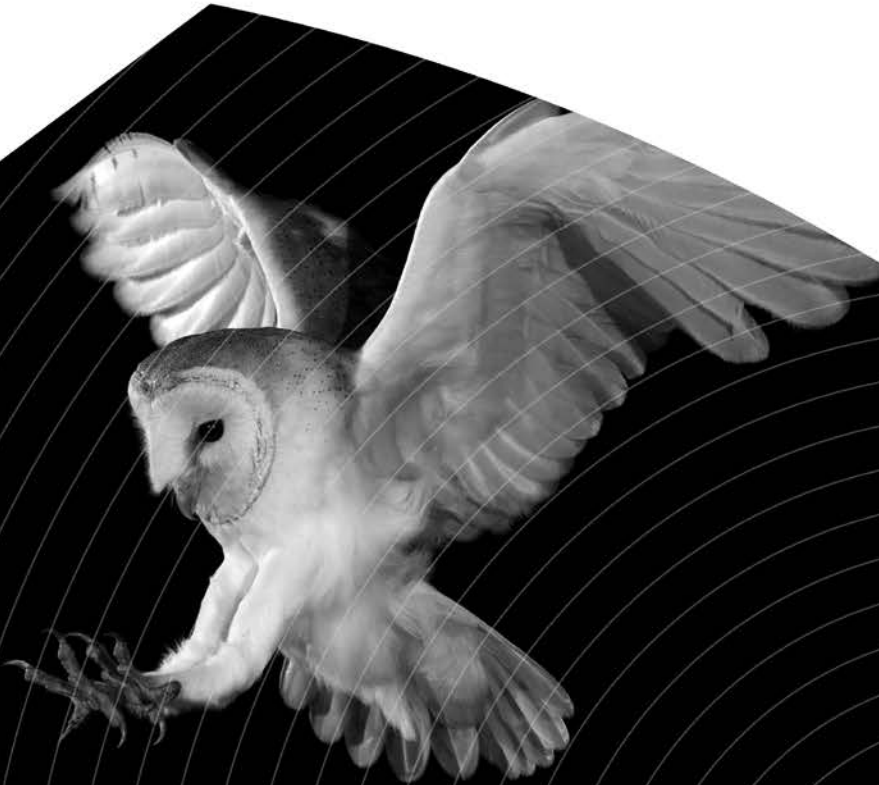# Action Plans Spotlight

WHAT are Action Plans?

- Action plans outline steps which must be taken for a specific item.

- Action plans can be assigned to owners and units, as well as audit projects.

- Once an action plan has been assigned to an owner, progress can be monitored, and if necessary, escalated. Action plan owners may also request extensions for an action plan and provide a motivation to the originator.

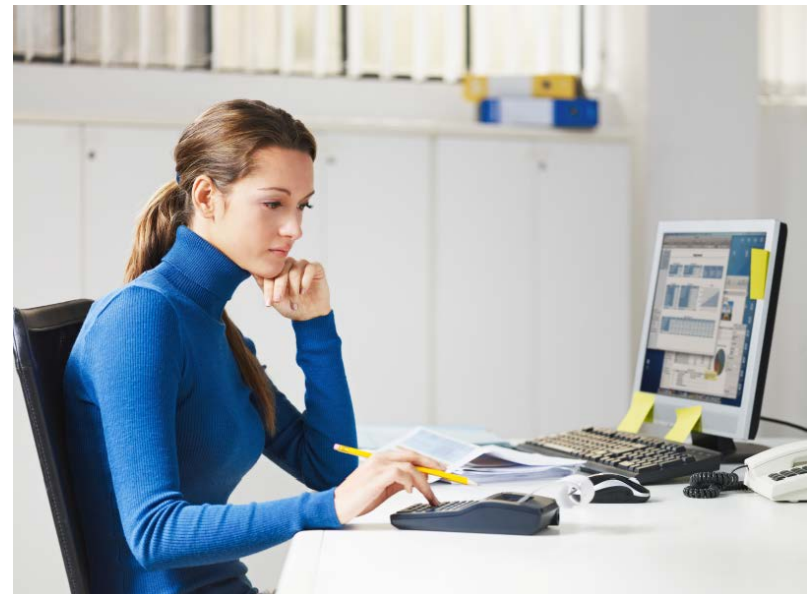BARNOWL

Action Plan Role Players

Action Plan Originator

Person that creates and assigns the action plan

Action Plan Responsible Owner

Person that is responsible for updating and completing the action plan

Action Plan Role Players

Action Plan Accountable Owner

Person that will be overseeing the action plan

Action Plan Escalation User

Person/s specified to receive escalation notifications

Process of Implementing Action Plans:

1. Action Plan Setup and Configuration

- **Role Player:** The BarnOwl Administrator
- **Application:** BarnOwl Server Manager Console

2. Creating and Assigning Action Plans

- **Role Player:** Action Plan Originators
- **Applications:** ERM or Web Application

3. Updating and Completing Action Plans

- **Role Player:** Responsible Owner
- **Reviewed by:** Accountable Owner
- **Applications:** ERM or Web Application

4. Monitoring and Reporting on Action Plans

Role Player: Risk Management Team
Applications: ERM or Web Application

1. Configuring Action Plans

BarnOwl Administrator

Responsible for the configuration and setup of Action Plans on the system

Action Plan Configuration and Setup

- Action Plan Statuses
- Action Plan Progress Notes
- Action Plan Completion Rules
- Prompt for Detail Attachment
- Action Plan Automatic Owners Link
- Show Linked Objects Online
- Activation of Action Plan Emails and Email Templates

2. Creating and Assigning Action Plans

Capturing an Action Plan in ERM

Example of Menu Options

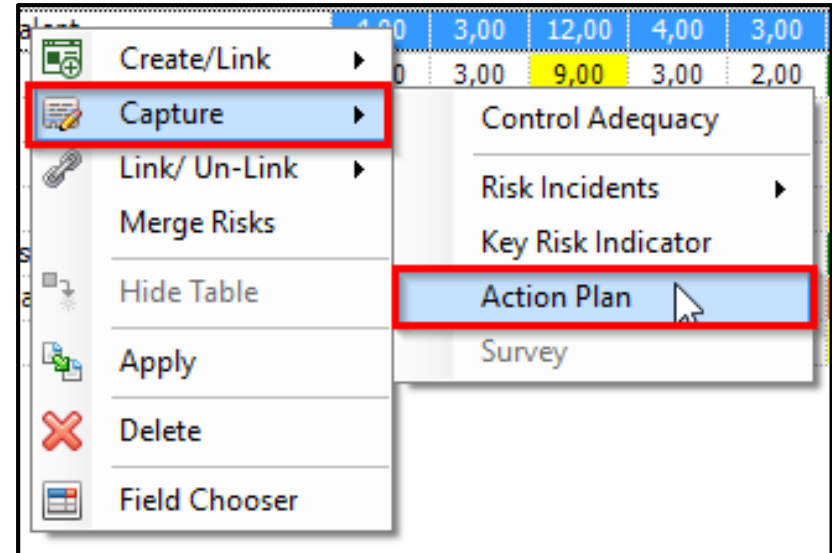1. Right Click and on an item you wish to link an action plan to

