



ARIS Risk & Compliance Manager

SURVEY MANAGEMENT CONVENTIONS

Version 10.0 - Service Release H

8 YWw ber 2017

Document content not changed since release 10.0.2. It applies to version 10.0.3 without changes.

This document applies to ARIS Risk & Compliance Manager Version 10.0 and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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1 Introduction

In order to simplify the creation of questionnaire templates and facilitate reusability, you can model the objects of a questionnaire template in ARIS Architect. This is however only possible if the methodological and functional rules and conventions for modeling in ARIS Architect are adhered to. Only then can all modeled data be transferred to ARIS Risk & Compliance Manager and reused there.

2 Text conventions

Menu items, file names, etc. are indicated in texts as follows:

- Menu items, keyboard shortcuts, dialogs, file names, entries, etc. are shown in **bold**.
- Content input that you specify is shown in **<bold and within angle brackets>**.
- Single-line example texts are separated at the end of a line by the character ↵, e.g., a long directory path that comprises multiple lines.
- File extracts are shown in the following font:

This paragraph contains a file extract.

3 Content of document

The sections below explain the standards relating to the usage of descriptive views, model types, object types, relationship and connection types, and attributes.

3.1 Objectives and scope

Objective: Specification of modeling guidelines

Not included in this manual: User documentation

4 ARIS conventions

4.1 create users and user groups

Users and user groups are modeled in an organizational chart in ARIS Architect using the **Person** (OT_PERS) and **Role** (OT_PERS_TYPE) objects.

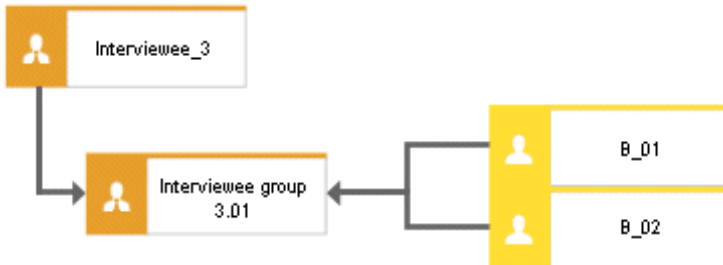


Figure 1: Structure of users/user groups (organizational chart)

The superior role **Interviewee_3** determines the roles held by the subordinate roles in ARIS Risk & Compliance Manager. Both roles are connected to one another with the **is generalization of** connection. **Interviewee group 3.01** is thus a generalization of **Interviewee_3**. The name of the superior role defines the role and level of the group to be created, for example, `<role>_<level>`, i.e., `Interviewee_3 > role: interviewee, level: 3` (or object-specific). A user group is not generated in ARIS Risk & Compliance Manager for the superior role (**Interviewee_3**).

The following applies to the various role levels:

- Role level 1: cross-environment
 - The privileges assigned to the user group based on its role are valid for all environments assigned to the user group.
- Role level 2: environment-specific
 - The privileges assigned to the user group based on its role are valid for the environment, in which the user group was created.
- Role level 3: object-specific
 - The privileges assigned to the user group based on its role are valid for the relevant objects of the current environment, in which the user group was created.

For the above example, the **Interviewee group 3.01** user group is generated in ARIS Risk & Compliance Manager with the **Interviewee** role and level 3 (i.e., object-specific privileges). In addition, the users with the user IDs **B_01** and **B_02** are generated.

MAPPING ROLE NAME (ARCM) TO ROLE (ARIS)

The following allocations are applicable for the user groups in ARIS Risk & Compliance Manager and the naming to be used in ARIS Architect. Further roles are described in the other convention manuals.

Role (ARCM)	Role (ARIS)	Role level
roles.surveyauditor	Survey auditor	Level 1 and 2
roles.surveymanager	Survey manager	Level 1, 2, and 3
roles.surveyreviewer	Survey reviewer	Level 3 only
roles.questionnaireowner	Interviewee	Level 3 only

4.1.1 Role to person allocations

ROLE (ARIS) TO USER GROUP (ARCM) ALLOCATIONS

The following allocations are applicable for the **Role** (user group) object:

ARIS attribute	API name	ARCM attribute	M*	Notes
Name	AT_NAME	name	X	The name of a user group is limited to 250 characters.
Description/ Definition	AT_DESC	description	-	
Role	-	role	X	The values for role and role level are determined as described above.
Role level	-	rolelevel	X	
Users	-	groupmembers	-	Users are determined by the performs connection between the person and the role.

