ARIS ACCELERATORS FOR GDPR USE CASE

ARIS 10

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This document applies to ARIS Version 10 and to all subsequent releases.

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

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1. Introduction

ARIS Accelerators for GDPR is a set of ARIS product enhancements, configurations, databases, reports, dashboards, and best practices to accelerate the realization of compliance regarding General Data Protection Regulation (GDPR). The following use cases provide detailed information on how to use the different types of accelerators in the different phases of the GDPR project.

Prerequisite

All relevant components described in the **ARIS Accelerators for GDPR Installation Guide** must be installed.

Phase 1 - Prepare your organization

- Create inventories and describe assets [11]
- Identify processing activities and related assets [14]
- Describe processing activities for the record of processing activities [19]
- Generate related reports [33]
  - Output data allocation matrix
  - Output record of processing activities

Phase 2 - Evaluate processing activities

- Qualify application systems [22]
- Qualify processing activities for risk assessment (Pre-DPIA Analysis) [24]
- Assess the risk of processing activities [27]
- Assess the data protection impact of processing activities (DPIA) [30]
- Generate related reports [33]
  - Output GDPR data protection impact assessment
  - Output survey intelligence report
- Monitor related indicators [37]
  - GDPR - Workflow dashboard
  - DPIA - Answers dashboard

Phase 3 - Improve your organization

- Create and monitor improvement issues for processing activities
- Generate related reports [33]
  - Output GDPR management report
  - Output extended GDPR management report

- Monitor related indicators [37]
  - GDPR Overview dashboard
  - DPIA - Issues dashboard

2. GDPR roles

Roles according to article 4 of the EU GDPR

- **Controller**
  Determines the purpose and means of processing personal data.
- **Processor**
  Processes personal data on behalf of the controller.

Roles in companies

- **Data protection officer**
  Informs and advises the controller/processor of their obligations, monitors compliance, provides advice and acts as the contact for the supervisory authority.
- **Data protection representative**
  Represents the controller/processor with regard to their respective obligations under GDPR.

3. Relevant applications and components

The following ARIS software is required to use ARIS Accelerators for GDPR:

- **ARIS Architect**

  Using the ARIS GDPR method enhancement, you identify data, systems, and processes relevant to GDPR, then you describe them according to the GDPR requirements. Furthermore, you use ARIS Architect to configure ARIS Risk and Compliance for the relevant surveys and risk assessments and you run analysis reports.
- **ARIS**

  Using ARIS, business owners capture processing activities, including related data, systems, and legal entities. Compliance managers prepare surveys for the documentation or qualification of processing activities and risk assessments. Additionally, they monitor the entire GDPR implementation process and the issues for improvements by using dashboards.
- **ARIS Risk and Compliance**

  In ARIS Risk and Compliance you manage surveys, risk assessments, and issues requiring improvements. You also capture and monitor incidents. These Governance Risk and Compliance workflows are audit-secure and include segregation of duties. ARIS Risk and Compliance is integrated in ARIS Architect and ARIS.

For detailed information, refer to the corresponding online help and the manuals.

4. Components of ARIS Accelerators for GDPR

ARIS Accelerators for GDPR contains the following components:

- **ARIS method extension** filter
- **ARIS report templates**
  - Output record of processing activities [33]
  - Output GDPR data protection impact assessment [33]
  - Output GDPR management report [34]
  - Output extended GDPR management report [35]
  - Output survey intelligence report [35]
  - Output data allocation matrix [36]
- **ARIS databases**
  - GDPR regulation model
  - GDPR questionnaire templates for
    - documentation of processing activities
    - qualification of application systems
    - qualification of processing activities
    - the data protection impact assessment
- **ARIS configuration**
  - **Record of processing activity** fact sheet
  - **Processing activity description diagram** fact sheet
  - Enhancements on several other fact sheets like risk, questionnaire template, survey scheduler.
- **Dashboards**
  - GDPR - Overview [37]
  - GDPR - Workflow [40]
  - DPIA - Answers [43]
  - DPIA - Issues [44]

5. Relevant licenses

ARIS Accelerators for GDPR is made available by contractual licensing. For detailed information on license privileges and function privileges needed in the different software applications, for example, ARIS, refer to the corresponding online help.

6. Customizing

The components of ARIS Accelerators for GDPR are preconfigured for generic use. You can adapt and enhance them to an individual GDPR solution that meets your company-specific requirements. You can customize all components in accordance with the following technical restrictions:

- Do not change the API names of ARIS Method enhancements.
- Keep to the conventions. The corresponding references can be found in the descriptions. Especially ARIS Risk and Compliance requires extensive knowledge.
- Back up your customized data carefully to make sure it is not overwritten by an update.

