

TechForce Services

Global Governance Risk And Compliance Management

Pre & Post Deployment Steps

Prepared by: **TechForce Services**

Dated: Feb 21th 2024

[Contents](#)

Contents	3
1. Introduction	
2. Pre Deployment Steps	4
3. Post Deployment Checklist	4
4. Post Deployment Steps	7
5. GRC App Configuration Register	27

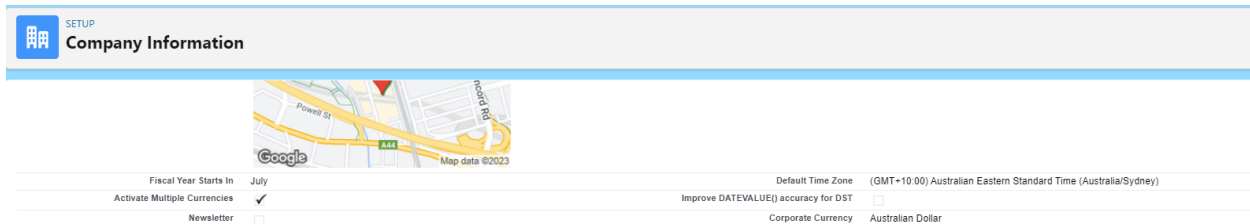
1. Introduction

GRC Application is based on several App level Configurations and base Platform dependencies. This document identifies and documents these steps needed to fulfill the basic App configuration.

2. Pre Deployment Steps

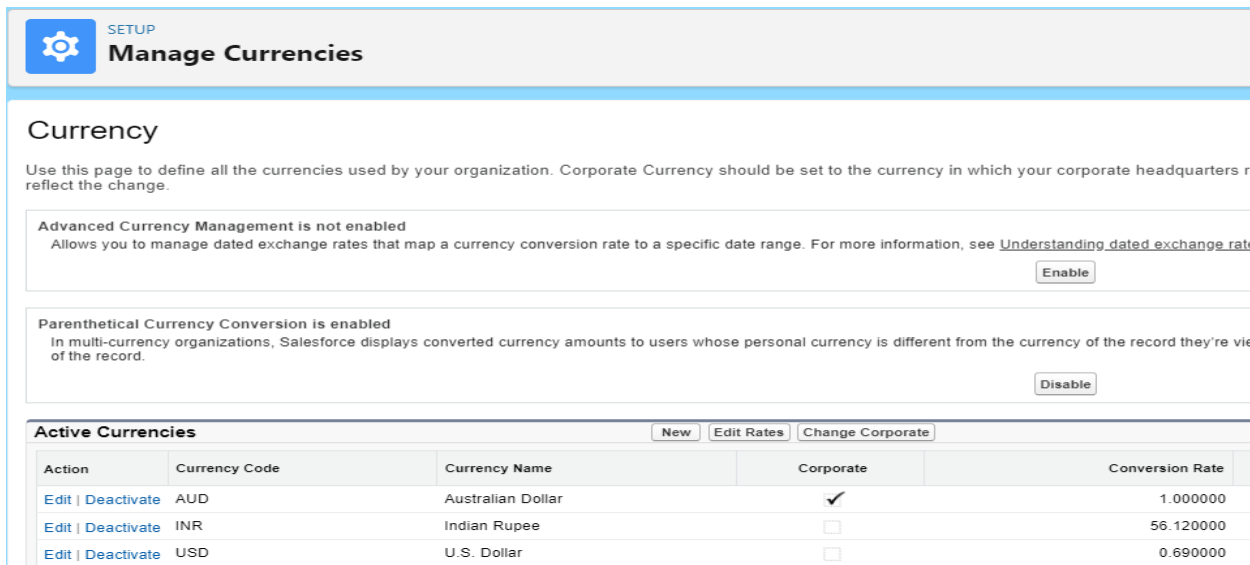
1. Enable Multi Currency :

Enable 'Activate Multiple Currencies' from Setup>Company Information.



2. Add Currencies

Add Currencies as shown in screenshot from Setup>Manage Currencies. Make Australian Dollar as default Currency.



Action	Currency Code	Currency Name	Corporate	Conversion Rate
Edit Deactivate	AUD	Australian Dollar	☒	1.000000
Edit Deactivate	INR	Indian Rupee	☐	56.120000
Edit Deactivate	USD	U.S. Dollar	☐	0.690000

3. Post Deployment Checklist

Sl.No	Post Deployment Step	GRC Domain	Additional Information, Notes and Reference ¹¹
1	Category & Sub Category Review and enter the Category and Sub Category global Pick list to match the needs of the client Org	App base setup	Please refer Section 3 below for the Post Deployment steps
2	Queues Ensure to create Queues as per the client different departments and assign users to each Queue	App base setup	Please refer Section 3 below for the Post Deployment steps
3	Roles and Role Hierarchy Ensure the Roles per the client Org is established in the system for all the three levels 1. Risk Manager (SME) 2. Functional Manager (per Category) 3. Functional User	App base setup	Please refer Section 3 below for the Post Deployment steps
4	User Setup Make sure a- least one user at Risk Manager level is created.	App base setup	All Compliance rules will be loaded with this user as the owner.
5	Profile Set up Analyze, Document and develop User Profiles as per the Organisation establishment.	User Management	Pre Deployment Step
6	Object Level Field Visibility Fields need to have a security level configured for each Object as per the Profile.	Data/UI Management	

