



**Access Review 2.5.2**

**User Guide**

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# **1 Introduction**

## **1.1 Purpose**

This guide describes non-administrative, 'day-to-day' usage of ForgeRock Access Review, including overviews and instructions for end user tasks. It is not intended to document creation and management of certification campaigns and Segregation-of-Duty (SOD) policies that introduce tasks into the application.

## **1.2 Intended Audience**

This guide is written for ForgeRock Access Review users to perform actions in certification campaigns and SOD violation processes.

## 2 Dashboard

The Governance Dashboard displays all tasks assigned directly to the logged in user, or to any of the user's groups. Tasks may be:

1. User Certification
2. Object Certification
3. Assignment Certification
4. Assignment Certification Review
5. Policy Violation

### 2.1 Task Summary

Task Summary completion indicators display percentage of tasks completed for the user and the user's groups.

Task Summary

---



My Tasks



My Group's Tasks

## 2.2 My Tasks

My Tasks provides a searchable list of all open tasks assigned to the logged in user.

This list details the name of the campaign for which the user has tasks, type of tasks contained therein, a risk score indicating level of risk associated with items that are part of the task and the campaign deadline. If the campaign deadline passes, tasks are considered expired and removed from the list.

### My Tasks

<div><div>Filter</div><div>Search table</div></div>				
%	Name	Task	Risk Score	Deadline
<input type="radio"/>	Q2 Direct Report Certification	User Certification	10	09/24/2016
<input type="radio"/>	hbernier New Access Certification	User Certification	1	09/16/2016
<input type="radio"/>	dschumm Systemwide Access Certification	User Certification	1	09/29/2016
<input type="radio"/>	Q2 Governance Specialist Certification	User Certification	1	09/20/2016
<input type="radio"/>	Software Update Certification	Object Certification	4	09/21/2016

First123Last

Items per page: 5

## 2.3 My Group's Tasks

My Group's Tasks details a searchable list of all open tasks assigned to any authorization group of which the logged in user is a member. This list provides the name of the campaign for which the user has tasks, type of tasks contained therein, group associated with tasks, a risk score indicating level of risk associated with items that are part of the task and the campaign deadline. If the campaign deadline passes, the tasks are considered expired and removed from the list.

### My Group's Tasks

QFilter Search table					
%	Name	Task	Group Name	Risk Score	Deadline
	Q3 AD Group Certifications	User Certification	governance-administrator	10	09/30/2016
	Governance High Risk User Certification	User Certification	governance-administrator	10	09/28/2016
	Q4 Preliminary Certification	Object Certification	governance-administrator	4	09/22/2016
	Semi Annual Role Certification	Object Certification	governance-administrator	10	09/15/2016
	Monthly Device Certification	Object Certification	governance-administrator	4	09/15/2016

First12Last

Items per page: 5

## 3 User Certifications

### 3.1 Reviewing and Certifying a User Certification

1. Log into ForgeRock Access Review and navigate to the Dashboard page.
2. User Certifications are listed under the “Task” column as “Certifications” in “My Tasks” list, or “My Group’s Tasks” if assigned to a role. Selecting specific User Certification to be certified under the appropriate list will direct to the Certification Summary page.

**Governance Dashboard**

Task Summary

0% Completed

0% Completed

My Tasks

QFilter Search table

%	Name	Task	Risk Score	Deadline
<input type="radio"/>	Q2 Direct Report Certification	User Certification	10	09/24/2016
<input type="radio"/>	hberrier New Access Certification	User Certification	1	09/16/2016
<input type="radio"/>	dschumm Systemwide Access Certification	User Certification	1	09/29/2016
<input type="radio"/>	Q2 Governance Specialist Certification	User Certification	1	09/20/2016
<input type="radio"/>	Software Update Certification	Object Certification	4	09/21/2016

First 1 2 3 Last

Items per page: 5

My Group's Tasks

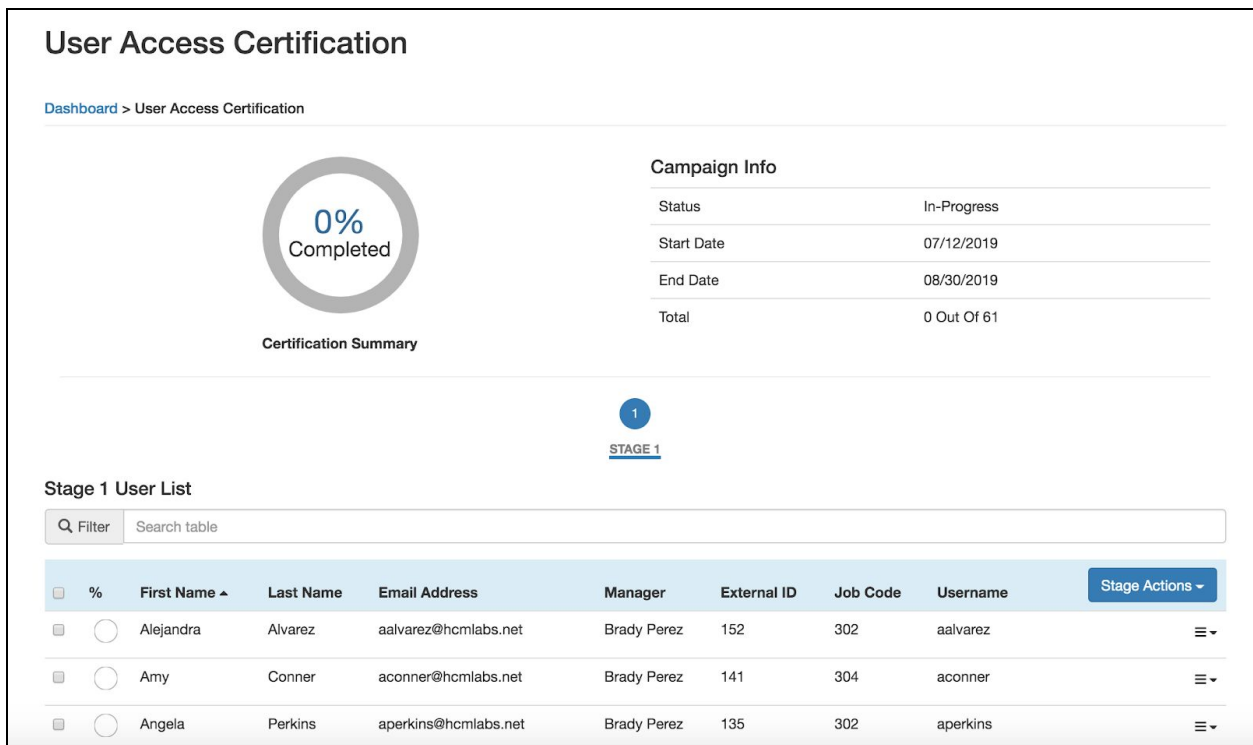
QFilter Search table

%	Name	Task	Group Name	Risk Score	Deadline
<input type="radio"/>	Q3 AD Group Certifications	User Certification	governance-administrator	10	09/30/2016
<input type="radio"/>	Governance High Risk User Certification	User Certification	governance-administrator	10	09/28/2016
<input type="radio"/>	Q4 Preliminary Certification	Object Certification	governance-administrator	4	09/22/2016
<input type="radio"/>	Semi Annual Role Certification	Object Certification	governance-administrator	10	09/15/2016
<input type="radio"/>	Monthly Device Certification	Object Certification	governance-administrator	4	09/15/2016

First 1 2 Last

Items per page: 5

3. Certification Summary page contains certification summary details.



- **Certification Summary:** Graphical representation of percentage certification complete
- **Campaign Details:** Displays a summary of the certification with the following information:
  - **Status:** Identifies the current state of the certification. Values may include Open or In-Progress.
  - **Start Date:** Identifies the date that the certification became active
  - **End Date:** (*Active Certifications only*) Identifies the deadline of the selected campaign stage
  - **Completion Date:** Identifies completion date of the certification. While viewing Active Certifications, this field will appear blank.
  - **Total:** Number of certifications to complete
- **Stage Indicator:** This is a graphical representation of the certification stages. Each stage of the certification requires certifiers to certify their target users. A certifier can view the certification history of the specific targets by clicking on the stage nodes. By selecting a stage node, the page will be updated to reflect data for the selected stage. Additional information is conveyed by the state and appearance of each node in the stage indicator. Note this information will differ depending on whether or not a certification is being viewed from the Admin Dashboard.



- **User view:** This view is primarily intended to reflect information that is relevant to the current user's responsibilities. As such,



stage indicator nodes may be displayed in one of the following states:

- o *Selected*: Selected stage will have its name displayed in bold, underlined text
  - o *Active*: Active stage's node will be blue. This state is intended to illustrate which stage the current user needs to take action upon.
  - o *Completed*: Completed stage nodes will be green. A stage is considered complete when the actions have been taken on all stage events and the stage has received the certifier(s) sign-off.
  - o *Pending*: Future stage nodes will be grey
- **User List**: Details users to be certified as part of User Certifications:
  - o **Filter**: Allows filtering of results shown on "User List." Search can be conducted for any columns represented in the table.
  - o Table Columns are used to identify, filter and sort users to be certified (note that other attributes aside from name and email will appear in this table as determined by the administrator):
    - **%**: Graphical representation of percentage complete for individual certifiable user
    - **Full Name**: Full Name of user to be certified
    - **Email**: Email of user to be certified
    - **Risk Score**: Risk Score of user to be certified
    - Full Name, Email and Risk Score can be sorted in ascending or descending order by clicking column name

*Note: Selecting the user will direct the logged in user to the User Summary Page.*

4. Certification Summary page contains certification summary details with several actions that can be executed directly on the user, or full list of users, to be certified. Note that certify remaining, reset, and claim actions can also be taken on a selected group of users using the checkboxes next to each listing:
  - **Certify Remaining**: Selecting marks the user as certified for all remaining applications and marks the user as certified
  - **Reset (stage wide)**: Resets all user events statuses to blank
  - **Claim**: Claim a user event to act on
  - **Sign-Off**: Confirms actions selected for each user event and triggers the remediation workflow (if selected when creating the campaign)
  - **Comment**: Selecting allows justification details to be added for the specific user

- **Certify:** Selecting certifies the specific user
- **Abstain:** Selecting abstains the specific user
- **Revoke:** Selecting revokes the specific user

*Note: Additional justification will be required.*

- **Reset:** Selecting resets certification for the specific user, including all individually certified access

**User List**

QFilter Search table

%	Full Name	Email	Risk Score	
<input type="radio"/>	Herschel Bernier	hbernier@example.com	50	<div> <div>Certify Remaining</div> <div> Comment  Certify  Abstain  Revoke  Reset </div> </div>

First 1 Last

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## 5. User Summary page contains the user summary details.

