RSA® Archer® GRC Mobile Application 1.0
Best Practices Guide

Contents

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Introduction

Extend the value of your RSA® Archer® GRC Platform when you're on the go. The RSA Archer GRC Mobile application allows users to complete assessments from their iOS smartphone or tablet, even when there is no available Internet connection.

The RSA Archer GRC Mobile app facilitates completion of assessments by enabling users to enter data on their iOS mobile devices and synchronize those responses to the RSA Archer Platform. Most field types are supported, including images, which enables users to take photos directly from the mobile application or attach images from the camera roll to include in the assessment. In addition, comments can be added to an individual question or the full assessment.

Once configured, the RSA Archer GRC Mobile application retrieves the assessments that have designated the mobile user as the submitter. Once an assessment is downloaded, mobile users can respond to questions, attach images or enter comments. When data entry is complete and the mobile device syncs, the assessment is uploaded to the RSA Archer Platform, where normal processing continues.

Utilizing the RSA Archer GRC Mobile application provides several benefits for business processes. By enabling users to work in a disconnected state, efficiency and productivity are increased. Providing a means to capture data as close to the source as possible reduces the risk of inaccuracy and allows for faster information sharing among users. These features decrease the time required to complete tasks, without the need to print questionnaires and manually re-enter responses in the RSA Archer Platform.

Configuring RSA Archer GRC Mobile on the RSA Archer GRC Platform

Mobile Security Parameters

The RSA Archer GRC Mobile app has multiple security features. Key features include:

- The app can be enabled on multiple devices for a single user. However, multiple users are not permitted to access the app on a single device.
- Admins can configure a sync schedule for mobile users to ensure content is current. If the final stage (purge) is met when the mobile device has not been synchronized to the RSA Archer network within the configured timeframe, all stored content will be deleted. This reduces the risk of stolen data should the device be lost or stolen.
- Secure SSL communication between the RSA Archer GRC Mobile application and the RSA Archer instance to ensure data is confidential in transport.
- RSA Archer content is encrypted on the device to ensure data is confidential at rest.
- The RSA Archer GRC Mobile application is signed by a digital certificate to ensure it is genuine during installation.
- Username and password are required to access the RSA Archer GRC Mobile application, with lockout on repeat failures to ensure proper access.

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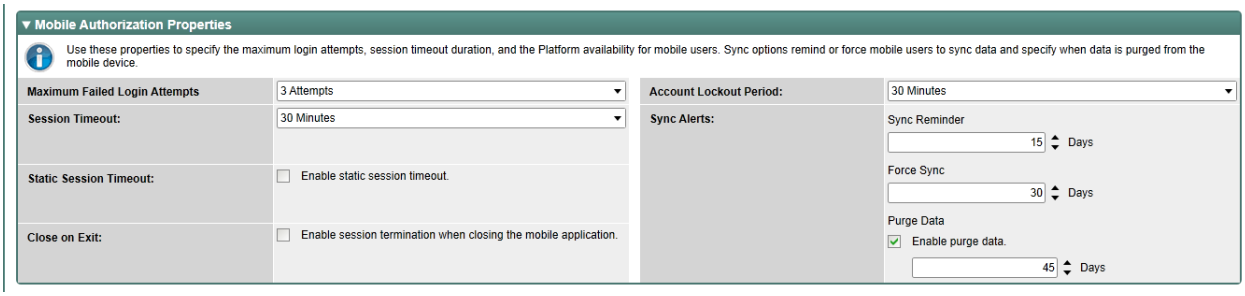
Configuring RSA Archer Platform Security Parameters



RSA Archer administrators can configure access to provide the proper security posture for mobile users. In addition, standard security parameters still apply when synchronization is occurring with the RSA Archer Platform, including session timeouts and login attempts.

CAUTION: By choosing to enable "Close on Exit," ALL processing with the RSA Archer GRC Mobile app will STOP when the user leaves the app to answer a phone call, look at email or open another app. Sync processing will also stop.

Sync Reminder, Force Sync, Purge

Synchronizing the RSA Archer GRC Mobile app with your RSA Archer instance not only provides new assessments to the user, it also updates security parameters and sends completed assessments to the RSA Archer Platform. Users may initiate a sync (send/receive) from the mobile device to RSA Archer at any time.