*The **M** column specifies whether the attribute is a mandatory field.

PERSON (ARIS) TO USER (ARCM) ALLOCATIONS

The following allocations are applicable for the **Person** (user) object:






ARIS attribute	API name	ARCM attribute	M*	Notes
Login	AT_LOGIN	Userid	X	The user ID of a user is limited to 250 characters.
First name	AT_FIRST_NAME	firstname	X	
Last name	AT_LAST_NAME	lastname	X	
		name	-	Is a combination of the last and first name.
Description/ Definition	AT_DESC	description	-	
E-mail address	AT_EMAIL_ADDR	email	X	
Telephone number	AT_PHONE_NUM	phone	-	
		clients	-	The Environments field is identified by the environment into which data is imported.
		substitutes	-	The Substitutes field is only maintained manually.

*The **M** column specifies whether the attribute is a mandatory field.

4.2 Create a questionnaire template

To simplify master data maintenance questionnaire templates can be modeled in ARIS Architect. For this, the **Survey Management** model (MT_SURVEY_MGMT) is used. The following objects can be used in the model.

OBJECTS AND SYMBOLS

Object type	API name	Symbol
Questionnaire template	OT_SURVEY_QUEST_TMPL	 Questionnaire template
Section	OT_SURVEY_SECTION	 Section
Question	OT_SURVEY_QUESTION	 Question
Option set	OT_SURVEY_OPTION_SET	 Option set
Answer option	OT_SURVEY_OPTION	 Answer option

The relationships between the objects in a questionnaire template are shown with the help of an example.