If you have any questions about specific installations that you cannot perform yourself, contact your local sales organization [47].

7. Create inventories and describe assets

The documentation of processing activities and their relationships to processes, data, systems, as well as controller and processor entities is a key element of any GDPR project.

Prerequisites

- You have the required license privileges and function privileges to use ARIS Architect or ARIS. For detailed information, refer to the ARIS Administration online help and the ARIS Architect online help.
- ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.

Procedure

1. Prepare the respective data objects, systems, processes, and organizational units. Use objects of the types **Organizational unit**, **Cluster/data model**, **Application system type**, and **Function** to model the elements in ARIS Architect.
2. Create the necessary inventory models for the processing activities by using the **Record of processing activities** model type, for example, for each business segment or country.
3. Specify the relevant GDPR attributes [11] for the objects according to your specific requirements. To do so, use the following applications:
   - **ARIS Architect**

     Use ARIS Architect if the users are familiar with ARIS Architect. To use ARIS Architect for modeling, you need extensive knowledge of modeling conventions and ARIS Method, as well as the ARIS GDPR method enhancements. Processing activity inventory models (**Record of processing activities** model type) can be created only with ARIS Architect. For more information on modeling and managing ARIS objects and attributes, refer to ARIS online help, ARIS Method Help, and the **GDPR Conventions for ARIS Accelerators** manual.
   - **ARIS**

     Use ARIS if the users are unfamiliar with ARIS Architect and prefer simple tables and forms for modeling and information gathering. For detailed information on editing objects in ARIS, refer to ARIS online help (**Which editing options are available?**).

The relevant models, objects, and attributes for GDPR are available.

7.1. Relevant GDPR attributes

The **GDPR method extension filter** enhances the standard ARIS Method with a generic set of new models, objects, and attributes. You can use the following GDPR object attributes in addition to the standard ARIS object attributes. Only rarely are all object attributes used at the same time. Depending on your GDPR approach, method, and configuration, you use an attribute that is available at different objects, for example, Data privacy score, at only one of these objects.

Function

Attribute	Use
GDPR processing activity	Specifies whether the function is a (GDPR) processing activity. A processing activity is any operation which is performed on individuals' personal data, such as collection, recording, disclosure by transmission, and therefore is subject to the General Data Protection Regulation (GDPR). Processing activities and associated information are modeled in **Processing activity description diagram** models and **Record of processing activities** models in ARIS Architect. For detailed information, refer to the **GDPR Conventions for ARIS Accelerators** guide.
Description	Specifies the purpose of the processing activity.
Data privacy score	Specifies a score on a predefined scale to qualify the data privacy of the element. Example: The score derived from the Processing Activity Qualification questionnaire.
Data sensitivity	Indicates whether the data used by this object requires special handling. Options (default values): ▪ **Public** ▪ **Sensitive** ▪ **Very sensitive** ▪ **Highly sensitive** ▪ **Extremely sensitive**

Data/Cluster

Attribute	Use
Restriction level	Specifies the level of legal usage of the data. Options (default values): ▪ **Unrestricted data** ▪ **Personal data** ▪ **Sensitive personal data** ▪ **Confidential data**
Data privacy score	Specifies a score on a predefined scale to qualify the data privacy of the element. Example: A score derived from a data qualification questionnaire or from any external enterprise architecture system.

Application system type

Attribute	Use
Data sensitivity	Indicates whether the data used by this object requires special handling. Options (default values): ▪ **Public** ▪ **Sensitive** ▪ **Very sensitive** ▪ **Highly sensitive** ▪ **Extremely sensitive**
GDPR qualification score	Indicates a score on a predefined scale to qualify the GDPR-relevant assessment of the object. Example: A score derived from any external enterprise architecture system.
GDPR risk relevance score	Indicates a score on a predefined scale to qualify the GDPR risk relevance of the object. Example: A score derived from any external enterprise architecture system.
Data privacy score	Specifies a score on a predefined scale to qualify the data privacy of the element. Example: The score derived from the **Application System Qualification** questionnaire.

Organizational unit

Attribute	Use
Data protection officer	Displays the name and address of the data protection officer. Must be included in the record of processing activities.
Data protection representative	Displays the name and address of the data protection representative. Must be included in the record of processing activities.

Connection	Use
is technically responsible for	Organizational unit acting as controller. (Connection between organizational unit and function.)
carries out	Organizational unit acting as processor. (Connection between organizational unit and function.)

For detailed information on GDPR modeling conventions, refer to the **GDPR Conventions for ARIS Accelerators** guide.

8. Identify processing activities and related assets

GDPR processing activities can be identified and assigned to their related assets based on the inventories of processes, data, systems, controller entities, and processor entities.