⬇

2. Click on the Capture option

⬇

3. From the list of options that appear, select Action Plan

⬇

4. Complete the required fields on the Action Plan Capture Form

⬇

5. Assign an Owner to the Action Plan then click "Save & Close"

2. Creating and Assigning Action Plans

2. Creating and Assigning Action Plans

Creating/Linking Action Plans in the Web Application
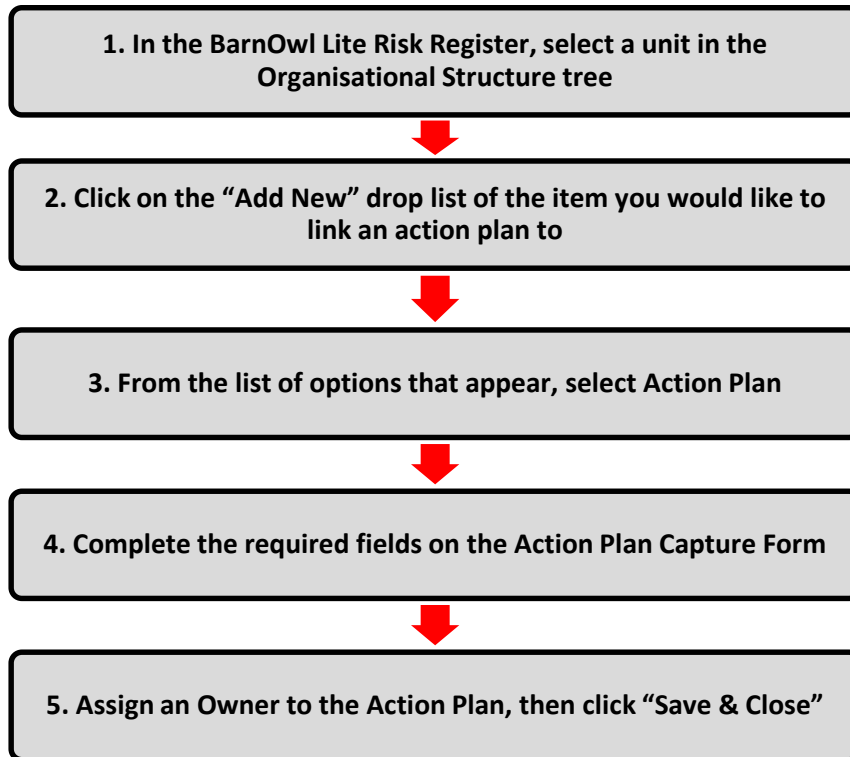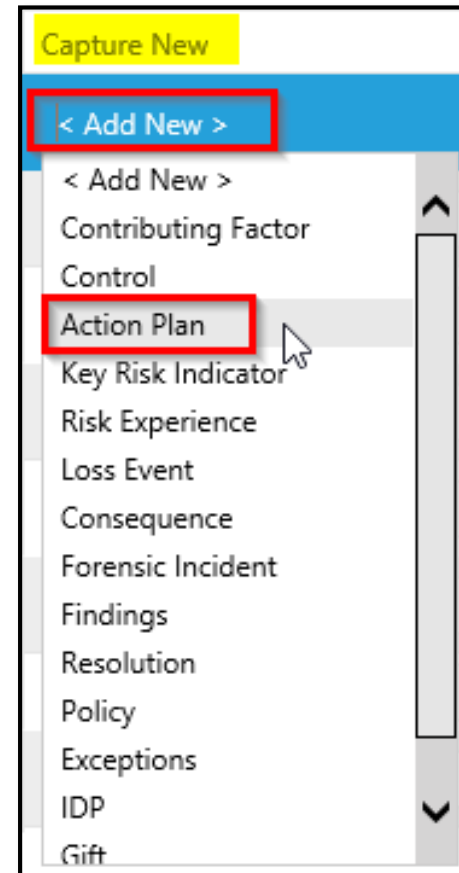
1. In the BarnOwl Lite Risk Register, select a unit in the Organisational Structure tree

⬇

2. Click on the "Add New" drop list of the item you would like to link an action plan to

⬇

3. From the list of options that appear, select Action Plan

⬇

4. Complete the required fields on the Action Plan Capture Form

⬇

5. Assign an Owner to the Action Plan, then click "Save & Close"

Example of Menu Options

Capture New

< Add New >

< Add New >
Contributing Factor
Control
Action Plan
Key Risk Indicator
Risk Experience
Loss Event
Consequence
Forensic Incident
Findings
Resolution
Policy
Exceptions
IDP
Gift

2. Creating and Assigning Action Plans

3. Updating and Completing Action Plans

How to Update an Action Plan

```
1. In the BarnOwl Action Plan Register, select a unit in the
   Organisational Structure tree
```
↓
```
2. Click on the "View" button to view a selected Action Plan
```
↓
```
3. Click on the drop-list next to the "Status" field to update the
   status of the Action Plan
```
↓
```
4. Type in a note regarding the progress that has been made on the
   action plan, in the "Progress Note" field
```
↓
```
5. Attach evidence under the "Documents" tab and then click "Save
   & Close"
```

4. Monitoring and Reporting on Action Plans

Action Plan Reporting Methods:

- Customize and Export the Action Plan Register

- Generate Standard Action Plan Reports

- Create a customized Action Plan Dashboard Report

Automated Action Plan Emails

- **Action Plan Assignment Email**

  Sent to action plan owner

- **Action Plan Notification Email**

  Reminders sent to action plan owner

- **Action Plan Due Date Email**

  Sent to the action plan owner once the due date has been surpassed.