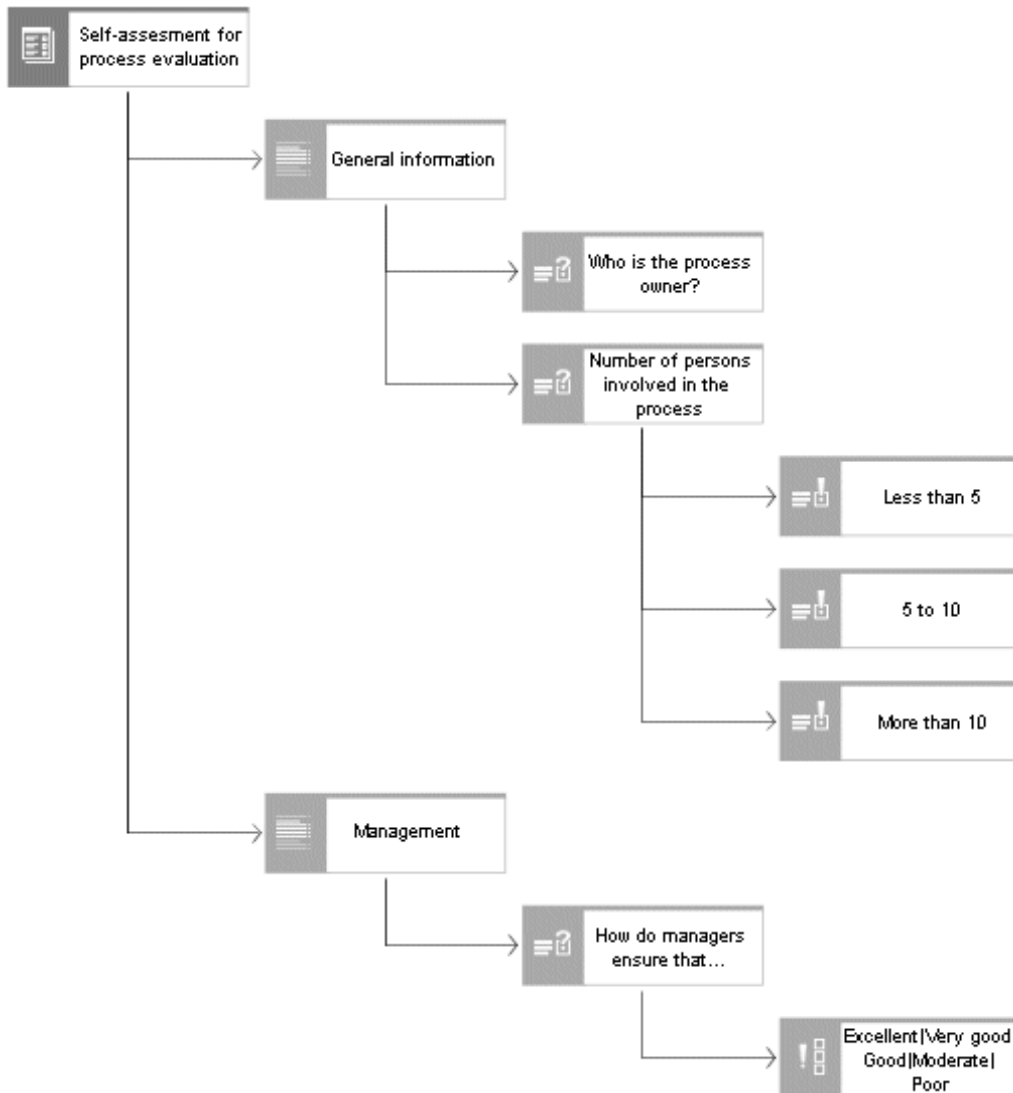


Figure 2: Example of a questionnaire template (Survey management models)

The highest element is the questionnaire template (**Self-assessment for process evaluation**). Any number of sections can be assigned to a questionnaire template. The sections can in turn have any number of subsections. In the example above the questionnaire template has the two sections **General information** and **Management**. Questions cannot be directly assigned to a questionnaire template. They can only be attached to sections. Note that a question can only occur once in a section. In the figure above the questions **Who is the process owner?** and **Number of persons involved in the process** are assigned to the section **General information**. The question **Who is the process owner?** is an open-end question of the **text** type. This means that a text box is available for answering the question. The question **Number of persons involved in the process** is a **single choice** question type. As you can see in the figure above three possible answers are assigned to this question. The user can select one of the three answers to answer the question.

If a combination of possible answers should be used more often, you can combine these in an option set. In the above example the option set **Excellent/Very good/Good/Moderate/Poor** is assigned to the question **How do managers ensure that processes are continuously improved and adjusted?** The option set can be modeled in the same model of type **Survey Management** or in a separate model that combines all of the option sets.

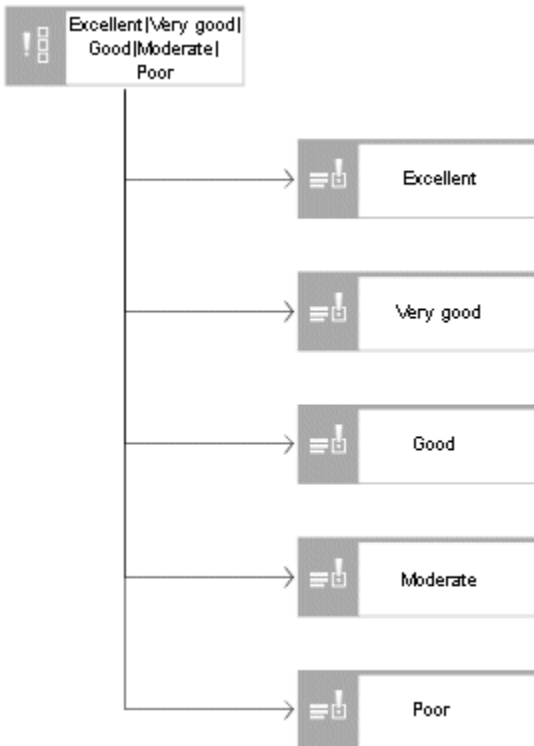


Figure 3: Option set (screen diagram)

The following connections and relationships are relevant between the objects in Survey Management.

OBJECT RELATIONSHIPS IN A QUESTIONNAIRE TEMPLATE

Object	Connection	Object	Notes
Questionnaire template	Contains	Section	A questionnaire template can have several sections. A section can only occur in one questionnaire template. It is not possible to reuse sections in different questionnaire templates.
Section	Contains	Section	A section can contain several subsections. A subsection can only have one superior section.
Section	Contains	Question	A section can contain several questions. A question can only occur once in a section. It is, however, possible to use a question in different sections. A question can also be used in different questionnaire templates.
Question	Contains	Option set	Only one option set can be assigned to a question. Different questions can, however, be assigned to an option set.
Question	Has	Answer option	Several answers can be assigned to a question. An answer option can be assigned to several different questions.
Option set	Has	Answer option	An option set can contain several answer options. An answer option can be assigned to several different option sets.