7	Assignment of Functionality Assign Page layouts, Record Types, Compact Layouts and Lightning Pages as per the Profiles	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
8	Home Page Assignment Lightning Home Pages to be assigned as per the Profiles to have appropriate dashboards and Tabs.	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
9	Finalizing the Scheduler's Daily Firing Time Setting the daily run time for the Scheduler to generate periodic cases.	Compliance Case Management	Please refer Section 3 below for the Post Deployment steps
10	Configuring Tab Levels for Users Making sure the appropriate Tabs are configured for each and every user in the org.	Data/UI Management Reporting & Forecasting	Will be done in Profile setting in Package
11	Setup Approval Matrix Setup the Approval Matrix in consultation with the client's business team and Risk stakeholders	Case Approval Management	Please refer Section 4 below for the GRC App Configuration Register
12	First Escalation Due Days Number of days before the Compliance Case: DueDate when the First Escalation is done.	Case Escalation Management	Please refer Section 4 below for the GRC App Configuration Register
13	Second Escalation Due Days Number of days before the Compliance Case: DueDate when the Second Escalation is done.	Case Escalation Management	Please refer Section 4 below for the GRC App Configuration Register

14	Setup First Escalation Mode Choose the First Escalation mode in consultation with the client's business team and Risk stakeholders	Case Escalation Management	Please refer Section 4 below for the GRC App Configuration Register
15	Setup First Escalation Matrix If the First Escalation mode chosen is via the Escalation Matrix, then setup this step.	Case Escalation Management	Please refer Section 4 below for the GRC App Configuration Register
16	Create new contact as TechForce Services GRC to capture all the mail sent to activity in order to send email to external users	Case Escalation Management	Please refer Section 3 below for the Post Deployment steps
17	Warning Days - in compliance object Number of days from when the Amber message should display in Compliance case.	Alert Banner	Please refer Section 3 below for the Post Deployment steps
18	Red Zone Days - in compliance object Number of days from when the Red colour message should display in Compliance case.	Alert Banner	Please refer Section 3 below for the Post Deployment steps
19	Penalty Description - in compliance object To display the penalty details	Alert Banner	Please refer Section 3 below for the Post Deployment steps
20	Create 2 Approval Process		Please refer Section 3 below for the Post Deployment steps
21	Create 3 Email Templates		Please refer Section 3 below for the Post Deployment steps
22	Create Sharing rules for Compliance and Compliance Case		Please refer Section 3 below for the Post Deployment steps
23	Set the Email Deliverability to ALL EMAILS in setup		Please refer Section 3 below for the Post Deployment steps
24	Create Public Groups		Please refer Section 3 below for the Post Deployment steps

25	Static Resources - Have all the static resource images and fields created and included in the respective layouts : 1) Region Icon field on Compliance (have India/Australia flags in Static Resources)	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
26	Create records for Triggers in Trigger Handler for the compliance case	Approval Process	Please refer Section 3 below for the Post Deployment steps
27	Add Custom Metadata access to All 3 Profiles	Approval Process	Please refer Section 3 below for the Post Deployment steps
28	Create LIST View in Compliance Case for their queue		Please refer Section 3 below for the Post Deployment steps
29	Verify Dashboards / Reports to display with accurate description.	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
30	Assign Corresponding Permission Set to Users	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
31	Add Home Tab as personalization of User	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
32	Add Home Tab as personalization of User:	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
33	Make Triggers Active:	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
34	Adding records to Override Approval Matrix:	Data/UI Management	Please refer Section 3 below for the Post Deployment steps
35	Adding records to Escalation Matrix:	Data/UI Management	Please refer Section 3 below for the Post Deployment steps

4. Post Deployment Steps

1. Category & Sub Category

Review and enter the Category and Sub Category global Pick list to match the needs of the client Org with below names, example:

Global Value Set Detail [Edit](#)

▼ Information

Label	Compliance Category
Name	Compliance_Category
Description	Defines the category for a Compliance
Namespace Prefix	TFS_GRC

Picklist Values Used

Active and inactive picklist values 5 (1,000 max)

[Edit](#)

Values [New](#) [Reorder](#) [Replace](#) [Printable View](#) [Chart Colors](#)

Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Human Resources	Human Resources	☐	Assigned dynamically	Techforce Services , 21/05/2023, 11:27 am
Edit Del Deactivate	Logistics	Logistics	☐	Assigned dynamically	Techforce Services , 21/05/2023, 11:27 am
Edit Del Deactivate	Workplace	Workplace	☐	Assigned dynamically	Techforce Services , 21/05/2023, 11:27 am
Edit Del Deactivate	Facility	Facility	☐	Assigned dynamically	Techforce Services , 21/05/2023, 11:27 am
Edit Del Deactivate	ISO	ISO	☐	Assigned dynamically	Techforce Services , 21/05/2023, 11:27 am

Inactive Values

Global Value Set Detail [Edit](#) [Delete](#)

▼ Information

Label	Compliance Sub-Category
Name	Compliance_Sub_Category
Description	

Picklist Values Used

Active and inactive picklist values 5 (1,000 max)

[Edit](#) [Delete](#)

Values [New](#) [Reorder](#) [Replace](#) [Printable View](#) [Chart Colors](#)

Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Labor	Labor	☐	Assigned dynamically	Admin User , 6/5/2023 2:36 PM
Edit Del Deactivate	Employee relations	Employee relations	☐	Assigned dynamically	Admin User , 6/5/2023 2:36 PM
Edit Del Deactivate	Health and Safety	Health and Safety	☐	Assigned dynamically	Admin User , 6/5/2023 2:36 PM
Edit Del Deactivate	HR Finance	HR Finance	☐	Assigned dynamically	Admin User , 6/5/2023 2:36 PM
Edit Del Deactivate	HR Process	HR Process	☐	Assigned dynamically	Admin User , 6/5/2023 2:36 PM

Inactive Values

2. Queue:

Ensure to create Queues as per the client different departments and assign users/ roles/group to each Queue

Example.

