

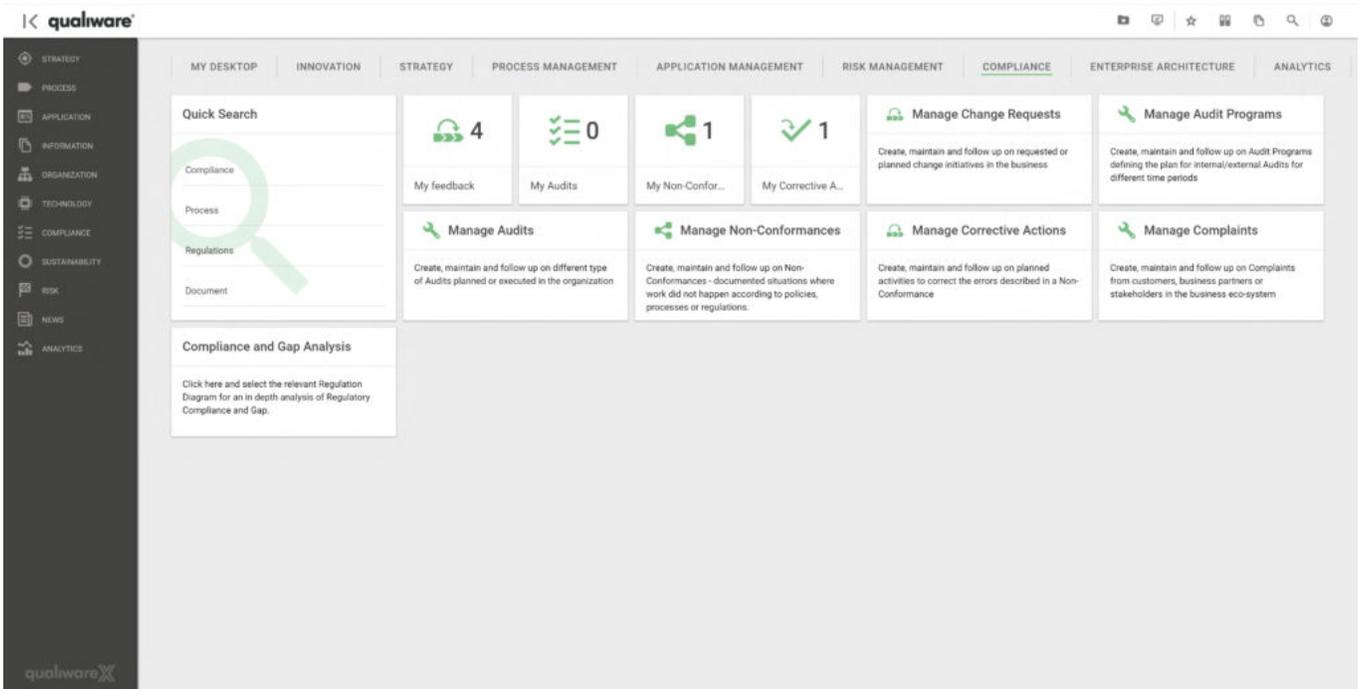
Release Notes 10.4.2

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New Compliance Desktop

A new Compliance desktop is included in QualiWare 10.4.2. The new desktop provides the user with a fast access to all essential features related to building and maintaining a compliance system. Read more about it here below, or watch [this extensive video](#) about it.



Compliance Desktop (web)

The tile “Compliance and Gap Analysis” provides access to the list of Regulation Diagrams in the repository. The Regulation Diagram allows the user to create a diagram containing the relevant regulation for a specific purpose. This may be the entire set of clauses in an ISO standard, or it may be a selected set of regulations that the business needs to document compliance towards.

When a Regulation Diagram is selected in the list, the tool does not show a diagram. Instead, two analysis tabs with compliance analysis and gap analysis are available. The Compliance Analysis looks like this:

| Regulation: | Name | Template: | Short Description: | Owner: | Responsible: | Audit: | Short Description: | Type: | Date: | Governance state: |
|---------------|----------------------------|-------------------------|--------------------|--------------------------|-----------------|---------|--------------------|---------------------|------------------|-------------------|
| ISO 9001:2008 | Chivi Car Rental | BusinessProcess | | | | Audit 1 | | 1. party - Internal | 2017 04 01 03.01 | Preparation |
| | Clean the car | BusinessProcess | | Soren Byiskov Batkjer | Mark Mardon | Audit 1 | | 1. party - Internal | 2017 04 01 03.01 | Preparation |
| | Manage infrastructure | BusinessProcess | | John Doe | Frank Petersson | Audit 1 | | 1. party - Internal | 2017 04 01 03.01 | Preparation |
| | Chivi Car Rental Processes | BusinessProcessNetwo... | | Henrik Knudsen | Karen Vasquez | | | | | |

Compliance Analysis view (web)

The left part of the compliance analysis lists the objects complying with a regulation. If compliance is missing, the Complying object part of a row will be empty. The right part of the analysis details the audits that have been executed with focus on the complying objects. This way, the auditor can easily find the validation of a compliance.

