00%	50.00%
Accounting	Process	102	Process1_0320	Audit	1		100.00%
Accounting	Process	11	Process1_0320	Audit	1		100.00%
Accounting	Process	46	Process_HQsales	Process	1	100.00%	
Accounting	Process	64	Process_Issues	Audit	2	100.00%	

If, for example, you were to select Process2_0320, you would see the following screen in GRC Manager:

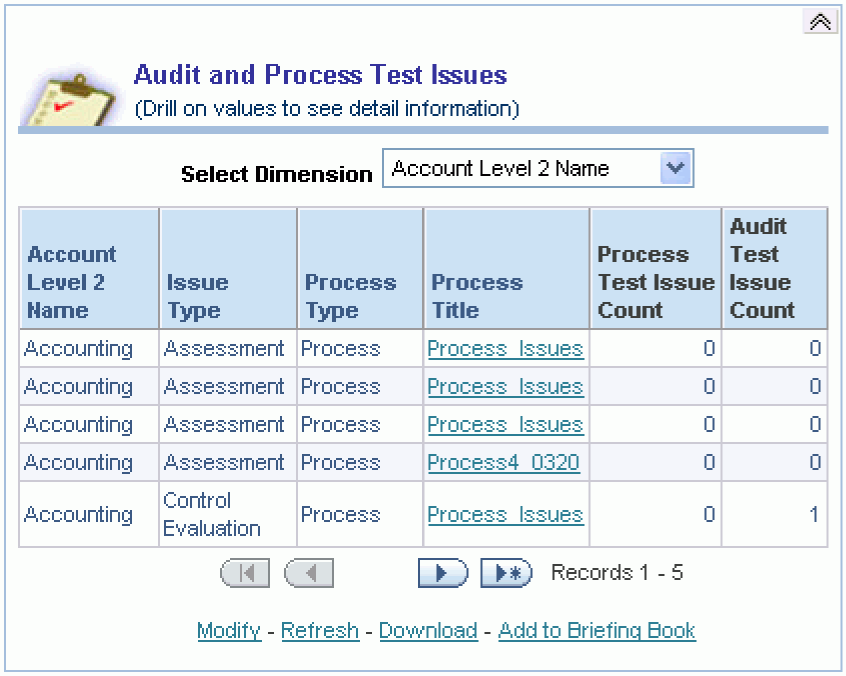


- **Test Coverage - Current and Prior Year:** Displays test coverage by organization for the current and prior year. In Table view, select a Process Title to view details of the process in GRC Manager. In this example, the account is new, so there is no date available for the prior year, and thus those columns are empty.



Year	Account Level 2 Name	Process Type	Process Title	Control Document ID	Count of Control Tests	Year Ago Total Test Count	Year Ago Open Count	Current Flag
2008	Accounting	Process	Process2_0320	22	1			Current
					1			Current
				23	1			Current
					1			Current
			Process1_0321	30	1			Current
					1			Current
					1			Current
					1			Current
			Process_HQsales	43	1			Current
				44	1			Current
			Process_Issues	59	3			Current
				61	2			Current
				63	3			Current
			Process_for_Risk_Issues	172	1			Current

- **Audit and Process Test Issues:** Displays audit and process test issues. Select a value to see detail information.



Audit and Process Test Issues

(Drill on values to see detail information)

Select Dimension: Account Level 2 Name

Account Level 2 Name	Issue Type	Process Type	Process Title	Process Test Issue Count	Audit Test Issue Count
Accounting	Assessment	Process	Process_Issues	0	0
Accounting	Assessment	Process	Process_Issues	0	0
Accounting	Assessment	Process	Process_Issues	0	0
Accounting	Assessment	Process	Process4_0320	0	0
Accounting	Control Evaluation	Process	Process_Issues	0	1

Records 1 - 5

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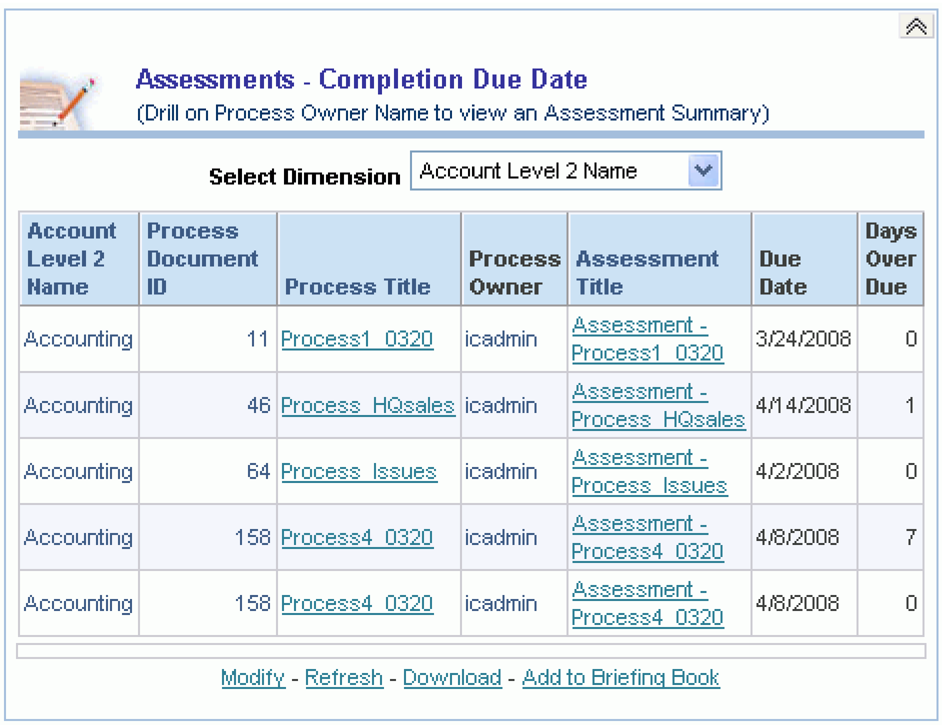
- **Assessments - Completion Due Date:** Displays the number of days by which an assessment is overdue for completion. Select a Process Title or an Assessment Title to view details in GRC Manager.



Assessments - Completion Due Date

(Drill on Process Owner Name to view an Assessment Summary)

Select Dimension: Account Level 2 Name

Account Level 2 Name	Process Document ID	Process Title	Process Owner	Assessment Title	Due Date	Days Over Due
Accounting	11	Process1_0320	icadmin	Assessment - Process1_0320	3/24/2008	0
Accounting	46	Process_HQsales	icadmin	Assessment - Process_HQsales	4/14/2008	1
Accounting	64	Process_Issues	icadmin	Assessment - Process_Issues	4/2/2008	0
Accounting	158	Process4_0320	icadmin	Assessment - Process4_0320	4/8/2008	7
Accounting	158	Process4_0320	icadmin	Assessment - Process4_0320	4/8/2008	0