RSA Archer administrators can select how much time can elapse between synchronizations by configuring the Sync Reminder, Force Sync and Purge options in the Mobile Security Parameters. These three phases determine when the mobile user will be notified about when a sync should occur, must occur and when data will be purged from the mobile device. Settings are based on calendar days and will be applied to the mobile device the next time it synchronizes with the RSA Archer Platform. Once the mobile device has successfully synchronized with RSA Archer, the countdown is reset.

Sync Reminder is triggered after a successful mobile login when the user has not synchronized within the time period specified. A Sync Reminder Alert message will continue to appear after mobile login until sync is successfully completed or the period for Force Sync has been met. The Sync Reminder Alert message will request that users perform synchronization. The user will have the option to "Sync Now" or "Continue" with the application. The user will have the ability to access the GRC Mobile application if they choose to forego syncing at that time.

Force Sync can be set to occur if the user fails to sync in response to the Sync Reminder. A Force Sync Alert message appears after a successful login when the user has met or exceeded the time period for Force Sync. The message will continue to appear until the mobile device completes sync successfully or the period for the Purge time period has been met. The Force Sync requires the user to perform a synchronization to enter the mobile application. The user can choose to "Sync Now" or "Exit the App." The user will not have the ability to access the mobile application until they have successfully synchronized the mobile device with the RSA Archer Platform.

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Purge can be set to occur after Force Sync. When the time period expires for Purge, all data within the mobile application will be deleted at the next launch of the application. The user will not be able to enter the mobile application until after another initial sync is completed. Purge can be used to ensure that data is removed after the mobile application has been dormant for some time.

CAUTION: Any data that is ONLY in the mobile application will be permanently removed and cannot be recovered. Exercise care in selecting your Purge threshold.

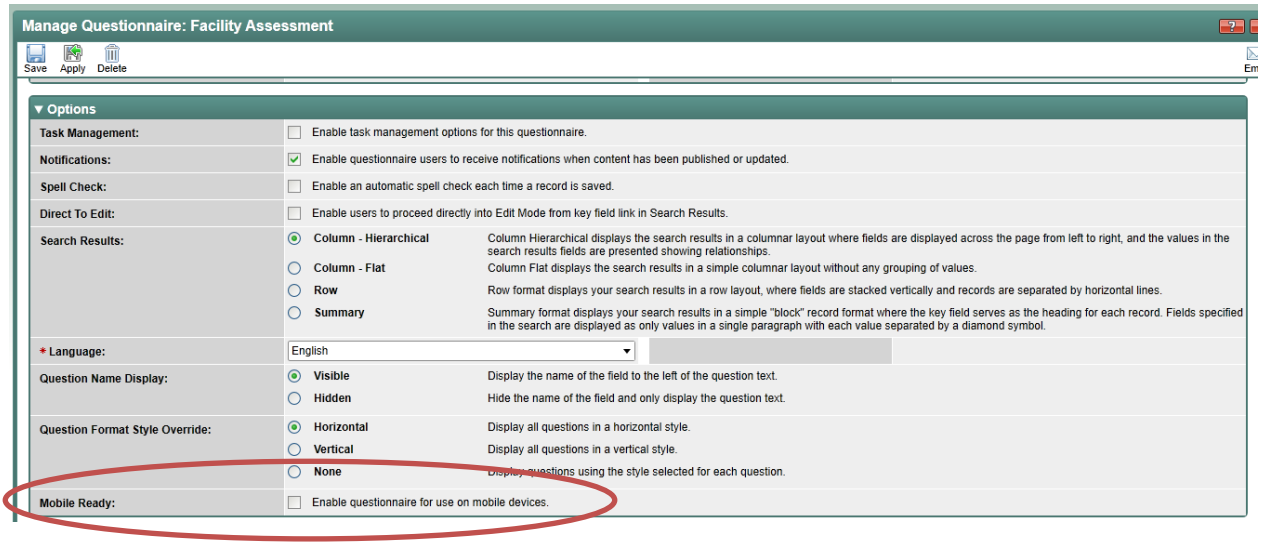
It is strongly recommended that Sync Reminder, Force Sync and Purge not be configured to occur on consecutive days. For example, if Sync Reminder is set to occur on Day One, Force Sync on Day Two and Purge on Day Three, all data contained in the application could potentially be wiped out over a weekend simply because no synchronizations occurred during this three-day timespan.

If connectivity to the RSA Archer Platform is not available, the mobile content will be stored on the mobile device until connectivity with RSA Archer is restored, unless the Force Purge threshold has been met. Changes to security parameters will be applied on the mobile device upon successful synchronization.