The gap analysis includes the same left part as the compliance analysis, but the right part shows a list of Change Requests defined for the complying objects:

| Regulation: | Complying object: | Responsible: | Owner: | Change request: | Seq. ID.: | Short Description: | Responsible: | Governance ... |
|---------------|-----------------------------|-----------------|----------------------|--|-----------|---|-------------------|----------------|
| ISO 9001:2008 | Chicoi Car Rental | | | Change rental process | | Use grey water from airport land areas to clean cars | Abe Vernon | Implementation |
| | Clean the car | Mark Mardon | Søren Blyskov Bøtjær | Use of grey water | CR-0020 | | Abe Vernon | Registration |
| | Manage infrastructure | Frank Petersson | John Doe | | | | | |
| | Chicoi Car Rental Processes | Karen Vasquez | Henrik Knudsen | Can we make sure we only sell German cars | CR-0019 | dfgsdfgsdf sdf sdfg | Kuno Brodersen | Registration |
| | | | | Description is missing | CR-0006 | Description should be added the process | Usman Ali Munawar | Handling |
| | | | | New Form of rental needed | CR-0017 | kj adfjk kjah gadfg | Kuno Brodersen | Registration |
| | | | | We need to automate some of the booking registration | CR-0005 | Making some of the booking registration automatic would decrease human errors | Kuno Brodersen | Registration |

Gap Analysis view (web)

With this analysis, it is easy to see which changes are required to reach the desired level of compliance.

The Compliance Desktop includes tiles for managing Change Requests, Audit Programs, Quality Audits, Non-conformances, Corrective Actions, and Complaints.

All tiles provide a list of objects of the selected type similar to the list of Non-conformances shown below:

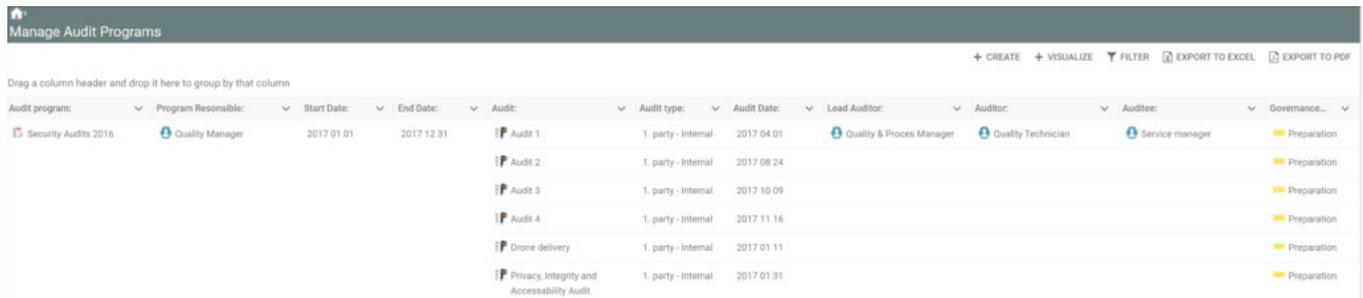
| Name: | Seq. ID.: | Observation: | Against: | Responsible: | Originated By: | Date: | Governance st... |
|--|-----------|--|--|---------------------------------|-------------------|------------|------------------|
| Risk assessment not performed in Procurement | NC-0003 | The planning has on occasions been performed on too slim a data Foundation. | Plan and Execute Risk Activities Monitor Suppliers | Karen Vasquez | Harriet Hansen | 2018 05 01 | Registration |
| Process for selecting supplier not implemented in organization | NC-0004 | The sourcing base is often negotiated without having a clear strategy defined. This makes the negotiation process messy. | Create Sourcing Base Select and Assess Suppliers | Karen Vasquez | Harriet Hansen | 2020 01 07 | Registration |
| Non-approved supplier selected for App-development | NC-0005 | There is faulty communication between the Category Manager and the Auditor that results in cases not managed in a timely manner. | Select Supplier | Karen Vasquez | Harriet Hansen | 2019 07 01 | Registration |
| Missing tags from baggage | NC-0006 | baggage tags attached incorrectly and falls off on the baggage carousel | Provide assisted baggage Drop off self-service Bag-drop | Bag-drop Manager | Customer Service | 2018 05 01 | Registration |
| Strategic base not thought through enough | NC-0007 | When Designing a system it is important that its purpose and expected benefits are clearly described. Too many aspects remain unclear in the concept design phase. | In-house development | Director Research & Development | Agri Turbin | 2019 11 28 | Registration |
| Product Quality insufficiently monitored | NC-0008 | The product quality is in some cases not monitored sufficiently | Prepares, install and monitor solution | Chief information Officer | Adam Woodworth | 2019 10 16 | Registration |
| Work package not assembled correctly | NC-0009 | the workpackages are often not assembled correctly, creating problems later in the process. | Create Solution | Chief information Officer | Mathias Brodersen | 2020 06 10 | Registration |
| Personal data gathered without PAX consent | NC-0010 | | Wayfinding | Chief information Officer | Harriet Hansen | 2019 06 10 | Registration |

Compliance Desktop Tile showing a list of Non-conformances

From the list it is possible to click the Non-conformance link in order to describe the Non-conformance further or to move it forward in the governance process.