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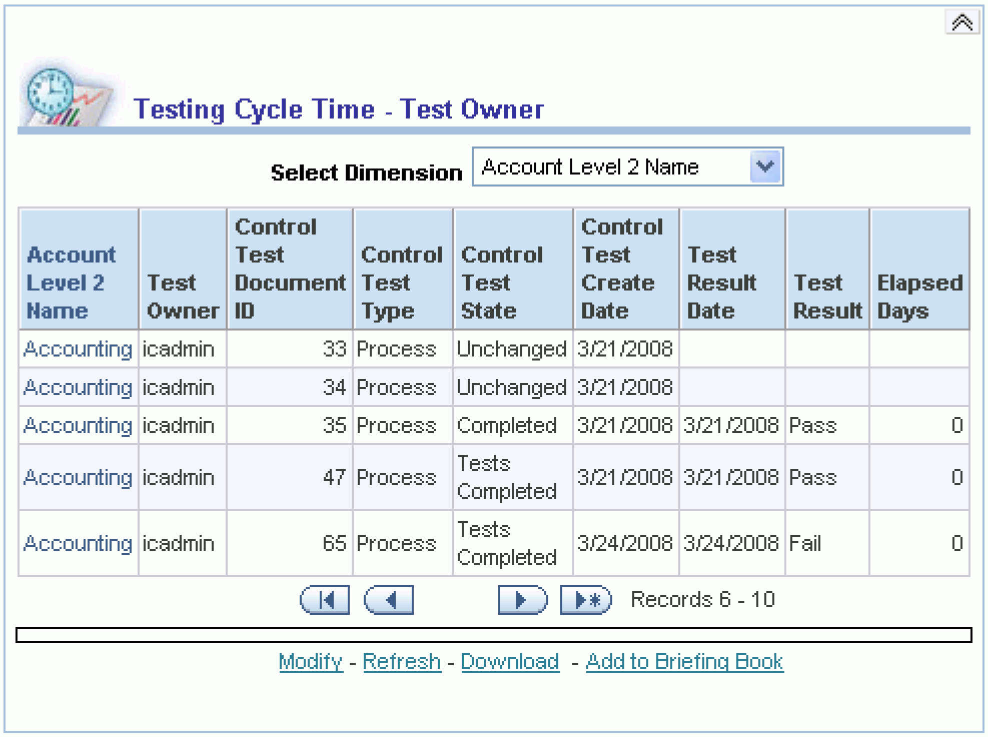
Testing Activities

The Testing Activities tab consists of the following reports by default, but you can customize the page to add custom reports if desired. You can also choose to limit the reports by Period Name, Control Test Type, and Process Type.

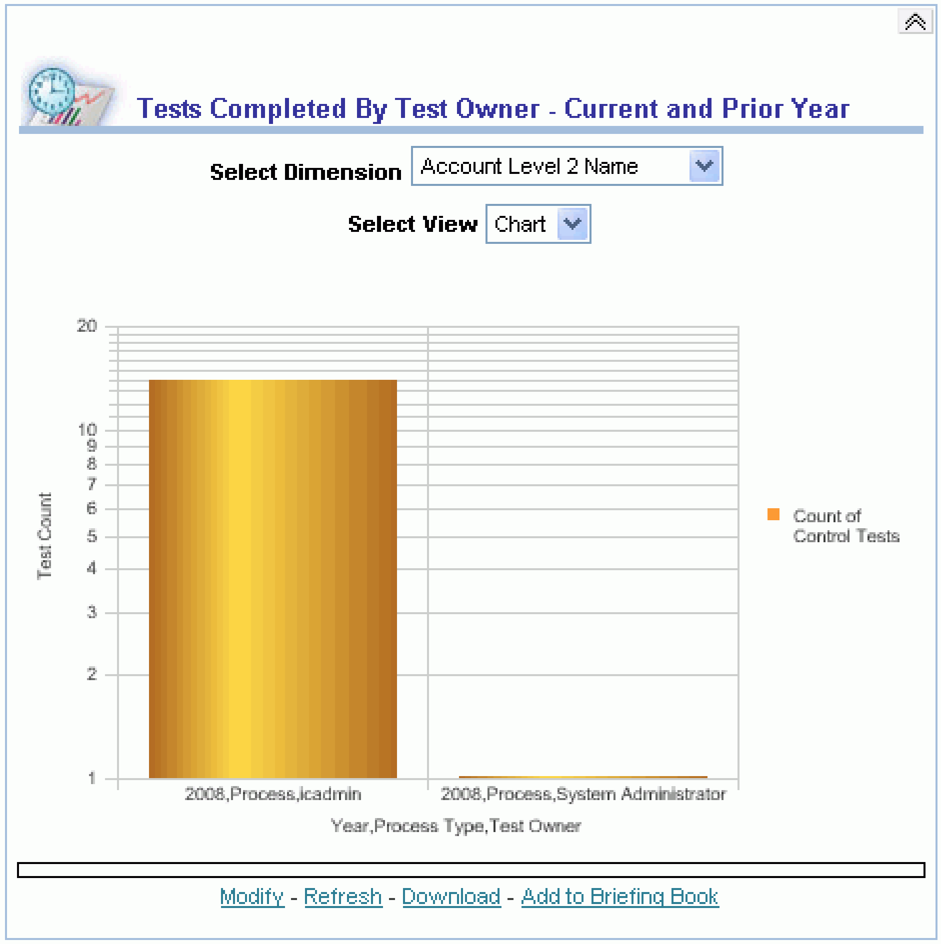
- **Testing Cycle Time - Test Owner:** Displays the testing cycle time, in elapsed days, by test owner.



Account Level 2 Name	Test Owner	Control Test Document ID	Control Test Type	Control Test State	Control Test Create Date	Test Result Date	Test Result	Elapsed Days
Accounting	icadmin	33	Process	Unchanged	3/21/2008			
Accounting	icadmin	34	Process	Unchanged	3/21/2008			
Accounting	icadmin	35	Process	Completed	3/21/2008	3/21/2008	Pass	0
Accounting	icadmin	47	Process	Tests Completed	3/21/2008	3/21/2008	Pass	0
Accounting	icadmin	65	Process	Tests Completed	3/24/2008	3/24/2008	Fail	0

- **Controls Test Failures:** Displays, by test period and test owner, the status and results of completed tests. Select a Control Title to view its details in GRC Manager.

- **Tests Completed By Test Owner - Current and Prior Year:** Displays tests completed for the current and prior year by test owner. In Chart view, select a test count to view details. In Table view, select a Process title to view its details in GRC Manager.


Tests Completed By Test Owner - Current and Prior Year
Select Dimension
Account Level 2 Name
Select View
Chart
20
10
9
8
7
6
5
4
3
2
1
Test Count
2008,Process,icadmin
2008,Process,System Administrator
Year,Process Type,Test Owner
Count of Control Tests
Modify - Refresh - Download - Add to Briefing Book

2

Modifying Reports and Dashboards

This chapter covers the following topics:

- Modifying Report Titles
- Creating Report Prompts
- Modifying Charts
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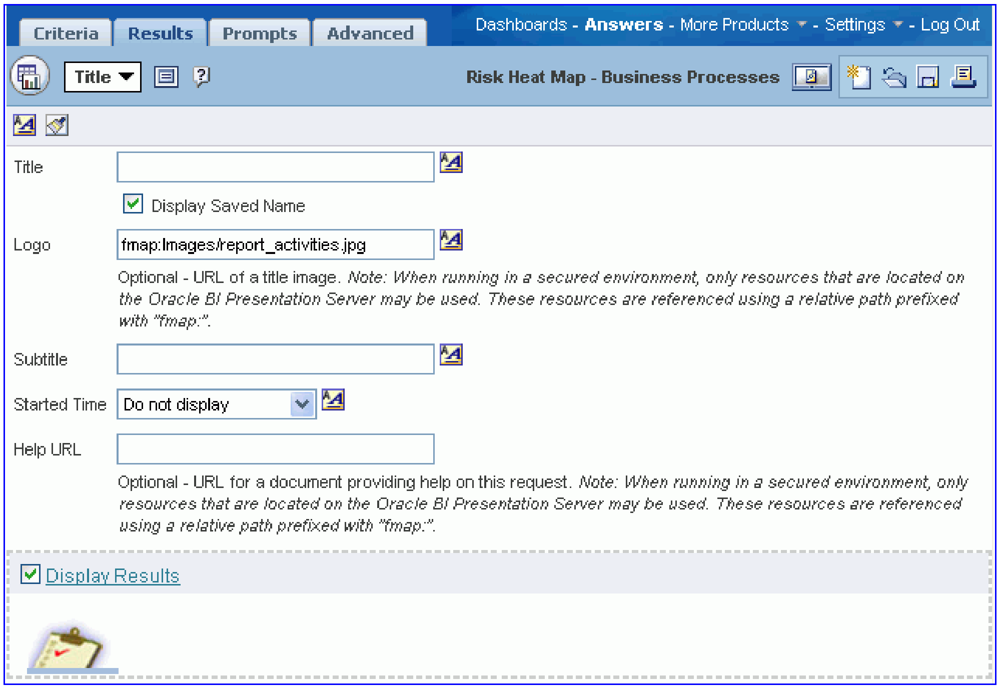
Modifying Report Titles

To modify a report title:

1. Select the Modify link on any report.
2. Select the Results tab.
3. From the drop down menu, choose Title.
4. You can edit the report title, subtitle or image.

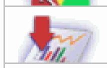
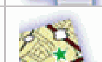
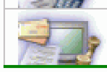
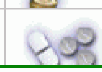


5. Select the Save icon when you are finished making changes to your title.

Tips on Modifying Report Titles

- The name you give the report when you save it is the title that will be displayed when the report is executed.
- When saving your report, enter a description for the report. The description appears as a tooltip when you "hover" the mouse over the report title in Answers and on Dashboards.
- If your chart or table is drillable, add a subtitle such as "(Drill on chart for details)"
- If desired, set the 'Started Time' to 'Display date & time'. Note that this may not always be desirable and can clutter up the title.
- Adding an image to a report:
  - Image names are always prefixed with "fmap:Images/"
  - The image should appear to the left of the title.

To add an image to the report, find the image you wish to use in the following table, then enter that image's reference in the Logo field.

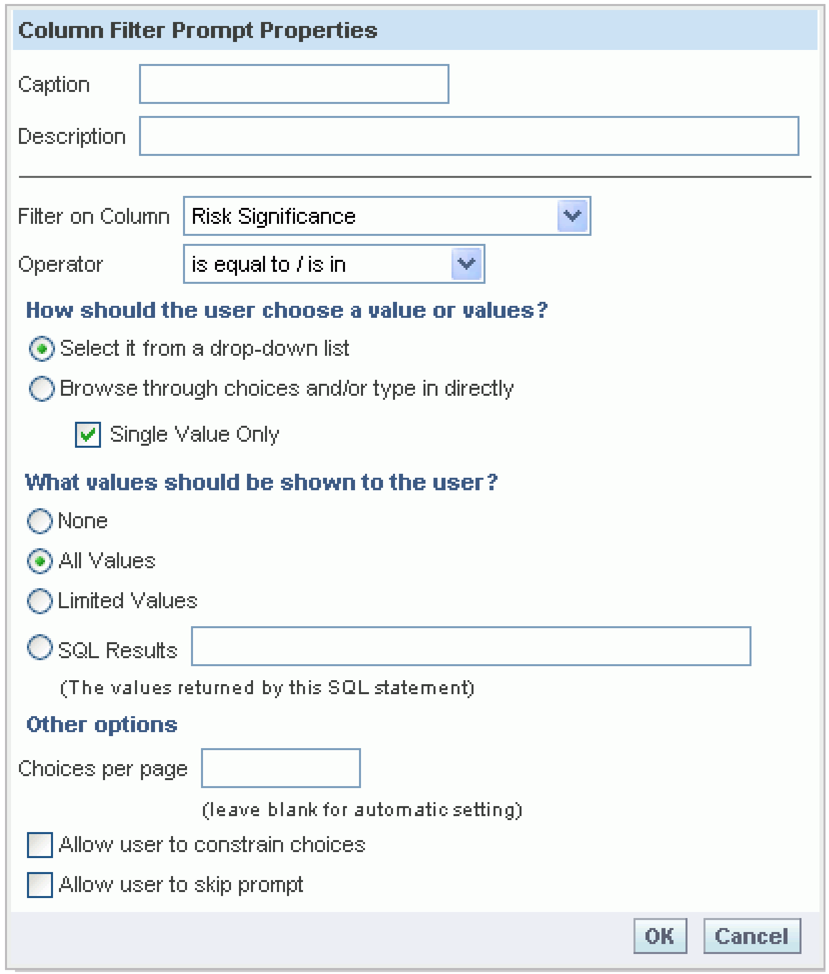
Image	Logo Field Entry “fmap:Images/___”	Image	Logo Field Entry “fmap:Images/___”
	fmap:Images/report_account_appl.jpg		fmap:Images/report_good_value.jpg
	fmap:Images/report_activities.jpg		fmap:Images/report_household.jpg
	fmap:Images/report_agreements.jpg		fmap:Images/report_insurance_Policy.jpg
	fmap:Images/report_automotive1.jpg		fmap:Images/report_insuranceClaim.jpg fmap:Images/report_tradefund.jpg
	fmap:Images/report_automotive2.jpg		fmap:Images/report_investigative.jpg
	fmap:Images/report_bad_percentage.jpg		fmap:Images/report_invoices.jpg
	fmap:Images/report_bad_progress.jpg fmap:Images/report_bottomN.jpg		fmap:Images/report_location.jpg
	fmap:Images/report_bad_value.jpg		fmap:Images/report_medicalResearch.jpg
	fmap:Images/report_bankAccount.jpg		fmap:Images/report_mktShare.jpg
	fmap:Images/report_bankBalances.jpg		fmap:Images/report_order.jpg
	fmap:Images/report_call.jpg		fmap:Images/report_phone.jpg
	fmap:Images/report_callcenter.jpg		fmap:Images/report_pillcount.jpg

	fmap:Images/report_cautionary_percentage.jpg		fmap:Images/report_pipeline.jpg
	fmap:Images/report_cautionary_progress.jpg		fmap:Images/report_reportsCatalog.jpg
	fmap:Images/report_cautionary_value.jpg		fmap:Images/report_retailAudit.jpg
	fmap:Images/report_comm1.jpg		fmap:Images/report_salesrep.jpg
	fmap:Images/report_comm2.jpg		fmap:Images/report_scorecard.jpg
	fmap:Images/report_cust_sat.jpg		fmap:Images/report_service_profitibility.jpg
	fmap:Images/report_email.jpg		fmap:Images/report_serviceRequest.jpg
	fmap:Images/report_expiration.jpg		fmap:Images/report_targetActual.jpg
	fmap:Images/report_forecasting.jpg		fmap:Images/report_tradepromo.jpg
	fmap:Images/report_generic.jpg fmap:Images/report_salesVolume.jpg		fmap:Images/report_trends.jpg
	fmap:Images/report_geographical.jpg		fmap:Images/report_universal_queue.jpg
	fmap:Images/report_good_percentage.jpg		fmap:Images/report_win_lossDeals.jpg
	fmap:Images/report_good_progress.jpg fmap:Images/report_topN.jpg		

