Oracle Fusion Cloud Risk Management

Using Access Certifications

25C

Oracle Fusion Cloud Risk Management
Using Access Certifications

25C

G34421-01

Author: David Christie

Contents

Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

Get Support

You can get support at *My Oracle Support*. For accessible support, visit *Oracle Accessibility Learning and Support*.

Get Training

Increase your knowledge of Oracle Cloud by taking courses at *Oracle University*.

Join Our Community

Use *Cloud Customer Connect* to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest *ideas* for product enhancements, and watch events.

Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the *Oracle Accessibility Program*. Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to *oracle_fusion_applications_help_ww_grp@oracle.com*.

Thanks for helping us improve our user assistance!

1 Introduction

Overview of Oracle Access Certifications

Oracle Fusion Cloud Access Certifications enables your organization to perform reviews that determine whether roles are assigned appropriately to users. It can support periodic, organization-wide reviews such as quarterly audits, or more narrowly focused sensitive-access scenarios.

Certification campaigns can analyze role-assignment data from multiple data sources. By default, an Oracle Cloud data source supplies data from Oracle Fusion ERP, SCM, HCM, and CX applications. "Synchronized" data sources provide data from other applications, but only after your organization sets up connections to them. These data sources include:

- EPM-ARCS, which provides data from Enterprise Performance Management Account Reconciliation.
- Up to three instances of EPM-FCCS, each providing data from a distinct "pod" in Enterprise Performance Management Financial Consolidation and Close.
- OCI, which provides data from Oracle Cloud Infrastructure.

Your organization can also import data from applications that aren't among the synchronized data sources to which it can set up connections. Examples include Workday and Salesforce. Role assignments from these applications form a data source called Imported.

Certification Essentials

A certification may be standard or continuous. A standard certification involves a static set of user-role assignments existing at the moment a certification campaign is initiated. A continuous certification includes only new user-role assignments: those granted after the campaign is initiated. While the roles included in a continuous certification remain constant, records of their assignments to users are updated each day.

Every certification campaign involves workers at three levels:

- An owner defines and initiates a certification campaign, and assumes overall responsibility for it.
- A role manager is responsible for a set of the roles included in a certification, and supervises one or more certifiers who work on those roles.
- A certifier makes determinations that users' access to roles is, or isn't, authorized. Allotted a subset of a role manager's roles, the certifier evaluates the assignment of each role to each of its users.

At the same time, users other than owners are authorized as editors or viewers. Typically, they're also selected as role managers or certifiers. (Even an owner can also be a role manager or certifier.) But if they're not, editors and viewers have limited rights to the pages owners use to initiate and oversee certifications.

To initiate a certification, an owner:

- Decides whether it's to be entirely new or based on a previous certification and, if it's new, whether it's standard or continuous.
- Creates filters that select the roles whose assignments to users may be reviewed, or adapts filters inherited from a previous certification. That process is known as scoping.
- Appoints role managers and certifiers to work with sets of roles returned by scoping filters.

Certifiers then review the assignments of the roles they've been tasked with certifying. The actual determination of whether a role is correctly assigned to a user is a human judgment. However, Oracle Access Certifications provides each certifier with a worksheet that includes a record of the assignment of each role to each of its users. Certifiers use the worksheets to record whether each user-role combination is under investigation or, ultimately, approved or rejected.

Role managers track the progress of the certifiers they work with. The owner tracks the progress of the role managers and certifiers. Both role managers and owners use overview pages. Each displays a row for each subordinate user and the roles assigned to that person. Owners and role managers can navigate from their overview pages to copies of the pages used by the people they supervise.

Review by Direct Managers

During initiation, owners may set up certifications so that another class of participants, direct managers of users, also judge whether their users' role assignments should be certified. Direct managers use My Team worksheets to review user-role assignments and to recommend that they be approved or rejected. But direct-manager review differs from certifier review in these respects:

- Each direct manager can see only records of users who are direct reports. Direct managers' My Team worksheets don't contain records of users who don't report to them.
- Direct managers aren't assigned to any one certification, and aren't made aware of the certifications in which records exist. Instead, a My Team worksheet contains records of user assignments that may belong to any number of active standard or continuous certifications.
- Direct managers' judgments are advisory: Records of user-role assignments appear both in the worksheets of certifiers working within the focus of certification campaigns, and for each user, in the My Team worksheet of that user's direct manager. Typically, direct managers act on their role-assignment records first, and their judgments update records in the certifiers' worksheets. However, a certifier is free to override direct managers' judgments, and may even act without waiting for the direct managers' judgments.

Notifications

As a certification proceeds, the people working on it may receive notifications, email alerts, or both if your organization activates them. Both are active by default.

- Notifications are available from the Notifications icon in the global header. (It looks like a bell.)
- Email alerts are sent to the email address associated with the user account for each user.

Each type of notice is generated automatically to inform its recipient of a task to be completed. When appropriate, a notification or alert includes a direct link to the page to complete a task. For example, a certifier may go directly from a notification to the certifier worksheet to review role assignments.

Other notices provide information about error conditions, such as a job failing or concluding with errors, or a certification lacking an eligible owner or other authorization. (To receive a message concerning an object lacking an eligible owner, a user must have a Mass Edit Security Assignments privilege. Other security-related messages go to the owners of an affected certification.)

In addition, owners and role managers may send email reminders of a deadline that's approaching or has passed. These are always available to be sent, regardless of whether email alerts or notifications are activated.

Related Topics

- Send Email Reminders
- Set Up and Maintain Data Sources
- Activate Alerts

Use Cases

Oracle Fusion Cloud Access Certifications can support both large-scale regularly scheduled audits and more narrowly defined reviews of assignments involving sensitive privileges.

Quarterly Audits

You can perform what's commonly known as the quarterly access certification audit. The objective is to review all the assignments of all roles in the organization each quarter. In this example, the certification owner, Lucy, creates a standard certification called Q1Y1.

Lucy elects to use top-down scoping, which is the better approach for a large-scale certification. Top-down means that the certification automatically starts with all roles that are assigned to users, but the owner can remove roles from that pool. For example, Lucy removes the General Reporting role, reasoning that every user in her organization has this role, so reviewing it serves no purpose.

In Lucy's organization, business process supervisors are responsible for making sure their roles are certified. So Lucy appoints her supervisors as role managers in the Q1Y1 certification, assigning each the roles for which he or she's responsible. She taps one of these, Susan, to manage the roles involved in the Procure to Pay business process.

As she initiates the certification, Lucy also appoints certifiers who work under each role manager. In Susan's case, Lucy selects Larry (Supplier Management), Alice (Payables and Invoicing), and Tom (Payments) as the certifiers for roles related to their areas.

After Q1Y1 has been initiated, Susan reviews her manager overview page to see what progress her certifiers have made, so that they meet the deadline. She notices that Tom is lagging, so she sends him an email message. To do so, she opens his employee card, which is available in his record on her overview page; it contains his email address and other contact information.

After the prompting from Susan, Tom reviews each of his roles in his worksheet, and determines which users should be allowed to keep their roles, and which should not. Once he completes his worksheet, he submits it to Susan for her review.

By this time, all three certifiers have submitted their worksheets for Susan's review. Susan notices that one user has the Payables Manager role and is approved, but she knows he's just accepted a new position. She reopens Alice's worksheet and lets her know that this user's status should be updated to Remove. Alice makes the change and resubmits the worksheet to Susan.

Susan is now ready to submit her roles to Lucy, the certification owner. Lucy performs similar monitoring. Once all the role managers have submitted their roles and Lucy has done her review, she finalizes the Q1Y1 certification. She then generates a report she created in Oracle Transaction Business Intelligence to list all the role-user combinations that have the Remove action. She sends the report to the security owner as a change request to have access to these roles removed.

Once completed, the Q1Y1 certification remains available as a template for the next quarterly audit. This significantly reduces the effort involved in creating recurring certifications.

Sensitive-Access Reviews

You can also monitor users who have access to specific sets of sensitive privileges. In this example, the controller, Jim, wants to make sure he's continually aware of who can post manual journal entries across his organization.

He begins by creating a standard certification, one that lets him review job assignments that already exist.

Because this is a very specific analysis, Jim uses bottom-up scoping as he creates the certification. Bottom-up means that the certification starts with no roles selected, and the owner must create one or more filters that select the roles he wants. Jim creates one filter that uses an entitlement, which is a set of related privileges or roles. Jim's entitlement includes four privileges that allow the posting activity. The scoping job returns roles that both include any of the four privileges and are assigned to users.

When Jim runs his scoping job, he notices it returns a job role he didn't expect. He makes sure to include this role so he can see which users it's assigned to. Because this is his analysis, and he's assigned the necessary security, he appoints himself as both role manager and certifier, and initiates the certification.

After reviewing the roles and their users in the certifier worksheet, Jim decides who should retain access. These users include one with access to the unexpected, suspicious role. Jim doesn't know this user, and so marks him as a Remove action. Once he's reviewed all the user-role assignments, Jim submits the worksheet.

As both the role manager and the owner, Jim performs the necessary actions to finalize the certification. He also generates the security removal report, sends it to the security owner, and schedules a meeting to determine who created the suspicious role and why.

Next, Jim creates a continuous certification, one that enables him to review new assignments of roles to users each day over an extended period.

During initialization, he creates the same scoping filter that specifies the same entitlement. In addition to the assigned roles selected for the standard certification, it returns roles that include any of the four posting privileges and that could be, but aren't necessarily yet, assigned directly to users. That's because these roles may be assigned at any point over the life of the continuous certification. Jim once again appoints himself as both role manager and certifier.

This certification initially returns no results, because at the moment Jim initiates it there aren't yet any new assignments of the scoped roles. The next day, however, the role Jim found suspicious is assigned to another user; the following day a record of the assignment appears in Jim's certifier worksheet. His meeting to discuss this role hasn't yet taken place, so he once again selects the Remove action and submits the worksheet.

For a continuous certification, a certifier's decision takes effect the day he submits it, unless the role manager acts to reverse it. In this example, of course, Jim is the role manager and so doesn't reverse his own decision. If a security owner were to run the removal report, she would find a request to remove the role assignment and could act on it immediately.

Subsequently, on some days there are no new assignments to review. On other days, new assignments appear in Jim's worksheet. On each of those occasions, the previously submitted worksheet reopens, and Jim receives a notification to act. By this time he's convened his meeting about the suspicious role, has determined that it should not exist, and so it's no longer available to be assigned to users. So the roles he's reviewing are those he's familiar with, and he approves their assignment to some users but rejects their assignment to others. As he does, he's able to use an audit history feature to review the decisions he's made. With each day's decisions, he opts to resubmit his worksheet.

When the quarter ends, Jim decides the continuous certification has served its purpose. Acting as role manager and owner, he performs the necessary actions to finalize the certification.

Predefined Jobs

An Access Certification Synchronization job runs in the background to complete the following tasks.

- Ensure the validity of owner assignments to certifications. If any is invalid, replace it with an All Eligible Owners value.
- Update reporting tables with changes to owner, role manager, or certifier assignments.
- Update active continuous certifications with new assignments of scoped roles.

The job begins running when your organization creates its initial certification. At that point the job runs once a day. You're expected not to modify this schedule.