It is also possible to create a new Non-conformance or to get a 3D visualization of the context of the Non-conformances.

The list for Audit Programs also shows the audits planned as part of the program:

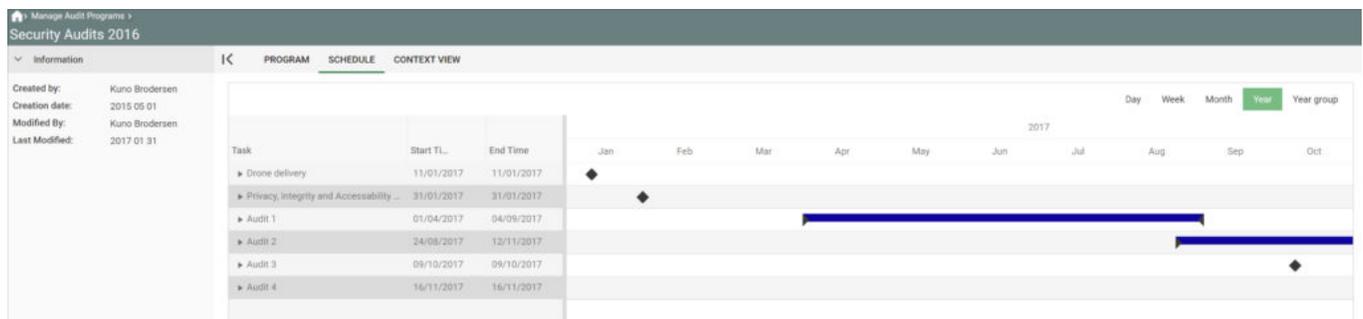


The screenshot shows the 'Manage Audit Programs' interface. At the top, there are options for '+ CREATE', '+ VISUALIZE', 'FILTER', 'EXPORT TO EXCEL', and 'EXPORT TO PDF'. Below this is a table with columns for 'Audit program', 'Program Responsible', 'Start Date', 'End Date', 'Audit', 'Audit type', 'Audit Date', 'Lead Auditor', 'Auditor', 'Auditee', and 'Governance...'. The data rows are as follows:

| Audit program | Program Responsible | Start Date | End Date | Audit | Audit type | Audit Date | Lead Auditor | Auditor | Auditee | Governance... |
|----------------------|---------------------|------------|------------|--|---------------------|------------|---------------------------|--------------------|-----------------|---------------|
| Security Audits 2016 | Quality Manager | 2017 01 01 | 2017 12 31 | Audit 1 | 1. party - Internal | 2017 04 01 | Quality & Process Manager | Quality Technician | Service manager | Preparation |
| | | | | Audit 2 | 1. party - Internal | 2017 08 24 | | | | Preparation |
| | | | | Audit 3 | 1. party - Internal | 2017 10 09 | | | | Preparation |
| | | | | Audit 4 | 1. party - Internal | 2017 11 16 | | | | Preparation |
| | | | | Drone delivery | 1. party - Internal | 2017 01 11 | | | | Preparation |
| | | | | Privacy, Integrity and Accessibility Audit | 1. party - Internal | 2017 01 31 | | | | Preparation |

Audit Programs List

If the Audit Program is opened, an extra tab showing a Gantt view of the Audit Program appears.