- **Action Plan Escalation Email**

  Sent to users that have been assigned to receive escalation notifications when an action plan has not reached a certain status by a specified date

- **Action Plan Extension Request Email**

  Sent to the Action Plan Originator/Accountable Owner for a decision

- **Action Plan Extension Approval/Declination Email**

  Sent to the Action Plan Owner as a notification of the outcome of their request

- **Action Plan Consolidated Email**

  An email including a consolidated spreadsheet of all open Action Plans, sent to the action plan owners or originators

BarnOwl's Action Plan Status's

- **Not Yet Started**   **= 0 % Complete**
- **Started**   **= 1 % Complete**
- **Halfway**   **= 50 % Complete**
- **Almost Complete**   **= 75% Complete**
- **Completed**   **= 100 % Complete**

- Action Plan status's can be customised to suit an organisation's methodology by the BarnOwl Administrator

- If **Strict Rules** have been applied in **SMC**, only the action plan originator/accountable owner will be allowed to mark an action plan as 100% complete. When the responsible owner marks the action plan as complete, the system will mark it as 99% complete.

BarnOwl Wiz
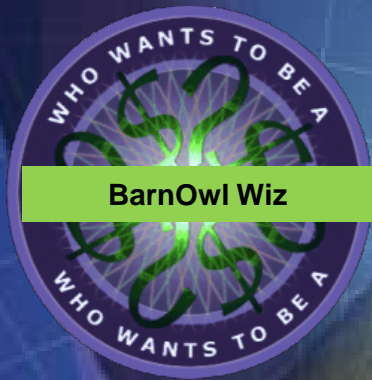
WHO WANTS TO BE A BARNOWL WIZ
Test your knowledge and earn some extra credit

BarnOwl Wiz

Game Rules

- The presenter will select a willing participant to answer a question
- For each of the 10 questions that are correctly answered, a spot prize will be won
- The value of the spot prizes increase with the level of questioning

10 ►	**BarnOwl Wiz**
9 ►	**Great-Grand Master**
8 ►	**Grand Master**
7 ►	**Master**
6 ►	**Accomplished**
5 ►	**Advanced**
4 ►	**Intermediate**
3 ►	**Apprentice**
2 ►	**Beginner**
1 ►	**Interested**

Question One

Which of the following can be configured in the Server Management Console …..

50:50

Team

A. ….. Action Plan Statuses.

B. ….. Action Plan Progress Notes.

C. …... Action Plan Completion Rules

D. ….. All of the above.

Level Two - Beginner

Question Two

What are action plans?

A. Action plans are ideas of what can be done to mitigate items

B. Action Plans are used for strategic planning

C. Action Plans are records of actions that have been taken

D. Action plans outline steps which must be taken for a specific item

Question Three

Action Plans can be assigned to …..

50:50

Team

A. Units

B. Owners

C. A, B and D

D. Audit Projects

50:50

Team

Question Four

An Action Plan Originator is …..

A. Person that oversees the action plan

B. Person that creates and assigns the action plan

C. Person that updates and completes the action plan

D. Person that an action plan is escalated to

50:50

Team

Question Five

An Action Plan Responsible Owner is …..

A. …. The person that oversees that action plan

B. …. The person that updates and completes the action plan

C. …. The person that the action plan is escalated to

D. ….. The person that creates and assigns the action plan

50:50

Team

Question Six

Who in the organisation should monitor and report on action plans?

A. Accountable Owners

B. Responsible Owners

C. Risk Management Team

D. Action Plan Originators

50:50

Team

Question Seven

Due Date Emails are …..

A. Sent to the action plan owner once the due date has been surpassed

B. Sent to the action plan owner on the due date of an action plan

C. Sent to the action plan owner one day before the due date of an action plan

D. Sent to the action plan originator once the due date has been surpassed.

50:50

Team

Question Eight

Action Plan Notification emails are …..

A. Sent to notify the action plan owner that an action plan has been assigned to them

B. Sent to remind the action plan owner of the action plan

C. Sent to the action originator to notify them when something has been updated on an action plan

D. Sent to the accountable owner to notify them when something has been updated on an action plan

50:50

Team

Question Nine

Which of the following licenses have access to Action Plans?

A. Risk and BarnOwl Lite Licenses

B. All Licenses

C. Risk and Audit Licenses

D. Risk, BarnOwl Lite and Open Licenses

50:50

Team

Question Ten

When Strict Rules have been applied to action plans …..

A. …. only the accountable owner will be allowed to mark an action plan as 100% complete

B. …. only the action plan originator will be allowed to mark an action plan as 100% complete

C. …. only the action plan originator or accountable owner will be allowed to mark an action plan as 100% complete

D. …. only the accountable or the responsible owner will be allowed to mark an action plan as 100% complete

BarnOwl Wiz

Any Questions?

Go to www.barnowl.co.za/support/documentation
for the latest version of the Online Help

BARNOWL