### Event Details

Dashboard > Multi-Stage Certification > ajackson

0%  
Completed

User Summary

User Details

Username	ajackson
First Name	Abigail
Last Name	Jackson
Email Address	ajackson@hcmilabs.net
Status	Uncertified

Event Actions ▾

1  
MANAGER

2  
ENTITLEMENT OWNER

3  
GOVERNANCE TEAM

User Attributes

Q Filter

Search table

%	Name	
<input type="radio"/>	Job: Finance Associate	≡ ▾
<input type="radio"/>	Manager: dsmith	≡ ▾
<input type="radio"/>	Organization: Finance	≡ ▾

Applications

Q Filter

Search table

%	Attribute	Value	
<input type="radio"/>	OpenDJ		
<input type="radio"/>	account		≡ ▾






- **User Details:** Fields identifying user to be certified and status:
  - **Username:** Username of user to be certified
  - **First Name:** First Name of user to be certified
  - **Last Name:** Last Name of user to be certified
  - **Email Address:** Email Address of user to be certified
  - **Status:** Status of the user to be certified
- **Actions:**
  - **Certify:** Selecting certifies the specific application for the user
  - **Quick view:** Displays a modal with the summary of actions for the selected attribute across all stages (see screenshot above)
  - **Comment:** Selecting allows justification to be added for the specific application for the user
  - **Abstain:** Selecting abstains the specific user
  - **Revoke:** Selecting revokes the specific application for the user

*Note: An additional justification will be required.*

- **Reset:** Selecting resets the certification for the specific application/role for the user

- **User Attributes:** User attributes that can be individually certified for the user. If the attribute is multi-valued, selecting “+” expands the attribute, showing all corresponding values. Selecting “-” collapses the corresponding values.

User Attributes

QFilter		Search table
%	Name	Risk Level
 	Authorization Roles	None
	governance-administrator	Low
	openidm-admin	Low
	active-directory	Medium
	certification-administrator	Medium
	Luminaries	Low
 	Phones	None

- o **Filter:** Filters results on “Attributes” table. Search can be conducted for any columns represented in the table.
- o Table Columns are used to identify, filter and sort applications to be certified:
  - **%:** Graphical representation of the percentage complete for the individual certifiable user
  - **Name:** Name of attribute, or value of attribute, when expanded
  - **Risk Level:** Risk Level of application for user to be certified

*Note: Name and Risk Level can be sorted in ascending or descending order by clicking column name.*

- **Attributes:** Contains multi-valued attributes to be certified for the target user, including Provisioning Roles, Authorization Roles and custom objects. This section may contain data for User Certifications of Type Identity or Attribute only.
  - o **+/-:** Identifies a row containing information about a multi-valued attribute. Selecting ‘+’ displays values for individually certifiable attributes. Selecting ‘-’ collapses values.
  - o **%:** Graphical representation of the percentage complete for the attribute evaluation. An empty circle indicates no progress, whereas a blue circle indicates the attribute evaluation is complete. A row marked with +/- indicates overall progress for the attribute. Otherwise, the field indicates if a value has been certified.
  - o **Name:** Identifies name of the attribute in a field marked with +/- . Otherwise, the field identifies the value of the attribute to be certified.

- o **Metadata:** Identifies whether metadata has been set for this attribute in the glossary
  - o **Risk Level:** (If ‘Configure Risk Level’ is enabled in System Settings) Identifies risk level of a value for an attribute on a 1 - 10 scale. A risk score of 1 indicates low risk target for the certification, whereas a risk score of 10 indicates high risk. This field will appear blank in rows marked with +/-.
- **Applications:** List of applications to be certified for the user. Selecting “+” expands the application to show corresponding attributes to be certified. Selecting “-” collapses the application, hiding corresponding attributes.

Applications

%	Attribute	Value	Risk Level
<input type="radio"/>	AD	AD	Low
	mail	hbernier@example.com	Low

- o **Filter:** Field used to filter results shown on “Applications” table. Searching can be conducted for any column represented in the table.
- o Table Columns used to identify, filter and sort applications listed to be certified:

- **%:** Graphical representation of percentage complete for the individual certifiable user
- **Attribute:** Attribute of application for user to be certified
- **Value:** Value of application for user to be certified
- **Risk Level:** Risk Level of application for user to be certified

*Note: Attribute, Value and Risk Level can be sorted in ascending or descending order by selecting the column name.*

- **Metadata:** Identifies whether metadata has been set for this attribute in the glossary
- **Comments:** Identifies additional information around actions taken when certifying an application. This field will only appear on rows marked with +/-.
- **Quick View Mode:** The Event Details page provide a ‘Quick View’ option in order to view more easily previous certifiers’ responses for a particular Event Details attribute. Select the Quick View action to bring up the corresponding modal. Note that for nested attributes, this option is only available for items in the lowest nested group.

- **Quick View Stage Indicator:** Indicates the certification’s stages. When the Quick View option is selected for an attribute, the Stage Indicator displayed in the resulting modal is scoped to that attribute. For completed stages, the attribute’s

Stage Indicator icon will match the attribute's outcome in that stage. The actions, comments, and certifier for a completed stage can be viewed by selecting the stage.



6. This page may contain different information based upon the type of user certification. The following types of user certification can be created:
- Identity: Generates certification for all user information
  - Application: Generates user certification for an access granted within a specified application
  - Attribute: Generates certification for a user if associated with a specified value within a given attribute. Typically, this is a role that a user is a member of

*Note: The list may be filtered by the risk associated with each attribute or application.*

7. In the User Summary page containing user summary details, there are several actions that can be executed directly on the user to be certified:
- **Certify:** Selecting certifies the specific application for the user
  - **Quick view:** Displays a modal with the summary of actions for the selected attribute across all stages (see screenshot above)
  - **Comment:** Selecting allows justification to be added for the specific application for the user
  - **Abstain:** Selecting abstains the specific user
  - **Revoke:** Selecting revokes the specific application for the user

*Note: An additional justification will be required.*

- **Reset:** Selecting resets the certification for the specific application/role for the user

User Attributes

QFilter

Search table

%	Name	Risk Score	
<input type="checkbox"/>	Authorization Roles		
<input type="checkbox"/>	governance-administrator	3	

- Certify
- Quick View
- Comment
- Revoke
- Abstain

Applications



QFilter

Search table

%	Attribute	Value	Risk Score	
<input type="checkbox"/>	OpenDJ			
<input type="checkbox"/>	account		3	

8. To complete a user certification task, all user(s) and user(s) applications must be completely certified, abstained or revoked.
  - a. Select “**Sign Off**” on the Certifications Summary page

User List

QFilter Search table				
%	Full Name	Email	Risk Score	Signoff
	Herschel Bernier	hbernier@example.com	50	 -

- b. Justification is required
- c. The task is removed from the corresponding list of tasks



## 3.2 User Certification History

1. Select “**User Certification History**” under Certification menubar item. The user Certification History page is displayed.

The screenshot displays the Forgerock User History page. The top navigation bar includes the Forgerock logo and links to Dashboard, Certifications, Policies, Configure, and a user profile (therman). The page title is "User History" with a breadcrumb "Dashboard > User History".

The first section, "Closed User Certification Campaigns", features a search bar and a table with the following data:

Name	Total Events	Completion Date
Branding Test-Stage 1	3	10/06/2019
Branding Test-Stage 1	3	10/06/2019
Branding Test-Stage 1	3	10/06/2019
test8-Stage 1	3	06/15/2019
test8-Stage 1	3	06/15/2019
test8-Stage 1	3	06/15/2019
Test 4-Stage 1	2	06/01/2019
notifications-Stage 1	2	06/01/2019
Test 4-Stage 1	2	06/01/2019
notifications-Stage 1	2	06/01/2019

Below the table are pagination controls: "First", "1" (selected), "2", "Last", and "Items per page: 10".

The second section, "Closed Group User Certification Campaigns", also has a search bar and currently displays "No Data". It includes pagination controls: "( 1 )" and "Items per page: 10".

2. Similar to active certifications, user-owned certifications and group owned certifications are shown separately. Each contains the number of certification events that were part of the campaign, as well as the completion date. Additionally, the Closed Group User Certification Campaign list includes the group associated with the campaign. Selecting campaign details the list of items associated with that campaign.