Queues

Queues allow groups of users to manage a shared workload more effectively. A queue is a location where records can be routed to await processing by a group member. The records are transferred to another queue. You can specify the set of objects that are supported by each queue, as well as the set of users that are allowed to retrieve records from the queue.

View: [All](#) [Edit](#) [Create New View](#)

A | B | C | D | E | F | G

Action	Label ↑	Queue Name	Queue Email	Supported Objects
Edit Del	Facility	Facility	almas@techforceservices.com.au	Compliance Case; Task
Edit Del	Facility Managers	Facility_Managers	almas@techforceservices.com.au	Compliance Case; Task
Edit Del	GRC Risk Managers	GRC_Risk_Managers	almas@techforceservices.com.au	Compliance Case
Edit Del	Human Resources	Human_Resources	almas@techforceservices.com.au	Compliance Case; Task
Edit Del	Human Resources Managers	Human_Resources_Managers	almas@techforceservices.com.au	Compliance Case; Task
Edit Del	Logistics	Logistics	almas@techforceservices.com.au	Compliance Case
Edit Del	Logistics Managers	Logistics_Managers	almas@techforceservices.com.au	Compliance Case
Edit Del	Workplace	Workplace	almas@techforceservices.com.au	Compliance Case
Edit Del	Workplace Managers	Workplace_Managers	almas@techforceservices.com.au	Compliance Case

Queue

Human Resources

		Edit	Delete
Label	Human Resources	Queue Name	Human_Resources
Queue Email	almas@techforceservices.com.au	Send Email to Members	✓
Supported Objects	Task Compliance Case		
Created By	Techforce Services, 21/05/2023, 12:39 pm	Modified By	Techforce Services, 21/05/2023, 12:39 pm

View All Users	
Name	Type
Human Resources Group	Public Group

Queue
Human Resources Managers

Edit Delete	
Label	Human Resources Managers
Queue Email	almas@techforceservices.com.au
Supported Objects	Task Compliance Case
Created By	Techforce Services, 21/05/2023, 12:37 pm
Modified By	Techforce Services, 21/05/2023, 12:37 pm

[View All Users](#)

Name	Type
GRC - HR Functional Manager	Role

Queue
Facility

Edit Delete	
Label	Facility
Queue Email	almas@techforceservices.com.au
Supported Objects	Task Compliance Case
Created By	Techforce Services, 21/05/2023, 12:37 pm
Modified By	Techforce Services, 21/05/2023, 12:37 pm

[View All Users](#)

Name	Type
GRC Facility Functional User	Role and Subordinates

3. Roles and Role Hierarchy

Ensure the Roles per the client Org is established in the system for all the three levels

1. Risk Manager (SME)
2. Functional Manager (per Category)
3. Functional User

7. Assignment of Functionality

Assign Page layouts, Record Types, Compact Layouts and Lightning Pages as per the Profiles

8. Home Page Assignment

Activation: TFS Compliance

Home pages can be assigned at different levels:

-  **The org default** home page is displayed unless more specific assignments are made.
- ↳  **The app default** home page is displayed for specified apps, and overrides the org default.
- ↳  **Any app and profile** assignments are displayed for specified app and profile combinations, and they override all other assignments.

[Learn more about forecast page assignment in Salesforce Help.](#)

Org Default App Default App and Profile

Set the home page for different user profiles when they're using certain apps. These assignments are the most specific, and override all other home page assignments.

Assignments (2)		Add Assignments	Remove Assignments
App	Profile		
Techforce Compliance Product	GRC Risk Manager		
Techforce Compliance Product	System Administrator		

Activation: TFS_Home_Funtional_Manager

Home pages can be assigned at different levels:

-  **The org default** home page is displayed unless more specific assignments are made.
- ↳  **The app default** home page is displayed for specified apps, and overrides the org default.
- ↳  **Any app and profile** assignments are displayed for specified app and profile combinations, and they override all other assignments.

[Learn more about forecast page assignment in Salesforce Help.](#)

Org Default App Default App and Profile

Set the home page for different user profiles when they're using certain apps. These assignments are the most specific, and override all other assignments.

Assignments (1)		Add Assignments	Remove Assignments
App	Profile		
TechForce Compliance Product	GRC Functional Team Manager		

Activation: TFS_Home_Funtional_User

Home pages can be assigned at different levels:

-  **The org default** home page is displayed unless more specific assignments are made.
-  **The app default** home page is displayed for specified apps, and overrides the org default.
-  **Any app and profile** assignments are displayed for specified app and profile combinations, and they override all other assignments.

[Learn more about forecast page assignment in Salesforce Help.](#)

Org Default App Default App and Profile

Set the home page for different user profiles when they're using certain apps. These assignments are the most specific, and override all other home page assignments.