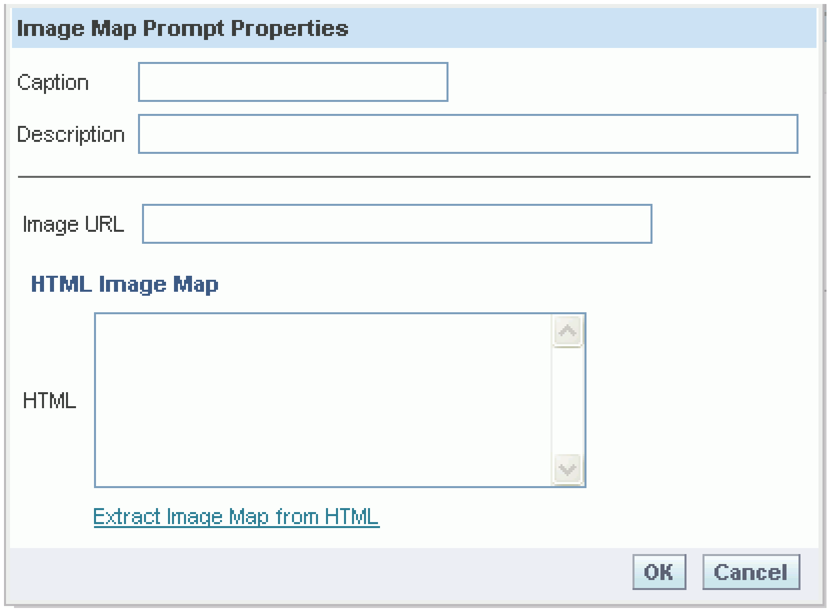
Creating Report Prompts

Use prompts to obtain user input before showing the report. To create a report prompt:

1. Select the Modify link on any report.
2. Select the Prompts tab.
3. From the Create Prompt menu, choose one of the following:
   - Column Filter Prompt: A column filter prompt provides general filtering of a column within a request. A column filter prompt can present all choices for a column, or it can present constrained choices for a column. For example, if a request contains a Region=East filter, constraining choices for the City column restricts the selections to cities in the East region only. This eliminates the selection of a mutually exclusive filter that could result in no data.



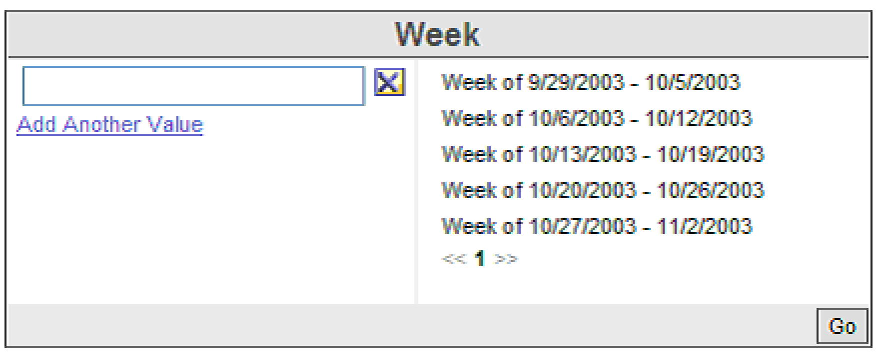
- Image Prompt: An image prompt provides an image that users click to select criteria for a request. For example, in a sales organization, users can click their territories from an image of a map to see sales information, or click a product image to see sales information about that product. Users who know how to use the HTML <map> tag can create an image map definition.



4. Select the Save icon when you are finished creating your report prompt.

Tips on Creating Report Prompts

- Prompts allow the user to provide input which filters large amounts of information in order to get meaningful output.
- Example of a Column Filter Prompt as it would appear in a report:



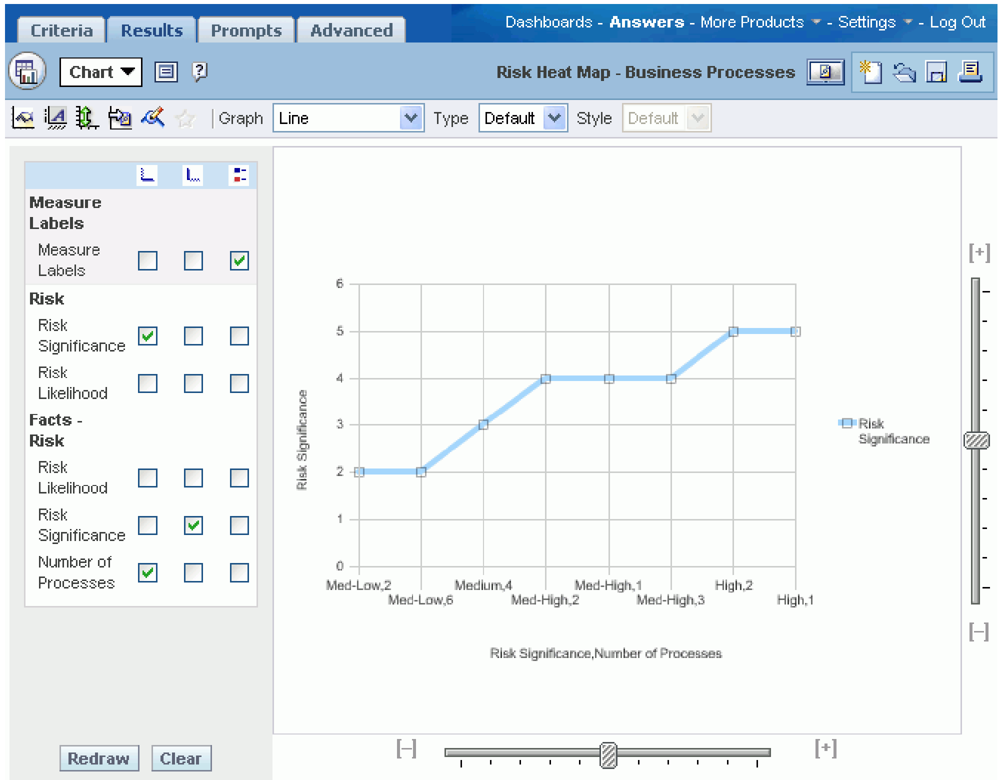
Modifying Charts

To modify a chart:

1. Select the Modify link on any report.

2. Select the Results tab.

3. From the drop down menu, choose Chart.



4. Make changes as appropriate.

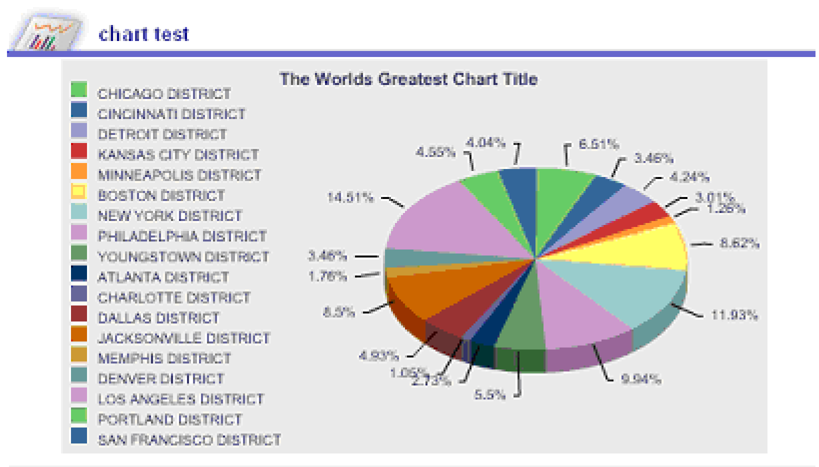
5. Select the Save icon when you are finished making changes to your chart.