An Access Certification Notifications job sends some of the notifications you can receive. (Others are triggered by users completing actions in the application.) You can't run this job directly. Instead, you run a Security Synchronization job, which launches the Access Certification Notifications job. You can schedule the Security Synchronization job to run, or run it on demand, from the Scheduling page in the Setup and Administration work area.

A third predefined job evaluates scoping filters during the certification initiation process. It returns roles selected by the filters. This job runs only on demand; you can't schedule it.

While a job is in progress, you can check its status in the Monitor Jobs page. To open it, click the Monitor Jobs tab.

Related Topics

- View Job Details
- Manage Job Schedules

The Access Certifications Home Page

If you're an owner, role manager, or certifier, or an editor or viewer without additional authorizations, you begin at the Access Certifications home page. It displays a grid listing the certifications you can work on, providing summary information about each.

> **Note:** If you're a direct manager, you don't use the Access Certifications page or other pages accessible from it. Instead, you respond to notifications or you work from a My Team worksheet in the Access Certifications work area.

The information displayed in certification summaries depends on selections you make in a View Columns menu. The defaults, however, include name, due date, type (standard or continuous, and with or without direct manager review), percentage complete, and status.

Certification Status

If you're an owner, status may indicate the stage you've reached while initiating a certification.

- Scoping: You're ready to create filters that select roles for the certification.
- Finalizing: Scoping is complete and you're selecting role managers and certifiers for the scoped roles.

Once initiation is complete, other statuses apply.

- Active: Work to review user-role combinations may proceed. When a certification reaches this status, role managers and certifiers see it for the first time in their Access Certifications page.
- Terminated: The owner has abandoned the certification before its completion.
- Closed: The certification is complete, and the owner has ended work on it. A standard certification is complete when all the user-role combinations discovered during initiation are at the approved or rejected status. A continuous certification is complete if all newly discovered user-role combinations are at the approved or rejected status when the owner elects to close the certification.

Actions and Links

The grid includes an Actions column and a Links column. The Actions column offers these options:

- Finalize Roles: The owner can assign scoped roles to role managers and certifiers. For each certification, this option is available only to owners, once scoping is complete.
- Delete and Terminate: The owner can discontinue certifications. The Delete action applies to a certification that hasn't yet been fully initiated, and removes the record of that certification. The Terminate action applies to an active certification; it leaves records of that certification on display, but doesn't allow updates. These options are available only to owners.
- Edit: Opens the certification for modifications. Before an initiation is complete, edit options are available only to owners, and are wide-ranging. You can, for example, work in the page to create or modify scoping filters. Once a certification reaches Active status, edit options are available to owners and editors, but are limited; at that point you can no longer change the scope of the certification.
- Send Email Reminder: Sends messages requesting that users complete certification tasks. This option is available only to owners and role managers. (See *Send Email Reminders*.)

The Links column provides a link to the manager overview page if you're a role manager, to the certifier worksheet if you're a certifier, or to both if you serve in both capacities. For a given certification, you see entries in this column only if an owner has selected you as a role manager or certifier.

Other features include these:

- The Create option (a plus-sign icon) begins the process of initiating a new certification.
- The name of a certification is the link to its owner overview page. This link becomes live only when initiation is complete and the certification becomes active.
- Tabs available throughout the application open pages to manage entitlements, monitor jobs, and select user attributes.

User Attribute Selection

Owners can select up to six attributes regarding the users whose role assignments are reviewed in a certification.

- Some attributes have names beginning with the phrase "User-Role." These attributes apply to role assignments for which "security contexts" have been configured, via the Manage Data Access for Users task in Oracle Fusion Functional Setup Manager. These limit the data accessible to a user assigned a role. For example, a user assigned a role with a business-unit security context can use the role to access data associated with a specified business unit, but not other business units.

- The remaining attributes apply to values assigned directly to a user in the New Person work area of Human Capital Management.

The worksheets available to both certifiers and direct managers display the attribute values appropriate for each user-role record. Certifiers and direct managers can use attribute values to filter the user-role records within their worksheets.

> **Note:** A role may define a hierarchy of other roles from which it inherits functional access. In that case, the parent role doesn't inherit "User-Role" attribute values from its child roles.

In worksheets, records display the attribute values that were current when a certification was created. If you modify the selection of attributes, existing certifications continue to supply values for the earlier attributes. Values for the newer attributes appear in certifications that are newly created after those attributes are selected.

To select attributes:

1. Click the Additional Attributes Options tab. An Additional Attributes Options page opens.
2. Review any attribute selections that have already been made in a Displayed Additional Attributes section.
3. Click Edit.
4. Under Edit Displayed Additional Attributes, click the checkboxes for up to six attributes. Or, clear already-selected checkboxes for attributes you no longer want to use.
5. Click Save.

2 Initiate a Certification

Overview of Certification Initiation

To initiate a certification, you complete these tasks:

- Name it and provide general information about it. This includes whether it's to be new or based on a previous certification. If it's new, you also decide whether it's standard or continuous, and whether direct managers are to participate.
- Optionally, attach documents to the certification.
- Secure the certification: Appoint users to participate in the certification as owners, role managers, or certifiers, and determine level of access each user has.
- Scope the certification: Create filters that select the roles whose assignments to users are to be reviewed. For that purpose, you may take either a top-down or bottom-up approach. Top-down means all assignable roles are selected by default, and you remove those you don't want. Bottom-up means no roles are selected by default, and you add those you do want.
- Finalize roles: From those returned by the scoping job, select roles to be included in the certification campaign. Then allot sets of those roles to certifiers who make judgments about whether each role is appropriate for each user assigned to it, and to role managers who oversee the work of certifiers. For each set of roles, you can select among users you appointed as role managers and certifiers as you secured the certification.

You can complete these tasks only if you have owner privileges. To begin, click Create in the Access Certifications home page. Or, select the Add Access Certification quick action from the Risk Management springboard. (Depending on the number of quick actions available to you, you may need to select a Show More option on the springboard.) In either case, a Scoping Certification page opens. In it, a General region is active.

Provide General Information

Your first decision in initiating a certification is whether to develop it from scratch or base it on an existing certification. In the General region of the Scoping Certification page, a Reuse Prior Certification Definition option is cleared by default.

You may:

- Leave the option cleared to start from scratch. In this case, you must create a name for the certification and set a due date. You select its type: standard or continuous and with or without direct manager review. You may also add a description.
- Select the Reuse Prior Certification Definition option. A list field presents certifications created by any owner; select one of them. The name, description, and type values are taken from the certification you select. You must modify the name and set a due date. You may retain or modify the other values.

Select a Type

If you initiate a certification from scratch, select one of four values in a Type field. (If you base a certification on an earlier one, you can't change the type value you inherit from the earlier certification.)

- Standard: The certification comprises records of assignments of your scoped roles to users at the moment you finish initializing the certification. No records are added over the life of the certification. Owners, role managers, and certifiers participate in the certification.
- Standard with Direct Manager Review: The same as Standard, except that direct managers of users also review the assignments of scoped roles to users who report to them.
- Continuous: The certification includes records of roles assigned to users after you finish initializing the certification. Initially, no records are returned; records that would be returned for a standard certification are excluded. Each day over the life of the certification, however, worksheets are updated to include new assignments of scoped roles to users. On any given day, certifiers may have new user-role combinations to evaluate. Owners, role managers, and certifiers participate in the certification.
- Continuous with Direct Manager Review: The same as Continuous, except that direct managers of users also review the assignments of scoped roles to users who report to them.

Before you run a continuous certification, consider running a standard certification that scopes the same roles. Otherwise, you're effectively accepting the role assignments that exist at the moment you initiate the continuous certification. If these haven't been reviewed, they may include some that should have been rejected.

Next Steps

Select the Save and Continue option to proceed to the next step in initiating the certification. You may instead select a Save and Close option, which returns you to the Access Certifications home page. There, a new row is added for the certification you've begun, and its status is Scoping. When you reopen the certification, the General region is once again active. You may make changes in it; regardless of whether you do, select Save and Continue to proceed to the next step.

Attach Documents

When you finish working in the General region, an Attachments region becomes active. An attachment may be a file (such as a text file or spreadsheet) or a website that documents or provides supporting information for the certification.

Attachments added during initiation apply to the certification as a whole. Owners, role managers, and certifiers may view them in the Detail region of overview and worksheet pages they've access to.

You're not required to attach documents to the certification. If you choose to, however, you can attach any number. A certification initially displays up to five links to attachments. If there are more, a Load More Items link appears. Click it to display more attachment links, five per click until all are on display.

To attach a file, you may simply drag it into the attachments area. Otherwise:

1. Click the link in the Attachments area.
2. Click Add Link or Add File.

3. Depending on your selection:
    - Type, or copy and paste, a URL into an Add Link dialog box. Then select Save and Close.
    - In a file-upload dialog, navigate to and select the file you want. Then select Open. (The title of the dialog, and the name of the option you select to complete the attachment, may depend on the web browser you use.)

Note: Attachments may instead apply to the judgments made about whether the assignments of specific roles to specific users are appropriate. Certifiers, role managers, or owners may attach these documents to individual user-role combinations in the certifier worksheets.

Regardless of whether you attach documents, you can once again click Save and Continue to proceed to the next step in initiating the certification, or select Save and Close to return to the Access Certifications home page. Once again, when you reopen the certification the General region is active; click Save and Continue until you reach the next step.

Secure the Certification

When you finish working in the Attachments region, a Security Assignment region becomes active. In it, select individual users or groups to participate in the certification. (For information on creating groups, see *Manage User Assignment Groups*.)

Because you're initiating the certification, you're selected automatically as its owner. As you select other users:

- You authorize them as owners, editors, or viewers. These authorizations provide differing levels of access to the certification as a whole. Only owners can initiate certifications, but editors and viewers have limited access to the features owners use to initiate and oversee certification campaigns.
- You also enable them to serve as role managers or certifiers. These authorizations determine the parts users may play in a certification after it's initiated.

The following descriptions assume you assign the predefined Access Certification Administrator job role to all users.

An owner has the widest-ranging access:

- Before the certification is fully initiated, she can edit its general settings, attach documents, add or remove users and set their authorizations, create scoping filters, and finalize roles.
- After the certification is initiated, she can edit some general settings, add or remove attachments, and edit security assignments. She can also use the owner overview, drill down from it to manager overviews and certifier worksheets, reopen submitted worksheets, and either terminate or finalize the certification.
- If you enable her to be a role manager, she can be assigned to manage a set of scoped roles, and can use the manager overview page to supervise the certifiers of those roles.
- If you enable her to be a certifier, she can be assigned to review a set of scoped roles for certification, and can use the certifier worksheet to do so.

Neither an editor nor a viewer has access to the certification until it's fully initiated. At that point:

- An editor can see the pages in which owners initiated the certification. The editor can edit general settings and attachment selections just as an owner can, but can't edit security assignments.
- If not authorized to be a role manager or certifier, both editor and viewer have view-only access to the owner overview, and can drill down from it to manager overviews and certifier worksheets.

- You may enable an editor or a viewer to be a role manager. If so, the user loses access to the owner overview, but can be assigned to manage a set of scoped roles for a certification, and can use the manager overview page to supervise certifiers of those roles. The user (whether editor or viewer) can reopen worksheets submitted by certifiers, or submit them to owners.
- You may enable an editor or a viewer to be a certifier. If so, the user loses access to the owner overview, but can be assigned to review a set of scoped roles for certification, and can use the certifier worksheet to do so. The user (whether editor or viewer) can set status for user-role assignments and can submit a worksheet to a role manager.