**FORGEROCK**

Dashboard Certifications Policies Configure therman

## Manager attestations

Dashboard > User History > Manager attestations

**Campaign Info**

Status	Signed-Off
Start Date	05/24/2019
Completion Date	05/24/2019

**Stage 1 User List**

Filter Search table

	%	Risk Score	Username	First Name	Last Name	Email Address	Stage Actions
<input type="checkbox"/>	✓	4	aacosta	Alison	Acosta	aacosta@hcmilabs.net	
<input type="checkbox"/>	✓	5	bcroteau	Beau	Croteau	bcroteau@hcmilabs.net	

( 1 ) Items per page: 10

3. Item history includes information about the certification campaign itself, as well as individual items it contains.
  - Certification Information includes the following information:
    - o **Status:** The resolution of the completed campaign
    - o **Completion Date:** Date the logged-in user completed the campaign
  - The User List contains the following information:
    - o **Target Name:** Name of a user that was part of the campaign
    - o **E-mail:** Email address associated with the user
    - o **Risk Score:** Score associated with risk generated by the items certified along with the user
    - o An icon representing the Certify / Revoke / Abstain action performed for the user as part of the certification campaign
4. Selecting an individual user from the list will show details for that user within the certification campaign.
5. The user details page for the certification history contains the following sections:

**FORGEROCK** Dashboard Certifications Policies Configure theman

## Event Details

Dashboard > User History > Manager attestations > aacosta

100% Completed

User Summary

**Event Info**

Username	aacosta
First Name	Alison
Last Name	Acosta
Email Address	aacosta@hcmilabs.net
Status	Certified

Event Actions

1 STAGE 1

**User Attributes**

%	Name	Risk Score
✓	Job: Senior Cloud Infrastructure Specialist	
+	Provisioning Roles	
✗	Help Desk Access	3
✓	Office Access	1

**Applications**

%	Attribute	Value	Risk Score
+	OpenDJ		
+	account		4

- User Details:** Fields used to identify the user to be certified and the status of that user:
  - Username:** Username of the certified user
  - First Name:** First Name of the certified user
  - Last Name:** Last Name of the certified user
  - Email Address:** Email Address of the certified user
  - Status:** Finalized Status of the certified user
- User Attributes:** User attributes that were certifiable as part of the campaign. Selecting “+” expands the attribute, detailing all corresponding values. Selecting “-” collapses the corresponding values.
  - Filter:** Field used to filter results detailed on the “Attributes” table. Search can be conducted for any column represented in the table.

- o Table Columns are used to identify, filter and sort applications listed to be certified:
  - %: Graphical representation of action taken on the attribute
  - **Name:** Name of the attribute, or the value of the attribute when expanded
  - **Risk Level:** Risk Level of application for the user to be certified

*Note: Name and Risk Level can be sorted in ascending or descending order clicking the column name.*

- **Applications:** List of applications to be certified for the user. Selecting “+” expands the application, detailing the corresponding attributes to be certified. Selecting “-” collapses the application, hiding the corresponding attributes.
  - o **Filter:** Field used to filter results shown on the “Applications” table. Search can be conducted for any column represented in the table.
  - o Table Columns are used to identify, filter and sort applications listed to be certified:
    - %: Graphical representation of action taken application or item within the application
    - **Attribute:** Attribute of application for the user to be certified
    - **Value:** Value of application for the user to be certified
    - **Risk Level:** Risk Level of application for the user to be certified

*Note: Attribute, Value, and Risk Level can be sorted in ascending or descending order clicking the column name.*

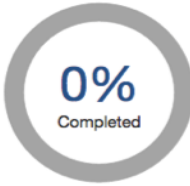
## 4 Object Certifications

### 4.1 Reviewing and Certifying an Object Certification

1. Object Certifications are listed under the “Task” column as “Object Certifications” in the “My Tasks” list, or “My Group’s Tasks” if assigned to a role. Selecting “**Object Certification**” to be certified, under the appropriate list, will direct to the Object Certification Summary page.

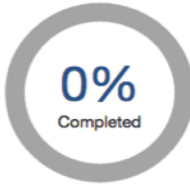
### Governance Dashboard

Task Summary



0%  
Completed

My Tasks



0%  
Completed

My Group's Tasks

#### My Tasks

QFilter Search table

%	Name	Task	Risk Score	Deadline
<input type="radio"/>	Q2 Direct Report Certification	User Certification	10	09/24/2016
<input type="radio"/>	hbernier New Access Certification	User Certification	1	09/16/2016
<input type="radio"/>	dschumm Systemwide Access Certification	User Certification	1	09/29/2016
<input type="radio"/>	Q2 Governance Specialist Certification	User Certification	1	09/20/2016
<input type="radio"/>	Software Update Certification	Object Certification	4	09/21/2016

First 1 2 3 Last Items per page: 5

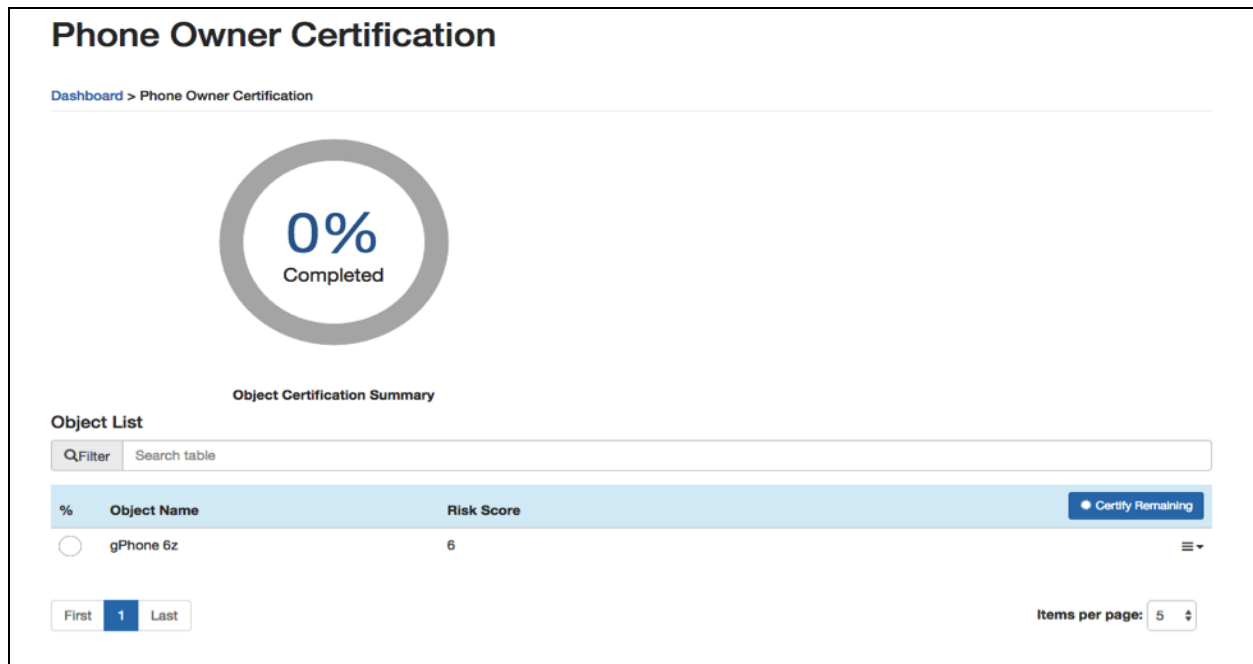
#### My Group's Tasks

QFilter Search table

%	Name	Task	Group Name	Risk Score	Deadline
<input type="radio"/>	Q3 AD Group Certifications	User Certification	governance-administrator	10	09/30/2016
<input type="radio"/>	Governance High Risk User Certification	User Certification	governance-administrator	10	09/28/2016
<input type="radio"/>	Q4 Preliminary Certification	Object Certification	governance-administrator	4	09/22/2016
<input type="radio"/>	Semi Annual Role Certification	Object Certification	governance-administrator	10	09/15/2016
<input type="radio"/>	Monthly Device Certification	Object Certification	governance-administrator	4	09/15/2016

First 1 2 Last Items per page: 5

2. The Object Certification Summary page contains certification summary details.



- **Object Certification Summary:** Graphical representation of percentage certification is complete
- **Object List:** All objects to be certified as part of this Object Certifications:
  - **Filter:** Field used to filter results shown on the “Object List.” Search can be conducted for any column represented in the table.
  - Table Columns are used to identify, filter and sort objects listed:
    - **%:** Graphical representation of percentage complete for the individual certifiable object
    - **Object Name:** Name used to identify the object to be certified
    - **Risk Score:** Risk Score of the object to be certified, used to identify the evaluated Risk Score

*Note: Object Name and Risk Score can be sorted in ascending or descending order clicking the column name.*

*Note: Selecting the object will direct to the Object Summary Page.*

3. The Object Certification Summary page contains the object certification summary details. Several actions can be executed directly on the object, or to the full list of objects to be certified:

- **Certify Remaining:** Selecting marks the object as certified for all remaining assignments
- **Comment:** Selecting allows justification for the specific object