Configuring Questionnaires for Mobile

Mobile Ready

To prepare a questionnaire for use on a mobile device, the RSA Archer administrator selects the "Mobile Ready" option within the assessment via Manage Questionnaires. This option will be available after upgrading the RSA Archer license to include RSA Archer GRC Mobile capabilities.



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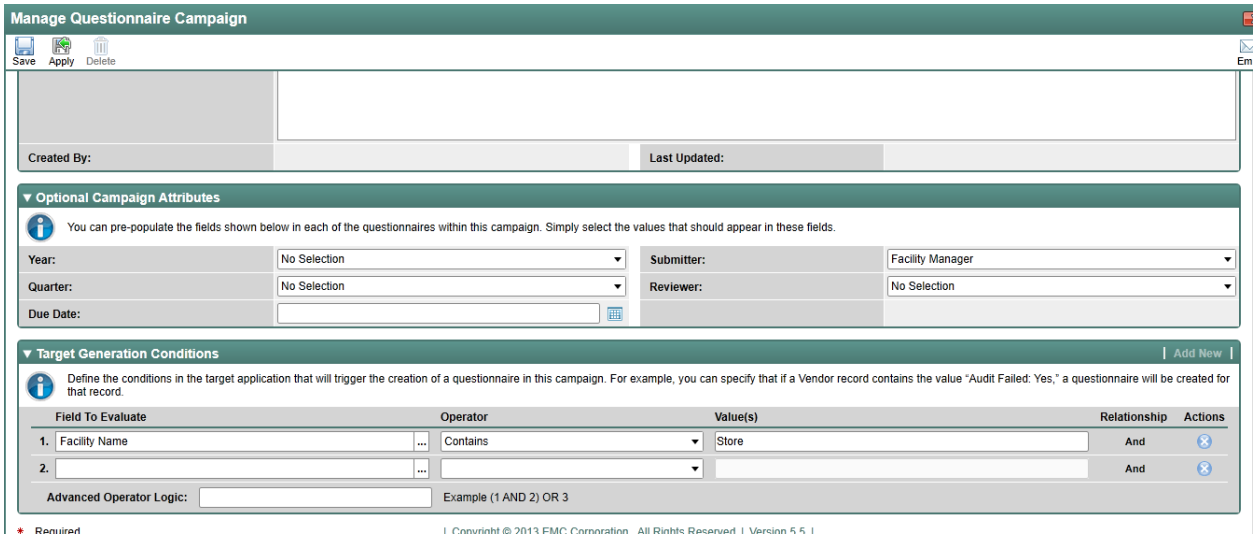
Assigning Target and Submitter

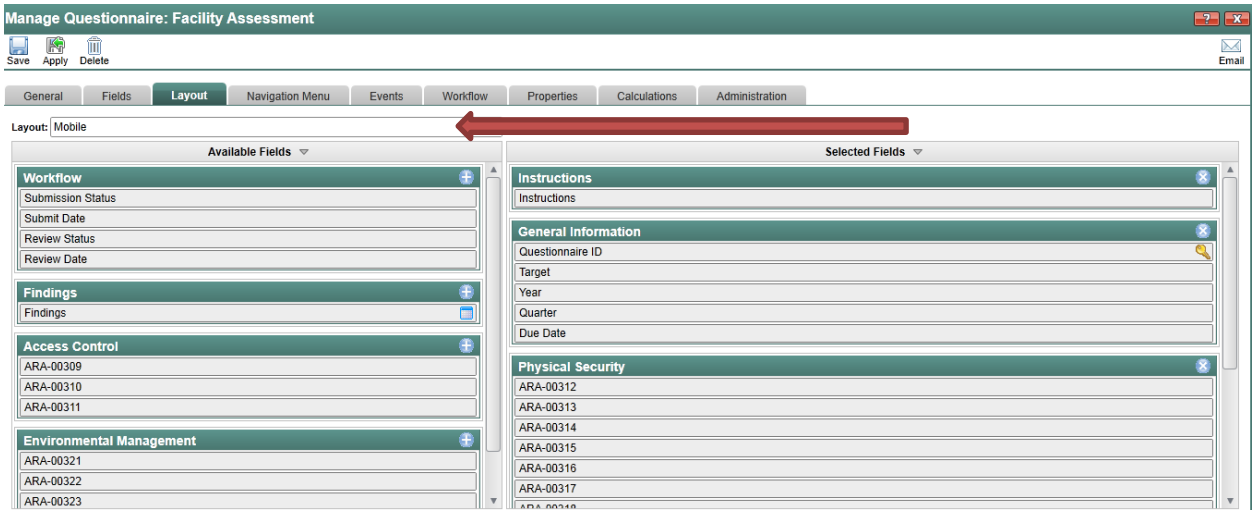
Assessments are eligible for mobile once they have an assigned Target and Submitter. Submitters may be a group, multiple or single users.