Note: A user assigned the predefined Access Certification Administrator job role can be authorized as an owner, editor, or viewer, and as a role manager or certifier. If your organization creates its own roles, your ability to select authorization values for a user, and the rights each authorization grants, depend on which privileges his role contains.

Use the Security Assignment region to select users for the certification. To select individual users:

1. Click the Add button that corresponds to User Assignments. A new row appears.
2. In the Name field, search for and select a user.
3. In an Authorized As field, select Owner, Editor, or Viewer. This field defaults to the highest level of access the user's role permits, but you can select less access. For example, a user may be eligible to be an owner, but you can designate him a viewer for the certification you're initiating.
4. In an Authorization field, determine what part the user plays in the certification: select Manager, Certifier, both values, or neither value.
5. Click Save.

To select user groups, click the Add button that corresponds to Group Assignments. Then search for and add one or more groups.

- Each group is granted only one authorization. As you add a group to the certification, you can view that authorization, but not change it. If it designates Certifier or Manager, group members are also automatically viewers. If it designates Owner, Editor, or Viewer, group members are automatically neither certifiers nor role managers. To combine authorizations, for example Owner with Certifier, create two groups, one with each authorization and both with the same members.
- A group is available to be selected for a certification only if at least one of its members is eligible for that certification. Groups with no eligible users are excluded.
- Over time, members may be added to or dropped from groups, or their role assignments may change. This may result in a group having been assigned to a certification but no longer having members who are eligible for it. If so, a warning icon appears next to the group name.

To edit the settings, click the edit icon in row for a person or a group.

When you finish working in the Security Assignment region, click Continue to begin creating scoping filters. Again, you can instead select Save and Close, and reopen the certification later to scope roles.

Scope the Certification

Once you finish working in the Security Assignment region, a Scoping Filters region becomes active. Use it to create filters that select roles whose assignments to users are to be reviewed.

For a new certification, the page initially contains no filters. For a certification that reuses a prior definition, the page displays scoping filters inherited from that definition.

You can scope only assignable roles: job, data, abstract, and other roles that can be assigned directly to users. Scoping filters don't return roles, such as predefined duty roles, that are available to users only indirectly, by being included in the role hierarchies of their assignable roles.

You can create four types of scoping filter:

- Data-source filter: This type of filter selects the data sources whose role assignments are to be included in a certification campaign. In the absence of a data source filter, a campaign may include role assignments from all the data sources your organization has set up.
- Access-point filter: In the Oracle Cloud data source, an access point is a privilege or a role of any type. An access-point filter specifies one of these items and may return either an assignable role specified directly by the filter, or assignable roles that are hierarchical parents of an access point specified by the filter. In other data sources, an access point is an assignable role, and an access-point filter returns that role.

  For a standard certification, the filter returns only roles that are assigned to users. For a continuous certification, the filter returns both assigned and unassigned roles, so that you can scope roles that may be assigned to users after the certification is initiated.
- Entitlement filter: An entitlement is a set of related access points. An entitlement filter may return assignable roles that are included in the entitlement or are hierarchical parents of access points included in the entitlement. Again, for a standard certification the filter returns only assigned roles, but for a continuous certification it returns both assigned and unassigned roles.
- Condition filter: This filter type selects from a pool of role records. The purpose of this filter type, however, is essentially exclusionary. From the pool of records they begin with, condition filters remove all records they don't select.

The filter types you use depend on whether you opt for top-down or bottom-up scoping:

- For a top-down scoping job, you begin with all the roles you might want to consider. For a continuous certification, this literally means all assignable roles across all the data sources your organization has set up. For a standard certification, this means all such roles that have been assigned to users. You can create data-source and condition filters to exclude the roles you don't want in your certification campaign. But because you begin with all the roles that access-point or entitlement filters could return, those filters aren't needed, so you can't create them.
- For a bottom-up scoping job, you begin with no roles selected. You must create at least one access-point or entitlement filter (and may create more) for each data source whose roles you want to include in a certification campaign. You may then create condition filters to exclude roles from this pool. You may also create data-source filters.

A checkbox labeled **Leverage Top Down Scoping Approach** is selected by default. Leave it selected to implement top-down scoping or clear it to implement bottom-up scoping. Then create the filters your scoping job requires.

When you finish, click the **Submit** button. This returns focus to the Access Certifications home page. It also initiates a scoping job. You can check the status of that job; click the Monitor Jobs tab to open the Monitor Jobs page. When the job reaches successful completion, the status of the certification updates to Finalizing, and the Actions menu displays the option Finalize Roles.

> **Note:** The maximum number of roles you can scope for a certification is 500. Scoping filters may return more, but if so, the scoping job fails. In that case, add scoping filters that narrow the focus of the scoping job, and then rerun it. The scoping job creates a model that's accessible in the Models page (Risk Management > Advanced Controls > Models). It's important that you not delete that model until the certification it applies to is fully initiated.

Create a Data-Source Scoping Filter

A data-source filter selects among the data sources your organization has set up. In top-down scoping, which begins with all roles from all data sources selected, the filter retains the roles from the data sources it selects, but excludes the roles from the data sources it doesn't select.

For bottom-up scoping, a data-source filter does the same, although in this case it's not needed. Bottom-up scoping requires access-point or entitlement filters that select roles from specified data sources, and other data sources are excluded simply because their roles aren't selected. You may add a data-source filter as a "housekeeping" step, to remove values for unused data sources from list fields that would otherwise display them. But be careful: You can't submit your scoping filters if a data-source filter selects a data source from which no access-point or entitlement filter selects roles.

A data-source filter uses "matches any of" (or "matches none of") logic, so you would typically create a single filter and add to it the data sources that define your selection.

1. Click the **Add** button in the Scoping Filters region. A row appears.
2. In the Object field of that row, select **Data Source**.
3. In an Attribute field, select **Data Source Name**.
4. In a Condition field, select **Matches any of** or **Matches none of** to select data sources whose names match any of the values you select, or match none of them.
5. In a Values field, select a data-source name. Then, for each data source you want to add to the filter, click an **Add another value** link and select from the list it presents.

Create an Access Point or Entitlement Scoping Filter

You can create access-point or entitlement filters only if your certification uses the bottom-up scoping approach. You can create any number of them, and each specifies the data source from which it returns roles. These filters have an OR relationship; each returns roles independently of the others.

1. Click the Add button in the Scoping Filters region. A row appears.
2. In the Object field of that row, select a value that defines the type of filter you're creating and the data source from which it returns roles:
    - To filter for roles from the Oracle Cloud data source, select **Access Point** for an access-point filter, or **Access Entitlement** for an entitlement filter.
    - To filter for roles from any other data source, select one of those two values prefixed by the name of the data source from which roles are to be selected. To filter for EPM-ARCS roles, for example, select **EPM ARCS Access Point** or **EPM ARCS Access Entitlement**.
3. In Attribute and Condition fields, select the only values available to you:
    - For an access-point filter, select **Access Point Name** in the Attribute field and **Equals** in the Condition field.
    - For an entitlement filter, select **Access Entitlement Name** in the Attribute field and **Equals** in the Condition field.
4. A Values field presents a list of access points or entitlements. If the value you want is on display, select it. Otherwise enter a text string to search for it. As you do, a window presents access points or entitlements whose names include the text you've typed. Select one of them. Your text can match display or internal names.

An example: Assume that in the Oracle Cloud data source, Accounts Payable Manager is a job role, and Cancel Payables Invoice is a privilege that belongs to it. Assume also that Manage Payables is an entitlement, and it includes the Accounts Payable Manager role.

- The access-point filter Access Point Name Equals Accounts Payable Manager would return that job role and no other.
- The access-point filter Access Point Name Equals Cancel Payables Invoice would return the Accounts Payable Manager job role. But it would also return other job roles that have this privilege: Accounts Payable Invoice Supervisor, Accounts Payable Supervisor, Tax Manager, and Tax Specialist.
- The entitlement filter Access Entitlement Name Equals Manage Payables would return the Accounts Payable Manager job role. It would also return other job roles that either are named specifically in the Mange Payables entitlement, or are the parents of lower-level roles or privileges named in the entitlement.

Create a Condition Scoping Filter

Condition filters select from a pool of roles and therefore exclude the roles they don't select.

- If a certification uses top-down scoping, a condition filter selects from a pool that includes all assignable roles across all the data sources your organization has set up, or all the roles remaining after you've created a data-source filter. The only attribute available to the condition filter is Access Point, and the filter selects or excludes roles involving an access point you specify.

  For example, the condition filter **Access Point Equals Accounts Payable Manager** would select that one role and so exclude others. Or the condition filter **Access Point Does Not Equal Accounts Payable Manager** would exclude that role and accept others.
- If a certification uses bottom-up scoping, a condition filter selects from a pool that includes roles returned by access-point or entitlement filters. (You're unable to submit your scoping filters if, for any data source, you've created a condition filter without also creating at least one access-point or entitlement filter.)

  For the Oracle Cloud data source, the Access Point attribute is available to condition filters, but so are other attributes that recognize definitions configured in the Manage Data Access for Users task in Oracle Fusion Functional Setup Manager. In that task, your organization defines the data access each user has when assigned a particular role. A condition filter may then allow a certification to scope that role, but only as it applies to users with the defined data access.

  For example, Manage Data Access for Users may specify that the assignment of a role to some users grants access only to data associated with a specific business unit. A certification may then scope that role, but if a condition filter sets a Business Unit attribute equal to that unit, the role is scoped only as assigned to those users.

  For the other data sources, only the Access Point attribute is available for condition filters. You can use it to include or exclude roles involving an access point you specify.

To create a condition filter:

1. Click the Add button in the Scoping Filters region. A row appears.
2. In the Object field of that row, select **Access Condition** for a condition that applies to the Oracle Cloud data source. Or, for any other data source, select that value prefixed by the name of the data source to which the condition applies, for example **EPM ARCS Access Condition**.
3. In the Attribute field, select the attribute you want to base the condition on.
   - For top-down scoping, select **Access Point**.

- For bottom-up scoping, select the **Access Point** attribute for a condition that applies to any data source. Or, for the Oracle Cloud data source, select any of the data-security attributes that depend on Manage Data Access for Users configurations: Asset Book, Business Unit, Control Budget, Cost Organization, Data Access Set, Intercompany Organization, Inventory Organization, Ledger, Legal Entity, Manufacturing Plant, and Reference Data Set.

4. In the Condition field, select one in a set of predefined conditions:

   - **Equals** or **Does not equal**: Select records with attribute values that match, or don't match, a value you select.
   - **Contains** or **Does not contain**: Select records with attribute values whose names include, or don't include, a text string you compose.
   - **Matches any of** or **Matches none of**: Select records with attribute values whose names match one of any number of values you select, or match none of them. After you use either of these operators to select one value, an **Add another value** link appears; for each additional value you want to add to the filter, select from the list it presents.