Comment gPhone 6z

Justification

Please enter the justification

Cancel

Submit

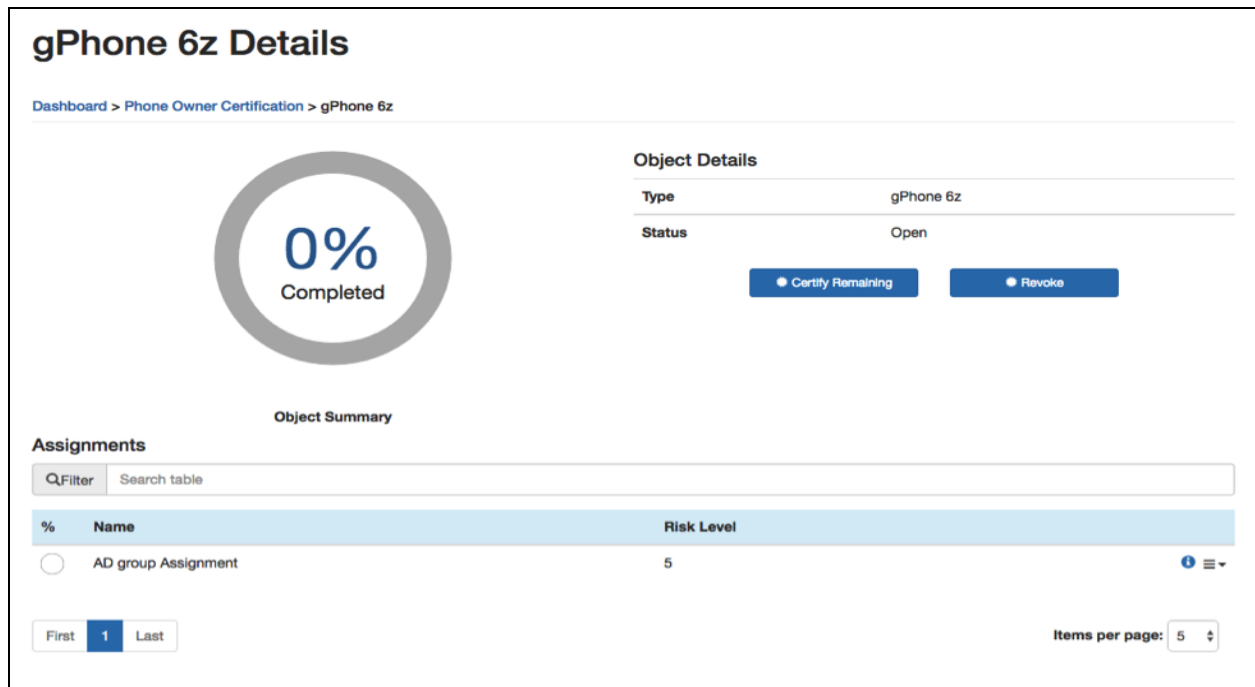
- **Certify:** Selecting certifies the specific object
- **Abstain:** Selecting abstains the specific object
- **Revoke:** Selecting revokes the specific object. Additional justification will be required.
- **Reset:** Selecting resets the certification for the specific object, including all individually certified access

Object List

%	Object Name	Risk Score	<div> <div> <div></div> <div></div> </div> <div> <div></div> <div></div> </div> </div>
<input type="radio"/>	gPhone 6z	6	<div> <div> <div></div> <div></div> </div> <div> <div></div> <div></div> </div> </div>

First 1 Last

4. The Object Summary page contains object summary details.



- **Object Certification Summary:** Graphical representation of percentage certification complete
- **Object Details:** Used to identify an object to be certified and status:
  - **Type:** Type of object to be certified
  - **Status:** Status of the object to be certified
  - **Certify Remaining:** Selecting marks all assignments in the list as certified for the specific object
  - **Revoke:** Selecting marks the user as revoked for all remaining applications
- **Assignments:** List of assignments to be certified for the object:
  - **Filter:** Used to filter results shown on “Assignments” table. Search can be conducted on any column represented in the table.
  - Table Columns are used to identify, filter and sort assignments listed to be certified:
    - **%:** Graphical representation of percentage complete for the individual certifiable object
    - **Name:** Name of assignment for object to be certified
    - **Risk Level:** Risk Level of assignment for object to be certified

*Note: Name and Risk Level can be sorted in ascending or descending order clicking the column name.*



5. The Object Summary page contains object summary details. Several actions can be executed directly on the object to be certified:
- **Certify Remaining:** Selecting marks the object as certified for all remaining assignments
  - **Comment:** Selecting allows justification to be added for the specific assignment
  - **Certify:** Selecting certifies the specific assignment for the object
  - **Revoke:** Selecting revokes the specific assignment for the object  
Additional justification will be required
  - **Reset:** Selecting resets the certification for the specific assignment for the object



#### Assignments

QFilter Search table	
%	Name
<input type="radio"/>	AD group Assignment
	Risk Level 5
First 1 Last	

Comment  
Certify  
Revoke  
Reset

6. To complete an object certification, the object and object's assignments must be completely certified, abstained or revoked.
  - a. Select **"Sign Off"** on the Certifications Summary page

User List

<div>QFilter</div> <div>Search table</div>				
%	Full Name	Email	Risk Score	Signoff
	Herschel Bernier	hbernier@example.com	50	 Signoff

- b. Justification will be required
- c. The task will now be removed from the corresponding list of tasks

## 4.2 Viewing Object Certification History

To open the object certification history page:

1. Select “**Object Certification History**” under Certification menubar item. Object Certification History page is displayed.

### Object History

[Dashboard](#) > [Object History](#)

#### Closed Object Certification Campaigns

Campaign Name	Number of Certification Events	Completion Date
Software Update Certification	1	09/06/2016
Phone Owner Certification	1	09/06/2016
Test Scheduled Object Cert 4	1	Incomplete

First 1 2 Last

Items per page: 5


#### Closed Group Object Certification Campaigns

Campaign Name	Group Name	Number of Certification Events	Completion Date
Risk Level Object Test	governance-administrator	1	Incomplete
Test Scheduled Object Cert 4	governance-administrator	1	09/06/2016
Post-Merger Role Certification	governance-administrator	1	09/06/2016
Test Scheduled Object Cert 4	governance-administrator	1	07/18/2016
Test Scheduled Object Cert 4	governance-administrator	1	Incomplete

First 1 2 3 4 5 Last

Items per page: 5

2. Similar to active object certifications, user-owned certifications and group owned certifications are shown separately. Each contains the number of certification events that were part of the campaign, as well as the completion date. Additionally, Closed Group Object Certification Campaign list includes the group associated with the campaign. Selecting one of the campaigns details the list of objects associated with that campaign.

Phone Owner Certification		
Dashboard > Object History > Phone Owner Certification		
Object Certification Information		
Object List		
<input type="text" value="QFilter"/> <input type="text" value="Search table"/>		
%	Object Name	Risk Score
	gPhone 6z	6
<div> <div>First</div> <div>1</div> <div>Last</div> </div> <div>Items per page: 5</div>		

3. Object list history includes information about each object that was part of the campaign:

- **Object Name:** Name of the object that was part of the campaign.
- **Risk Score:** Risk score associated with the object.
- Icon representing the Certify / Revoke / Abstain action performed for the object as part of the certification campaign.
- Icon that can be selected to display comments associated with the object.

4. Selecting an individual object from the list will provide details for that object within the certification campaign.

5. Object details page for the certification history contains the following sections:

# gPhone 6z Details

[Dashboard](#) > [Object History](#) > [Phone Owner Certification](#) > [gPhone 6z](#)


## Object Details

Type	gPhone 6z
Status	Signed-Off 

## Assignments

QFilter

Search table

%	Name	Risk Level
	AD group Assignment	5

First

1

Last

Items per page: 5 

- **Object Details:** Fields used to identify the object that was certified and the finalized status:
  - **Type:** Object that was certified
  - **Status:** Finalized Status of the certified object

- **Assignments:** Assignments associated with the object:
  - **Filter:** Field used to filter results shown on the “Assignments” table
  - Table Columns are used to identify, filter and sort assignments listed to be certified:
    - **%:** Graphical representation of action taken on the attribute.
    - **Name:** Name of the assignment
    - **Risk Level:** Risk Level of the assignment
    - An information icon can be selected which details the access the assignment provides

*Note: Name and Risk Level can be sorted in ascending or descending order clicking the column name.*

## 5 Assignment Certifications

### 5.1 Certifying an Assignment Certification

1. Log into ForgeRock Access Review and navigate to the Dashboard page.
2. Assignment Certifications are listed under the “Task” column as “Assignment Certifications” in the “My Tasks” list, or “My Group’s Tasks” if assigned to a role. Selecting “**Assignment Certification**” to be certified under the appropriate list will direct to the Assignment Certification Summary page.

The screenshot displays the ForgeRock Governance Dashboard. At the top, there is a navigation bar with links for Dashboard, Certifications, Policies, Configure, and a user profile (therman). The main heading is "Governance Dashboard" with a sub-heading "Task Summary". Below this, there are two circular progress indicators, both showing "0% Completed". The first is labeled "My Tasks" and the second is labeled "My Group's Tasks".

**My Tasks**

Q Filter Search table

%	Name	Task	Deadline ^
<input type="radio"/>	Payroll Combo	Violation	06/01/2019
<input type="radio"/>	Payroll Combo	Violation	06/01/2019
<input type="radio"/>	Payroll Combo	Violation	06/01/2019
<input type="radio"/>	Payroll Combo	Violation	06/01/2019
<input type="radio"/>	Payroll Combo	Violation	06/07/2019