4.2.1 Questionnaire template object

The questionnaire template is modeled in ARIS Architect using the **questionnaire template** object (OT_SURVEY_QUEST_TMPL). A questionnaire template is created in ARIS Risk & Compliance Manager for each questionnaire template for which the **Synchronize ARCM** attribute is set. The following allocations are applicable for the **questionnaire template** object:

ARIS attribute	API name	ARCM attribute	M*	Notes
Name	AT_NAME	name	X	The name of a questionnaire template is limited to 250 characters.
Description/ Definition	AT_DESC	description	-	
Section	-	sections	-	Is determined (Page 8) using the connection between the questionnaire template and the assigned sections. A corresponding link to the section is saved in ARIS Risk & Compliance Manager.
Title 1/Link 1 Title 2/Link 2 Title 3/Link 3 Title 4/Link 4	AT_TITL1/AT_EXT_1 AT_TITL2/AT_EXT_2 AT_TITL3/AT_EXT_3 AT_TITL4/AT_EXT_4	documents	-	A document is generated in ARIS Risk & Compliance Manager from the title and the link and is linked to the questionnaire template.

ARIS attribute	API name	ARCM attribute	M*	Notes
ARIS Document Storage link 1	AT_ADS_LINK_1	documents	-	
ARIS Document Storage link 2	AT_ADS_LINK_2			
ARIS Document Storage link 3	AT_ADS_LINK_3			
ARIS Document Storage link 4	AT_ADS_LINK_4			
Score (target)	AT_SCORE_TARGET	targetScore	-	The score (target) specifies how many points should be achieved for a specific questionnaire.
Synchronize ARCM	AT_AAM_EXPORT_RELEVANT	-	-	This attribute specifies whether a questionnaire template should be synchronized with ARIS Risk & Compliance Manager.

*The **M** column specifies whether the attribute is a mandatory field.

4.2.2 Section object

The section is modeled in ARIS Architect with the **Section** object (OT_SURVEY_SECTION). The following allocations are applicable for the **Section** object.

ARIS attribute	API name	ARCM attribute	M*	Notes
Name	AT_NAME	name	X	The name of a section is limited to 250 characters.
Description/ Definition	AT_DESC	description	-	
Subsections	-	subSections	-	Is determined (Page 8) using the connection between the section and the subsections. A corresponding link to the subsection is saved in ARIS Risk & Compliance Manager.
Questions	-	questions	-	Is determined (Page 8) using the connection between the section and the assigned questions. A corresponding link to the question is saved in ARIS Risk & Compliance Manager.
Score (target)	AT_SCORE_TARGET	targetScore	-	The score (target) specifies how many points should be achieved for a specific section.

*The **M** column specifies whether the attribute is a mandatory field.

4.2.3 Question object

The question is modeled in ARIS Architect using the **Question** object (OT_SURVEY_QUESTION). An option set and answer options cannot be assigned to a question at the same time. The following allocations are applicable for the question object.

ARIS attribute	API name	ARCM attribute	M*	Notes
Description/ Definition	AT_DESC	question_text	X	The Description/Definition ARIS attribute contains the question text.
Remark/ Example	AT_REM	remark	-	The Remark/Example ARIS attribute can contain remarks and explanations pertaining to the question text.
Option set	-	optionSet	-/X	Is determined (Page 8) using the connection between the question and the assigned option set. A corresponding link to the option set is saved in ARIS Risk & Compliance Manager.
Answer options	-	options	-/X	Is determined using the connection between the question and the answer options. A corresponding link to the answer option is saved in ARIS Risk & Compliance Manager.
Notes allowed	AT_ANNOTATIONS_ALLOWED	Notes allowed	-	Specifies whether an interviewee can add a note pertaining to a question (default setting: False = No).
Question type	AT_QUESTION_TYPE	type	X	The question type specifies the type of question (for example: single choice, text).
Evaluation of answer by survey reviewer	AT_REVIEWER_RATES_ANSWER	reviewerRates Answer	-	Specifies whether the survey reviewer can evaluate the interviewee's answers and thus assign a score (default setting: False = No).