Mobile Layout

Once enabled for mobile, the RSA Archer Administrator must configure the layout for mobile devices. Remember, only one question at a time will be displayed on the mobile screen. The order and context of the questions need to make sense when shown one at a time on a mobile device. Questions that reference previous items in the questionnaire or information that may be located in RSA Archer may not be suitable for mobile.

Mobile layout fields are presented in the same order and same section as they were defined in the web layout.



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Fields Types Supported on Mobile

Level of Support within GRC Mobile app	Field Type
Read + Edit	Attachment (image only), Comments, Date, External Links, IP Address, Numeric, Text, and Values List
Read Only	Cross-Reference, First Published Date, Last Updated Date, Related Records, and Tracking ID
Unsupported Field Types	CAST, Discussion Forum, Matrix, MRDC, Voting, Calculated fields, Access History, History Log, Users/Groups List, and Record Permission fields

Data Driven Events (DDEs) and Calculated fields are not supported on mobile. As a result, users may need to log into RSA Archer from a computer to complete required fields.

Partial Complete via RSA Archer GRC Mobile

In the RSA Archer Platform, all required fields must be completed prior to saving an assessment. Additional questions or fields may become required based on responses given and rules defined via DDEs. **However, the RSA Archer GRC Mobile app does not enforce required fields, and does not support DDEs or calculated fields.**

When RSA Archer receives a submission from the mobile device, it will validate the assessment to determine if all required fields have responses. If all required fields are complete, then RSA Archer will determine if the Submission Criteria is met. If all required fields are present, the assessment will move forward in the process.

If required fields are incomplete or have no response, the Submission Criteria will not be evaluated and the user will need to complete the assessment from a computer. Users need to monitor the status of the questionnaire within RSA Archer, as the mobile device will not automatically advise them of outstanding questions required to complete the assessment.

Consider prompting users to review the assessment in RSA Archer if all required questions are not included in the mobile layout. This can be done via instructions within the assessment.

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Using the Mobile App

Mobile Device Installation

To download the RSA Archer Mobile application, open the Apple® iTunes® Store and enter a search for "RSA Archer." Download the app to the iOS mobile device. To log in to the GRC Mobile app, the user is required to enter the following data:

- Instance
- Domain
- URL
- User name
- Password

The RSA Archer GRC Mobile application requires direct connectivity to the RSA Archer instance. The RSA Archer GRC Mobile app uses the same protocols and network configuration as the web browser, including the server address and HTTP(S) protocol. The RSA Archer GRC Mobile app does not directly manage VPN connections or other third-party connectivity solutions, but will use these connections if they are enabled and active.

To complete the setup process, a mobile user must establish the proper connectivity to access their RSA Archer instance. If problems occur with connectivity, a good way to test connectivity is to use the mobile browser (such as Safari) on the mobile device to reach the RSA Archer instance.

Once the RSA Archer GRC Mobile application authenticates the mobile user, synchronization will automatically begin to retrieve any assessments that match the criteria the administrator has defined. Individual users can download the RSA Archer GRC Mobile app to more than one device. However, only one user per device is allowed for the RSA Archer GRC Mobile app.

If the user chooses to uninstall the RSA Archer GRC Mobile application, all data within the app will be deleted from the mobile device.

Send and Receive

Selecting the "Send/Receive" button on the mobile device will take the user to the login page for the RSA Archer network. Once connected, the RSA Archer GRC Mobile app will send available content to the RSA Archer network and receive content from RSA Archer.

Once and Done

The RSA Archer GRC Mobile app supports a single "round trip" for an assessment between RSA Archer and the mobile app. Once an assessment has been loaded onto a mobile device, it cannot be re-loaded. Similarly, once the assessment has been submitted to RSA Archer, it cannot be re-sent from the mobile device. Users will need to log into RSA Archer to complete the assessment.

Language Support on Mobile

Assessments and values list values will reflect the language configuration based on your user preferences for "locale" and available translations.

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