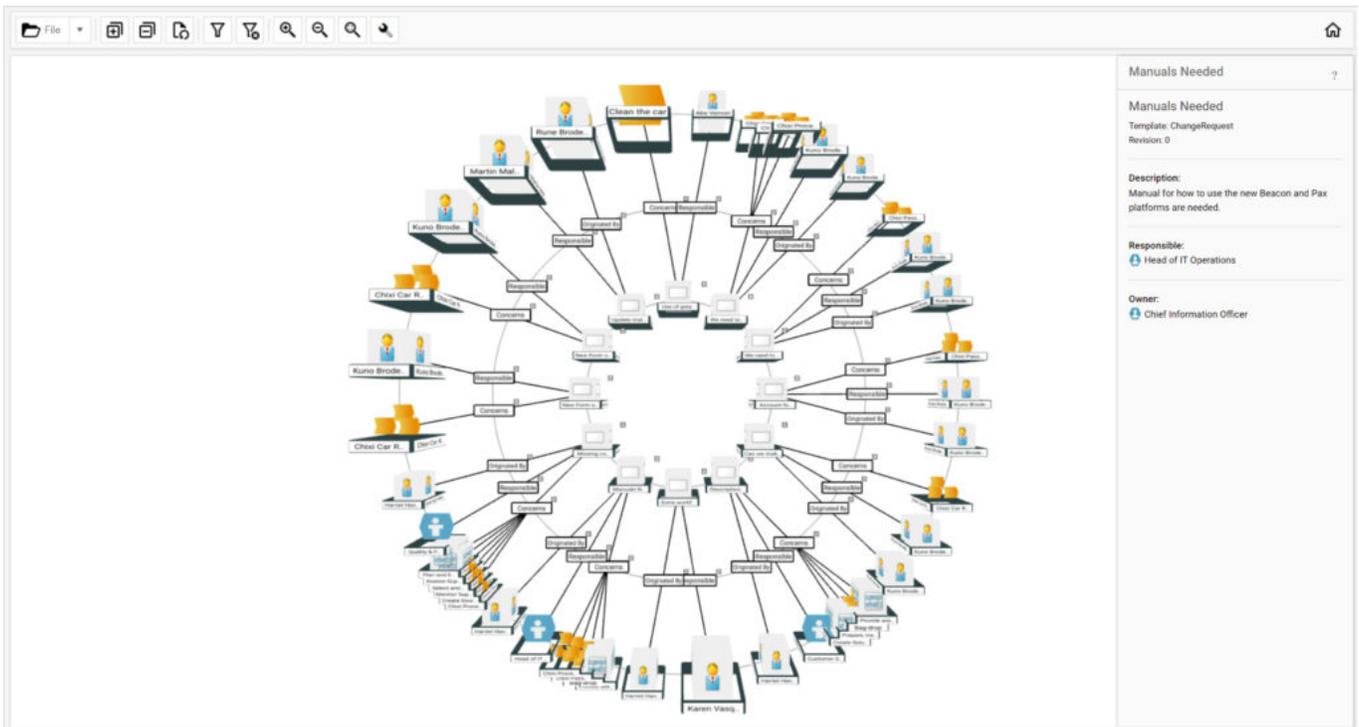


Audit Program with Gantt view

If the audit is planned for a specific date, a milestone diamond will be shown. If the audit is scheduled within a range of dates, a line will appear.