- Use **Processing activity description diagram** models and objects of the types **Organizational unit**, **Cluster/data model**, **Application system type**, and **Function** to model processing activities and associated elements.
- Use the **GDPR processing activity** attribute [11] of a function to specify the function as a GDPR processing activity.
- Use the **Record of processing activities** fact sheet in ARIS to specify processing activities and the related data, systems, controller entities, and processor entities. The respective **Processing activity description diagram** is created automatically.

8.1. Specify processing activities in ARIS Architect

Use ARIS Architect to specify existing functions as processing activities if you are familiar with the modeling of objects and models in ARIS Architect. Use ARIS [15] if you are unfamiliar with ARIS Architect.

Prerequisites

- You have the required license privileges and function privileges to use ARIS Architect or ARIS. For detailed information, refer to the ARIS Administration online help and the ARIS Architect online help.
- ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- The required processing activities are available in ARIS Architect.

Procedure

1. Start ARIS Architect.
2. Click **ARIS >** **Explorer**. The **Explorer** tab opens.
3. Click **Navigation** in the bar panel if the **Navigation** bar is not activated yet.
4. Open the relevant model.
5. Click **Properties** on the button bar if the **Properties** bar is not activated yet.
6. Select the function you want to specify as a processing activity.
7. Click **More attributes** in the **Properties** bar. The **Insert attributes** dialog opens.
8. Select the **GDPR processing activity** attribute in the attribute group **Governance, Risk, and Compliance (GRC) > Compliance Management > Data protection regulation**.
9. Click **OK**. From now on, the **GDPR processing activity** attribute is displayed in the attribute list of functions in the **Properties** bar.
10. Enable the **GDPR processing activity** attribute.
11. Click **Close**.

Your settings are saved. The activity is specified as processing activity.

Now you can use the **Properties** bar to easily activate the **GDPR processing activity** attribute for other functions.

8.2. Specify processing activities in ARIS

Use ARIS to specify existing functions as processing activities if you are unfamiliar with ARIS Architect. For detailed information on editing in ARIS, refer to the online help of ARIS (**Which editing options are available?**).

Prerequisites

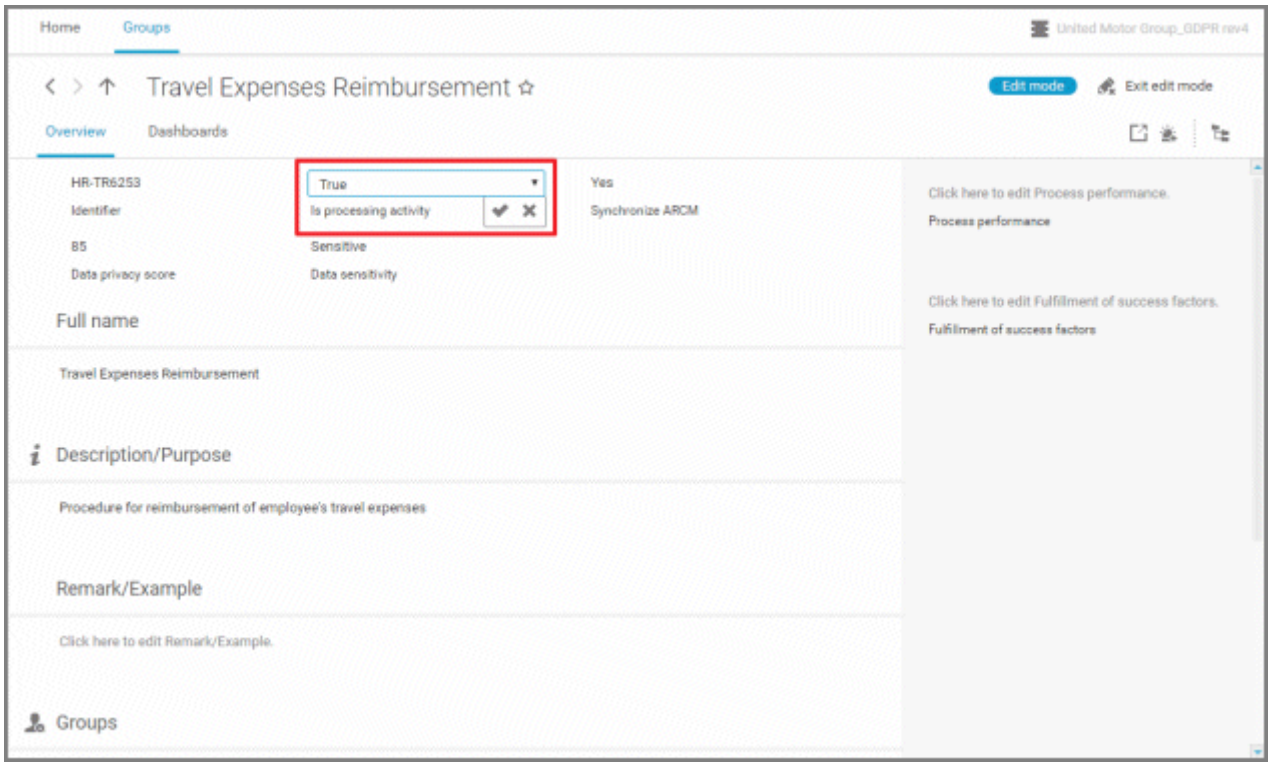
- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in the ARIS database.
- The ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.