First 1 Last Items per page: 10

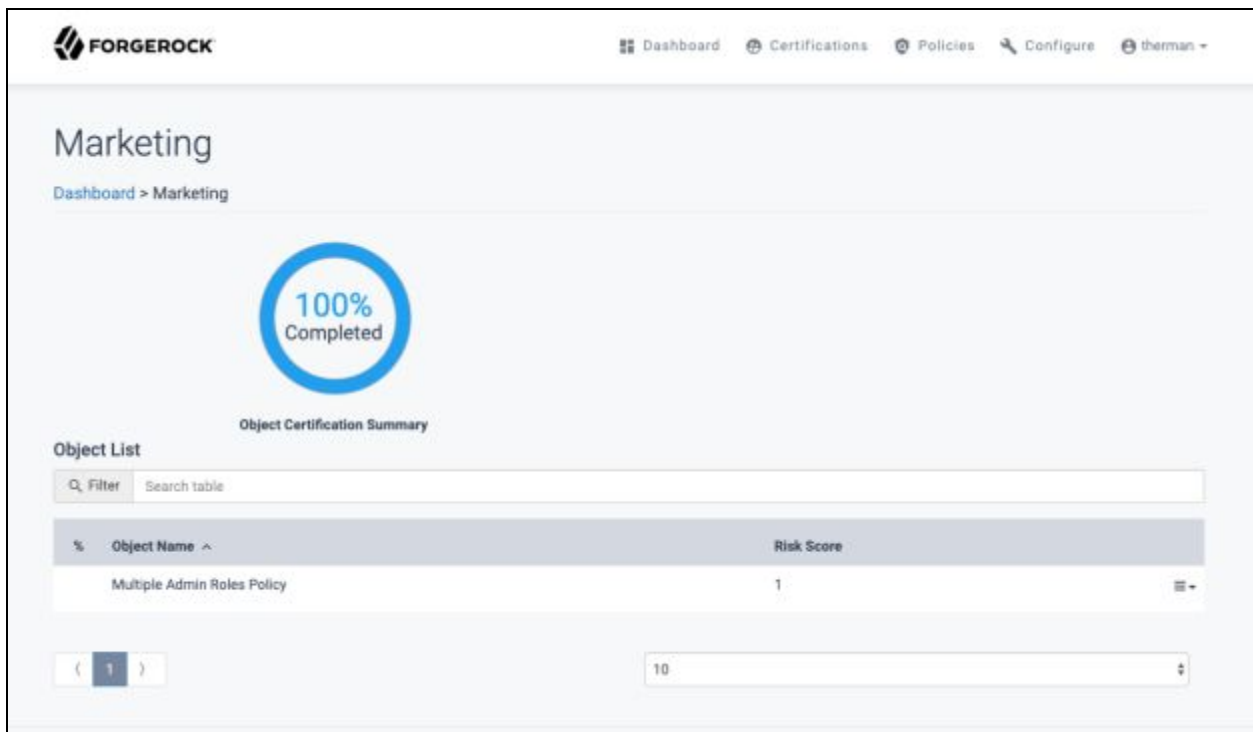
**My Group's Tasks**

Q Filter Search table

%	Name	Task	Group Name	Deadline ^
	Marketing	Object Certification	governance-administrator	10/24/2019

First 1 Last Items per page: 10

3. Assignment Certification Summary page contains the certification summary details.



- **Assignment Certification Summary:** Graphical representation of percentage certification is complete
- **Assignment List:** Lists all assignments to be certified as part of this Assignment Certifications:
  - o **Filter:** Used to filter results shown on the "Assignment List". Search can be conducted for any column represented in the table.
  - o Table Columns are used to identify, filter and sort assignments listed to be certified:
    - **%:** Graphical representation of percentage complete for the individual certifiable assignment
    - **Assignment Name:** Assignment Name of the assignment to be certified. This field is used to identify the assignment to be certified.
    - **Risk Score:** Risk Score of the assignment to be certified. This field is used to identify the evaluated Risk Score.

*Note: Assignment Name and Risk Score can be sorted in ascending or descending order clicking the column name.*

*Note: Selecting the assignment will direct to the Assignment Summary Page*

4. While on the Assignment Certification Summary page containing the assignment certification summary details, several actions that can be executed directly on the assignment or to the full list of assignments to be certified:
  - **Certify Remaining:** Selecting marks the assignment as certified for all remaining applications
  - **Comment:** Selecting allows justification to be added for the specific assignment

**Comment AD group Assignment**

**Justification**

Please enter the justification

Cancel Submit

- **Certify:** Selecting certifies the specific assignment
- **Abstain:** Selecting abstains the specific assignment
- **Revoke:** Selecting revokes the specific assignment. Additional justification will be required
- **Reset:** Selecting resets the certification for the specific assignment including all individually certified access

Assignment List

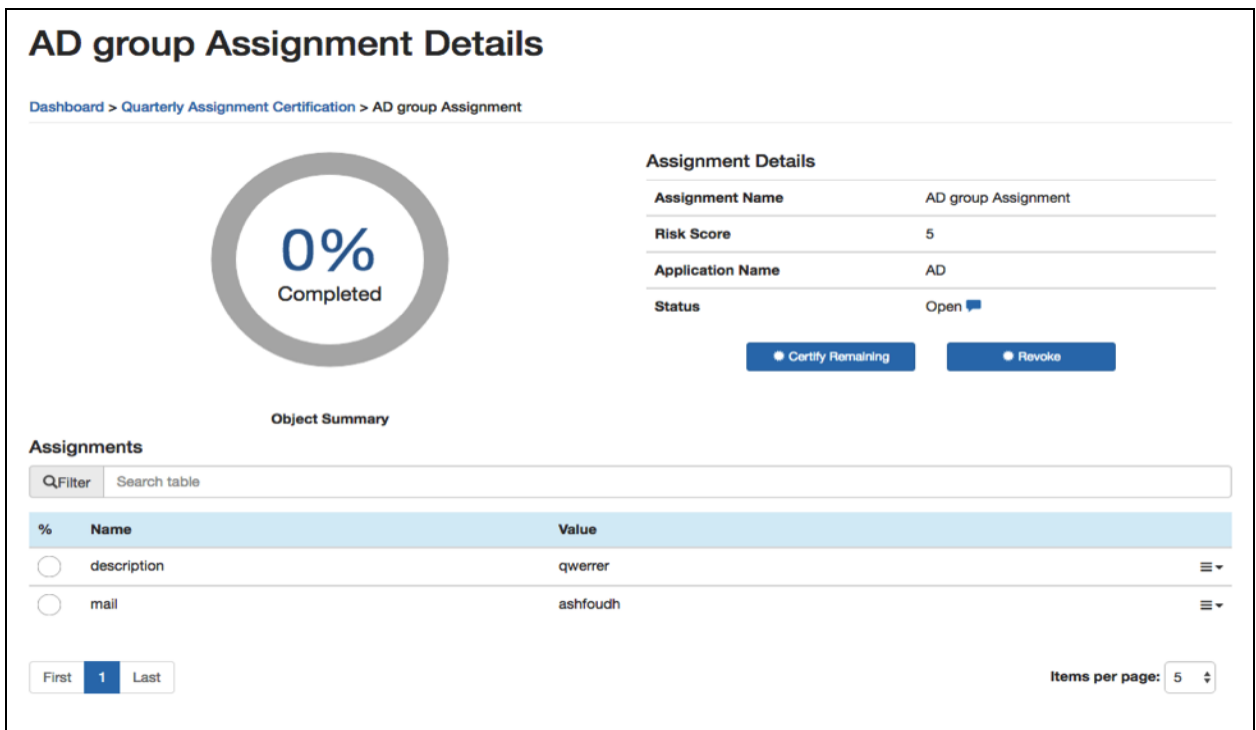
Filter Search table

%	Assignment Name	Risk Score	Certify Remaining
<input type="radio"/>	AD group Assignment	5	<ul style="list-style-type: none"> <li>Comment</li> <li>Certify</li> <li>Revoke</li> <li>Abstain</li> <li>Reset</li> </ul>

First 1 Last

5. Assignment Summary page contains the assignment summary details.





- **Object Summary:** Graphical representation of percentage the certification is complete
- **Assignment Details:** Fields used to identify the assignment to be certified and status of that assignment:
  - **Assignment Name:** Assignment name of the assignment to be certified
  - **Application Name:** Application name of the assignment to be certified
  - **Status:** Status of the assignment to be certified
  - **Certify Remaining:** Selecting marks all assignments in the list as certified for the specific assignment
  - **Assignments:** List of assignments to be certified for the assignment

Assignments

QFilter Search table

%	Name	Value	
<input type="radio"/>	description	qwerrer	⋮
<input type="radio"/>	mail	ashfoudh	⋮

First 1 Last

Items per page: 5

- **Filter:** Field used to filter results shown on “Assignments” table. Searching can be conducted for any column represented in the table.
- Table Columns are used to identify, filter and sort the assignments listed to be certified:

- **%:** Graphical representation of percentage complete for the individual certifiable assignment
- **Name:** Name of the assignment to be certified
- **Value:** Value of the assignment to be certified
- **Risk Level:** Risk Level of the assignment to be certified

*Note: Name, Value and Risk Level can be sorted in ascending or descending order clicking the column name.*

6. The Assignment Summary page contains the assignment summary details. There several actions that can be executed directly on the assignment to be certified:
- **Certify Remaining:** Selecting marks the assignment as certified for all remaining applications
  - **Comment:** Selecting allows justification to be added for the specific application for the assignment
  - **Certify:** Selecting certifies the specific application for the assignment
  - **Revoke:** Selecting revokes the specific application for the assignment. Additional justification will be required.
  - **Reset:** Selecting resets the certification for the specific application for the assignment

Assignments

QFilter	Search table		
%	Name	Value	
<input type="radio"/>	description	qwerrer	≡
<input type="radio"/>	mail	ashfoudh	≡

First 1 Last

Items per page: 5

7. To complete an assignment certification, the assignment and assignment's applications must be completely certified, abstained or revoked.
- a. Select **"Sign Off"** on the Certifications Summary page

Assignment List

QFilter	Search table		
%	Assignment Name	Risk Score	Signoff
<input checked="" type="checkbox"/>	AD group Assignment	5	

First 1 Last

Items per page: 5

- b. Justification will be required
- c. The task will now be removed from the corresponding list of tasks

## 5.2 Reviewing an Assignment Certification

When a user revokes an assignment certification, a review task is sent out to the owners of any roles or other system objects associated with the assignment. If all reviews are approved, access associated with the assignment is removed from all users that are a member of the given object. If any reviews are rejected, manual remediation process must take place.

