

Review Alerts

Last Modified on 05/12/2021 8:49 am MDT

Alert owners are responsible for documenting issues attached to their assigned alerts by creating new issues or selecting existing issues that they already have access to. Once users in the group have completed their tasks, the alerts can then be completed.

All assigned alerts appear on the [My Tasks](#) page.

The screenshot displays the RESOLVER interface. At the top, there is a navigation bar with the RESOLVER logo, a search bar, and user profile icons. Below the navigation bar, the 'My Tasks' tab is selected. The main content area is divided into two panels. The left panel, titled 'My Tasks', contains a list of two alerts. The first alert is labeled 'A-2' and titled 'OPC Guideline for Obtaining Meaningful Consent (PIPEDA)', with a yellow 'ACTION REQUIRED' button and a note 'Assigned to me on Aug 28th, 2020'. The second alert is labeled 'A-6' and titled 'Information Regarding FINTRAC's Suspicious Transactions Guidance and other upcoming regulatory updates', also with a yellow 'ACTION REQUIRED' button and a note 'Assigned to me on Aug 28th, 2020'. The right panel, titled 'Alert', shows a 'Workflow State' chart. The chart has a horizontal axis from 0 to 3. A yellow bar extends from 0 to 2, with the number '2' at its end. Below the chart is a legend with a yellow dot and the text 'Action Required'.

Assigned alerts on the My Tasks page.

To review alerts:

1. Log into a user account that's been added to the **Alert Owner** user group to display the **My Tasks** page.
2. Click a requirement to display the **Alert Review** form.

The screenshot shows the RESOLVER interface with a search bar and user profile icon at the top. Below the navigation bar, there is a dropdown menu for 'Applications'. The main content area features a yellow header with 'Alert Action Required'. The alert title is 'OPC Guideline for Obtaining Meaningful Consent (PIPEDA)' with a sub-label 'A-2'. The alert details include:

- Alert Name:** OPC Guideline for Obtaining Meaningful Consent (PIPEDA)
- Alert Owner:** Alert Owner
- Alert Type:** Content Enhancement (indicated by a red circle)
- Effective Date:** October 1, 2020
- Guideline / Legislation:** Legislation on Privacy
- Description:** In August 13, 2019, The Office of the Superintendent of Financial Institutions (OSFI) published a letter entitled OSFI's Activities with respect to IFRS 17. The letter indicates, among other things, that the International Accounting Standards Board (IASB) is proposing to defer the effective date for the proposed draft amendments to IFRS 17 by one year to January 1, 2022. The letter also indicates the following:
 - The Quantitative Impact Study (QIS) 1 submissions that were released in June 2019 to various insurance industry participants are due October 31, 2019.
 - If the IASB approves the new IFRS 17 effective date, OSFI expects to conduct another directed consultation with industry participants in June 2020.

The Alert Review form.

- Optional: In the Issues and Corrective Actions section, begin typing keywords in the Document Issues search bar to display a list of existing issues, then click to select an appropriate issue.

The screenshot shows the 'Issues and Corrective Actions' section. It includes a sub-header 'Document all issues and corrective actions required to support this alert.' Below this is a table of issues:

Unique ID	Name	Description	Priority	Due Date	Workflow State
I-5	Deficiency in the design of a key IT general control	A key application or IT general control is not designed effectively	High	August 10, 2020	Closed

Below the table, there is a search bar with the text 'Ins' entered. A dropdown menu shows a search result: 'Insufficient control consciousness' with a 'Library' label. A blue 'COMPLETE' button is located at the bottom right of the section.

Typing a keyword into the Document Issues search bar.

- Optional: Click + to create a new issue:

RESOLVER

- a. Enter a name in the **Issue Name** field.
- b. Enter a description of the issue in the **Description** field.
- c. Begin typing keywords in the **Issue Owner** and **Issue Delegate** fields to display a list of available users, then click to select an appropriate user.
- d. Select an issue type in the **Identified By** field. Repeat this process for the **Issue Type** and **Priority** fields.
- e. Select a date in the **Date Identified** field. Repeat this process with the **Due Date** and **Issue Resolution Date** fields.
- f. Click **Open Issue** to open the issue and assign it to the issue owner or delegate, or **Create and Save as Draft** to resume working on the issue later.

Issue Status **Creation** ✕

Create Issue I-XXX

Issue Name

Description

Issue Owner

Issue Delegate

Date Identified **Identified By**

Due Date **Issue Type**

Issue Resolution Date **Priority**

The Create Issue pallet.

5. Optional: Add comments to the Comments box if desired.
6. Click Complete.