Procedure

1. Start ARIS.
2. Search for the **Activity** object (function) that you want to specify as a processing activity. To do so, enter the object name to the **Search** field.
3. Click the relevant object in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. Click the edit box of the **Is processing activity** attribute.
6. Select **True** and click to transfer your input.

The activity is specified as processing activity.

Example 1.



8.3. Assign existing processing activities to Record of processing activities models

Use ARIS to assign existing processing activities to **Record of processing activities** models.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in the ARIS database.
- ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- At least one **Record of processing activities** model is available in the ARIS database.

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the **Search** field.
3. Click the relevant model in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. Click **Add** above the **Processing activities** table.
6. Enter the name of the processing activity, select it from the search result, and click to transfer your input.

The processing activity is assigned to the **Record of processing activities** model.

8.4. Create new processing activities

Use ARIS to create new processing activities.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in the ARIS database.
- ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- At least one **Record of processing activities** model is available in the ARIS database.

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the **Search** field.
3. Click the relevant model in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. Click **Add** above the **Processing activities** table.
6. Enter a name for the new processing activity, press **Enter**, and click to transfer your input. The processing activity is added to the **Processing activities** table.

7. Click the edit box of the **Is processing activity** attribute of the newly created processing activity.
8. Select **True** and click ✔ to transfer your input.
9. Click the edit box of the **Description** attribute of the newly created processing activity and enter a purpose. The other attributes are specified later [17].

The processing activity is created and the relevant attributes are specified.

8.5. Assign relevant elements to processing activities

Use ARIS to assign relevant assets to processing activities, for example, data and application systems.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in the ARIS database.
- ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- At least one **Record of processing activities** model is available in the ARIS database.

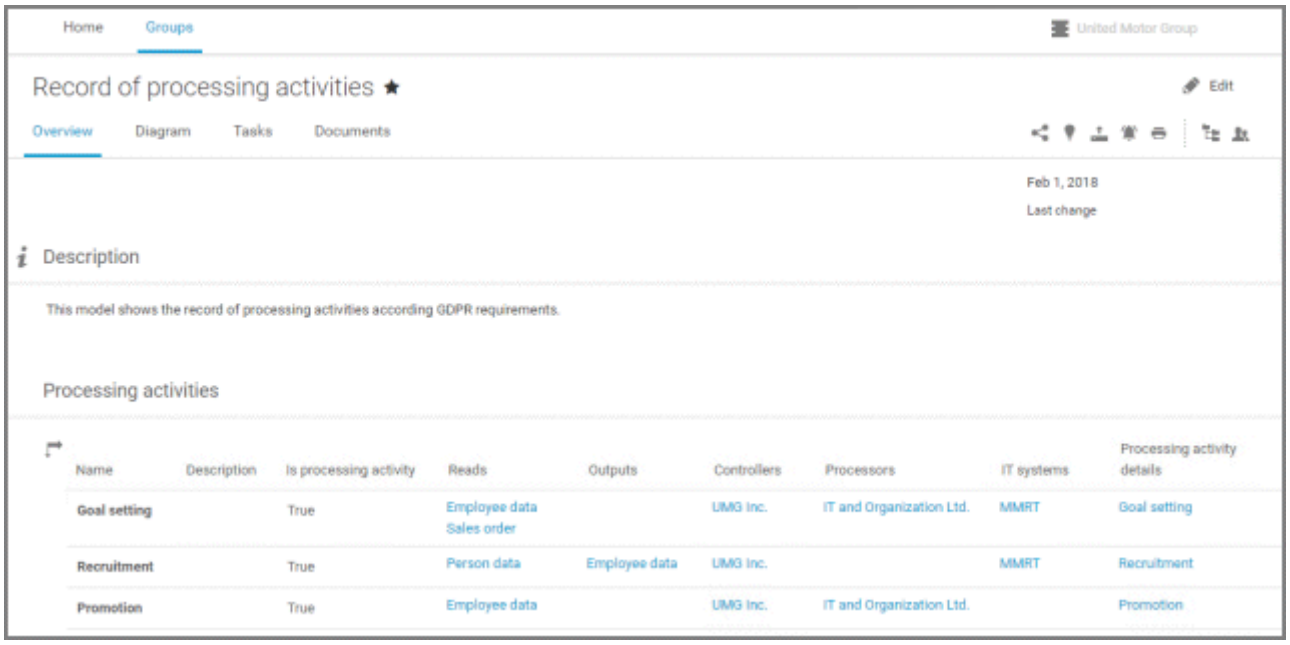
Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the 🔍 **Search** field.
3. Click the relevant model in the list of results. The fact sheet is displayed.
4. Click ✎ **Edit** > 📝 **Contribute** if the edit mode is not activated yet.
5. Assign the relevant processing activity [16] if it is not assigned yet.
6. In the **Processing activities** table, click the **Processing activity details** attribute of the relevant processing activity. The fact sheet is displayed.
7. Select the assets for the following attributes. To do so, click the edit box of the respective attribute, select the relevant name, click ✔ to transfer your input, then click **OK** to confirm your input.
   a. **Reads**: Data that is read by the processing activity, for example, the customer address.
   b. **Outputs**: Data that is created by the processing activity, for example, the sales quotation.
   c. **Controllers**: (Legal) entity that is controller of the processing activity, for example, the sales department.
   d. **Processors**: (Legal) entity that is processor of the processing activity, for example, the IT department.
   e. **IT systems**: Application system on which the processing activity is executed, for example, SAP HR.