Assignments (1)		Add Assignments	Remove Assignments
App	Profile		
TechForce Compliance Product	GRC Functional User		

9. Finalising the Scheduler's Daily Firing Time

1. Case Escalation:

Setup -> Quick Find bar -> Apex Class-> ScheduleApex

Schedule Apex

Schedule an Apex class that implements the 'Schedulable' interface to be automatically executed on a weekly or monthly interval.

CancelDelete

Job Name

GRC Escalation Process

Apex Class

CaseDueEmailSchedule

Schedule Apex Execution

Frequency

☒ Weekly
☐ Monthly

Recurs every week on

☐ Sunday
☒ Monday
☒ Tuesday
☒ Wednesday
☒ Thursday
☒ Friday
☐ Saturday

Start

4/18/2023

[6/5/2023]

End

12/31/2028

[6/5/2023]

Preferred Start Time

1:00 AM

2. Scheduler case creation:

Schedule Apex

Schedule an Apex class that implements the 'Schedulable' interface to be automatically executed on a weekly or monthly interval.

[Cancel](#) [Delete](#)

Job Name

Apex Class

Schedule Apex Execution

ComplianceCaseSchedule

ComplianceCaseBatchSchedule

Frequency

☒ Weekly

☐ Monthly

Recurs every week on

☒ Sunday

☒ Monday

☒ Tuesday

☒ Wednesday

☒ Thursday

☒ Friday

☒ Saturday

Start 5/11/2023 [6/5/2023]

End 5/10/2024 [6/5/2023]

Preferred Start Time 9:00 AM ▼

11. Setup Approval Matrix

Create Approvers Category metadata records for Category with Approvar Role as the category manager.

View: All Create New View			
New			
Action	Label ↑	Approvars Category Name	Namespace Prefix
Edit	 Facility	Facility	TFS_GRC
Edit	 HR	Human_Resources	TFS_GRC
Edit	 Logistics	Logistics	TFS_GRC
Edit	 Workplace	Workplace	TFS_GRC

Approvals Category Detail

[Edit](#) [Clone](#)

Label	Facility
Approvals Category Name	Facility
Compliance Case Category	Facility
Approver Role	GRC_Facility_Functional_Team_Manager
Created By	Techforce Services, 22/05/2023, 11:58 am

[Edit](#) [Clone](#)

Set up custom metadata for the Questions LWC like below to define the no of questions to be displayed in Question Tab.


SETUP
Custom Metadata Types

Compliance Setting

Compliance Setting Detail
[Edit](#) [Delete](#) [Clone](#)

Label	Compliance Questions
Compliance Setting Name	Compliance_Questions
Questions per Page	2
Created By	GRC PACKAGETEST, 20/06/2023, 7:12 am

[Edit](#) [Delete](#) [Clone](#)

12 - 14. Escalation Matrix:


SETUP
Custom Metadata Types

GRC App Configuration

GRC App Configuration Detail
[Edit](#) [Delete](#) [Clone](#)

Label	001	Protected Component	☐
GRC App Configuration Name	X001	Namespace Prefix	
Use External Table for Escalation	☒		
First Escalation Days	3		
Second Escalation Days	1		
Created By	Admin User, 4/3/2023 9:26 PM	Last Modified By	Admin User, 9/5/2023 7:55 PM

[Edit](#) [Delete](#) [Clone](#)

16. Create **TechForce Services** Account and **TechForce Services GRC** Contact as below

Account

TechForce Services

Phone

Website

Industry

Total Revenue
AUD 0.00

Account Owner
 Admin User

Related

Details

News

We found no potential duplicates of this Account.

No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.

Opportunities (0)

Contacts (1)

1 item • Updated a few seconds ago

☐	Contact Name	Title	Email	Mobile	Phone	Level
1						

View All

17 - 20: **Alert Banner**

Mention the Warning, RedZone and Penalty Description if Alert banner is needed.

Compliance

C095

Send Mail

☐

Send Mail To

Due Information

Due Date Information	Ongoing	Compliance Priority	Low
Days Due	10	Frequency	Yearly
Scheduled Day	1	NextJobRunDate	5/25/2024
Scheduled Date	5/26/2023	Warning Days	7
Scheduled Day of Week		RedZone Days	3

Compliance Details

Penalty Information

Penalty Type	Fine	Statutory Authority	SafeWork SA and Commissioner for Equal Opportunity employed by the Equal Opportunity Commission
Penalty Description	\$2,500		