ARIS attribute	API name	ARCM attribute	M*	Notes
Optional question	AT_OPTIONAL_QUESTION	optional Question	-	Specifies whether questions are optional (default setting: False = No).
Title 1/Link 1	AT_TITL1/AT_EXT_1	documents	-	A document is generated in ARIS Risk & Compliance Manager from the title and the link and is linked to the question.
Title 2/Link 2	AT_TITL2/AT_EXT_2			
Title 3/Link 3	AT_TITL3/AT_EXT_3			
Title 4/Link 4	AT_TITL4/AT_EXT_4			
ARIS Document Storage link 1	AT_ADS_LINK_1	documents	-	
ARIS Document Storage link 2	AT_ADS_LINK_2			
ARIS Document Storage link 3	AT_ADS_LINK_3			
ARIS Document Storage link 4	AT_ADS_LINK_4			

*The **M** column specifies whether the attribute is a mandatory field.

4.2.4 Option set object

The option set is modeled in ARIS Architect using the **Option set** object (OT_SURVEY_OPTION_SET). The following allocations are applicable for the option set object.

ARIS attribute	API name	ARCM attribute	M*	Notes
Name	AT_NAME	name	X	The name of an option set is limited to 250 characters.
Description/ Definition	AT_DESC	description	-	
Answer options	-	options	X	Is determined using the connection between the option set and the answer options. A corresponding link to the answer option is saved in ARIS Risk & Compliance Manager.

*The **M** column specifies whether the attribute is a mandatory field.

4.2.5 Answer option object

The answer option is modeled in ARIS Architect using the **Answer option** object (OT_SURVEY_OPTION). The following allocations are applicable for the **answer option** object.

ARIS attribute	API name	ARCM attribute	M*	Notes
Answer option	AT_NAME	name	X	The name of an answer option is limited to 250 characters.
Answer value	AT_OPTION_VALUE	optionValue	X	The answer value is used to calculate the score (if the corresponding answer was selected).

*The **M** column specifies whether the attribute is a mandatory field.

4.2.6 Question types

A fundamental property of a question is the question type. The question type specifies how a question can or must be answered. In addition, the question type has an effect on whether a question can be assigned to an option set or to answer options.

The following question types are available:

- **Single choice**

The single choice question type specifies that the interviewee can select only one of the available answer options. As soon as this question type was selected the question must be assigned to either an option set or answer options.
- **Multiple choice**

The multiple choice question type specifies that the interviewee can select any number of available answer options. As soon as this question type was selected the question must be assigned to either an option set or answer options.
- **Text**

The text question type specifies that an interviewee can enter any text as an answer to the question.
- **Numerical (integer)**

The numerical (integer) question type specifies that an interviewee must enter an integer as an answer to the question.
- **Numerical (floating point number)**

The numerical (floating point number) question type specifies that an interviewee must enter a floating point number as an answer to the question.
- **Date**

The date question type specifies that an interviewee must enter a date as an answer to the question.
- **Date range**

The date range question type specifies that an interviewee must enter a date range (from ...to ...) as an answer to the question.

The question types mentioned are mutually exclusive. Thus, a question can only have one question type.





4.2.7 Evaluation of answer by survey reviewer








If the **Evaluation of answer by survey reviewer** attribute is set the survey reviewer can evaluate the interviewee's answer. This is however only possible for questions that do not belong to the **single choice** or **multiple choice** type. As soon as this attribute was set the question must be assigned to either an option set or answer options. As soon as the interviewee has answered the question the survey reviewer can select a fitting answer from the answer options. In doing so, however he isn't answering the question but rather evaluating the interviewee's answer. This evaluation determines the score for the corresponding question.

4.3 Questionnaire template assignments


A model of the **Survey Management** type can be assigned a model of the **Questionnaire template assignments** type. This model represents information on the areas, objects, and hierarchies involved in the survey. You can also model objects of the **Survey task** type with the elements involved in the survey. A survey task assigned to a questionnaire template, for which the attribute **Synchronize ARCM** is set, is synchronized with ARIS Risk & Compliance Manager together with its associated information. The information modeled at the questionnaire template is ignored by the import.