The assets are assigned to the processing activity.

For detailed information on contribution, refer to the ARIS online help.

Example 2.


Home
Groups
United Motor Group
Record of processing activities
Edit
Overview
Diagram
Tasks
Documents
Feb 1, 2018
Last change
Description
This model shows the record of processing activities according GDPR requirements.
Processing activities
Name
Description
Is processing activity
Reads
Outputs
Controllers
Processors
IT systems
Processing activity details
Goal setting
True
Employee data
Sales order
UMG Inc.
IT and Organization Ltd.
MMRT
Goal setting
Recruitment
True
Person data
Employee data
UMG Inc.
MMRT
Recruitment
Promotion
True
Employee data
UMG Inc.
IT and Organization Ltd.
Promotion

9. Describe processing activities for the record of processing activities

The GDPR requires a record of processing activities that includes all processing activities of a legal entity as well as a minimum set of details. The requirements for the record of processing activities can vary from country to country.

For this purpose ARIS Accelerators for GDPR offers the **Record of processing activities [33]** report. This report uses information from ARIS object attributes. Additionally, the Survey Management of ARIS Risk and Compliance is used to gather report-specific information for each processing activity. ARIS Risk and Compliance ensures the segregation of duties principle and offers an audit trail of any changes. For detailed information on this report, refer to **Generate required internal and external reports [33]** .

Use the **Processing Activity Documentation** questionnaire to describe identified processing activities. This questionnaire template is a generic questionnaire template that can be customized.

The regulatory description is created with Survey Management of ARIS Risk and Compliance. For each processing activity, you must perform two steps:

- Create a processing activity description survey [19]
- Execute a processing activity description survey [21]

9.1. Create a processing activity description survey

Use ARIS to prepare a processing activity description survey.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in a **Record of processing activities** model and assigned to the respective legal entity.
- The ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- The questionnaire for describing processing activities **(GDPR Processing Activity Documentation)** is installed and adapted to your specific requirements. The value of the **Transfer to ARIS Risk and Compliance** attribute at the **Questionnaire template** object must be **true** (default value). For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the **Search** field.
3. Click the model containing the relevant processing activity in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. In the **Processing activities** table, click the **Processing activity details** attribute of the relevant processing activity. The fact sheet is displayed.

   The link is only available if the elements are already assigned [17] to the processing activity.

6. Click the edit box of the **Questionnaires** attribute to add a new element.
7. Enter a name according to the respective processing activity and the description survey, for example, **Salary payment GDPR description**.
8. Click ✔ to transfer your input, then click **OK** to confirm your input. The **Questionnaires** attribute is created.
9. Click the **Questionnaires** attribute. The fact sheet is displayed.
10. Specify the relevant survey details. To do so, click the edit box of the respective attribute, enter the relevant information, click ✔ to transfer your input, and click **OK** to confirm your input (only for some attributes).
    a. **Responsible**: Any user responsible for this survey.
    b. **Description**: Short description of the survey.
    c. **Questionnaire templates***): The questionnaire template to be used in the survey. Use the **GDPR Processing Activity Documentation (Controller)** or the **GDPR Processing Activity Documentation (Processor)** questionnaire template.