Created By

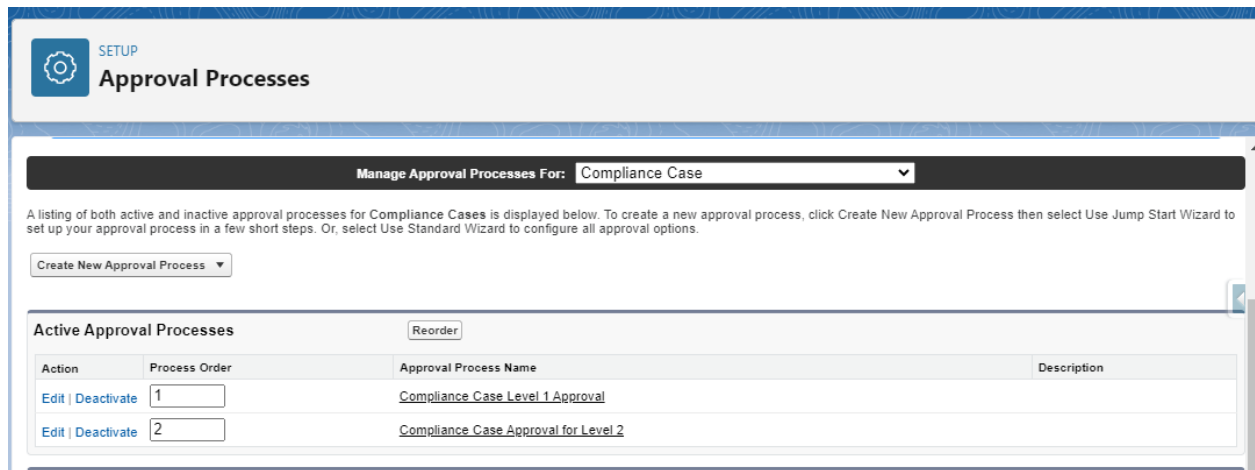
Admin User, 5/9/2023 9:40 AM

Last Modified By

Admin User, 5/26/2023 2:28 PM

21. Approval Process:

Create below 2 Approval Processes and ensure to activate those for compliance case object. And activate all the workflow actions like field updates properly for both the approval processes which are mentioned in the below screenshots.



SETUP Approval Processes

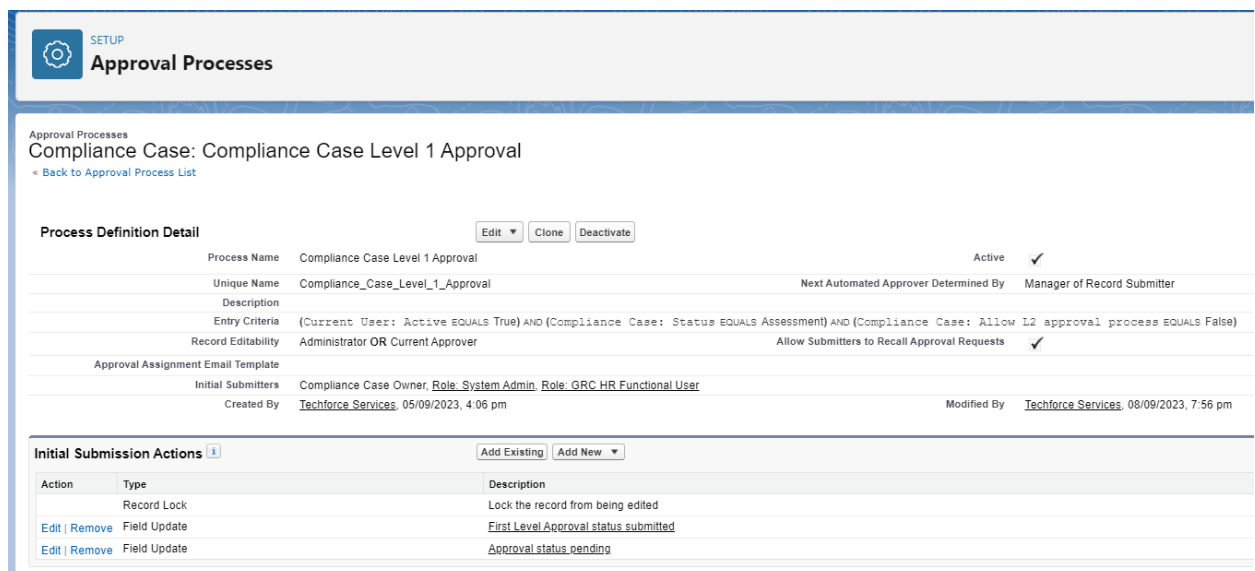
Manage Approval Processes For: **Compliance Case**

A listing of both active and inactive approval processes for Compliance Cases is displayed below. To create a new approval process, click Create New Approval Process then select Use Jump Start Wizard to set up your approval process in a few short steps. Or, select Use Standard Wizard to configure all approval options.

[Create New Approval Process](#)

Active Approval Processes [Reorder](#)

Action	Process Order	Approval Process Name	Description
Edit Deactivate	1	Compliance Case Level 1 Approval	
Edit Deactivate	2	Compliance Case Approval for Level 2	



SETUP Approval Processes

Approval Processes
Compliance Case: Compliance Case Level 1 Approval
[Back to Approval Process List](#)

Process Definition Detail [Edit](#) [Clone](#) [Deactivate](#)

Process Name	Compliance Case Level 1 Approval	Active	✓
Unique Name	Compliance_Case_Level_1_Approval	Next Automated Approver Determined By	Manager of Record Submitter
Description			
Entry Criteria	(Current User: Active EQUALS True) AND (Compliance Case: Status EQUALS Assessment) AND (Compliance Case: Allow L2 approval process EQUALS False)		
Record Editability	Administrator OR Current Approver	Allow Submitters to Recall Approval Requests	✓
Approval Assignment Email Template			
Initial Submitters	Compliance Case Owner, Role: System Admin Role: GRC HR Functional User		
Created By	Techforce Services, 05/09/2023, 4:06 pm	Modified By	Techforce Services, 08/09/2023, 7:56 pm

Initial Submission Actions [Add Existing](#) [Add New](#)

Action	Type	Description
	Record Lock	Lock the record from being edited
Edit Remove	Field Update	First Level Approval status submitted
Edit Remove	Field Update	Approval status pending