The following objects can be assigned via the **concerns** connection to an object of the **Questionnaire template** type in the **Questionnaire template assignments** model:


Object type name	Symbol type name	API name	Symbol	ARCM name
Task	Project/Task	OT_FUNC_INST	 	Audit template/audit step
Risk category	Risk category	OT_RISK_CATEGORY		Risk category
Application system type	Application system type	OT_APPL_SYS_TYPE		Application system type

Object type name	Symbol type name	API name	Symbol	ARCM name
Function	Function/control	OT_FUNC	 Function  Control	Process/control
Organizational unit	Organizational unit	OT_ORG_UNIT	 Organizational unit	Organization
Technical term	Technical term	OT_TECH_TRM	 Technical term	Regulations
Policy	Business policy	OT_POLICY	 Business policy	Policy definition
Risk	Risk	OT_RISK	 Risk	Risk
Test definition	Test definition	OT_TEST_DEFINITION	 Test definition	Test definition

The following objects can be assigned via the **is initiated by** connection to an object of the **Questionnaire template** type in the **Questionnaire template assignments** model:

Survey task	Survey task	OT_SURVEYTASK	 Survey task 1.1	Survey task
-------------	-------------	---------------	--------------------------------------------------------------------------------------------------------	-------------

The survey manager group in charge of the survey is assigned to the questionnaire template using the **is assigned to** connection.

Role	Role	OT_PERS_TYPE	 Role	Survey manager group
------	------	--------------	------------------------------------------------------------------------------------------	----------------------

4.3.1 Object relationships in a questionnaire template in a Questionnaire template allocations model

Object	Connection	Object	Notes
Questionnaire template	affects	Audit template/audit step	Multiple audit templates and/or audit steps can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Policy	Multiple policy definitions can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Risk category	Multiple risk categories can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Technical term/regulations	Multiple regulations can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Function/process	Multiple processes can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Application system type	Multiple application system types can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Organizational unit	Multiple organizational units can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Risk	Multiple risks can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.

Object	Connection	Object	Notes
Questionnaire template	affects	Control	Multiple controls can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	affects	Test definition	Multiple test definitions can be assigned to a questionnaire template. This relationship is not used in ARIS Risk & Compliance Manager.
Questionnaire template	is initiated by	Survey task	Multiple survey tasks can be assigned to a questionnaire template. This relationship is used in ARIS Risk & Compliance Manager.
Questionnaire template	is assigned to	Role	Multiple survey manager groups can be assigned to a questionnaire template. This relationship is used in ARIS Risk & Compliance Manager.

4.3.2 Survey task

Objects of the **Survey task** type can be connected with an object of the type **Questionnaire template** using the **is initiated by** connection. Objects of the **Survey task** type that are modeled on a questionnaire template, and for which the **Synchronize ARCM** attribute is set, are synchronized with ARIS Risk & Compliance Manager including all objects modeled on the survey task.