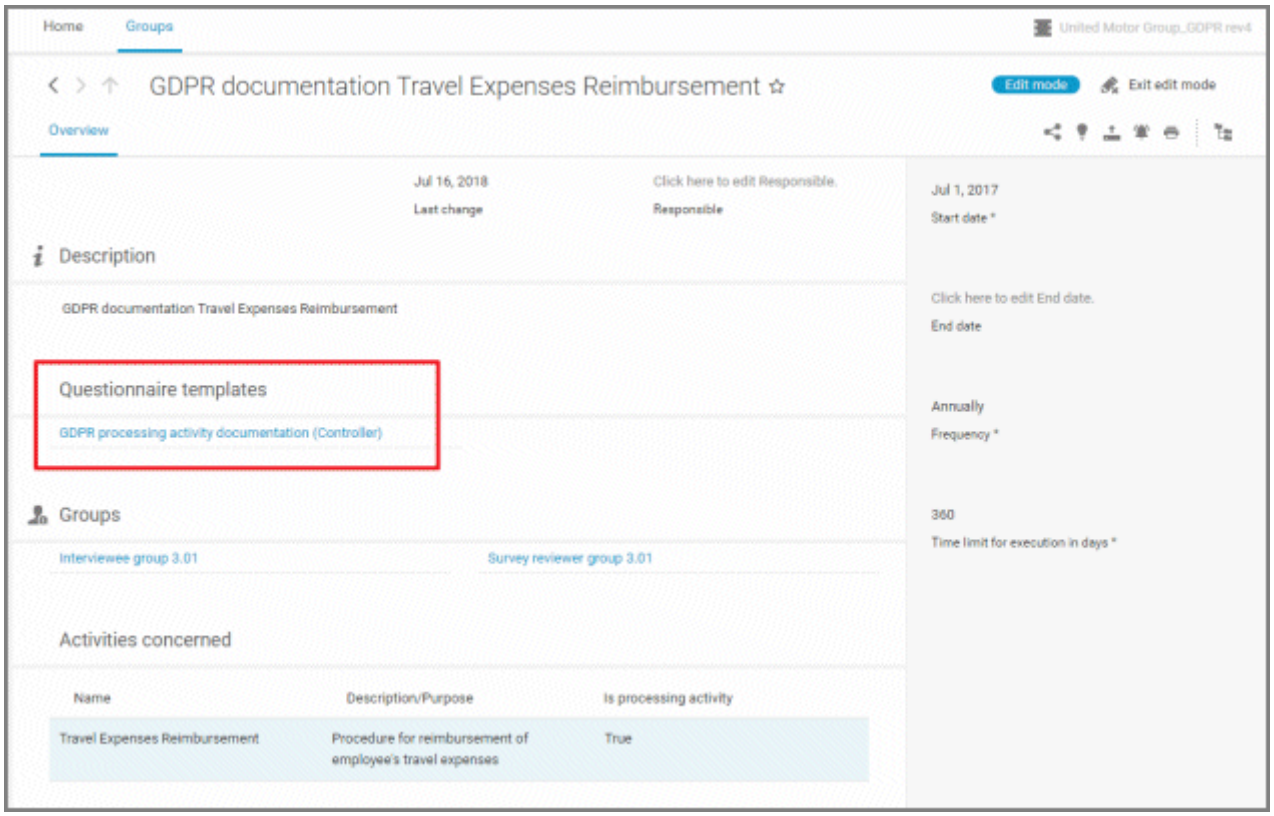
       Important: If a different template is used for the **Record of processing activities** report, you must set the attribute value **GDPR-PAD-C** for the **Identifier of the questionnaire template** object for controller entities and the attribute value **GDPR-PAD-P** for processor entities.
    d. **Assigned roles***): The interviewee groups and the survey reviewer group in charge. You can assign multiple interviewee groups, but only one survey reviewer group. Each interviewee group receives one questionnaire.
    e. **Start date***): The date the first survey and the assigned questionnaires are to be generated.
    f. **End date**: The date when the survey scheduler must be completed and no further survey is created.
    g. **Frequency***): The interval at which the survey and the assigned questionnaires are generated.
    h. **Time limit for execution in days***): The number of days available to the interviewee for the completion of the questionnaire. It defines the completion date by which the survey must be completed.

       *) = Mandatory for technical reasons

The processing activity description survey scheduler for ARIS Risk and Compliance is created.

For detailed information on modeling guidelines, refer to the Modeling conventions in the online help of ARIS Risk and Compliance.

Example 3.



9.2. Execute a processing activity description survey

Once the preparation of a processing activity description survey scheduler is complete, the data can be synchronized to ARIS Risk and Compliance. For detailed information on synchronization, contact your Risk and Compliance administrator.