Tips on Modifying a Chart

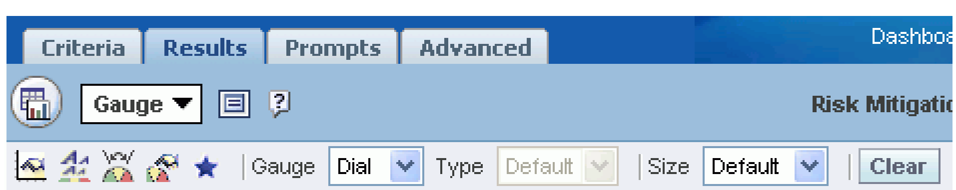
- When creating a report that will show a chart, include only the columns that you need to render the chart. Columns included in the criteria but not shown are still run and aggregated, which can adversely affect performance.

- Leave the chart size as initially displayed. Generally, the chart should be the size needed to successfully achieve its purpose. It is okay if a summary chart is smaller than a detailed one. Charts of different sizes will also lend some visual interest to the page.

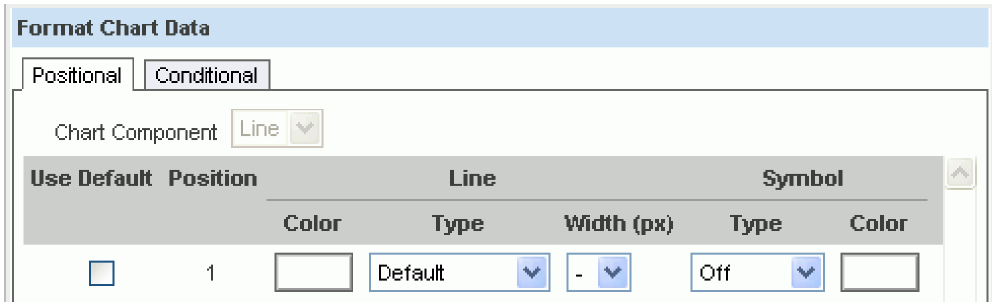
- In general, a light background color on a chart can add emphasis to the chart and visual interest to a page. For example:



- If displaying multiple charts in a report, enter a title for each chart for better usability.
- Place legends in the appropriate location for the chart type displayed. As horizontal space is usually the limiting dimension, a top or bottom location often works best. This should be applied consistently by page.
- Include axis titles where necessary.
- Try to mix use of different chart types, for example, Vertical Bar, Horizontal Bar, Line Bar Combo, and Pareto. Variety is good, but use the chart types which are best suited to illustrate different types of data. For example, use lines for trends, bars for comparison between series, stacked to show contributions to a whole.
- If using many Vertical Bar or Horizontal Bar graphs, try to mix use of different styles, such as Rectangle, Cylinder and Gradient.
- Make charts to further detail reports, but try to keep drilling to 2 levels (parent report to child report) to prevent confusing navigation.
- For gauges, use the default colors and gauge attributes:



- For Line Graphs or Line Bar Combo Graphs, turn off line symbols:



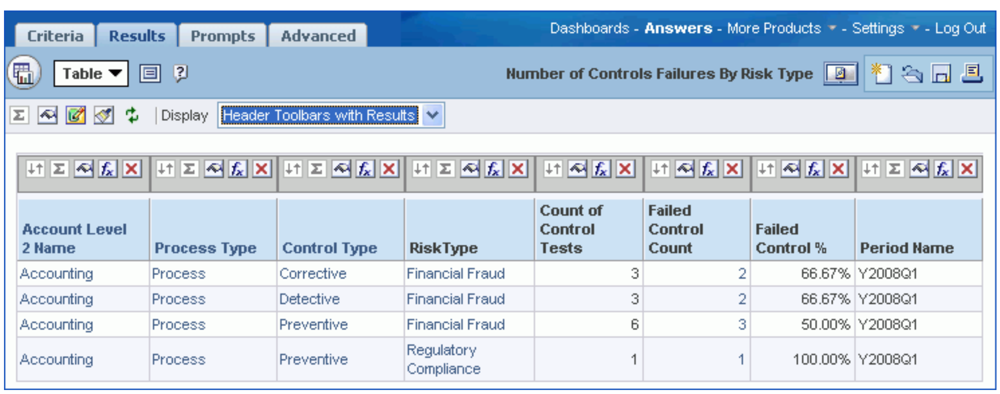
Creating Formulas within Reports

Avoid creating new formulas within reports (for example, CASE statements or calculations), instead, define formulas as metrics. This prevents the need to recreate metrics that can be reused in other reports.

Modifying Tables

To modify a table:

1. Select the Modify link on any report.
2. Select the Results tab.
3. From the drop down menu, choose Table.
4. Make changes as appropriate.

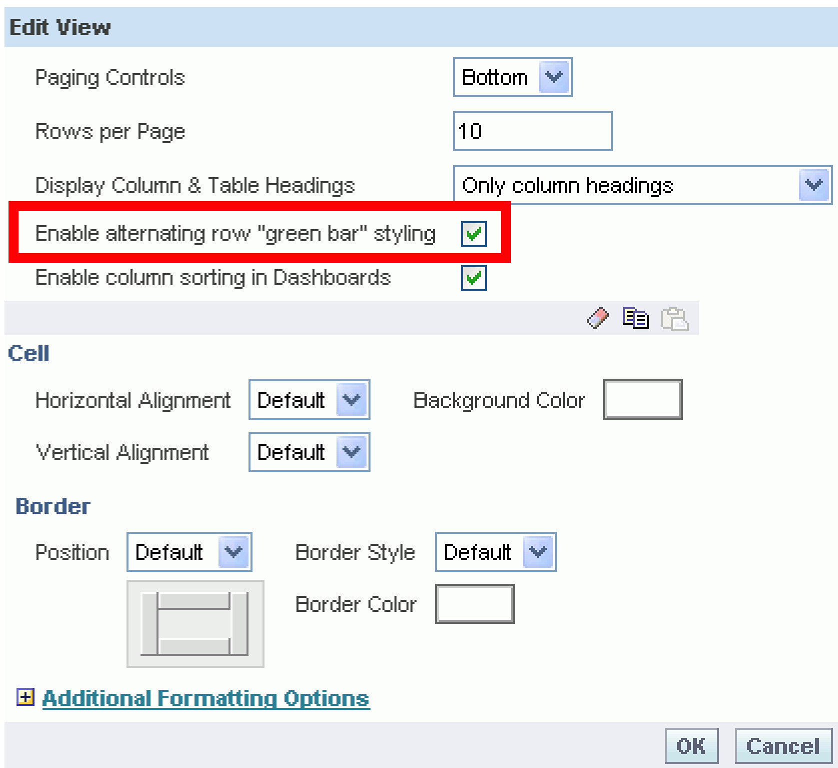


Account Level 2 Name	Process Type	Control Type	RiskType	Count of Control Tests	Failed Control Count	Failed Control %	Period Name
Accounting	Process	Corrective	Financial Fraud	3	2	66.67%	Y2008Q1
Accounting	Process	Detective	Financial Fraud	3	2	66.67%	Y2008Q1
Accounting	Process	Preventive	Financial Fraud	6	3	50.00%	Y2008Q1
Accounting	Process	Preventive	Regulatory Compliance	1	1	100.00%	Y2008Q1