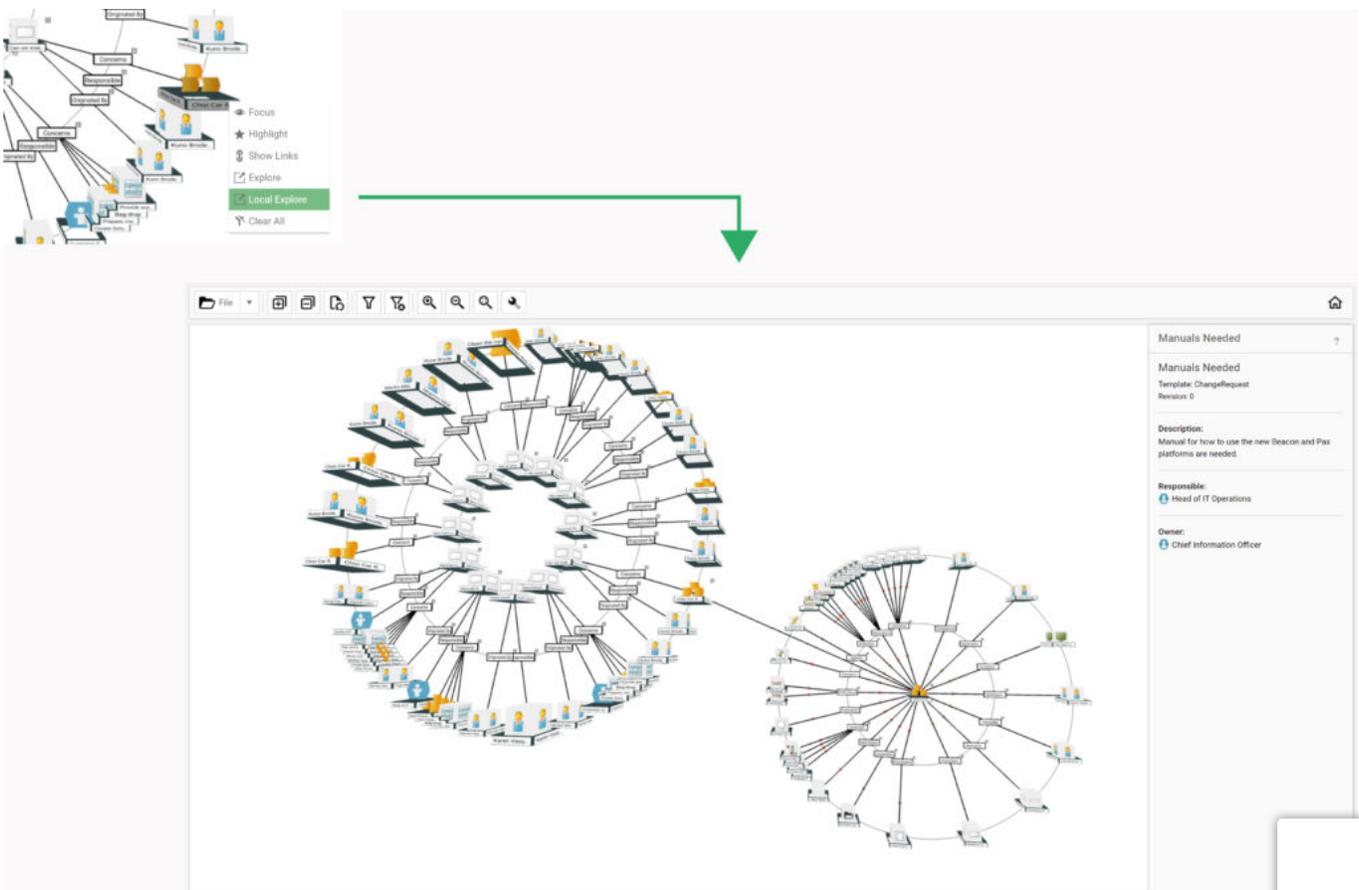
New Visualizer Functionality

The 3D visualizer now includes an option for opening an extra “explore solar system” in the current visualization. The visualization below shows the context of all Change Requests in the “Registration” state.



Explore solar system functionality in the 3D visualizer

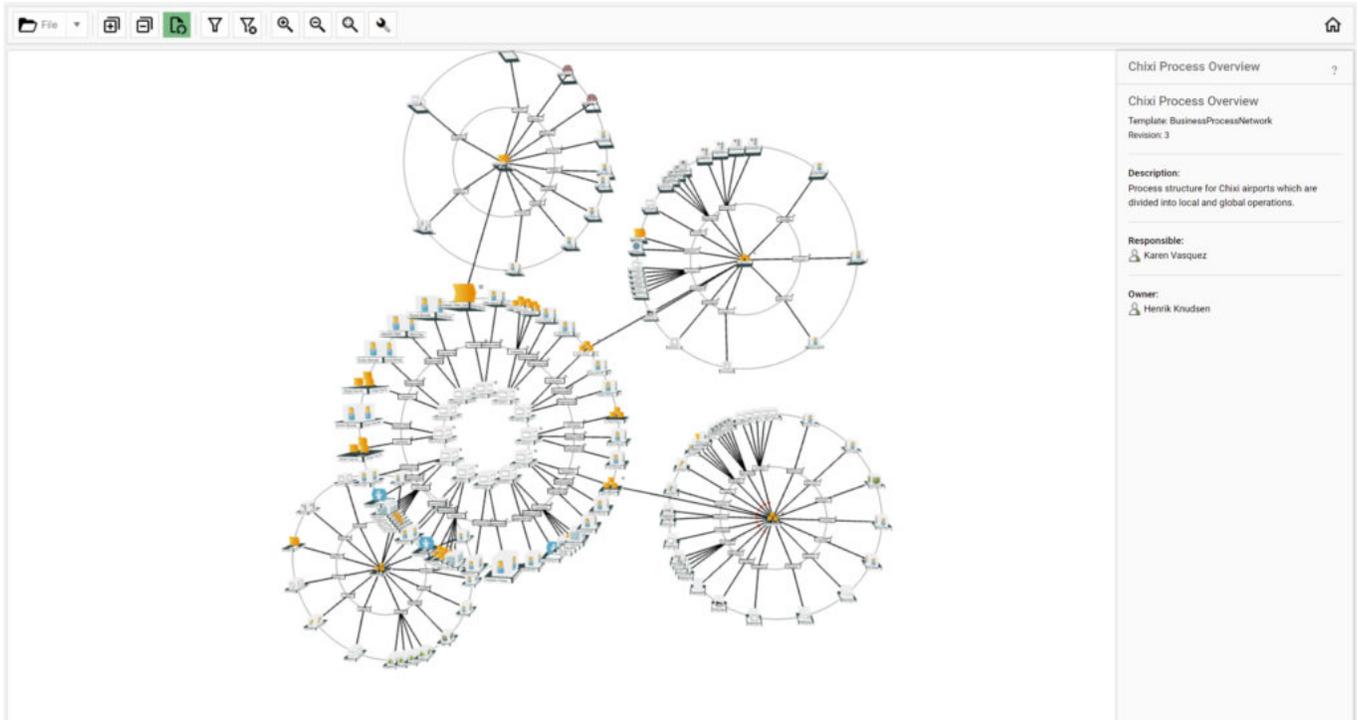
It is now possible to right-click a symbol and select "Local Explore" to open up a new context in the same view:



Select Local Explore to open up a new context in the same view.

In other words, if you have a Change Request that concerns a specific process or application, it is now possible to see the consequence of the change as well as the components that can become part of the change.