1. Navigate to the Dashboard page.
2. Assignment Reviews are listed under “Task” column as “Assignment Review” in “My Tasks” list, or “My Group’s Tasks” if assigned to a role. Selecting “**Assignment Review**” under the appropriate list will direct to the Assignment Review Summary page.
3. The Assignment Review Summary page closely mirrors the Assignment Certification Summary page.
  - **Assignment Certification Summary:** Graphical representation of percentage review is complete
  - **Assignment List:** Lists all assignments to be reviewed as part of this Assignment Review:
    - **Filter:** Field used to filter results shown on “Assignment List”. Search can be conducted for any column represented in the table.
    - Table Columns are used to identify, filter and sort assignments listed to be reviewed:
      - **%:** Graphical representation of percentage complete for the individual assignment
      - **Assignment Name:** Assignment Name of assignment to be reviewed
      - **Object Name:** Name of the object whose access is affected by the revoked assignment attributes
      - **Object Type:** Type of object whose access is affected by the revoked assignment attributes
      - **Risk Score:** Risk Score of the assignment under review.

*Note: Assignment Name and Risk Score can be sorted in ascending or descending order clicking the column name.*

*Note: Selecting the assignment will direct to the Assignment Summary Page*

4. The Assignment Review Summary page contains the assignment certification summary details. Several actions can be executed directly on the assignment:
  - **Comment:** Selecting allows justification for the specific assignment

Comment AD group Assignment

Justification

Please enter the justification

Cancel

Submit

- **Reset:** Selecting resets review for the specific assignment

Assignment List

Filter

Search table

%	Assignment Name	Object name	Object type	Risk Score	
<input type="radio"/>	AD group Assignment	AD Group Assignment Role	Role	50	<div>Comment Reset</div>

First

1

Last

Items per page: 5

5. Assignment Review Summary page contains the assignment summary details

**FORGEROCK** Dashboard Certifications Policies Configure therman

## Event Details

Dashboard > User History > Manager attestations > aacosta

100% Completed

User Summary

**Event Info**

Username	aacosta
First Name	Alison
Last Name	Acosta
Email Address	aacosta@hcmllabs.net
Status	Certified

Event Actions

1 STAGE 1

**User Attributes**

%	Name	Risk Score
✓	Job: Senior Cloud Infrastructure Specialist	
⊕	Provisioning Roles	
✗	Help Desk Access	3
✓	Office Access	1

**Applications**

%	Attribute	Value	Risk Score
⊕	OpenDJ		

- **Object Summary:** Graphical representation of percentage review is complete
- **Assignment Details:** Fields used to identify the assignment to be reviewed and status of that assignment:
  - **Assignment Name:** Assignment name of the assignment to be reviewed
  - **Object Type:** Type of object whose access is affected by the revoked assignment attributes
  - **Object Name:** Name of object whose access is affected by the revoked assignment attributes
  - **Application Name:** Application name of assignment to be certified
  - **Status:** Status of assignment to be reviewed
  - **Approve Removal:** Selecting indicates the logged in user is approval removal of the access from the assignment
  - **Reject Removal:** Selecting indicates the logged in user is rejecting removal of the access from the assignment


- **Assignments:** List of attributes that are part of the assignment:
  - **Filter:** Field used to filter results shown on “Assignments” table. Search can be conducted for any columns represented in the table.
  - Table Columns are used to identify, filter and sort the assignments listed to be certified:
    - **%:** Graphical representation of action taken during the initial certification. Review is only for those attributes with the icon indicating the access was removed.
    - **Name:** Name of the attribute
    - **Value:** Value of the attribute
    - **Risk Level:** Risk Level of the assignment to be certified

*Note: Name, Value and Risk Level can be sorted in ascending or descending order clicking the column name.*

6. The Assignment Summary page contains the assignment summary details. There is only one additional action that can be taken for each individual attribute. The approver cannot choose which part of the removal they approve or reject - actions are complete across the entire assignment.
  - **Comment:** Selecting allows justification to be added for the specific application for the assignment

7. To complete an assignment certification, the assignment and assignment's applications must be completely certified, abstained or revoked.
  - a. Select **"Sign Off"** on the Certifications Summary page

Dashboard > AD Mapping Certification Review





100%  
Completed

Assignment Certification Summary

Assignment List

QFilter Search table

%	Assignment Name	Object Name	Object Type	Risk Score	Signoff
	AD group Assignment	gPhone 6z	Phone	1	

First 1 Last

Items per page: 5

- b. Justification will be required
- c. The task will now be removed from the corresponding list of tasks



## 5.3 Viewing Assignment Certification History

To open the assignment certification history page:

1. Select **“Assignment Certification History”** under Certification menubar item.  
The Assignment Certification History page is displayed.

The screenshot shows the 'Assignment History' page in the ForgeRock interface. The page has a header with the ForgeRock logo and navigation links: Dashboard, Certifications, Policies, Configure, and a user profile 'therman'. Below the header, the page title 'Assignment History' is displayed, followed by a breadcrumb 'Dashboard > Assignment History'. The main content area is divided into two sections: 'Closed Assignment Certification Campaigns' and 'Closed Group Assignment Certification Campaigns'. Both sections have a search bar with a 'Filter' button and a 'Search table' input. The 'Closed Group Assignment Certification Campaigns' section contains a table with the following data:

Campaign Name	Group Name	Number of Certification Events	Completion Date
CHS Demo	governance-administrator	1	03/26/2019
Test7	governance-administrator	11	Incomplete
test10	governance-administrator	11	Incomplete

At the bottom of the table, there are pagination controls: 'First', '1' (selected), and 'Last'. To the right, there is a dropdown for 'Items per page' set to '10'.

2. Similar to active assignment certifications, user owned certifications and group owned certifications are shown separately. Each contains the number of certification events that were part of the campaign, as well as the completion date. Additionally, Closed Group Assignment Certification Campaign list includes the group associated with the campaign. Selecting one of the campaigns opens the list of assignments associated with the campaign.

The screenshot shows the 'Assignment Certification Information' and 'Assignment List' page. The 'Assignment Certification Information' section displays the following details:

Type	Assignment
Status	Signed-Off
Completion Date	09/06/2016

The 'Assignment List' section has a search bar with a 'Filter' button and a 'Search table' input. Below the search bar is a table with the following data:


%	Assignment Name	Risk Score
✓	AD group Assignment	5

At the bottom of the table, there are pagination controls: 'First', '1' (selected), and 'Last'. To the right, there is a dropdown for 'Items per page' set to '5'.

3. Assignment list history includes information about each of the assignments that were part of the campaign:
  - Assignment Certification Information includes the following information:
    - **Type:** Type of certification generated as part of the campaign
    - **Status:** Resolution of the completed campaign
    - **Completion Date:** Date which the logged in user completed the campaign
  - Assignment List:
    - **Assignment Name:** Name of the assignment that was part of the campaign
    - **Risk Score:** Risk score associated with the assignment
    - Icon representing the Certify / Revoke / Abstain action performed for the assignment as part of the certification campaign
    - Icon that can be clicked to display comments associated with the assignment
4. Selecting an individual assignment from the list will provide details for that assignment within the certification campaign.
5. The assignment details page for the certification history contains the following sections:

Dashboard > Assignment History > Quarterly Assignment Certification > AD group Assignment



Assignment Certification Details

Assignment Name	AD group Assignment
Risk Score	5
Application Name	AD
Status	Certified 

Assignments

QFilter


Search table

%	Name	Value
	description	qwerrr
	mail	ashfoudh

First

1

Last

Items per page: 5 

- **Assignment Certification Details:** Fields used to identify the assignment that was certified and the finalized status:
  - **Assignment Name:** Assignment that was certified
  - **Application Name:** Application targeted by the assignment
  - **Status:** Finalized Status of the certified assignment
- **Assignments:** Attributes that are part of the assignment:
  - **Filter:** Field used to filter results shown on “Assignments” table
  - Table Columns are used to identify, filter and sort the attributes listed to be certified:

- **%:** Graphical representation of action taken on the attribute
- **Name:** Name of the attribute
- **Value:** Value of the attribute for the given attribute
- **Risk Level:** Risk Level of the assignment

*Note: Name, Value and Risk Level can be sorted in ascending or descending order clicking the column name.*

## 5.4 Viewing Assignment Review History

To open the assignment review history page:

1. Select “**Assignment Certification Review History**” under the Certification menubar. The Assignment Review History page is displayed.

Dashboard > Assignment Review History

**Closed Assignment Review Certification Campaigns**

QFilter Search table

Campaign Name	Number of Certification Events	Completion Date
Risk Level Assignment Cert Review	3	Incomplete
AD Mapping Certification Review	2	09/06/2016

First 1 Last Items per page: 5

**Closed Group Assignment Review Certification Campaigns**

QFilter Search table

Campaign Name	Group Name	Number of Certification Events	Completion Date
Risk Level Assignment Cert Review	governance-administrator	2	Incomplete
Risk Level Assignment Cert Review	active-directory	2	Incomplete

First 1 Last Items per page: 5

2. Similar to active assignment review, user owned review and group owned review histories are shown separately. Each contains number of certification events that were part of the campaign, as well as the completion date. Additionally, the Closed Group Assignment Certification Campaign list includes the group associated with the campaign. Selecting one of the campaigns opens the list of assignments associated with the campaign.