SETUP

Approval Processes

Approval Steps [i](#)

Action	Step Number	Name	Description Criteria	Assigned Approver	Reject Behavior
Show Actions Edit	1	Level 1 Override	Compliance Case: Level 1 override approvers EQUALS True , else Next Step	Queue Override Approver Level 1	Final Rejection
Show Actions Edit	2	First level approval for HR Category	(Compliance Case: Category EQUALS Human Resources) AND (Compliance Case: Level 1 override approvers EQUALS False) , else Next Step	Queue Human Resources Managers	Final Rejection
Show Actions Edit	3	First Level approval for Workplace	(Compliance Case: Category EQUALS Workplace) AND (Compliance Case: Level 1 override approvers EQUALS False) , else Next Step	Queue Workplace Managers	Final Rejection
Show Actions Edit	4	First level Approval for logistics	(Compliance Case: Category EQUALS Logistics) AND (Compliance Case: Level 1 override approvers EQUALS False) , else Next Step	Queue Logistics Managers	Final Rejection
Show Actions Edit	5	First level Approval for Facility	(Compliance Case: Category EQUALS Facility) AND (Compliance Case: Level 1 override approvers EQUALS False)	Queue Facility Managers	Final Rejection

Final Approval Actions [i](#)

Add Existing

Add New ▼

Action	Type	Description
Edit	Record Lock	Unlock the record for editing
Edit Remove	Field Update	Allow L2
Edit Remove	Field Update	Status Update
Edit Remove	Field Update	Closed date
Edit Remove	Field Update	First Level Approval status Approved

Final Rejection Actions [i](#)

Add Existing

Add New ▼

Action	Type	Description
Edit	Record Lock	Lock the record from being edited
Edit Remove	Field Update	Final Rejection
Edit Remove	Field Update	First Level Approval status rejected
Edit Remove	Field Update	Reject Reason

Recall Actions [i](#)

Add Existing

Add New ▼

Action	Type	Description
	Record Lock	Unlock the record for editing
Edit Remove	Field Update	First Level Recall Action
Edit Remove	Field Update	Update status on recall



SETUP

Approval Processes

Approval Steps [i](#)

Action	Step Number	Name	Description	Criteria	Assigned Approver	Reject Behavior
Show Actions Edit	1	Override approvers level 2	Compliance Case: Level 2 override approvers EQUALS True, else Next Step		Queue Override Approver Level 2	Final Rejection
Show Actions Edit	2	Second level approval	Compliance Case: Level 2 override approvers EQUALS False		Queue GRC Risk Managers	Final Rejection

Final Approval Actions [i](#)

Add Existing

Add New ▾

Action	Type	Description
Edit	Record Lock	Lock the record from being edited
Edit Remove	Field Update	Closed date
Edit Remove	Field Update	Final Approval
Edit Remove	Field Update	Second level final approval

Final Rejection Actions [i](#)

Add Existing

Add New ▾

Action	Type	Description
Edit	Record Lock	Unlock the record for editing
Edit Remove	Field Update	Second level approval rejection
Edit Remove	Field Update	Second level rejection status
Edit Remove	Field Update	Allow L2 for resubmission

Recall Actions [i](#)

Add Existing

Add New ▾

Action	Type	Description
	Record Lock	Unlock the record for editing
Edit Remove	Field Update	recall status uodate on case
Edit Remove	Field Update	Recall Action for second level

22. Email Template:

1. Approval Template:

Text Email Template
Compliance Case Approval Template

Preview your email template below.

Email Template Detail [Edit](#) [Delete](#) [Clone](#)

Email Templates from Salesforce	Unified Public Classic Email Templates	Available For Use	✓
Email Template Name	Compliance Case Approval Template	Last Used Date	6/5/2023 1:44 PM
Template Unique Name	Compliance_Case_Approval_Template	Times Used	28
Encoding	Unicode (UTF-8)		
Author	Ariana Sanieev (Change)		
Description			
Created By	Ariana Sanieev 3/21/2023 2:46 PM	Modified By	Ariana Sanieev 3/21/2023 2:46 PM

[Edit](#) [Delete](#) [Clone](#)

Email Template [Send Text and Verify Merge Fields](#)

Subject A Compliance case is waiting for your approval.

Plain Text Preview

Hi,

A Compliance Case is waiting for your approval.

To access compliance case directly, please click the below link here!

{!Compliance_Case__c.Link}

To approve or reject simply respond to the email with approve or reject or click the below links to approve withing salesforce.

{!ApprovalRequest.External_URL}

{!ApprovalRequest.Internal_URL}

Hi,

A Compliance Case is waiting for your approval.

To access compliance case directly, please click the below link here!

{!Compliance_Case__c.Link}

To approve or reject simply respond to the email with approve or reject or click the below links to approve withing salesforce.

{!ApprovalRequest.External_URL}

{!ApprovalRequest.Internal_URL}

2. Escalation Templates:


Classic Email Templates

Email Template Detail

Email Templates from Salesforce

Unified Public Classic Email Templates

Email Template Name

Compliance Case First Escalation v2

Template Unique Name

Compliance_Case_First_Escalation_v2

Encoding

Unicode (UTF-8)

Author

Admin User (Change)

Description

Compliance Case First Escalation v2

Created By

Admin User 4/3/2023 8:02 PM

Available For Use

✓

Last Used Date

5/17/2023 1:00 AM

Times Used

14

Modified By

Admin User 4/3/2023 8:02 PM

Edit Properties

Edit HTML Version

Edit Text Version

Delete

Clone

Email Template

Send Test and Verify Merge Fields

Subject

GRC Compliance Case Due First Escalation

HTML Preview

Hello,

We wish to bring to your notice the below cases are due to complete.