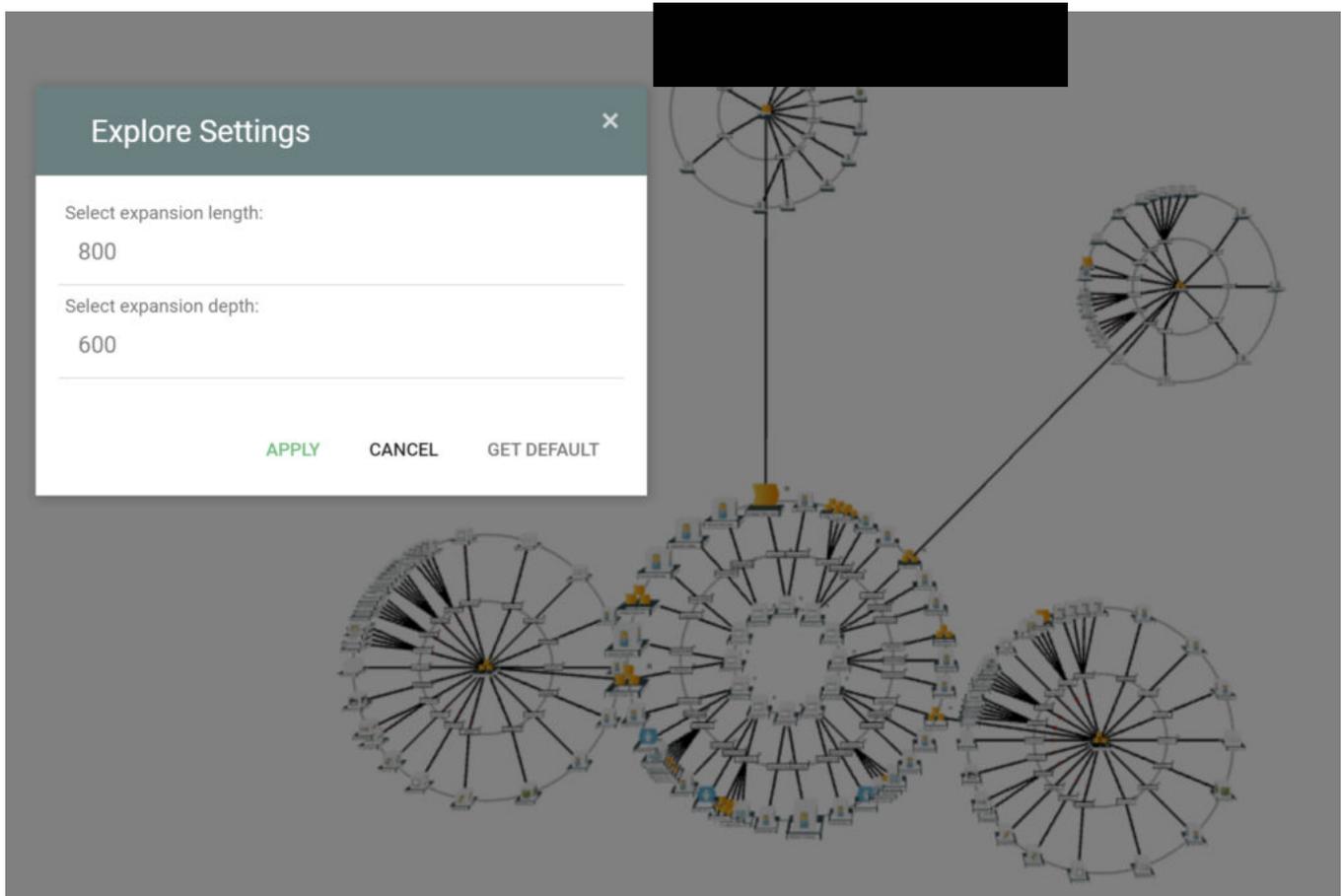
It is also possible to open multiple “Local Explore” in the same view.



Show multiple Local Explore in the same view

You can toggle a local explore by double-clicking the exploded symbol.

By setting the Expansion length and depth, the placement of the local explore context can be adjusted:



Setting the Expansion length and depth

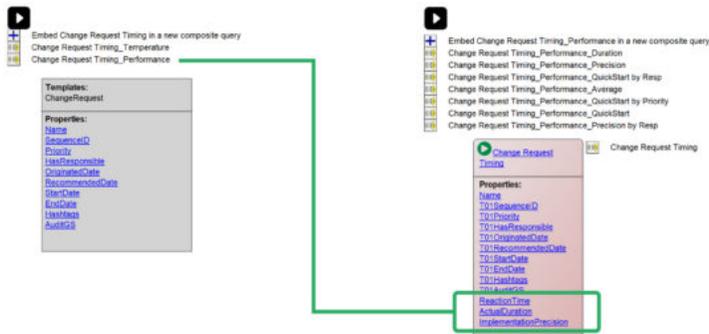
Composite Query Design

The Query design feature has been extended to support the design and generation of composite queries.

Composite Query Design takes report generation to a new level. Further to retrieving and presenting your data, the Composite Query Designer allows you to use data from internal or external databases to calculate and make statistics, aggregate values or apply functions of various kinds to the data and present it in various contexts for different stakeholders.

Composite queries are based on the results from a QSQL-query (fetching data from the QualiWare repository) or an SQL-query (fetching data from an external SQL datasource).