**Assignment Certification Information**

Type	Assignment
Status	Signed-Off
Completion Date	09/06/2016

**Assignment List**

%	Assignment Name	Risk Score
	AD group Assignment	1
	AD group Assignment	1

First
1
Last

Assignment List

Items per page: 5

3. Assignment list history includes information about each of the assignments that were part of the campaign:
  - Assignment Certification Information includes the following information:
    - o **Type:** Type of certification that was generated as part of the campaign
    - o **Status:** Resolution of the completed campaign
    - o **Completion Date:** Date which the logged in user completed the campaign
  - Assignment List:
    - o **Assignment Name:** Name of the assignment that was part of the campaign
    - o **Risk Score:** Risk score associated with the assignment
    - o Icon representing the Approve / Reject action performed for the assignment as part of the certification campaign
    - o Icon that can be selected to display comments associated with the assignment
4. Selecting an individual assignment from the list will provide details for that assignment within the review.
5. The assignment details page for the certification history contains the following sections:

Dashboard
Certifications
Policies
Configure
therman

## Event Details

Dashboard > User History > Manager attestations > aacosta

100% Completed

User Summary

### Event Info

Username	aacosta
First Name	Alison
Last Name	Acosta
Email Address	aacosta@hcmilabs.net
Status	Certified

Event Actions

1

STAGE 1

### User Attributes

%	Name	Risk Score
	Job: Senior Cloud Infrastructure Specialist	
	Provisioning Roles	
	Help Desk Access	3
	Office Access	1

### Applications

%	Attribute	Value	Risk Score
	OpenDJ		

- Assignment Certification Details:** Fields used to identify the assignment certified and the finalized status
  - Assignment Name:** Name of the assignment that was reviewed
  - Object Type:** Type of the object whose access is affected by the revoked assignment attributes
  - Object Name:** Name of the object whose access is affected by the revoked assignment attributes
  - Application Name:** Application name of the assignment that was reviewed
  - Status:** Finalized status of the assignment that was reviewed

- **Assignments:** The attributes that are part of the assignment:
  - **Filter:** Field used to filter results shown on “Assignments” table
  - Table Columns are used to identify, filter and sort the attributes listed to be certified:
    - **%:** Graphical representation of action taken on attribute
    - **Name:** Name of the attribute
    - **Value:** Value of the attribute
    - **Risk Level:** Risk Level of the assignment

*Note: Name, Value and Risk Level can be sorted in ascending or descending order clicking the column name.*

## **6 Policies**

The Policies feature allows for the creation of policy rules that define combinations of user details, roles or assignments, which constitute policy violations. When a scan is performed against a policy, violations will be created for users based on the rules of the policy. The owner of the violation may choose to remove the violation via remediation or grant an exception to the user and allow the violation to exist for a defined period of time.

### **6.1 Managing Policy Violations**

Policy violations are created as a result of scans against policies and assigned to an owner specified in the policy. The violation details the policy violated, the user in violation and the specific rules violated.

## 6.1.1 Opening Policy Violation Details

To open policy violation details:

1. Select the “**Dashboard**” menubar item. The Governance Dashboard page is displayed.
2. Optionally, use the Filter bar to search for a specific violation by name, task type or other violation attributes.

my tasks my group's tasks

My Tasks

QFilter RSA

%	Name	Task	Risk Score	Deadline
<input type="radio"/>	RSA Device Policy	Violation	6	09/30/2016
<input type="radio"/>	RSA Device Policy	Violation	6	09/30/2016
<input type="radio"/>	RSA Device Policy	Violation	6	09/30/2016
<input type="radio"/>	RSA Device Policy	Violation	6	09/30/2016
<input type="radio"/>	RSA Device Policy	Violation	6	09/30/2016

First 1 Last

Items per page: 5

3. Select the desired violation from the list. The violation details page is displayed.

Dashboard > Violation Details

Details

Policy Name	RSA Device Policy
Violating User	hbernier
Violation Owner	govadmin
Expiration Date	09/22/2016
Risk Level	Medium

Violation Policy

All of

- contains
  - managed/phone
  - iPhone 6s
- contains
  - managed/role
  - certification-administrator

● Reject ● Add Comment ● Grant Exception

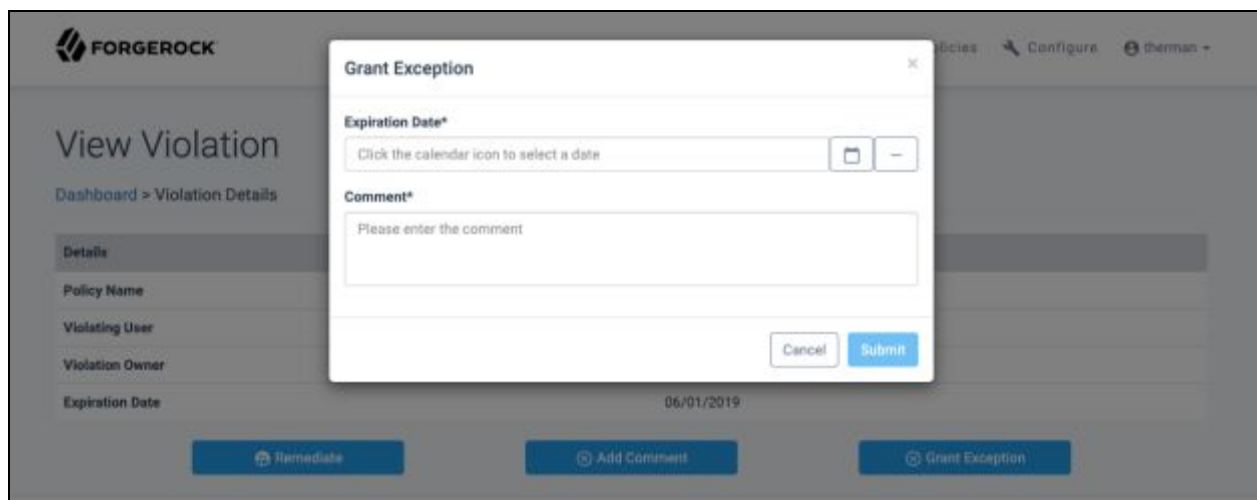


## 6.1.2 Grant Exception for Policy Violations

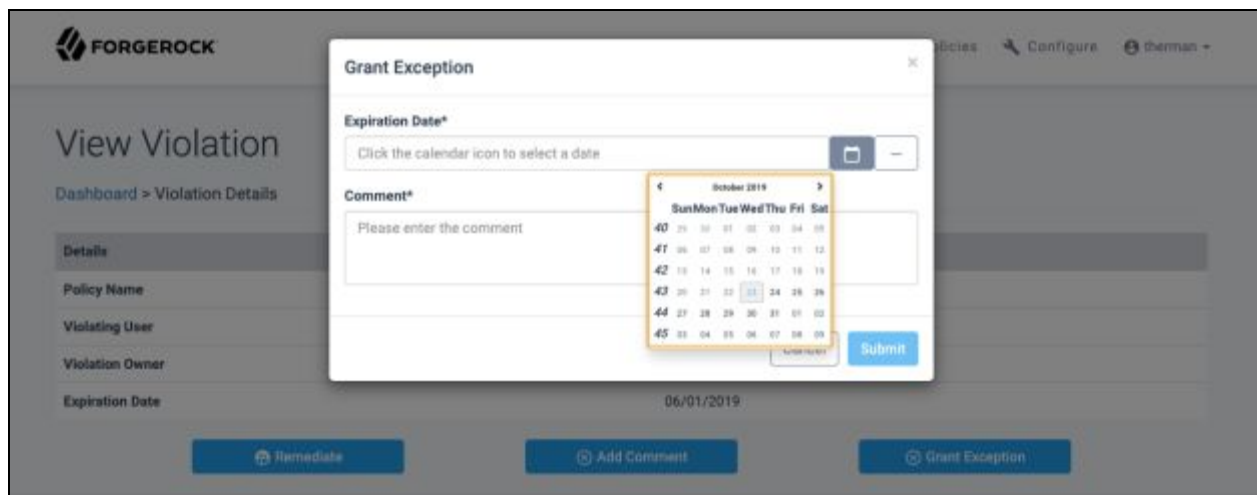
If a violation owner determines the user in violation should be allowed to exist with the violating attributes and assignments, the owner may grant a violation exception to the user. While this grant is active, no new violations will be created against the user for the policy in violation.

To grant exceptions for policy violations:

1. Open a policy violation details page, as described in “Open Policy Violation Details”.
2. Select “**Grant Exception**” button. A details box is displayed.



3. Select an Expiration Date using the calendar button. If the user is scanned against the same policy before the expiration date, no new violation will be generated.



4. Enter a comment indicating the reason for canceling the exception. *Note: A comment is required. The submit button will be inactive until one is provided.*
5. Select the “**Submit**” button to grant the violation exception.

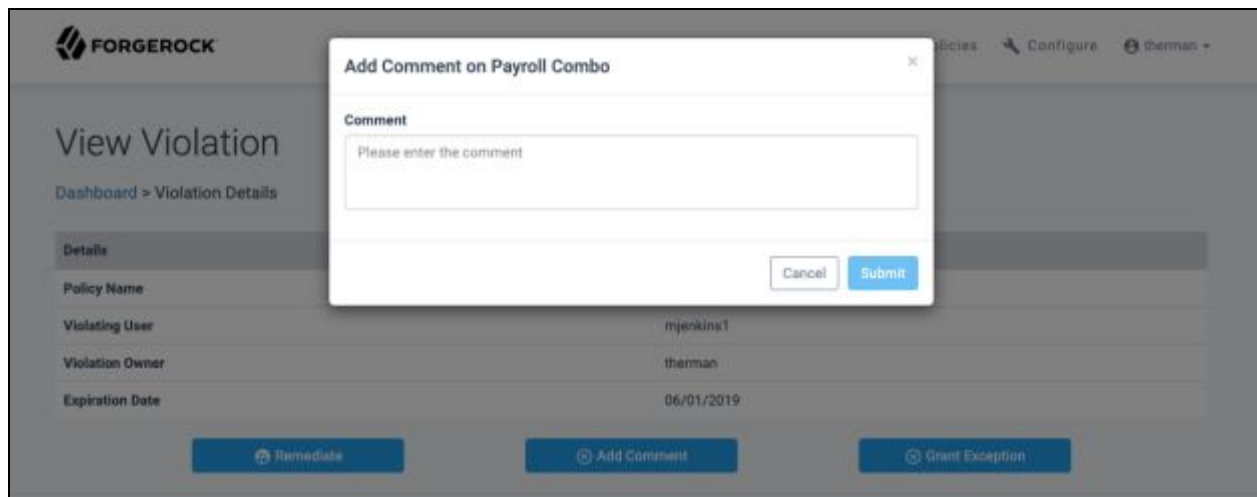
### 6.1.3 Remediate Policy Violations

If a violation owner determines a user in violation should not be allowed to exist with the violating assignments and / or attributes, the owner may remediate the violation.