5. In the Values field, provide a value that completes the filter:

   - If the filter uses the Access Point attribute, then depending on the condition you selected, specify one or more roles, or a text string that a role name may or may not contain. If the condition requires a role name as a value, the Values field searches for role names that include the text you've typed, and you can select among search results.
   - If the filter uses any of the data-security attributes, then depending on the condition you selected, specify one or more values appropriate for the attribute. For example, for the Business Unit attribute, you'd specify one or more business-unit names, or a text string that a business-unit name may or may not contain.

Note: In the Oracle Cloud data source, for certain privileges to grant functional access, a user must be granted both the privilege and a corresponding "action" as a "procurement agent" for a business unit. If you use bottom-up scoping, you may specify one of these privileges in an access-point filter, or the privilege may exist in an entitlement you specify in an entitlement filter. The filter returns job roles that include the privilege, but only as they apply to users who also have the appropriate procurement-agent action. Assignments of these roles to users who lack the procurement-agent action are automatically excluded from the certification. You don't need to create condition filters to implement these exclusions. See *Exclusions Involving Procurement Agents* to view a table listing the privileges and their related procurement-agent actions.

How Scoping Conditions Work Together

No matter whether you use top-down or bottom-up scoping, you can create any number of condition filters. They have an OR relationship to one another, so roles that seem to be excluded by one can be selected by another.

Filters must be all-inclusive or all-exclusive to prevent conflicting logic. So if your first condition filter uses the **Equals**, **Contains**, or **Matches any of** condition, each subsequent filter must use any of those three conditions. If the first condition filter uses the **Does not equal**, **Does not contain**, or **Matches none of** condition, each subsequent filter must use any of those three conditions.

Here are two examples:

- Available roles may include Accounts Payable Supervisor and Accounts Payable Manager. A condition filter may use the Access Point attribute to select the Supervisor role; it would, by itself, exclude the Manager role. But

a second condition filter may use the Access Point attribute to select the Manager role. As a result, both roles would be included in the certification campaign.

- User1 and User2 are assigned the Accounts Receivable Specialist role. But in Manage Data Access for Users, the assignment to User1 is defined as applying only to data appropriate for a business unit called Europe. The assignment to User2 is defined as applying to a business unit called America. The condition filter **Business Unit Contains Europe** would, on its own, scope the role as it's assigned to User1, and exclude User2. But a second filter, **Business Unit Contains America**, would select the assignment to User2, and so the role assignment to both users would be scoped for the certification.

If you use a negative condition (**Does not equal**, **Does not contain**, or **Matches none of**), take care that condition filters don't return unexpected results.

For example, you may want to scope only assignments of the Accounts Receivable Specialist role to users working in business units other than Europe and America. You want, therefore, to exclude the assignments to User1 and User2. So you may create the filters **Business Unit Does not contain Europe** and **Business Unit Does not contain America**. But these filters would in fact scope the role assignments to these two users: The filter that excludes Europe would accept the American (User2), and the filter that excludes America would accept the European (User1).

To achieve the effect you want, you should instead create a filter specifying **Business Unit Matches none of Europe, America**.

Additional considerations apply to filters that use the data-security conditions:

- Your inclusion or exclusion of one role may be inherited by another related role.

  For example, a US Accounts Payable Manager role may be both assignable to users on its own, and included in the role hierarchy of a second role, Accounts Payable North America. Manage Data Access to Users may specify that the assignment of US Accounts Payable Manager to some users grants access only to data associated with the America business unit.

  The filter **Business Unit Equals America** would select assignments not only of US Accounts Payable, but also of Accounts Payable North America, to those users.

  Note, though, that a certification owner may have selected attributes for display in the certifier worksheet. Appropriate values are displayed in the records of role assignments to users. Each value appears only in records of roles to which the value is assigned directly, not in records of inherited roles. In this example, assume the owner has selected Business Unit as a display attribute. The value America would appear in records of the assignment of US Accounts Payable Manager to users. It wouldn't appear in records of assignments of Accounts Payable North America to users.
- Although Manage Data Access for Users defines the data available to a user assigned a role, in some cases other security configuration, such as data security policies, may expand the definition created in Manage Data Access for Users.

  For example, suppose User3 is assigned the Accounts Receivable Manager role. In Manage Data Access for Users, the assignment is restricted to data associated with the business unit called AR Brazil. Suppose User3 is also assigned the Accounts Payable Manager role. In Manage Data Access for Users, the assignment is restricted to data associated with the business unit called AP Italy. Owing to data-security-policy configuration, while in an AR Receipts page, User3 would see data only for AR Brazil, but while in an AP invoice page, User3 would see data for both AR Brazil and AP Italy.

Create or Edit Entitlements for Access Certifications

An entitlement is a set of related access points. You may select an entitlement as you create a filter for a scoping job.

- For a standard certification, an entitlement filter returns every assignable role that meets two conditions: it's a parent of any access point in the entitlement, and it's assigned to at least one user.
- For a continuous certification, an entitlement filter returns both assigned and unassigned roles that are parents of access points included in the entitlement.

To build an entitlement is to name it, activate or inactivate it, and add or remove access points.

1. Open the Access Entitlements page. Select Risk Management > Access Certifications > Access Entitlements.
2. Each row of the Access Entitlements page provides summary information about an existing entitlement. In this page, you may:
    - Select Create to build an entirely new entitlement.
    - Click the row for an entitlement you want to edit, then click the Edit icon. As an alternative, click the entitlement name to open the page that displays full details about it, then click the Edit button in that page.
3. Select values that characterize the entitlement:
    - Enter or modify a name of up to 250 characters and, optionally, a description.

      Consider creating a naming convention to distinguish entitlements that support certification campaigns from those that support access models and controls created in the Oracle Fusion Cloud Advanced Controls application. A description may explain briefly the organizing principle or business purpose of the entitlement.
    - Select a status, Active or Inactive.
    - Under Comments, review any existing comments or click Add Comments to add a new one.
4. Select a data source. (Oracle Cloud is the default.) Only access points from the data source you select are available for inclusion in the entitlement. You can select the data source only as you create the entitlement, not as you edit it.
5. Add access points:
    - In the Selected Access Points grid, click the Add option.
    - In a Search and Add dialog, filter the list of access points. Among search criteria:
        - Name and Description are display values identifying an access point. The Access Point ID is an internal name for a role or privilege, or the path to a user-defined access point.
        - Access Point Type values include Role, Privilege, and User Defined.
        - As you enter search values, you can use the percent symbol (%) as a wildcard.
    - Select access points from the filtered list.

      To select one, click its row. To select a continuous set, click the first point in the set, hold the Shift key, and click the last point. To select a discontinuous set, hold the Ctrl key as you click access points.
    - When you're satisfied with your selections, click Apply. Your selections appear in the Selected Access Points grid.
    - You may then enter new search parameters and select other access points, or close the Search and Add dialog.

6. Potentially, delete access points:
    - In the Selected Access Points grid, select the rows for the access points you want to delete. Again, use the Shift or Ctrl key to select multiple rows.
    - Click the Delete option.
7. Save the entitlement.

Finalize Roles

When a scoping job for a certification reaches completion, you must select from the roles it returns, appoint role managers and certifiers who are to evaluate the assignments of those roles to users, and complete the initialization process.

In the Access Certifications home page, click Finalize Roles in the Actions menu of the row for a certification whose status is Finalizing. The Initiate Certification: Finalize Roles page opens, displaying a list of every role returned by the scoping job.

Select Roles

First, designate which roles are to be included in the certification. For a continuous certification, you must select 20 or fewer roles. This limit doesn't apply to standard certifications.

If you're finalizing a certification created from scratch, all roles returned by the scoping job are included by default. An Include column displays a check mark for each of them. If you're finalizing a certification that reuses a prior certification, returns may consist not only of Included roles, but also:

- Roles returned for the reused certification, but explicitly excluded by its owner. For these, the Include column displays a dash, which indicates exclusion.
- Roles returned for the reused certification that could no longer be found for the new certification. For these, the Include column displays a Role Not Available icon.
- Roles returned by the scoping job for the current certification, although they had not been returned for the original certification you're reusing. For these the Include column displays a New Role icon.

Ensure that the Include column displays check marks only for the roles you want to include in the certification:

- Select roles you want to remove from the certification, and click the Exclude button. For each of these roles, the Include column then displays a dash.
- Select roles you want to include, but that aren't already included, and click the Include button. For each of these roles, the Include column then displays a check mark.
- You can't include a role that displays the Role Not Available icon.

To select one role, click its row. To select a continuous set, click the first row, hold down the Shift key, and click the last. To select a discontinuous set, hold down the Ctrl key as you click rows. You can filter roles to find those whose settings you want to alter.

Select Participants

Next, appoint role managers and certifiers:

1. Select rows representing Included roles whose assignments are to be reviewed by a particular role manager and certifier. Again, you can use the Ctrl or Shift key to select discontinuous or continuous rows.
2. Click Edit to open a Mass Assignment dialog.
3. In a Manager field, click the Manager Assignment icon to open a list of users authorized as role managers in the Security Assignment region of the Scoping Certification page. Select one and click Apply.
4. Back in the Mass Assignment dialog, click the Certifier Assignment icon in the Certifier field. This opens a list of users authorized as certifiers in the Security Assignment region of the Scoping Certification page. Select one and click Apply.
5. Back in the Mass Assignment dialog, click Apply. In the Finalize Roles page, the Manager and Certifier columns refresh to display the selections you've made.
6. Continue making selections until every role included in the certification has a role manager and a certifier. With each set of roles, you may reappoint a certifier or role manager, so that a given certifier may work with any number of role managers, or role manager with any number of certifiers.

As you select role managers or certifiers for a set of roles, you can select an Eligible Users value. This means the roles are available for review by any user authorized to act as a certifier or role manager. However, this isn't recommended, as it can cause confusion if multiple users attempt to work on the same roles at the same time.

Complete the Initiation

Finally, click the Initiate button, which becomes active when you finish selecting role managers and certifiers. Respond to a message warning you that you're locking the scope of the certification.

The focus returns to the Access Certifications home page. The status of the certification updates to Active, and the date you click the Initiate button is added automatically to the record of the certification as its start date. Role managers and certifiers can now open the certification. They receive notifications that they've tasks to complete in the certification. If the certification includes direct managers, they also receive notifications.

Edit a Certification

Owners have broad rights to edit a certification while it's in the process of being initiated. Owners and editors have more limited rights to edit a certification after initiation is complete.

If you're an owner and you want to edit a certification before it's fully initiated, locate its row in the Access Certifications home page. Then:

- Click Edit in its Actions menu. This takes you to the Scoping Certification page. You can change general settings; add or remove attachments; modify the security configuration; and add, delete, or modify scoping filters.
- Click Finalize Roles to reassign roles to role managers and certifiers.

You may also return from a page you're working in to a previous one, to make changes. In the Scoping Certification page, click an Edit button in any region you've already worked in and left. In the Finalize Roles page, click an Edit Scoping button to return to the Scoping Certification page. For example, if the roles displayed in the Finalize Roles page aren't those you expected, you can select the Edit Scoping button to modify your scoping filters.

Once an owner clicks the Initiate button in the Finalize Roles page, users authorized as owners or editors can make limited edits. To begin, either type of user would click Edit in the Actions menu of a certification's row in the Access Certifications home page. Then:

- Owners and editors can modify the certification name, description, and due date among the general settings, and can add or remove attachments.
- In the Security Assignment region, owners (but not editors) can delete users, add users, modify their Authorized As setting, and select them as role managers or certifiers.