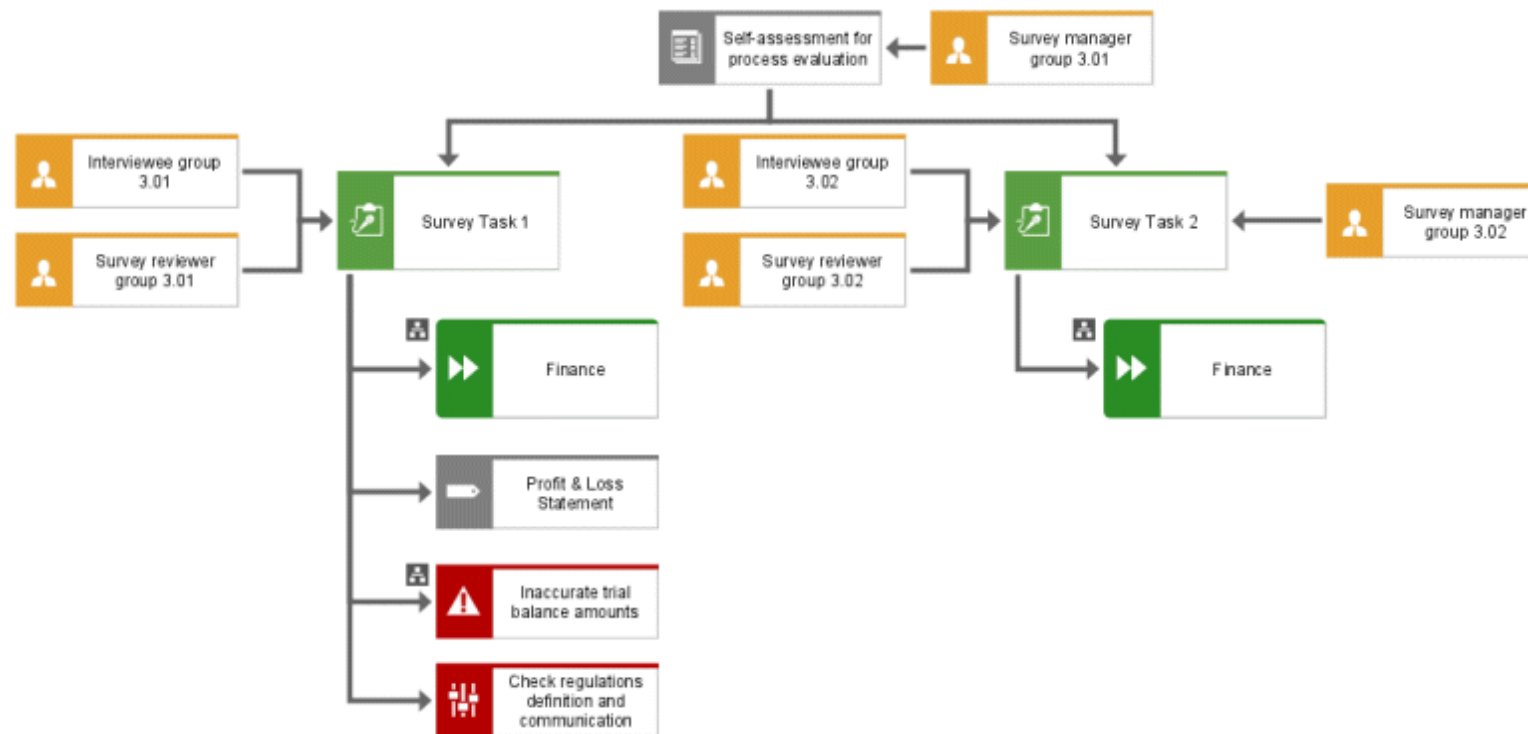











Figure 4: Example of a questionnaire template allocations model

The following objects can be assigned in the **Questionnaire template assignments** model to an object of the **Survey task** type using the **affects** connection:

Object type name	Symbol type name	API name	Symbol	ARCM name
Risk category	Risk category	OT_RISK_CATEGORY	 Risk category	Risk category
Application system type	Application system type	OT_APPL_SYS_TYPE	 Application system type	Application system type
Function	Function/control	OT_FUNC	 Function  Control	Process/control
Organizational unit	Organizational unit	OT_ORG_UNIT	 Organizational unit	Organization
Technical term	Technical term	OT_TECH_TRM	 Technical term	Regulations
Risk	Risk	OT_RISK	 Risk	Risk
Test definition	Test definition	OT_TEST_DEFINITION	 Test definition	Test definition

The interviewee groups in charge of the survey are assigned to the survey task using the connection **is assigned to**. This also applies to the survey reviewer group in charge.

Role	Role	OT_PERS_TYPE	 Role	Interviewee group, survey reviewer group, survey manager group
------	------	--------------	------------------------------------------------------------------------------------------	----------------------------------------------------------------

4.3.3 Object relationships of a survey task in a Questionnaire template allocation model

Object	Connection	Object	Notes
Survey task	affects	Risk category	Multiple risk categories can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	affects	Technical term/regulations	Multiple regulations can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	affects	Function/process	Multiple processes can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	affects	Application system type	Multiple application system types can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task		Organizational unit	Multiple organizational units can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	affects	Risk	Multiple risks can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	affects	Control	Multiple controls can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	affects	Test definition	Multiple test definitions can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.
Survey task	is assigned to	Role	Multiple interviewee groups, exactly one reviewer group, and one survey manager group can be assigned to a survey task. This relationship is used in ARIS Risk & Compliance Manager.

The survey task is modeled in ARIS Architect with the Survey task object (OT_SURVEY_TASK). The following allocations are applicable for the **Survey task** object.