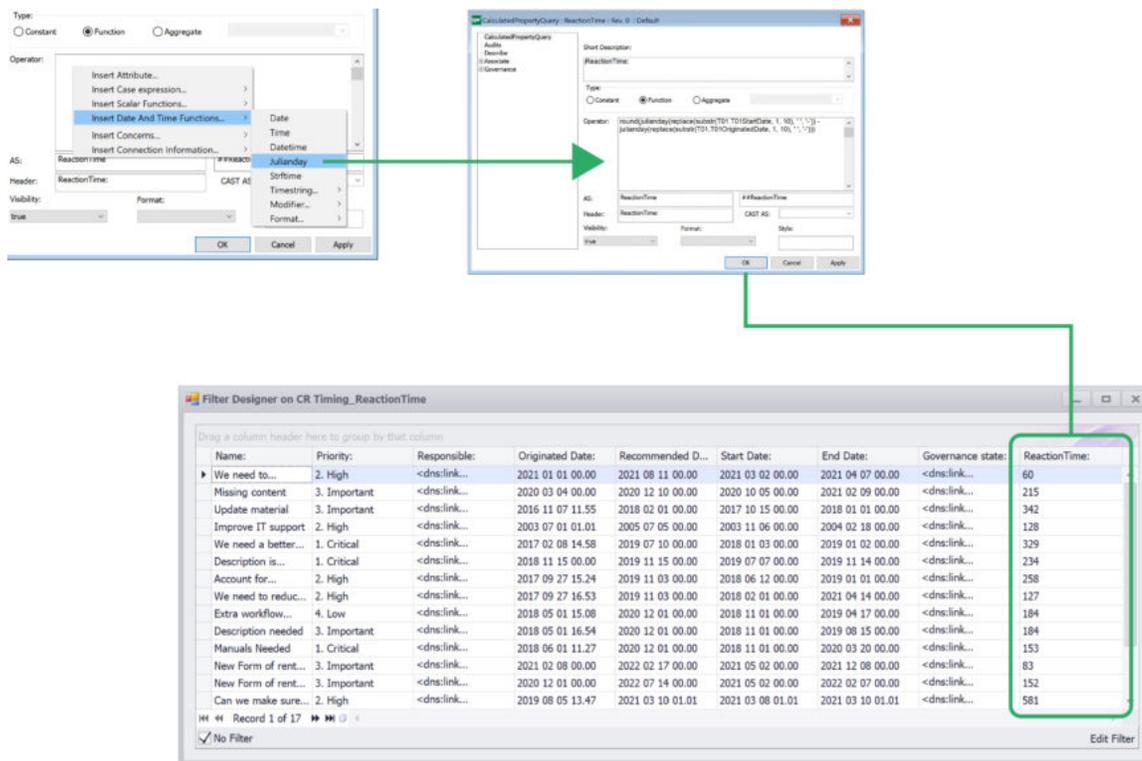
A QSQL-query can fetch data from the QualiWare repository but cannot perform calculations and aggregations on that data. A composite query can be created directly from the QSQL-query design and include a mix of base repository data and calculated attributes.



Calculated attributes in Composite Query Design

The calculated attribute can be either a constant, a function (working on data in a result-row), or an aggregated function (working on data in a result-column).

A right-click menu assists you in creating the correct function.



The calculated data is presented together with the base data.

The results may be used in Query Result Views, Spreadsheets, Reports, Business Charts, etc. With these features, it has become even easier to create advanced calculations and statistics and present these to the relevant user.

Examples are included in the standard publisher export file. There is also [a video available with more details.](#)

Below is a set of business charts based on data from a set of Change Requests followed by calculations and aggregations using composite queries.



Business charts using composite queries

The new Query Design for Composite queries supports the following major features: CASE, JOIN, UNION, GROUP BY and many scalar and aggregate functions.

Changes to the web-modeler

The web-modeler and the diagram editor in the windows client are not identical and some features are not available in the light-weight environment on the web. Currently symbols

with advanced labels or sub-symbols based on qcl-rules are not rendered by the web-modeler. This requires a qcl-engine. However, since to two environments are updating the same objects in the repository, and since the publishing is controlled by a qcl-engine, the published diagram will in most cases look correct. If this is not the case, the diagram can be edited from the windows environment to adjust for the differences.

Changes to label placement has been implemented. There may still be minor differences between the position of a label in the web-modeler and the windows based diagram editor.

Handling of multiple labels.

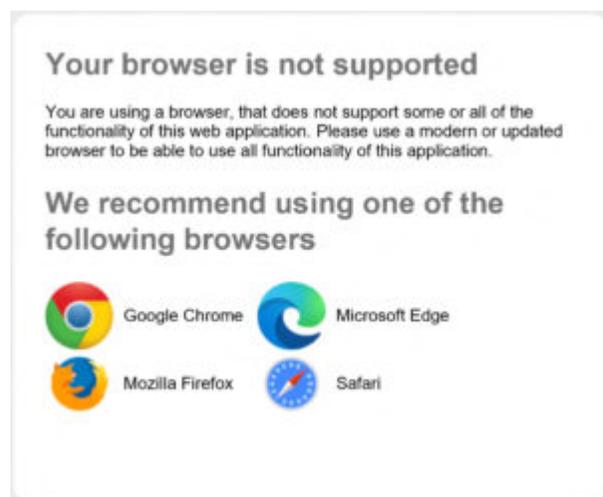
Changes to colors and label fonts are now saved and recognized in the windows diagram editor.