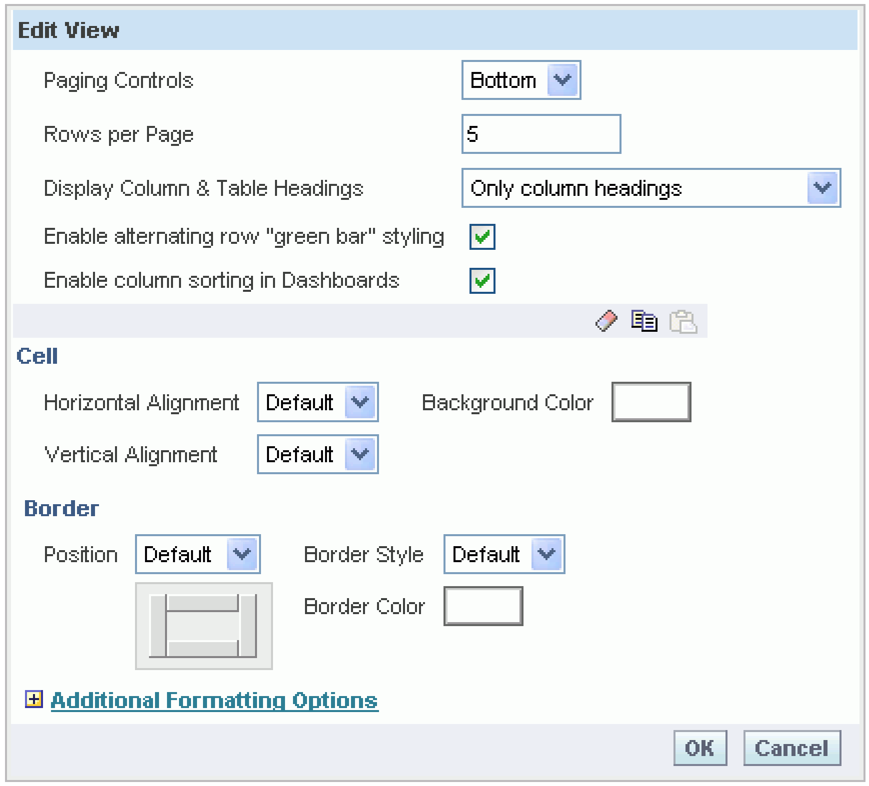
5. Select the Save icon when you are finished making changes to your table.

Tips on Modifying Tables

- When creating a report, always place the parent attribute in the left-outer-most column followed by the respective children in hierarchical order.
- If an Enterprise Analytics Applications has Logical Column Names that are identical within the same Subject Area, rename and prefix both columns so end-users can differentiate between the two columns (for example, Finished Goods Product Name and BOM Product Name).
- For large tables with many columns and rows, use bar shading to make the table more readable. Note, however, that in some cases, the addition of the shaded bar format will render a table less usable if the grouping with the value suppression option is turned off.



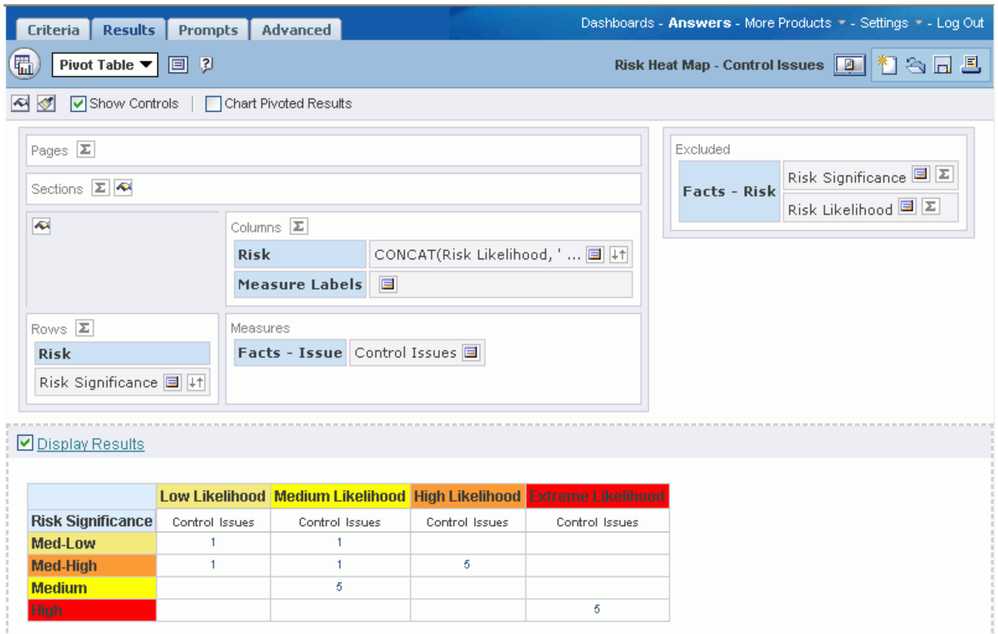
- Left-justify labels if displaying labels in a column.
- Change the number of records displayed to vary the height of a table. The default is 25 rows per page.
- Select the Table View Properties button to enable column sorting in Dashboards. Column sorting in Dashboards works best when there is a small set of records (fewer than 100) in an analysis.



Modifying Pivot Tables

To modify a Pivot table:

1. Select the Modify link on any report.
2. Select the Results tab.
3. From the drop down menu, choose Pivot Table.
4. Make changes as appropriate.



5. Select the Save icon when you are finished making changes to your pivot table.

Tips on Modifying Pivot Tables

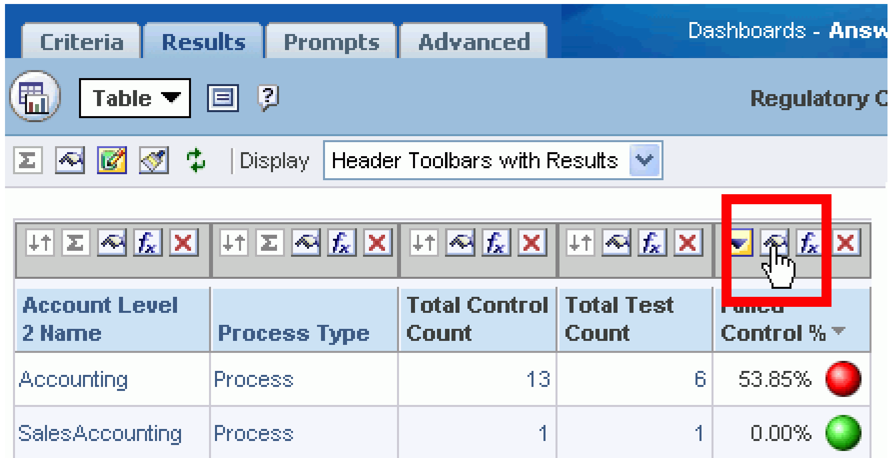
- When creating the criteria for a pivot table, only include the columns that you absolutely require to render the pivot table.
- Conditional formatting is carried over to pivot tables except for conditional formatting based on another column. Conditions must be based on the column to which they apply.
- Use the pivot table functionality to create "% of total" columns where needed.
- Make creative use of pivot tables. Create mini pivot tables as summary tables on top of a report.