Once initiation is complete, scoping filters can no longer be modified. Neither can settings in the Finalize Roles page. However, an owner can reassign role managers and certifiers, and role managers can reassign certifiers, in the overview pages.

3 Certify Roles

Overview of Working with Certifications

Whether a role is appropriately assigned to a user is a decision made outside of Oracle Fusion Cloud Access Certifications. You're free to determine your criteria for certifying role assignments.

Among those criteria, for example, you may create controls or provisioning rules in Oracle Fusion Cloud Advanced Controls. You may then make a practice of declining to certify role assignments that violate those controls or rules.

Within the application, however:

- Direct managers, if they're invited to participate, make certification recommendations in My Team worksheets.
- Certifiers record their certification decisions in certifier worksheets.
- Role managers and owners review certifiers' decisions, and oversee certification campaigns, in overview pages.
- Owners, role managers, and certifiers may view documents attached to a certification during initiation. In worksheets they can access, they may also attach documents to individual user-role combinations, and view them.

Use Overview Pages

If you're an owner or a role manager, you use an overview page to monitor the progress of people under your direction.

The Owner Overview page lists the role managers who participate in a certification campaign. A Manager Overview page lists the certifiers who work under the supervision of a given role manager.

Open an overview page from the Access Certifications home page:

- You may be authorized as the owner of a certification. Or, you may be authorized as an editor or viewer, but not also as a role manager or certifier. In either case, you can open the Owner Overview if the certification is at the Active status. To do so, click its name.

  An owner has full rights. An editor or viewer has view-only access to the owner overview, and to manager overviews and certifier worksheets to which it drills down. If a certification isn't yet fully initiated, the overview page isn't yet available, and so the certification name isn't yet a live link.
- If you're a role manager, locate the row for an active certification. In its Links cell, click Manager Overview.

Overview Page Format

In each case, the name of the certification appears in the page heading, and a Details region provides this information:

- Fields supply the certification type, a description of the certification, its status, and its start, due, and closed dates.
- An Owner field identifies the owner. Hover over the owner's name so that a hidden icon appears, then click the icon to display a card with information about the owner.

- An Attachments field initially lists up to five files or URLs attached to the certification by the owner during initiation. If more than five items are attached, a Load More Items link appears. Click it to display more items, five per click until all are on display. Click the name of an attachment to open it. You can view attachments in an overview page, but you can't add or remove attachments.
- For a standard certification, a circular graph is divided into color-coded segments representing the numbers of role assignments marked as Pending, Approve, Investigate, and Remove. These total all the user-role combinations available for review in the certification.

  For a continuous certification, this graph appears when the certification first discovers new user-role combinations to be evaluated.

In the Owner Overview page, a Role Certification by Manager region displays a row for each role manager who participates in the certification. In a Manager Overview page, a Role Certification by Certifier region displays a row for each certifier under the supervision of the role manager who's the focus of the page. In each row:

- A user-name value identifies a role manager (in the Owner Overview page) or a certifier (in the Manager Overview page). Hover over the user name so that a hidden icon appears, then click the icon to display a card with information about the person.
- For a standard certification, a bar graph is divided into color-coded segments representing the numbers of role assignments marked as Pending, Approve, Investigate, and Remove. These total the user-role combinations assigned to the role manager or certifier identified in the row. The goal is for all roles in each bar graph to reach either Approve or Remove status.

  For a continuous certification, this graph appears when the certification first discovers new user-role combinations assigned to the role manager or certifier.

Drill Down to Other Pages

Click the user name in any row to drill down to that user's page. A role manager can open the worksheet for each of the certifiers he works with. An owner can drill down not only to the overview page for each of his role managers, but also to the worksheet for each certifier working under each role manager.

In a worksheet, a user at any level can attach documents to individual user-role combinations and write comments about them. Otherwise, the pages an owner or role manager can drill down to are read-only.

Take Actions

From an overview page, a role manager can reopen worksheets after certifiers have submitted them; reassign certifiers; and, when all worksheets are complete, submit them to the owner. The owner can reopen certifier worksheets, reassign certifiers and role managers, and finalize or terminate the certification. For more on these actions, see *Reassign Role Managers and Certifiers* and *Certification Workflow*.

Reassign Role Managers and Certifiers

An owner can revise the assignments of roles to role managers and certifiers. A role manager can revise the assignments of roles to certifiers working under his direction. Either would use an overview page to do so.

1. Navigate to the overview page containing rows for the role managers or certifiers whose assignments you want to change.

2. Select checkboxes in the rows representing those people. Or, to select all rows, click the checkbox next to the Actions button. Then click Actions > Edit.

   Or, to work with a single row, click an Actions icon at the right of the row. It looks like an ellipsis. Then select Edit.
3. A Mass Assignment page opens, listing roles assigned to users you selected in step 2. Select one or more of these roles. (Use the Shift or Ctrl key to select continuous or discontinuous rows.)
4. Click the Edit icon.
5. A Mass Assignment dialog opens. Use it to designate a new role manager or certifier for the roles you selected in step 3.
   - If you're an owner, you may click the Manager icon (an option that's not available to role managers). A User Assignment dialog presents a list of users authorized as role managers in the Security Assignment region of the Scoping Certification page. You can filter the list. Select the user you want to manage the roles you selected, and click Apply.
   - If you're an owner or role manager, you may click the Certifier icon. The User Assignment dialog now presents a list of users authorized as certifiers in the Security Assignment region of the Scoping Certification page. Select the user you want to certify the roles you selected, and click Apply.
6. Back in the Mass Assignment dialog, click Apply. In the Mass Assignment page, the Manager and Certifier columns refresh to display the selections you've made.
7. Select Save and Close. Notifications are sent to the newly assigned role managers and certifiers.

Send Email Reminders

Certification owners and role managers can send email messages that remind users to complete certification tasks. There are two prewritten messages.

- The first is intended to be received by role managers and certifiers. An owner can send it to either or both. A role manager can send it only to the certifiers he or she manages.
- The second is intended to be received by direct managers, and is available only in certifications that involve direct managers. Both owners and role managers can choose to send it.

Each message either reports the number of days remaining before certification tasks are due, or warns that the due date has passed. (The default wording of each message changes depending on when it's sent in relation to the certification due date.) The owner or role manager who sends the message can edit the default wording. Recipients include only role managers, certifiers, or direct managers who haven't already completed their tasks. Owners and role managers can send these messages regardless of whether email notifications are activated in Setup and Administration.

While using Oracle Fusion Cloud Access Certifications (or any Oracle Fusion Cloud application) each user selects a language to work in. (See *Multiple-Language Support*.) The subject and body text for email reminders appear in the language selected by the owner or role manager who sends them. All recipients of the reminders receive them in that language, no matter what languages they've selected.

To send email reminders:

1. In the Access Certifications page, locate the record of the certification for which you want to send reminders.
2. Expand its Actions menu and select Send Email Reminder. A Send Email Reminder page opens. It always presents the message for role managers and certifiers. It presents the message for direct managers only if the certification is one of the "with Direct Manager Review" types.

3. Ensure that checkboxes are selected only for the types of users to whom you want to send messages. Owners can select any combination of checkboxes labeled Manager, Certifier, and (if appropriate) Direct Manager. Role managers can select Certifier and Direct Manager.
4. Review the subject and body of the messages you intend to send, and either accept the default wordings or edit the messages.
5. Click the Submit button.

Use the Certifier Worksheet

If you're a certifier, you use a worksheet to record your certification decisions about the role assignments you're tasked with reviewing. If you're an owner or a role manager, you can open worksheets to view certifiers' progress in completing certifications. No matter what your level, you can also use the worksheet to attach documents to records of user-role combinations, to write comments about them, and to view their audit history.

There are two certifier worksheets, original and enhanced, but you'd use only one of them. The enhanced worksheet is optional and, if activated by your organization, replaces the original worksheet. If your organization has chosen not to activate the enhanced worksheet, you would continue to use the original certifier worksheet.

> **Note:** To make the enhanced worksheet available to users, and to enable it to display AI-generated role briefings, you set profile options. See *Activate the Enhanced Worksheet for Access Certifications*. Moreover, the Access Certification Manager predefined job role, as well as any custom job roles based on it, must be updated to incorporate security features introduced in release 24C. If you haven't already made those updates, you can do so in any subsequent release. See *Required Security Update*.

Each version of the worksheet includes a grid that displays records of user-role combinations. No matter which version you use:

- For a standard certification, all records are available at the moment the certification is initiated. No records are added over the life of the certification.
- For a continuous certification, the grid initially displays no records. Over time, it adds records of roles that are newly assigned to users after the certification becomes active.
- Records enter the grid if they concern the assignment of roles to active users, not to inactive users. Once included in the certification, however, a record of a user-role combination remains even if the user's status subsequently changes from active to inactive.

No matter which version of the worksheet you use, here's how to open it:

- If you're a certifier, locate the row for an active certification in the Access Certifications home page. In its Links cell, click Certifier Worksheet.
- If you're an owner or a role manager, open your overview page from the Access Certifications home page. Then drill down to the worksheet for a certifier working under your direction.

Work with the Original Certifier Worksheet

Format of the Original Worksheet

At the top of the original certifier worksheet, a heading gives the name of the certifier and a subheading provides the name of the certification. Three record counts update themselves as the certifier makes decisions. These include the number of user-role combinations selected for approval, the number selected for removal, and the number that remain pending.

A Details region provides this information:

- Fields supply the certification type, certification date (when it was initiated), due date, and role counts. The counts include the number of roles to be certified, the number of roles whose certifications are complete, and the number of user-role combinations whose certifications are complete. These counts also update themselves as the certifier makes decisions.
- An Owner field identifies the owner, if there's only one, or provides a drop-down list in which you can select among multiple owners. Hover over a selected owner's name so that a hidden icon appears, then click the icon to display a card with information about the owner.
- An Attachments field initially lists up to five files or URLs attached to the certification by the owner during initiation. If more than five items are attached, a Load More Items link appears. Click it to display more items, five per click until all are on display. Click the name of an attachment to open it. In this Details region, you can view documents, but you can't attach or remove them. (You can add attachments to individual user-role combinations. See *Attach Documents in the Original Worksheet*.)

In an Access Certifications region, a grid displays records to be reviewed by the certifier who owns the worksheet. Each row displays a role paired with one of the users it's assigned to. Each row also identifies the user's direct manager and includes values for up to six attributes the owner has selected.

Within the grid, you can hover over the name of a user so that a hidden icon appears. Then click the icon to display a card with information about this user.

Filter Records

You can filter the grid that displays user-role combinations. Click the Show Filters button to select among filtering parameters.

- The grid displays a maximum of 500 records, even if more records exist. If the grid is at its limit, you can apply filters to cause it to display records that aren't on display. For example, if you've selected the Approve or Remove action for all visible records, you can filter for pending records to see those remaining to be worked on.