As soon as the data is available in ARIS Risk and Compliance and the start date is reached, the survey with its questionnaires is automatically generated in ARIS Risk and Compliance. The interviewees are informed that new questionnaires are available for editing in ARIS Risk and Compliance. For detailed information on survey management and questionnaires, refer to the online help in ARIS Risk and Compliance.

10. Qualify application systems

To best meet GDPR requirements, qualification of application systems for data protection can be a viable option, especially if you have no access to a detailed inventory of corporate data objects. The requirements for this qualification can vary from country to country.

ARIS Accelerators for GDPR uses the Survey Management of ARIS Risk and Compliance to qualify application systems. ARIS Risk and Compliance ensures the segregation of duties principle and offers an audit trail of any changes. ARIS Accelerators for GDPR contains a scoring questionnaire (**Application System Qualification**) for qualifying application systems. Each question of this qualification questionnaire adds a score to the total score of the relevant application system. This score can be interpreted as a risk score. This template is meant to be an initial questionnaire template that can be customized.

The creation of the application system qualification survey with the Survey Management of ARIS Risk and Compliance is performed in two steps for each application system:

- Create an application system qualification survey [22]
- Execute an application system qualification survey [23]

10.1. Create an application system qualification survey

Use ARIS to prepare an application system qualification survey.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in a **Record of processing activities** model and assigned to the respective legal entity.
- The ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- The questionnaire for qualifying application systems **(Application System Qualification)** is installed and adapted to your specific requirements. The value of the **Transfer to ARIS Risk and Compliance** attribute at the **Questionnaire template** object must be **true** (default value). For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the **Search** field.
3. Click the model containing the relevant processing activity in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. In the **Processing activities** table, click the **Processing activity details** attribute of the relevant processing activity. The fact sheet is displayed.

   The link is only available if the elements are already assigned [17] to the processing activity.
6. Click the edit box of the **Questionnaires** attribute to add a new element.
7. Enter a name according to the respective processing activity and the description survey, for example, **Salary payment GDPR description**.

8. Click ✔ to transfer your input, then click **OK** to confirm your input. The **Questionnaires** attribute is created.
9. Click the **Questionnaires** attribute. The fact sheet is displayed.
10. Specify the relevant survey details. To do so, click the edit box of the respective attribute, enter the relevant information, click ✔ to transfer your input, and click **OK** to confirm your input (only for some attributes).
    a. **Responsible**: Any user responsible for this survey.
    b. **Description**: Short description of the survey.
    c. **Questionnaire templates***): The questionnaire template to be used in the survey. Use the **Application System Qualification** questionnaire template.
    d. **Assigned roles***): The interviewee groups and the survey reviewer group in charge. You can assign multiple interviewee groups, but only one survey reviewer group. Each interviewee group receives one questionnaire.
    e. **Start date***): The date the first survey and the assigned questionnaires are to be generated.
    f. **End date**: The date when the survey scheduler must be completed and no further survey is created.
    g. **Frequency***): The interval at which the survey and the assigned questionnaires are generated.
    h. **Time limit for execution in days***): The number of days available to the interviewee for the completion of the questionnaire. It defines the completion date by which the survey must be completed.

    *) = Mandatory for technical reasons

The processing activity qualification survey scheduler for ARIS Risk and Compliance is created.

For detailed information on modeling guidelines, refer to the Modeling conventions in the online help of ARIS Risk and Compliance.

10.2. Execute an application system qualification survey

Once the preparation of an application system qualification survey scheduler is complete, the data can be synchronized to ARIS Risk and Compliance. For detailed information on synchronization, contact your Risk and Compliance administrator.

As soon as the data is available in ARIS Risk and Compliance and the start date is reached, the survey with its questionnaires is automatically generated in ARIS Risk and Compliance. The interviewees are informed that new questionnaires are available for editing in ARIS Risk and Compliance. For detailed information on survey management and questionnaires, refer to the online help in ARIS Risk and Compliance.

11. Qualify processing activities for risk assessment (Pre-DPIA Analysis)

The GDPR regulation requires a risk assessment for all processing activities to decide if a Data Protection Impact Analysis (DPIA) is necessary. To perform a risk assessment, a detailed qualification of the processing activity is necessary. The requirements for this qualification can vary from country to country.

ARIS Accelerators for GDPR uses the Survey Management of ARIS Risk and Compliance to qualify each processing activity. ARIS Risk and Compliance ensures the segregation of duties principle and offers an audit trail of any changes. ARIS Accelerators for GDPR contains a questionnaire (**GDPR Processing Activity Qualification**) for qualifying the processing activities. The template is based on the recommendations of the ARTICLE 29 DATA PROTECTION WORKING PARTY (Guidelines on Data Protection Impact Assessment (DPIA) and determining whether processing is likely to result in a high risk for the purposes of Regulation 2016/679). For each processing activity, the actual score is calculated by adding up the answer values of the selected answers. If the actual score exceeds the target score (default set to 10, which equals two risk aspects), the processing activity affected can involve a high risk to the data subjects under GDPR. This template is meant to be an initial questionnaire template that can be customized.

