# Version 25.3ab (Issue Management)

# Improvements

## Issue Management

- The following elements were added to the Action Plan Workflow to enhance to track action plan statuses, ensuring that they are completed in a timely manner. The following configuration details are applied:
  - New Extended Due Date, Corrective Action Overdue fields
  - Link Extension Reminder Date,
  - New Workflow Status: Extended
    - Moves from the Open status when due date reached and the extended due date has been populated (Notifies Corrective Action Owner and Delegate; Sets reminder date + 7)
    - Permissions updated: All GRC Roles matching current "Open" status permissions)
      - All GRC Roles matching current "Open" status permissions
      - Issue Management/Corrective Actions
      - ITRM/Issues & Corrective Actions
      - ITCM/Issues & Corrective Actions
      - Risk Event/Action Plans - Open Corrective Actions
      - Portal/Corrective Actions
  - New WF Triggers
    - Extension reminder (Every 7 days; Notifies CA owner and delegate)
    - Submit for Review (Extended - Review): Notifies Risk Event Owner/Issue Owner
  - Update WF Triggers
    - Submit for Review (Open - Review): Notifies Risk Event Owner/Issue Owner (removed others)
    - Submit for Review (Overdue - Review): Notifies Risk Event Owner/Issue Owner (removed others)
    - Remediation Required (Review - Open): Added transition to Overdue (needs Corrective Action Overdue set to Yes) Notify CA Owner + Delegate; Added transition to Extended Notify CA Owner + Delegate
    - Close Corrective Action (Review - Closed): Added Closed By role to Corrective Action; Set Closed by to Current User; Set Completed Date to Today
- Action Plan forms and fields were redesigned to capture a more focused and consistent

design. The following configuration details are applied:

- Action Plan Fields:
  - Renamed Expected Completion Date to Due Date
  - Added Extended Due Date
  - Rename Actual Completion Date to Completion Date (Marked Read Only)
  - Added Review section (Completion details in open, overdue and extended; Completion details appear read only when clicking "submit for review"; Allow reviewers to place remarks; Remarks appear for owners if remediation is required)

# All GRC Applications

- The Control Recommendation AI-powered feature has been enabled across GRC applications. The feature will identify controls linked to a requirement or risk and present that information to the user, quickly identifying controls, improving consistency, and reduces control duplication.
  - Enabled Recommended Controls for CM, RM, BCM, ITRM, IA on the following forms:
    - Requirement - CM - 2 - Risk Assessment
    - Requirement - CM - 1 - Library
    - Requirement - CM - 1a - Library (New/Updated Requirement)
    - Risk - RM - 2 - Risk Triage
    - Risk - RM - 3 - Library
    - Risk - RM - 4 - Assign Risk Owners
    - Risk - RM - 5a - Assess Risk
    - Risk - RM - 5b - Assess Risk (Standard ERM)
    - Risk - RM - 5c - Assess Risk (Step by Step)
    - IT Risk - IT Risk Management - 2 - IT Risk Profiling
    - IT Risk - IT Risk Management - 3 - Library
    - IT Risk - IT Risk Management - 4 - Assign IT Risk Owner
    - IT Risk - IT Risk Management - 5 - Assess Risk
    - Risk - BCM - 2 - Risk Review
    - Risk - BCM - 3 - Library
    - Risk - BCM - 4 - Assign Risk Owners
    - Risk - BCM - 5 - Assess Risk
    - Risk - IA - Risk Overview
    - Risk - IA - Audit Client Overview