- If an owner has selected user attributes for display in user-role records, you can use the Add Fields option to add these as filtering parameters. However, this option lists all possible attributes; be sure to select only those actually on display in the grid.
    - A user-attribute search uses a "contains" operator, returning all records with attribute values that contain a text string you search for. A record may include more than one value for a given attribute. You can search on any of them.
    - In general, an AND condition applies if you search on multiple attributes: the search returns records that satisfy all search criteria. But you can use the Add Fields feature to add an attribute more than once. In that case, an OR condition applies; each filter for that attribute returns records independently of the others.
- You can select either of two saved searches: One displays all user-role combinations, and the other displays only those that haven't yet been submitted. (Submission means that the certifier forwards records of certification decisions to the role manager for review.)
    - For a standard certification, the default search returns unsubmitted records. (It's unusual for a standard certification to contain submitted records. That's because the certifier submits all user-role combinations at once. But it's possible: A role may be assigned to all eligible certifiers. If one of these certifiers submits a decision involving that role, the submitted record remains in the worksheets of the other certifiers.)
    - For a continuous certification, the default search varies: After completing certification decisions for user-role combinations available at a given moment, a certifier may submit them. However, more may be added later. So at any point, the worksheet may or may not contain unsubmitted records. If the certifier opens the worksheet when it contains only submitted records, it defaults to the all-record search. But if the worksheet contains any unsubmitted records, it defaults to the search that returns only unsubmitted records.

Make Certification Decisions in the Original Worksheet

If you're a certifier, you use the worksheet to record your certification decisions about the role assignments you're tasked with reviewing. Each user-role combination begins at the Pending status, which means that no action has yet been taken. Your object is to update that status to Approve or Remove for all user-role combinations in your worksheet.

If a certification is of a type that allows direct managers to participate, a certifier worksheet contains records of user-role combinations that also appear in the My Team worksheets of any number of direct managers.

- Typically the certifier waits for direct managers to act. As they do, their decisions automatically update the certifier worksheet. In this case, the certifier is free to modify direct managers' decisions.
- The certifier may act first on such records, for example if direct managers haven't yet responded as the certification deadline approaches. If so, corresponding records disappear from the direct managers' My Team worksheets.

Only the certifier responsible for a worksheet can update status in it:

1. In the worksheet, select a row representing a user-role combination. You may instead select any number of rows, using the Ctrl or Shift key to select discontinuous or continuous rows. Or, click a Select All checkbox to update all user-role combinations.
2. From an Actions menu, select one of three actions:
    - Approve: The role assignments are certified as appropriate, and the users should retain their roles.
    - Remove: The role assignments are rejected, and a security administrator should rescind the users' access to the roles.
    - Investigate: Work continues on determining whether user-role combinations should be certified.

Fields identify the user who most recently updated a record, and the date that action occurred. These fields show values only when a certifier selects the Approve or Remove action. They show no value if the certifier selects the Investigate action, or changes Approve or Remove to Investigate.

Note that the Select All checkbox and the Approve, Remove, and Investigate actions are available only to the certifier responsible for the worksheet.

Attach Documents in the Original Worksheet

Any user with access to a worksheet can attach items to it. An attachment may be a file (such as a text file or a spreadsheet) or a website that documents or provides supporting information for decisions about individual user-role combinations.

You can attach items to only one row at a time, but you can attach as many items as you like. Select the row, then expand the Actions menu and select its Add Attachment option. An Attachments dialog opens; you can simply drag files to it and drop them there. Or you can complete this procedure:

1. Click the link in the Attachments dialog.
2. Click Add Link or Add File.
3. Depending on your selection:
    - Type, or copy and paste, a URL into an Add Link dialog box. Then select Save and Close. Repeat if you want to attach additional URLs.
    - In a file-upload dialog, navigate to and select the file you want. Then select Open. (The title of the dialog, and the name of the option you select to complete the attachment, may depend on the web browser you use.) Repeat if you want to attach additional files.

No matter whether you use the drag-and-drop method or select items, click OK to close the Attachments dialog.

Once files are attached to a user-role combination, an icon appears in the Attachments cell of its row. To view the attachments, click the icon. The Attachments dialog opens, displaying up to five links to attachments. If there are more, a Load More Items link appears, and you can click it to display more attachment links, five per click until all are on display. Click the link for an attachment to open it.

Add Comments in the Original Worksheet

Any user with access to a worksheet can comment on its user-role combinations. Comments may, for example, either raise issues about a certification decision or defend it.

1. Select a row representing the assignment of a role to a user. (You can write comments for only one row at a time.)
2. Expand the Actions menu and select its Add Comments option.
3. An Add Comments dialog opens. In it, type your comment.
4. Click OK.

Once comments exist for a user-role combination, an icon appears in the Comments cell of the row that represents it. To view the comments, click the icon. A comments window contains a grid that displays an abbreviated version of each comment. For any comment, click Expand to see the full comment. Click Add to write a new comment.

Review Audit History in the Original Worksheet

For both standard and continuous certifications, anyone with access to a certifier worksheet can review a history of events pertaining to each of its user-role combinations. For example, the initial event is "The user and role combination was discovered."

1. Select a row representing the assignment of a role to a user. (You can review audit history for only one row at a time.)
2. Expand the Actions menu and select its Audit History option.
3. An Audit History dialog opens. Review its list of events. Each record includes a description of an event, the date and time it occurred, and the user associated with it.
4. Click Done to close the Audit History dialog.

Work with the Enhanced Certifier Worksheet

About the Enhanced Worksheet

The enhanced certifier worksheet offers an updated, cleaner design; improved filtering, search, and sort capability; and better performance when certifications involve large numbers of user-role combinations.

Here are some important differences between the original and enhanced worksheets:

- The original worksheet displays a maximum of 500 records of user-role combinations, and only 10 at a time (with no vertical scrolling). The enhanced worksheet doesn't limit the number of records; you simply scroll down to fetch records that aren't yet on display.
- You can add a column to the enhanced worksheet that shows which user-role combinations are "self-certified," meaning that the certifier has made judgments about his or her own role assignments. You can also filter for records of self-certified assignments, a feature of particular use to owners and role managers.
- In the original worksheet, a user could add a comment to only one user-role combination at a time. In the enhanced worksheet, a role manager or owner can use an option to add a comment to any number of user-role combinations. A certifier can use that option, or can select any number of records to make a certification decision, and in the process add a comment that applies to all of them.
- The enhanced worksheet adds sorting capability. You can sort records of user-role combinations by role name, user name, and other values. So you can change the focus of your efforts, for instance from certifying roles to certifying users.
- For each user-role combination, the enhanced worksheet can display a "role briefing" that informs the certification decision. Each briefing includes AI-generated summaries that describe the access granted by the role, and information relevant to the assignment of the role to the user.
- In the enhanced worksheet, role managers and owners can follow up on user-role combinations, and certifiers can respond to follow-ups. Each follow-up may direct a certifier to reconsider a decision to approve or reject a role assignment, or may address any other issue.

Format of the Enhanced Worksheet

The heart of the enhanced worksheet is a grid in which each row is the record of a user-role combination. This grid has no limit on the number of rows to which you have access; you simply scroll down to fetch rows that aren't on display. By default, the grid includes seven columns, although you can add more.

Above the grid, a heading gives the name of the certifier, a subheading provides the name of the certification, and a badge displays the current status of the worksheet. A search bar and "chips" enable you to filter and search for records.

The seven default columns include:

- Role Name: The name of the role whose assignment to a user is being reviewed for certification.
- User Name: The name of the user assigned that role.

  > **Note:** Each entry in the User Name column is a link to a profile of the user in question. If the information is available, a profile includes the person's name and image, job title, phone number, and email address.

- Direct Manager: The name of the person who manages the user identified in the User Name column.
- Action: The certifier's recommendation for what's to be done about the user-role combination. **Review** indicates that no recommendation has yet been made. **Investigate**, **Keep Role**, or **Remove Role** indicates the certifier is looking into the user-role combination, has approved it for certification, or has determined that a security administrator should remove the role from its user.
- Attachments: An icon indicates that files or URL links have been attached to the record of a user-role combination. If so, you can click the icon to gain access to the attachments or add to them. A blank cell indicates that the record has no attachments.
- Comments: An icon indicates that comments have been added to the record of a user-role combination. If so, click the icon to review the comments or add to them. A blank cell indicates the record has no comments.
- Follow-Up: An icon indicates that a request has been made to reconsider a certification decision or look into another issue concerning a user-role combination. A blank cell indicates that no follow-up activity has been requested.

Add or Arrange Columns

To add to the columns, click the Columns icon (at the upper right of the grid) and select the columns you want from its list. You can also arrange the order in which columns appear by dragging and dropping them in the list. Note, though, that these additions and arrangements don't persist; if you navigate away from the workstation and then return to it, only the default seven columns appear in their default order.

A certification owner may select up to six user attributes, which provide information about the users whose role assignments are under review. Some of the columns you can add display these attribute values. The following are also among the columns you can add:

- **Pending Submission** displays an icon if a user-role combination either hasn't yet been submitted or has been reopened by the owner or role manager. A blank cell indicates it has been submitted.

  Submission means that a certifier has forwarded records of certification decisions to the role manager for review. In a continuous certification, a certifier submits some user-role combinations, others are added later, and so it's expected that the campaign will include a mixture of submitted and unsubmitted records. In a

standard certification, this mixture is unusual, because the certifier submits all user-role combinations at once. (However, it's possible in a standard certification because a role may be assigned to all eligible certifiers. If one of these certifiers submits a decision involving that role, the submitted record remains in the worksheets of the other certifiers.)

- **Self-Certified** displays an icon if a certifier has approved a role assignment to himself or herself. A blank cell indicates the certifier has made a judgment about some other user's role assignment.

  Regardless of whether this column is on display, two other actions apply when a certifier elects to keep one or more of his or her own roles. Upon submitting the worksheet, the certifier sees a message that recommends adding a comment to justify the certification decision. When an owner or role manager then opens the worksheet, a message announces that at least one record has been self-certified. It includes a link that filters for the self-certified records.
- **Follow-Up Status** reports the status of a follow-up request if one has been made. Status values include Requested (an owner or role manager has made the request), Addressed (the certifier has responded to the request), and Resolved (the owner or role manager has accepted the certifier's action).
- **Last Decision Date** and **Last Decision By** columns record when the most recent change was made to the value recorded in the Action column, and the person who made that change. **Last Updated Date** and **Last Updated By** columns record when the most recent change to any value was made (for example, a new comment was added), and the person who made that change.

Filter and Search for Records

Just above the grid, a search bar enables you to filter or search for the user-role combinations you want to work with.

By default, a Pending Submission filter is in force; its "chip" is present in the search bar and the grid lists only records that haven't yet been submitted. You can click the chip to toggle the filter, so that the grid shows either records that have been submitted or those that haven't. Or you can remove the chip, so that the grid shows both submitted and unsubmitted records.

Beneath the search bar, you can select among up to four chips that suggest other filters you can set. These may, for example, include an Action chip to filter by action status, a Role Name chip to filter by role, a User Name chip to filter by user, and a Direct Manager chip to filter by direct manager.

Or, you can click a More Filters chip to select from a list of still more possibilities. When you select from either source, the filter's chip moves into the search bar. If you've selected one of the "suggestion" chips, another chip from the More Filters list replaces it among the displayed suggestions.