Compliance Case: {!Compliance_Case__c.Name}

Due Date: {!Compliance_Case__c.Due_Date__c}

Status: {!Compliance_Case__c.Status__c}

Owner: {!Compliance_Case__c.OwnerFullName}

As you are aware, Compliance, Risk, and Governance play a crucial role in ensuring the smooth operation of our organization and the protection of our assets, reputation, and customer data. It is essential that we stay on top of these matters and take prompt action to resolve any issues that may arise.

If you have any questions or concerns please reach out to the owner.

Thank you for your prompt attention to this matter.

Best regards,

Compliance Team

Hello,

We wish to bring to your notice the below cases are due to complete.

Compliance Case: {!Compliance_Case__c.Name}

Due Date: {!Compliance_Case__c.Due_Date__c}

Status: {!Compliance_Case__c.Status__c}

Owner: {!Compliance_Case__c.OwnerFullName}

As you are aware, Compliance, Risk, and Governance play a crucial role in ensuring the smooth operation of our organization and the protection of our assets, reputation, and customer data. It is essential that we stay on top of these matters and take prompt action to resolve any issues that may arise.

If you have any questions or concerns please reach out to the owner.

Thank you for your prompt attention to this matter.

Best regards,

Compliance Team

23. Sharing Rules:

Compliance Sharing Rules			
		New Recalculate	Compliance Sharing Rules Help ?
Action	Criteria	Shared With	Access Level
Edit Del	Compliance: Compliance Category equals Facility	Role and Subordinates: GRC - Facility Functional Manager	Read Only
Edit Del	Compliance: Compliance Category equals Human Resources	Role and Subordinates: GRC - HR Functional Manager	Read Only
Edit Del	Compliance: Compliance Category equals Logistics	Role and Subordinates: GRC - Logistics Functional Manager	Read Only
Edit Del	Compliance: Compliance Category equals Workplace	Role and Subordinates: GRC - Workplace Functional Manager	Read Only

Compliance Case Sharing Rules			
		New Recalculate	Compliance Case Sharing Rules Help ?
Action	Criteria	Shared With	Access Level
Edit Del	Owner in Queue: Facility	Role and Subordinates: GRC - Facility Functional Manager	Read/Write
Edit Del	Owner in Queue: Human Resources	Role and Subordinates: GRC - HR Functional Manager	Read/Write
Edit Del	Owner in Queue: Logistics	Role and Subordinates: GRC - Logistics Functional Manager	Read/Write
Edit Del	Owner in Queue: Workplace	Role and Subordinates: GRC - Workplace Functional Manager	Read/Write

24. Setup Email Deliverables:

Email -> Deliverability

Deliverability

Configure the settings on this page to improve your organization's sent through Salesforce or email relay only.

Deliverability

Access to Send Email (All Email Services)

Access level All email

Bounce Management (Emails from Salesforce or Email Re

25. Groups:

Create Public group

Group
Human Resources Group

[Edit](#) [Delete](#)

Label	Human Resources Group
Group Name	Human_Resources_Group
Grant Access Using Hierarchies	☒
Created By	Aruna Sanjeev 3/21/2023 2:46 PM
Modified By	Admin User 4/25/2023 6:44 PM

[View All Users](#)

Name	Type
GRC - HR Functional Manager	Role and Subordinates
GRC HR Functional User	Role and Subordinates

26. Region Icons:

Create Static Resources based on number of regions as below

Static Resource
Region_Icon_Aus

Static Resource Detail

[Edit](#) [Delete](#) [Where is this used?](#)

Name	Region_Icon_Aus
Namespace Prefix	
Description	Australia Flag Icon for Compliance - Region field
MIME Type	image/jpeg
Cache Control	Public
Size	29,560 bytes
	View file
Created By	Admin User 5/9/2023 10:08 AM
Last Modified By	Admin User 5/9/2023 10:08 AM

[Edit](#) [Delete](#) [Where is this used?](#)

Static Resource

Region_Icon_India

Static Resource Detail		Edit	Delete	Where is this used?
Name	Region_Icon_India			
Namespace Prefix				
Description	Indian Flag Icon for Compliance - Region field			
MIME Type	image/jpeg			
Cache Control	Public			
Size	19,476 bytes			
	View file			
Created By	Admin User , 5/9/2023 10:07 AM			
Last Modified By	Admin User , 5/9/2023 10:07 AM			
		Edit	Delete	Where is this used?