The remediation process is defined in the policy. If no remediation process is specified, rejecting the violation will result in no action taken against the user. A subsequent scan against the policy will generate a new violation.

To remediate policy violations:

1. Open a policy violation details page, as described in “Open Policy Violation Details”.
2. Optionally, select Add Comment to add a comment to the violation history.



3. Select the “**Reject**” button on the policy violation details page to remediate the violation.

## 6.1.4 Policy Violations History

To view policy violations history:

1. Select “**Policies**” menubar item, then Violations History menu item. The Violations History page is displayed.

**FORGEROCK** Dashboard Certifications Policies Configure therman

### Violations History

[Dashboard](#) > Violations History

#### My Violations History

Q Filter Search table

User	Policy Name	Approver	Risk Score	Result
tyoung	Payroll Toxic Combo	mikormann		Deleted
tyoung	Payroll Toxic Combo	therman		Deleted
mitter	Payroll Toxic Combo	therman		Deleted
bperez	Payroll Toxic Combo	therman		Deleted
mjenkins1	Payroll Toxic Combo	therman		Deleted
aaskasen	Payroll Combo	therman		Deleted
bperez	Payroll Combo	therman		Exception

First 1 Last Items per page: 10

#### My Group Violations History

Q Filter Search table

No Data

2. Optionally, use the Filter bar to search for a specific violation by name, task type or other violation attribute.

**FORGEROCK** Dashboard Certifications Policies Configure theman

## Violations History

Dashboard > Violations History

### My Violations History

Filter mk

User	Policy Name	Approver	Risk Score	Result
tyoung	Payroll Toxic Combo	mkormann		Deleted

First 1 Last Items per page: 10

### My Group Violations History

Filter Search table

No Data

3. Click the desired violation from the list. The violation details page is displayed.

Details		
Policy Name	RSA Device Policy	
Violating User	hbernier	
Violation Owner	govadmin	
Expiration Date	09/22/2016	
Risk Level	Medium	
Violation Policy	<div><div>All of</div><div><div>contains</div><div><div>managed/phone</div><div>gPhone 6z</div></div></div><div><div>contains</div><div><div>managed/role</div><div>certification-administrator</div></div></div></div>	
Comments		
	Time	09/09/2016
	Username	govadmin
	Action	Comment
	Comment	This user can have both the certification-administrator role and the gPhone 6z phone

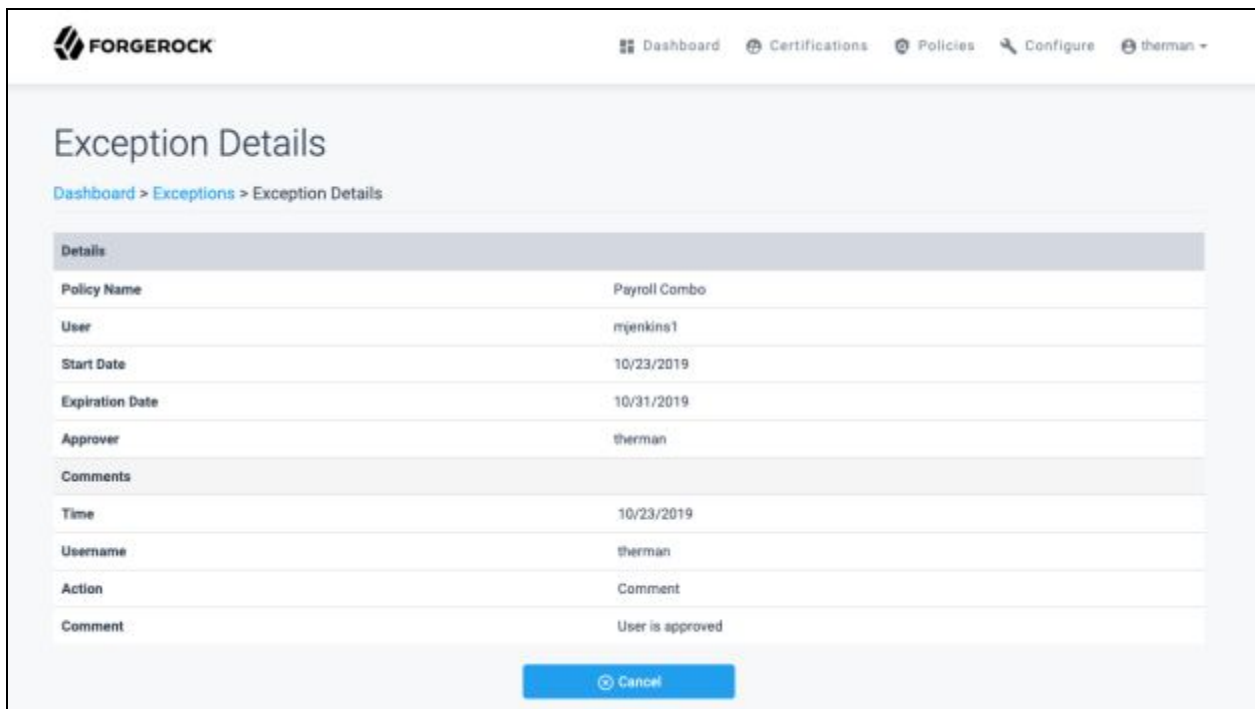
## 6.2 Managing Violation Exceptions

When a violation owner completes a violation using Grant Exception, a violation exception item is created for the same owner. The exception details the user who was granted the exception, the policy for which the original violation was created and comment provided by the owner during the exception grant.

### 6.2.1 Open Violation Exception Details

To open violation exception details:

1. Select “**Exceptions**” under Policies menubar item. The Exceptions List page is displayed.
2. Optionally, use the Filter bar to search for a specific exception by username, policy name or expiration date.
3. Select the desired exception from the list. The details page is displayed.



The screenshot displays the 'Exception Details' page in the ForgeRock interface. The breadcrumb trail is 'Dashboard > Exceptions > Exception Details'. The page contains a table with the following data:

Details	
Policy Name	Payroll Combo
User	mjenkins1
Start Date	10/23/2019
Expiration Date	10/31/2019
Approver	therman
Comments	
Time	10/23/2019
Username	therman
Action	Comment
Comment	User is approved

At the bottom of the table, there is a blue button labeled 'Cancel'.

## 6.2.2 Cancel Violation Exceptions

To cancel policy violations:

1. Open a violation exception details page, as described in “Open Violation Exception Details”.
2. Select “**Cancel**”. A comments box is displayed.

The screenshot shows the ForgeRock user interface. At the top, the 'FORGEROCK' logo is on the left, and navigation links for 'Policies', 'Configure', and a user profile 'therman' are on the right. The main heading is 'Exception Details'. Below it is a breadcrumb trail: 'Dashboard > Exceptions > Exception Details'. A modal dialog titled 'Cancel Exception on Payroll Combo' is centered on the screen. It contains a 'Comment' section with a text input field that has the placeholder text 'Please enter the comment'. At the bottom of the modal are two buttons: 'Cancel' and 'Submit'. The background page is dimmed but shows a table with exception details. The table has sections for 'Details' and 'Comments'. The 'Details' section includes fields for Policy Name, User (mjenkins1), Start Date (10/23/2019), Expiration Date (10/31/2019), Approver (therman), Time (10/23/2019), Username (therman), Action (Comment), and Comment (User is approved). At the bottom of the page, there is a blue button with a circular arrow icon and the text 'Cancel'.

Details	
Policy Name	
User	mjenkins1
Start Date	10/23/2019
Expiration Date	10/31/2019
Approver	therman
Comments	
Time	10/23/2019
Username	therman
Action	Comment
Comment	User is approved

3. Enter a comment indicating the reason for canceling the exception. A comment is required. The submit button will be inactive until one is provided.
4. Select the “**Submit**” button to cancel the exception. A message indicating the exception was canceled successfully is displayed.



## 6.2.3 Exceptions History

To view an expired exception:

1. Select “**Policies**” menubar item then click “**Exception History**” menu item. The Exception History page is displayed.
2. Optionally, use the Filter bar to search for a specific exception by name, task type, or other violation attribute.
3. Select the desired exception from the list. The exception details page is displayed.

The screenshot displays the Forgerock web interface for the 'Exceptions History' page. The top navigation bar includes the Forgerock logo and links to Dashboard, Certifications, Policies, Configure, and a user profile (therman). The main heading is 'Exceptions History' with a breadcrumb trail 'Dashboard > Exceptions History'. Below this is a section titled 'My Exceptions History' which contains a search filter bar and a table. The table has three columns: 'User', 'Policy Name', and 'Complete Date'. It lists one exception for user 'mjenkins1' with policy 'Payroll Combo' completed on '10/23/2019'. Below the table are pagination controls showing 'First', '1' (selected), and 'Last', and a 'Items per page' dropdown set to '10'. A second section titled 'My Group Exceptions History' also has a search filter bar and currently displays 'No Data'.

User	Policy Name	Complete Date
mjenkins1	Payroll Combo	10/23/2019

## Exception Details

[Dashboard](#) > [Exceptions History](#) > Exception Details

Details	
Policy Name	Payroll Combo
User	mjenkins1
Start Date	10/23/2019
Expiration Date	10/31/2019
Completion Date	10/23/2019
Approver	therman
Comment:	
Time	10/23/2019
Username	therman
Action	Cancel Exception
Comment	access is no longer approved
Comment:	
Time	10/23/2019
Username	therman
Action	Comment
Comment	User is approved