Each chip is available only if a filter created from it would refine the current list of user-role combinations. Moreover, each suggestion chip displays the number of its filtering options you can use to refine the list. That number changes depending on the filters you apply and the actions you take. Here's an example of how these principles might apply to the Action filter chip:

- A standard certification has just been initiated. You're one of its certifiers, and your worksheet includes records of 20 user-role combinations. The Action chip doesn't initially appear, because all 20 of the records are initially set to a single action, Review. So an Action filter would serve no purpose: A filter on the Review action would return the 20 records that are already on display, and a filter on any other action would return none.
- You update the Action value for four records, selecting Investigate for two and Keep Role for the other two. The Action chip now appears and displays the number 3, because a filter based on any combination of three actions would return results. These actions include Investigate and Keep Role for the four records you've updated, and Review for the remaining 16.

- Suppose that the records you updated apply to one user, who doesn't appear in any other records in your worksheet. You filter on that one user. The Action chip now displays the number 2, because only a filter based on either of two actions, Investigate and Keep Role, would return results.

When you select a filter chip and it moves to the search bar, it displays filtering options. These vary by filter: You can click checkboxes if you're selecting among a few values (the Action filter, for example, has only four values at most). Or if you're selecting among many values (when you set the User Name filter, for instance) you can use a search field to find the values you want. Some filters enable you to set date ranges. The toggle available in the Pending Submission filter is actually available in any filter that offers a choice between two values.

Multiple filters have an AND relationship; you'll see only records that satisfy all of them. Each filter you add reduces the pool of records available for subsequent filters to return. You can remove filters; for each, click its deletion icon (×) in the search bar.

Finally, you can search on user name and role name: Type text into the search bar, and the grid returns records of users and roles that contain the text you've typed (and that satisfy all current filters).

Sort Records

You can sort records of user-role combinations by the values in any column. This enables you to organize your work around a particular view of a certification.

You might sort on User Name, for example, to review all roles assigned to each user, one user at a time. For another example, assume that users who report to a given direct manager should all have the same roles. You might sort by Direct Manager to review the role assignments of each direct manager's team.

In the heading of any column, click on an icon that looks initially like two chevrons, one pointing up and the other down. In most cases, values in your sort column are then ordered alphabetically and, of course, values in the other columns are rearranged so that records remain intact.

In a few cases, a column shows whether each record has or doesn't have values of the type specified for the column. For example, the Comments column displays an icon if at least one comment has been added to a record, or a blank cell if not. A sort on such a column is binary, listing first the records with values, and then those without values.

Repeated clicking on a sort icon toggles between an initial sort and a reverse-order sort, for example A to Z and then Z to A. (If you've sorted a column once, its icon changes to a single chevron pointing in the direction of your next sort.)

Display Role Briefings

For each user-role combination in the enhanced worksheet, a role briefing can display data that informs the certification decision. Each briefing includes these elements:

- AI-generated summaries that describe the access granted by the role's privileges. One summary depicts the role as a whole, while others break down its activities into functional categories.
- Information about the assignment of the role to the user. This includes a data-security definition, which determines the set of records to which the user can apply the role. It also provides the number of risks that access controls have detected for the role assignment.
- Context for the role assignment. You can review the numbers of people assigned the role within your organization as a whole, within the hierarchy of positions overseen by the user's direct manager, and among that manager's direct reports. You can also review a history of certification decisions for the role.

Here are some preliminary notes:

- For you to view role briefings, an admin has to set a profile option. (See *Activate the Enhanced Worksheet for Access Certifications*.)
- The first time you open the briefing for any role assignment, the AI-generated summaries take up to 30 seconds to be composed. Once the summaries for a role exist, they're used in the briefing for that role's assignment to any user, and briefings involving the role open without delay.
- Summaries are saved only until the Access Certification Synchronization job runs, typically once each day. After the job runs, even AI summaries that had been generated must be regenerated. Information conveyed in regenerated summaries doesn't change, but wordings might change slightly.
- The AI feature doesn't create summaries for any role with more than 500 privileges. In place of the role summary, a message reports that the summary is unavailable.

To view a role briefing, click the role name in the record of a user-role combination you're reviewing. A Role Briefing drawer opens. The briefing is divided into seven sections.

A **Highlights** section presents an AI-generated paragraph that summarizes what the role's privileges enable a user to do. Because it's specific to the role, the paragraph appears in the role briefing for any user assigned the role. The Highlights section also presents information about the user whose assignment is the focus of the record in which you opened the briefing. This may include when the user was last certified or decertified for the role, what the assignment's data-security definition is, numbers of users who are assigned the role or have been certified for it within the last 12 months, and the number of access risks inherent to the role or in conflict with other roles the user has access to.

A **Summary of privileges by functional category** section uses AI to define categories into which the role's privileges fit, and to describe what the privileges in each category enable a user to do. Like the role summary in the Highlights section, these summaries appear in the role briefing for any user assigned the role.

A **Related data access permissions** section documents a security definition, which determines the data to which the user can apply the role's functionality. It consists of a security context and one or more security values. The context is an attribute recognized by the Manage Data Access for Users task in Oracle Fusion Functional Setup Manager, for example Business Unit. The value is one or more items configured by your organization that are appropriate for a context. If your organization had a business unit called Consumer Electronics, for example, the data-security definition "Business Unit equals Consumer Electronics" would enable the user to work with data associated with that unit.

A **Usage in the organization** section reports numbers of users assigned the role this briefing is concerned with. Counts include users throughout your organization, users who report directly or indirectly to the manager of the user who's the focus of this briefing, and users who report directly to that manager. (The results involving a manager apply only if the record of the user-role combination identifies a direct manager.) Or, this section reports that no users are assigned the role if that's the case for any of these categories.

An **Access certification history** section reports the number of users certified to keep the role this briefing is concerned with, and the number for whom role removal was recommended, in the last 12 months. It also gives the date on which the most recent certification of the role assignment was completed, or whether the role has not been included in a certification in the last 12 months.

An **Inherent risks and incident history** section gives the numbers of access risks resulting from the assignment of the role to the user. There are two types of risk. A role on its own may contain privileges that grant risky access. For example, it may enable a user both to create a purchase order and approve payment on it. The briefing refers to this as "inherent separation-of-duties" risk. Or, a role may contain a privilege that conflicts with a privilege in another role assigned to the user. For example, one role might have the create-purchase-order privilege, and the other the approve-payment privilege. The briefing refers to this as "access incident" risk. Both types are detected by access controls created in Oracle Fusion Cloud Advanced Controls.

A Complete list of privileges section presents a list of all the privileges included in the role this briefing is concerned with.

Make Certification Decisions in the Enhanced Worksheet

If you're a certifier, you use the worksheet to record your certification decisions about the role assignments you're tasked with reviewing. Each user-role combination begins at the Review status, which means that no action has yet been taken. Your object is to update that status to Keep Role or Remove Role for all user-role combinations in your worksheet.

If a certification is of a type that allows direct managers to participate, a certifier worksheet contains records of user-role combinations that also appear in the My Team worksheets of any number of direct managers. Typically a certifier waits for direct managers to act, and their decisions automatically update the certifier worksheet. However, the certifier is free to modify those decisions or to act even before a direct manager responds.

In any case, a certifier can update any number of user-role combinations at once:

1. Select the checkboxes for any number of user-role combinations.

   Or click Select All, which would apply to all records returned by filters you've set. These include records that qualify for your filters, but aren't yet on display because you haven't scrolled down to them and so fetched them.

   To select a large number of records, you can click Select All, then individually deselect the records you don't want. The action then applies to all records that match current filters and haven't been deselected.
2. Click one of three Action buttons. (These buttons are available only to the certifier assigned to the worksheet, not to role managers or owners with access to the worksheet.)
   - Keep Roles: The role assignments are certified as appropriate, and the users should retain their roles.
   - Remove Roles: The role assignments are rejected, and a security administrator should rescind the users' access to the roles.
   - Investigate: Work continues on determining whether user-role combinations should be certified.
3. A panel opens, and includes a Comment field. If you selected Remove Roles, the comment is required. If you selected Investigate or Keep Roles, the comment is optional. If appropriate, add the comment. If you're updating more than one user-role combination, the comment is added to the record of each one.
4. Close the panel: click the action button in its lower right corner.

Perform Other Actions in the Enhanced Worksheet

Any user with access to a certifier worksheet can create or view comments about the user-role combinations, add or view attachments to them, view their audit history, and view details that apply to the certification campaign as a whole.

To complete these actions, click a More Actions button. This opens a menu with links to all four of these actions, although you can select each of the first three actions only if you first select an appropriate number of records to act upon.

- An Add Comment option is active if you've first selected one or more user-role combinations. A panel opens.

  If you've selected two or more user-role combinations, the panel presents a field in which to type a new comment that applies to all the user-role combinations you selected. Type the comment, click the Add button, and the panel closes.

If you've selected a single user-role combination, the panel includes the field in which to type a comment, but also displays all existing comments for the record you've selected. These may have been added via this More Actions option; as a certifier updates the record's certification status; or as any user participates in follow-up activity for the record. For each comment, the panel also includes the name and image of the person who added it and the time it was added. If you've entered a comment, click the Add button to submit it and exit the panel. If you're reviewing existing comments without adding a new one, click the Cancel button to exit.

Once a comment has been added to a user-role combination, its record in the worksheet grid displays an icon in the Comments column. Click the icon to view the record's comments or add to them. You'll work in the same comment-history panel as you would if you were to select one user-role combination, then More Actions > Add Comments.

- An Add Attachments option is active if you've first selected a single user-role combination. (You can add attachments to only one record at a time.) When you select this option, a panel opens. In it, you can drag and drop a file to a field labeled Drag and Drop, or you can type or copy a URL into a URL field, then click the Add URL button. Typically, such attachments are intended to provide supporting information for decisions about individual user-role combinations. (During initiation, an owner may have added attachments to the certification as a whole. These are available among the Certification Details.)

  Once attachments are added, the panel lists them from newest to oldest. In that list, you can click a URL to open its web page. You can select a download option to view a file. The listing for both types of attachment includes a deletion option.

  Click the Close icon (×) to exit the panel. When at least one attachment is added to a user-role combination, its record in the worksheet grid displays an icon in the Attachments column. You can click this icon to reopen the Attachments panel.
- An Audit History option is active if you've first selected a single user-role combination. (You can view audit history for only one record at a time.) When you select this option, a panel opens, displaying a history of events pertaining to the selected user-role combination. For example, the initial event is "The user and role combination was discovered." Click the Close icon (×) to exit the panel.
- A Certification Details option is active regardless of whether you've selected any user-role combinations first. When you select this option, a panel opens, displaying information about the certification as a whole. It includes a description of the certification campaign written as a part of its initiation, as well as its type (standard or continuous) and due date. It provides counts of the total and completed roles, and of the total and completed user-role combinations. It provides links to file and URL attachments added by owners as the certification was being initiated, and it provides information about stakeholders (the users authorized as owners of the certification). Click the Close icon (×) to exit the panel.

Follow Up on Certifications

While reviewing a worksheet, a role manager or an owner may follow up with the certifier to resolve issues. Follow-ups may occur at any point in the certification process, either before or after a worksheet is submitted. Owners or role managers may question whether individual certification decisions are correct, or may look into any other issue, such as whether decisions require further justification or supporting attachments.