27. Trigger Handler Records:

Provide records in Trigger Handler as below to run the compliance case trigger and Approval Matrix Trigger

Trigger Handler	
Compliance Case Trigger	
Related	Details
Trigger Handler Name	Compliance Case Trigger
Class	ComplianceCaseTriggerHandler
Object	Compliance_Case__c
Active	☒
Created By	GRC PACKAGETEST , 01/06/2023, 10:08 am
Trigger Action	BeforeUpdate;AfterUpdate
Owner	GRC PACKAGETEST
Load Order	1.00
Last Modified By	GRC PACKAGETEST , 01/06/2023, 10:08 am

 Trigger Handler
Approval Matrix Trigger

Related
Details

Fields

Information

Trigger Handler Name	Approval Matrix Trigger		Trigger Action	BeforeInsert;BeforeUpdate	
Class	ApprovalMatrixTriggerHandler		Owner	 Admin User	
Object	Approvar_Override_Matrix_c		Currency	AUD - Australian Dollar	
Active	☒		Load Order		

28: Provide Custom Metadata access to all profiles:

Enabled Custom Metadata Type Access
Edit

Custom Metadata Type Name	AppExchange Package Name
GRC_Package.TFS_GRC.Approvers.Category	GRC_Package
GRC_Package.TFS_GRC.Compliance.Setting	GRC_Package
GRC_Package.TFS_GRC.GRC.App.Configuration	GRC_Package

Enabled Custom Setting Definitions Access
Edit

29. Create List View:

Create List view in Compliance case as per their queue.

Compliance Cases
Logistics

0 items • Sorted by Action ID • Filtered by Logistics • Updated a few seconds ago

Action... Active Compl... Parent... Assess... Status Enabl... Compl... Due D... Categ...

Filter by Owner

- All compliance cases
- My compliance cases
- Filter by scope
- ☒ Queue owned compliance cases
 - Logistics

Done

Filters

- Filter by Owner
 - Logistics

Add Filter Remove All

30. Assign Corresponding Permission Set to Users:

There are three permission sets to be assigned to users as -

1. GRC Functional User - to be assigned to functional users.
2. GRC Functional Manager - to be assigned to Functional Team Managers
3. GRC Risk Manager - to be assigned to Risk Managers and System Admins

Permission Sets

On this page you can create, view, and manage permission sets.

All ▼ [Edit](#) | [Delete](#) | [Create New View](#)

New 	
☐ Action	Permission Set Label ↑
☐ Del Clone	GRC Functional Manager
☐ Del Clone	GRC Functional User
☐ Del Clone	GRC Risk Manager

31. Apply Reports Filter:

1. Report - Closed Non-Compliance Cases - Crossed Due , filter - case close date should be greater than 'due date'

Filters Close Filter Panel

Show Me
All compliance cases

Compliance Case: Created Date
All Time

Compliance ID
not equal to "" 

Compliant Status
equals Non Compliant 

Case Closed Date
less or equal TODAY 

Case Closed Date
greater than Due Date 

2. Report - Closed Cases Within Due Date, filter - case close date should be less or equal to 'due date'

Filters Close Filter Panel

Show Me
All compliance cases

Compliance Case: Created Date
All Time

Status
equals Completed 

Case Closed Date
less or equal Due Date 

32. Add Home Tab as personalization of User:

Edit TechForce Compliance Product App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.
[Learn More](#) ⓘ

NAVIGATION ITEMS (9)
Add More Items

Home

×

33. Make Triggers Active:

Developer Console								
Action	Name ↑	Namespace Prefix	sObject Type	Api Version	Status	Size Without Comments	Last Modified By	Has Trace Flags
Edit Del	ApprovalMatrixTrigger	TFS_GRC	Approvar Override Matrix	58.0	Active	414	Techforce Services , 06/09/2023, 9:36 am	☐
Edit Del	ComplianceCaseTrigger	TFS_GRC	Compliance Case	57.0	Active	396	Techforce Services , 06/09/2023, 9:36 am	☐
Edit Del	ComplianceTrigger	TFS_GRC	Compliance	57.0	Active	382	Techforce Services , 06/09/2023, 9:36 am	☐
Edit Del	UpdateStatus	TFS_GRC	Compliance Case	56.0	Active	740	Techforce Services , 07/09/2023, 2:48 pm	☐

34. Adding records to Override Approval Matrix:

New Approvar Override Matrix

Information

Name

Override Approvers
☐

Level
Level 1

Category
Human Resources

Sub Category
HR Process

Owner
GRC PackageTester

Currency
INR - Indian Rupee

Cancel
Save & New
Save

35. Adding records to Escalation Matrix:

New External Escalation Matrix

* = Required Information

Information

Name

Sub Category

HR Process

* Category

Human Resources

Currency

AUD - Australian Dollar

* Owner

GRC PackageTester

* Description

Human Resource Level1

Further Details

Active

☒

* Level

Level 1

* Escalation Order

1

* Escalation To

divya@techforceservices.com.au

Cancel

Save & New

Save

5. [GRC App Configuration Register](#)

Document Purpose: Central page to manage all configuration settings in the GRC Application

- 1 Custom Metadata Type: GRC App Configuration
- 2 Custom Metadata Type: GRC Approver Configurations

Custom Metadata Type: GRC App Configuration

The following Fields are be available on the custom settings

	Identifier	Domain	Field Name	Data Type	Default Value	Description
1	GRC-CONFIG-001	GRC Case Escalation Management	Use External Table for Escalation	Radio	N	When this value is N, Role based hierarchy of the Case owner is considered for Escalation. When the Value is Y, the Escalation management table will be used. The corresponding cases' Functional area will decide to whom the case is escalated to.
2	GRC-CONFIG-003	GRC Case Escalation Management	First Escalation Days	Number (2)	3	The numeric value in the number of days before the Compliance Case: DueDate when the First Escalation is done.
3	GRC-CONFIG-004	GRC Case Escalation Management	Second Escalation Days	Number (2)	0	The numeric value in the number of days before the Compliance Case: DueDate when the First Escalation is done.