Synchronization of connection types between QLM and web-modeler.

Support for button panels.

General Changes

1. Indication for unsupported browser versions has been added to the login-screens.



Browser support

2. Several performance improvements have been implemented.

3. QEF and QIS Repository Administrator logging has been extended to support logging of changes to users, groups, permissions, etc.

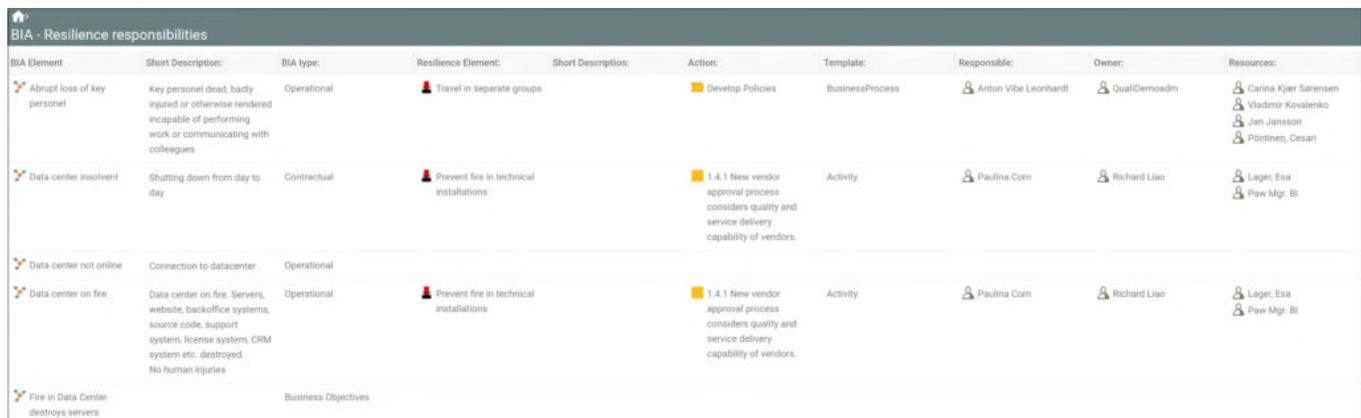
4. It is now possible to move a web-form. Click and drag the form to another location and release to place the form.

5. The previous tree-view component used by the publisher has been changed to the Kendo-UI Tree-view component for consistency reasons.

6. Minor security fixes have been included in this release.

7. Query Result Views that are based on a Generic Query can now have the 3D visualization option enabled.

8. A new analysis, “BIA – Resilience responsibilities,” has been added to the Business continuity features. This list extracts and presents all responsibilities related to the Business Continuity Resilience.



| BIA Element | Short Description: | BIA type: | Resilience Element: | Short Description: | Action: | Template: | Responsible: | Owner: | Resources: |
|--------------------------------------|---|---------------------|---|--------------------|---|-----------------|----------------------|--------------|---|
| Abrupt loss of key personnel | Key personnel dead, badly injured or otherwise rendered incapable of performing work or communicating with colleagues | Operational | Travel in separate groups | | Develop Policies | BusinessProcess | Anton Vibe Leonhardt | QualiDemoadm | Carina Kjer Sorensen Vladimir Kovalenko Jan Jansson Pöntinen, Cesari |
| Data center insolvent | Shutting down from day to day | Contractual | Prevent fire in technical installations | | 1.4.1 New vendor approval process considers quality and service delivery capability of vendors. | Activity | Paulina Corn | Richard Liao | Lager, Esa Paw Mgr. Bi |
| Data center not online | Connection to datacenter | Operational | | | | | | | |
| Data center on fire | Data center on fire. Servers, website, backoffice systems, source code, support systems, license system, CRM system etc. destroyed. No human injuries | Operational | Prevent fire in technical installations | | 1.4.1 New vendor approval process considers quality and service delivery capability of vendors. | Activity | Paulina Corn | Richard Liao | Lager, Esa Paw Mgr. Bi |
| Fire in Data Center destroys servers | | Business Objectives | | | | | | | |

BIA – Resilience responsibilities

9. Score button panels for Capabilities and Information Systems now only show up in Business Capability Models and Application Architecture Diagrams, respectively

10. Using the automatic upgrade will convert the use of “sys-Id” to using “HyperName” instead. This will only change the QueryDesigns. However, the queries will be re-generated, so any previous changes made to the generated QSQL will be lost. Please remember to take a backup and always test your solution in a test environment before moving it to production.