Owners, role managers, and certifiers create and respond to comments as they complete the follow-up process. All the follow-up comments that apply to each user-role combination are added to its comment history.

If you're an owner or role manager, take these steps to initiate a follow-up:

1. Select one or more records of user-role combinations, then click **Follow-Ups > Request Follow-Up**.

2. A **Request follow-up** panel opens. In it, write a comment that applies to all the user-role combinations you've selected. Explain the issue that prompts you to follow up, for example why the disposition of the selected records needs to be reconsidered.
3. In the panel, click a **Request** button. The panel closes, and an icon appears in the **Follow-Ups** column for each of the selected records.
4. If you're working with a worksheet that's been submitted, navigate to your overview page and set the status for the certifier worksheet to **Reopened** (see *Certification Workflow*).

If you're the certifier, you receive a notification if a worksheet has been reopened. Even if you don't receive a notification, you can work with new requests:

1. Open the worksheet and sort on the **Follow-Ups** column to identify records displaying the follow-up icon.
2. Review the follow-up requests. If there are more than one, review them one at a time. That's because the request is a comment, and comment history is inaccessible when you select multiple records of user-role combinations. You can do either of the following:
    - Select the icon in the **Comments** column for each record, or select the record and click **More Actions > Add Comments**.
    - Select the record and click **Follow-Ups > Address Request**.
3. Requests typically propose that you do something, such as changing the certification decision from Keep Role to Remove Role (or vice versa), expanding the justification for your decision, or adding an attachment. For each user-role combination whose follow-up request you agree with, take the requested action.
4. Respond to the follow-up requests. For this step, you may select one or multiple records, and then click **Follow-Ups > Address Request**. An **Address request** panel opens.
    - If you agree with the request, write a comment reporting that you've completed the requested action.
    - If you disagree, write a comment explaining why you disagree.

    Then click an **Address** button to close the panel.

    Note that it's appropriate for you to select multiple records only if the single comment you create applies to all of them. If you do, moreover, you won't be able to see the follow-up request (or any comments other than the one you're creating) for any of the records.
5. If you're working with a previously submitted worksheet that the owner or role manager reopened, resubmit the worksheet.

If you're the owner or role manager, you receive a notification if the certification has been resubmitted. Even if you don't receive a notification, you can work with new responses to your requests:

1. Open the worksheet. Identify the records the certifier has addressed. You can:
    - Sort on the **Follow-Ups** column to find which of its records display the follow-up icon.
    - Add the **Follow-Up Status** column to the display, then filter on it for records at the **Addressed** status.
2. Review the certifier's responses to the requests. Once again, you can use comment features or follow-up features to do so. In either case, however, you need to select one record at a time to see the comment history, which contains the certifier's response.

3. Select one or multiple records, then take either of two actions:
    - Click **Follow-Ups > Resolve Request**, add a comment agreeing with the certifier's action, and click a **Resolve** button to close the panel. This completes the follow-up process.
    - Click **Follow-Ups > Request Follow-Up**, add a comment disagreeing with the certifier's action, and click the **Request** button. This, in effect, restarts the follow-up process.

    Once again, select multiple records only if your comment and action apply all of them. If you do, you won't be able to see the certifier's follow-up response (or any comments other than the one you're creating) for any of the records.

At any point in the follow-up process, an owner or role manager may remove requests to follow up on specific user-role combinations:

1. Select one or more records of user-role combinations for which a follow-up request has been made.
2. Click **Follow-Ups > Remove Request**. A **Remove request** panel opens.
3. Add a comment explaining why follow-up is to be discontinued.
4. Click a **Remove** button to close the panel.

    For the removed records, follow-up comments remain in comment history, but the follow-up icon disappears from the Follow-Ups column, and the Follow-Up Status column is reset to no value.

Use the My Team Worksheet

If you're a direct manager, use the My Team worksheet to record certification recommendations about roles assigned to workers who report directly to you. You can work at either of two levels:

- The My Team worksheet lists users who both report to you and have role assignments that are under review in any number of certification campaigns. For each user, you can approve or reject all of that person's role assignments at once.
- From this page, you can select a user and drill down to a User Assignment page. It lists the roles assigned to the user you've selected, and you can approve or reject each assignment individually.

To open the My Team worksheet, select Risk Management > Access Certifications. If you're a direct manager of users, your landing page is the My Team worksheet. If you're an owner, role manager, or certifier, your landing page is the Access Certifications page. In it, select the My Team tab.

Worksheet Formats

The My Team worksheet consists of a Certifications by Direct Reports region. It displays a row for each user under the supervision of the direct manager who's the focus of the page (in your case, you). In each row:

- A user-name value identifies the direct report. You can hover over the user name so that a hidden icon appears, then click the icon to display a card with information about that person.
- A bar graph is divided into color-coded segments representing the numbers of role assignments marked as Pending, Approve, Investigate, and Remove.
- A due-date value displays the due date for the certification in which the user's role assignments are being reviewed.

You can click a user's name to drill down to the User Assignment page. In it:

- The page header displays the selected user's name.

- An Employee's Information region displays the direct manager's (your) name as well as values for up to six attributes selected by the owner of the certification the user is associated with. These attributes may differ from one user to the next, because they may come from distinct certifications and have been chosen by distinct owners.
- A Directly Assigned Roles to Review region displays a row for each role whose assignment is under review. The row displays its role's current certification status and the due date of its certification.

Make Certification Recommendations

Your purpose is to update status for roles assigned to your direct reports. All role assignments begin at a Pending status. For each, you may select Investigate, meaning you're evaluating the assignment. But you must ultimately select Approve, meaning the role is to be certified, or Remove, meaning the role is to be taken from its user.

In the My Team worksheet, you can select any number of users, then update status for all of them. For each, this action updates status for all the user's assignments that are under review.

1. Select checkboxes in the rows representing the people whose status you want to update.
2. Expand the Actions menu and click the status you want to assign.

In a User Assignment page, you can update status for the selected user's role assignments individually:

1. In the Directly Assigned Roles to Review region, select checkboxes in the rows representing the roles whose status you want to update.
2. Expand the Actions menu and click the status you want to assign.

In either case, you can create filters to search for users or roles you want to update. Click the Show Filters option to set filtering parameters.

Special Considerations for My Team Worksheets

Here are some things to keep in mind as you work:

- The statuses you select for role assignments in the My Team worksheet are recommendations. When you submit your status selections, they update certifier worksheets, where the certifiers can modify them. Certifiers may even use their worksheets to act on records before you do. If so, those records disappear from your worksheet.
- Role assignments may be added to the worksheet over time. This may be because records are generated from one or more continuous certifications, in which records are updated daily. Or, when records are already available in your worksheet, a new certification may be initiated, and it may include more role assignments for your direct reports.
- You can save your worksheet if you intend to continue reviewing role assignments in it. However, you must submit the worksheet by the earliest certification due date displayed in the My Team worksheet. To do this, you must select the Approve or Remove status for all roles assigned to all users in the worksheet, regardless of their due dates. Once you submit the worksheet, you no longer see the records it contained.
- The due date that comes from a continuous certification is always "immediate." A continuous certification may add records to the Manager Worksheet on a daily basis. When it does, you're expected to set all roles for all users to Approve or Remove status, and to submit the worksheet, on the same day.
- A direct report may appear in multiple certifications, each scoping distinct roles assigned to him. If so, your My Team worksheet contains a single row for that user, and it displays the earliest of the due dates configured for the certifications. That row drills down to a single User Assignment page that consolidates the user's role assignments. Its Employee's Information region displays values for the attributes selected for the most recent certification.

Certification Workflow

As direct managers, certifiers, and role managers complete tasks, they pass their work along to users at the next level. Ultimately, the owner acts to finalize the certification.

- When a direct manager completes a My Team worksheet, a Submit button becomes active. The direct manager clicks the button to transfer certification recommendations to corresponding records in certifier worksheets. "Complete" means the direct manager has selected the Approve or Remove status for all roles assigned to all users in the worksheet. As already noted, the worksheet may contain multiple due dates taken from multiple certifications, but the direct manager must submit the entire worksheet by the earliest of those due dates.
- When a certifier completes a worksheet, a Submit button becomes active. The certifier clicks the button to submit the worksheet to its role manager for approval.
    - For a standard certification, "complete" means that the certifier has made a final certification decision about every user-role combination in the worksheet. That is, the Action value for every record in an original worksheet would be Approve or Remove, or the Action value for every record in an enhanced worksheet would be Keep Role or Remove Role. The certifier submits the worksheet only once (unless an owner or role manager reopens it; see below).
    - For a continuous certification, "complete" means that the certifier has made a final certification decision about every user-role combination existing at any given moment. But subsequent assignments of scoped roles to users may cause more user-role combinations to be added later. If so, the worksheet reopens. So the certifier may submit the worksheet multiple times.
    - When a worksheet reopens, the certifier can approve or reject newly added role assignments in a continuous certification, or modify decisions about previously submitted role assignments in either type of certification.

  If the Submit button doesn't become active when you think it should, check whether the certifier worksheet is filtered, and if so whether any hidden user-role combinations aren't yet at a final status. Once the worksheet is submitted, the Submit button becomes inactive, and remains in that state unless the worksheet is reopened.
- A role manager may review or make follow-up requests in any of the certifier worksheets for which he or she's responsible, either before or after the worksheet is submitted. The role manager may also use an overview page to complete these actions:
    - Submit the certifier worksheets for which he or she's responsible. A Submit button in the manager overview becomes active only when all its certifiers have submitted their worksheets. The role manager may then click the button to submit all the worksheets at once to the owner.
    - Reopen worksheets submitted by certifiers. To reopen any number of worksheets, select checkboxes in their rows (or click Select All), and then select Actions > Reopen. Or, to reopen a single worksheet, click the Actions icon at the right end of its row. It looks like an ellipsis. Then select Reopen. (In either case, the Reopen option is inactive if any selected certifier hasn't yet submitted the worksheet.)

      To challenge decisions in a continuous certification, a role manager should reopen a worksheet the same day that the certifier submits it. Otherwise, the certifier's decisions take effect. A security administrator could act immediately on a decision to remove a role assignment. (In standard certifications, this timing factor doesn't apply because each certifier submits all certification decisions at once.)

- An owner may review or make follow-up requests in any of the worksheets for a certification campaign, either before or after the worksheet is submitted. An owner may also use an overview page to complete these actions:
    - Reopen submitted certifier worksheets. The owner would choose either of the procedures available to role managers. In this case, however, the Reopen option is inactive if the role manager hasn't yet submitted all worksheets for certifiers under the manager's direction. The owner's action cancels the role manager's submission and reopens all of that manager's worksheets.
    - Terminate the certification. The owner may click a Terminate Certification button at any point to cancel the certification for any reason. However, a record of the terminated certification remains in the owner's overview page. Once a certification is terminated, all buttons are disabled and no one can do further work on the certification.
    - Finalize the certification. Upon agreeing with all certifiers and role managers that all certification decisions are correct, the owner clicks a Finalize Certification button to complete the certification. Once a certification is finalized, all buttons in the certification are disabled.
- A certifier's submission of a worksheet generates a notification to its role manager, and a role manager's submission of worksheets generates a notification to the owner. However, the reopening of a worksheet or a manager overview page doesn't generate a notification.