ARIS object	ARIS attribute	API name	M*	Notes
Name	AT_NAME	name	X	The name of a survey task.
Frequency	AT_SURVEYTASK_FREQUENCY	frequency	X	The frequency defines how often a survey is generated: <ul style="list-style-type: none"> ▪ One-off ▪ Daily ▪ Weekly ▪ Monthly ▪ Quarterly ▪ Semi-annually ▪ Annually ▪ Every second year
Start date	AT_SURVEYTASK_START_DATE	startDate	X	Outputs the date on which the generation of the survey should begin.
End date	AT_SURVEYTASK_END_DATE	endDate		Outputs the date on which the generation of the survey should end.
Offset in days	AT_SURVEYTASK_OFFSET	offset	X	Outputs the number days by which a survey task precedes the control period.
Time limit for execution in days	AT_SURVEYTASK_DURATION	surveyDuration	X	Outputs the number of days that are available to the interviewee for the completion of the survey. The duration defines the completion date by which the survey must be completed.

ARIS object	ARIS attribute	API name	M*	Notes
Length of control period	AT_SURVEYTASK_CTRL_PERIOD	controlPeriod	X	Specifies the time unit for the control. <ul style="list-style-type: none"> ▪ Day ▪ Week ▪ Month ▪ Quarter ▪ Half-year ▪ Year
		questionnaireOwnerGroup	X	Interviewee groups in charge. This role can be assigned to multiple groups. Is determined using the connection between the survey task and the role. A corresponding link to the survey task is saved in ARIS Risk & Compliance Manager.
		surveyReviewerGroup	X	Survey reviewer group in charge. The role can only be assigned to exactly one group. Is determined using the connection between the survey task and the role.
		relatedAppSystems		List of the assigned application system types. Is determined using the connection between the survey task and the application system type.
		relatedOrgunits		List of the assigned organizational units. Is determined using the connection between the survey task and the organizational unit.

ARIS object	ARIS attribute	API name	M*	Notes
		relatedProcesses		List of the assigned functions/processes. Is determined using the connection between the survey task and the function.
		relatedRegulations		List of the assigned regulations. Is determined using the connection between the survey task and the regulations.
		relatedCategories		List of the assigned risk categories. Is determined using the connection between the survey task and risk category.
		risks		List of the assigned risks. Is determined using the connection between the survey task and the risk.
		controls		List of the assigned controls. Is determined using the connection between the survey task and the control.
		test_definitions		List of the assigned test definitions. Is determined using the connection between the survey task and the test definition.

*The **M** column specifies whether the attribute is a mandatory field.

4.4 Deactivation of objects and relationships

The objects and relationships in ARIS Risk & Compliance Manager are subject to versioning to ensure traceability of changes. Therefore, objects and relationships in ARIS Risk & Compliance Manager are deactivated and not deleted. This means that the corresponding data items are not removed from the database, but rather marked as deactivated.

To deactivate objects/relationships in ARIS Risk & Compliance Manager via synchronization you must mark them accordingly in ARIS Architect. To do so, you use the attribute **Deactivated** (AT_DEACT). The attribute can be set for both objects and connections. As soon as the attribute is set, the object or connection are deactivated upon the next synchronization.

Of course, this is only the case if the objects/relationships are included in the ARIS Architect synchronization. After the successful synchronization with ARIS Risk & Compliance Manager you can delete the objects/connections in ARIS Architect. If objects/relationships were deleted in ARIS Architect before a deactivation via synchronization took place you can deactivate them manually in ARIS Risk & Compliance Manager.

5 Disclaimer

ARIS products are intended and developed for use by people. Automatic processes such as generation of content and import of objects/artefacts using interfaces can lead to a huge data volume, processing of which may exceed the available processing capacity and physical limits. Physical limits can be exceeded if the available memory is not sufficient for execution of the operations or storage of the data.

Effective operation of ARIS Risk & Compliance Manager requires a reliable and fast network connection. A network with an insufficient response time reduces system performance and can lead to timeouts.

If ARIS products are used in a virtual environment, sufficient resources must be available to avoid the risk of overbooking.

The system has been tested in the **Internal control system** scenario with 400 users logged in simultaneously. It contains 2,000,000 objects. To guarantee adequate performance, we recommend operating with not more than 500 users logged in simultaneously. Customer-specific adaptations, particularly in lists and filters, have a negative impact on performance.

6 Software AG support

ON THE WEB

With a valid support contract you can access the solution database.

Click <https://empower.softwareag.com/>

For questions about special installations that you cannot carry out yourself, please contact your local Software AG sales organization.

BY PHONE

With a valid support contract you can reach Global Support ARIS at:

+800 ARISHelp

The "+" stands for the respective prefix for making an international connection in this land.

An example of the number to be dialed within Germany using a land line: 00 800 2747 4357