Conditional Formatting

To add conditional formatting to a table:

1. Select the Modify link on any report.
2. Select the Results tab.
3. From the drop down menu, choose Table.

4. Select the Column Properties button.

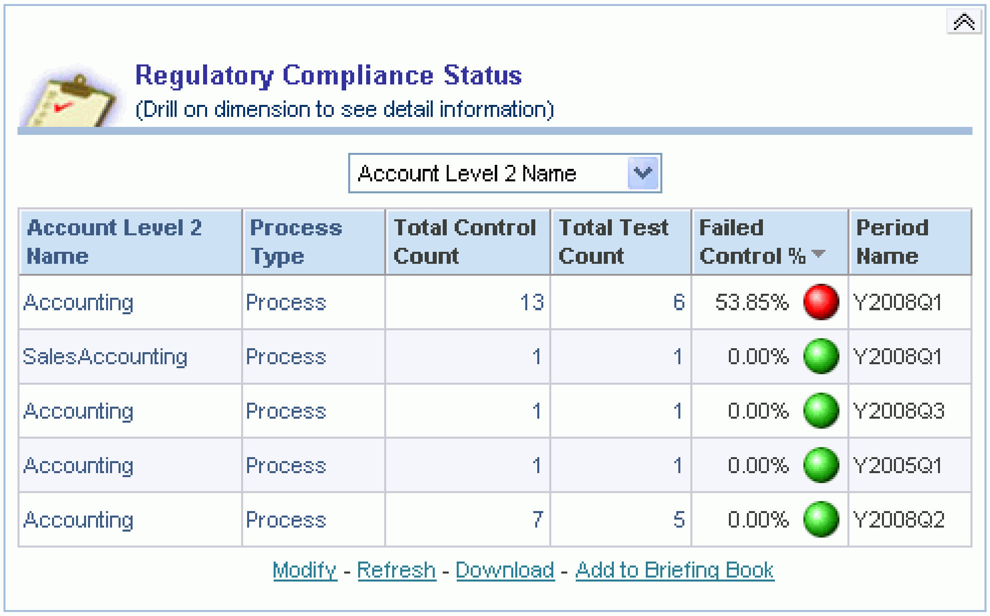


5. Make changes as appropriate on the Conditional Format tab. Refer to the online help for details.

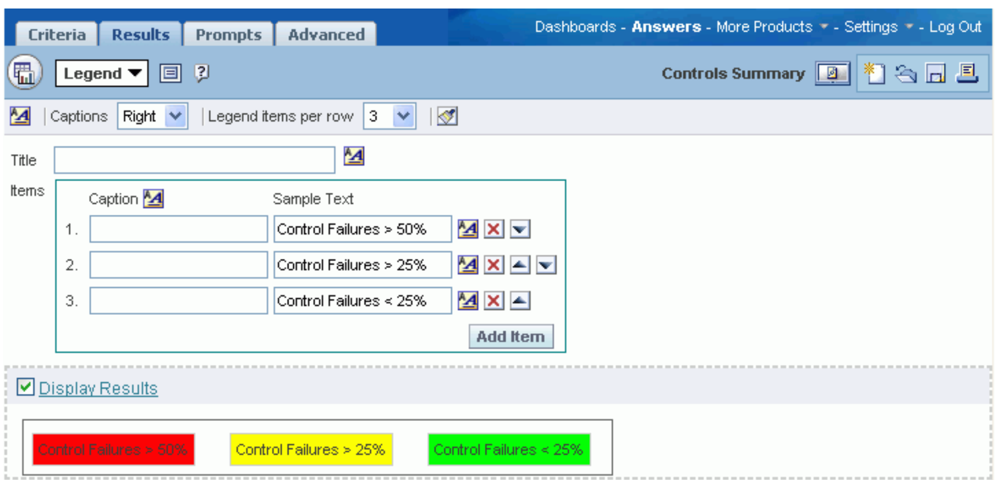
6. Select the Save icon when you are finished making changes.

Tips on Conditional Formatting

- If you use graphics, remember to use the "null" images for the conditions that are not met, so alignment of text and numbers is preserved. In the following example, when there are no failed controls, a green circle is displayed, which keeps the column properly aligned.



- Display legends to explain the conditional formatting using the Legend option.



- Conditional formatting allows conditions on other columns in your report, not just the column with the formatting. For example, if you are doing comparisons with historical data, you can try using the red down arrows and blue up arrows to indicate trends.

Modifying Data Formats

To modify data formats in a table:

1. Select the Modify link on any report.

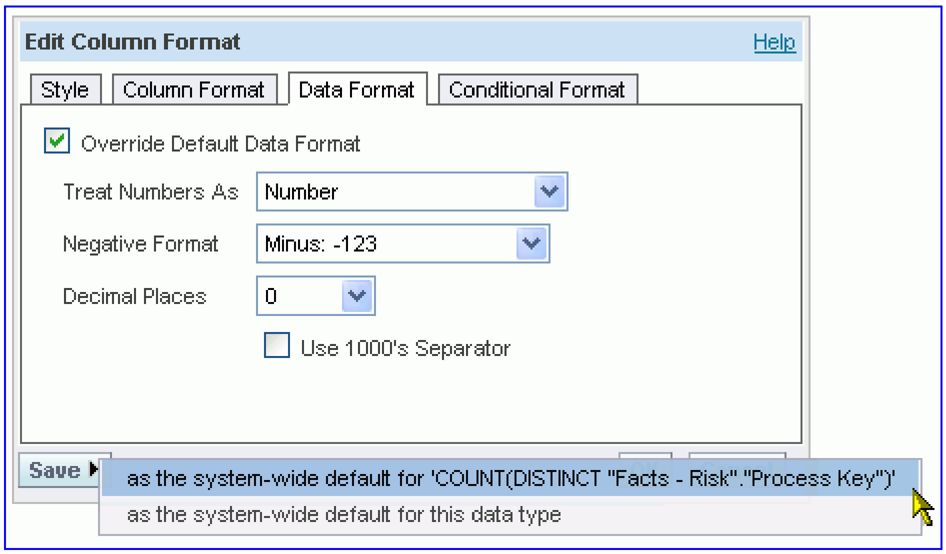
2. Select the Results tab.

3. From the drop down menu, choose Table.

4. Select the Column Properties button.

5. Make changes as appropriate on the Data Format tab. Refer to the online help for details.

6. **Important:** When you select the Save button, make sure that you save as the system-wide default for your specific metric. Do not save as the system-wide default for this data type; this can cause formatting of other metrics to change and can cause a lot of rework. For example:



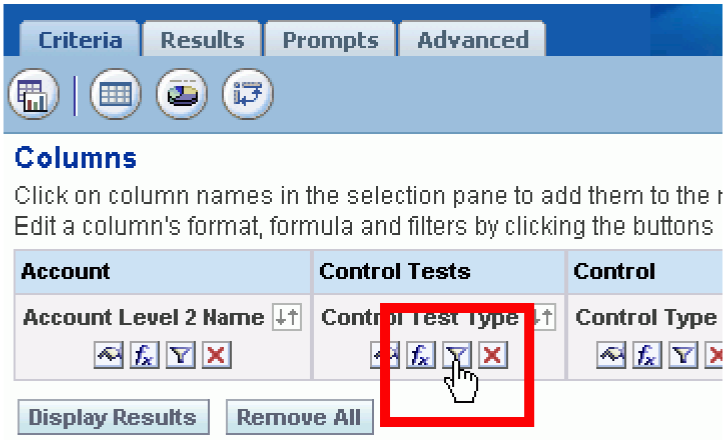
Using Filters

To add a filter to a report:

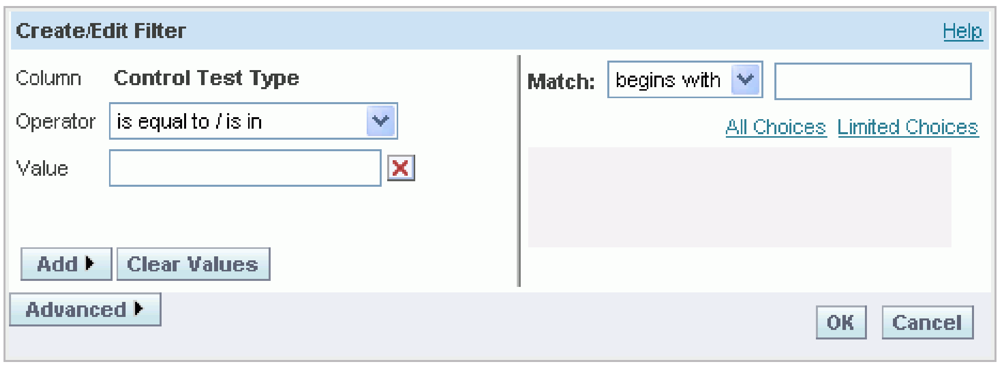
1. Select the Modify link on any report.

2. Select the Critera tab.

3. To add a new filter, select the Filter button for the appropriate column.



4. Make changes as appropriate.



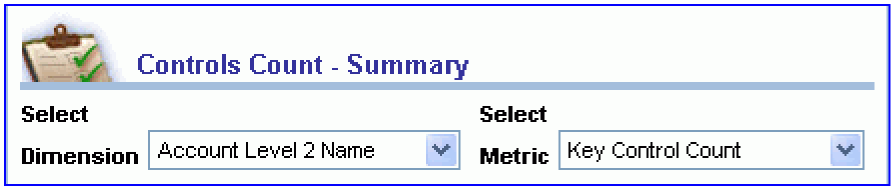
5. Select Ok when you are done making changes, then save your work.

Tips on Using Filters

- For dynamic data, analyses should only contain "Is Prompted" filters (that is, nothing should be hard-coded).

- Saved filters should be used when you wish to filter a lot of reports by a set number of filtered columns. For example, if you wish to filter to the current year, create then reference a Shared Filter called "Current Year" instead of Year = 2008, or create a Shared Filter called "Current Year Prompted" instead of Year is prompted.

- Try to include column selectors in your reports. Add labels for column filters, such as "Select View". For example:



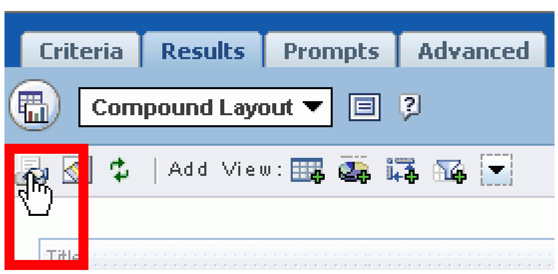
- To use repository variables in your filters, select Add -> Variable in the Create/Edit Filter screen, then enter the variable name. The following is a list of repository variables that you can use in your filters:
  - CURRENT_DAY
  - CURRENT_FSCL_MONTH
  - CURRENT_FSCL_QUARTER
  - CURRENT_FSCL_YEAR
  - CURRENT_FSCL_WEEK
  - CURRENT_JULIAN_DAY_NUM
  - CURRENT_MONTH
  - CURRENT_QUARTER
  - CURRENT_YEAR
  - CURRENT_WEEK
  - LAST_REFRESH_DT
  - NEXT_FSCL_MONTH
  - NEXT_FSCL_QUARTER
  - NEXT_FSCL_YEAR
  - NEXT_FSCL_WEEK
  - NEXT_MONTH
  - NEXT_QUARTER
  - NEXT_YEAR
  - NEXT_WEEK

- PREVIOUS_FSCL_MONTH
- PREVIOUS_FSCL_QUARTER
- PREVIOUS_FSCL_YEAR
- PREVIOUS_FSCL_WEEK
- PREVIOUS_MONTH
- PREVIOUS_QUARTER
- PREVIOUS_YEAR
- PREVIOUS_WEEK

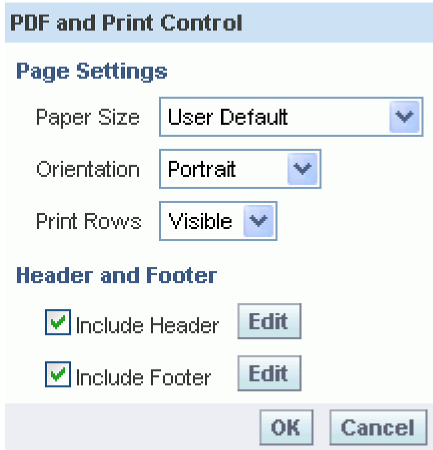
Printer Friendly Reporting

Add global Global Header and Footer to reports that you expect a user to print. To add a header and footer:

1. Select the Modify link on any report.
2. Select the PDF and Print Control button.



3. Select the Include Header and/or Include Footer check boxes.
4. Select the Edit button to specify how you want the header or footer to appear.



5. Select the Save icon when you are finished making changes.

Modifying Dashboards

To modify a dashboard, select Edit Dashboard from the Page Options menu. When modifying a dashboard, keep the following suggestions in mind:

- On a Dashboard page with multiple columns and rows, summarized analyses are typically shown first. End-users should be able to quickly view a summarized analysis, uncover a problem or opportunity and drill-down into details.
- Try not to place too many reports per dashboard. Remember that performance will suffer if there are a large number of reports embedded within a dashboard.
- Try to make dashboards look symmetric both vertically and horizontally. For example, fill available space, but leave some white space between content.
- To provide variety in Dashboard layout, use the "Insert Column Break" function on a column to obtain spanning columns. Or, use the "Horizontal Alignment" option for a section; this distributes a section's content horizontally as opposed to vertically.
- Enter descriptions for dashboards and pages. Descriptions appear as tooltips when you hover the mouse over the dashboard links in the top banner and page tabs.
- Remember to add links to Modify, Refresh, Download and Print to your reports.

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