The creation of the qualification with the Survey Management of ARIS Risk and Compliance is performed in two steps for each processing activity:

- Create a processing activity qualification survey [24]
- Execute a processing activity qualification survey [26]

11.1. Create a processing activity qualification survey

Use ARIS to prepare a processing activity qualification survey

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in a **Record of processing activities** model and assigned to the respective legal entity.
- The ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- The questionnaire for qualifying processing activities **(GDPR Processing Activity Qualification)** is installed and adapted to your specific requirements. The value of the **Transfer to ARIS Risk and Compliance** attribute at the **Questionnaire template** object must be **true** (default value). For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the **Search** field.
3. Click the model containing the relevant processing activity in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.

5. In the **Processing activities** table, click the **Processing activity details** attribute of the relevant processing activity. The fact sheet is displayed.

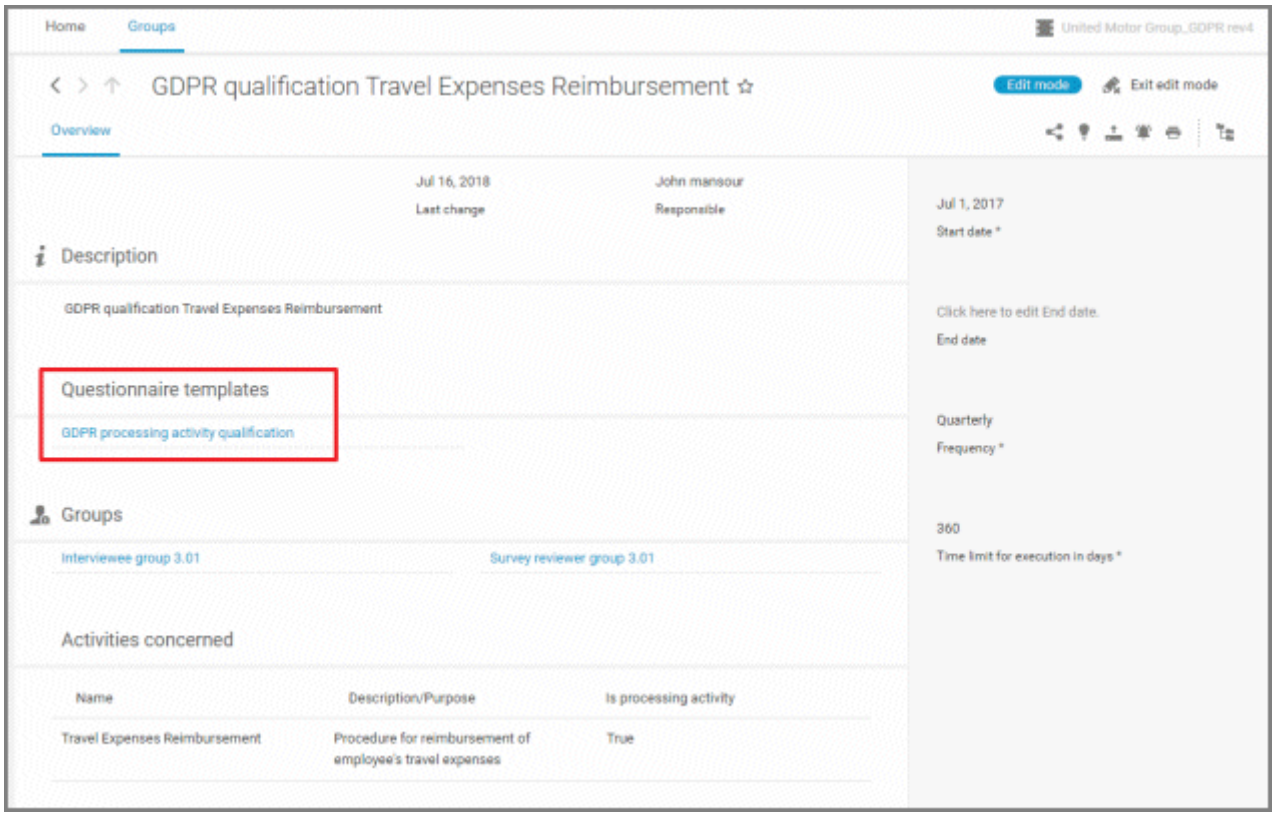
   The link is only available if the elements are already assigned [17] to the processing activity.
6. Click the edit box of the **Questionnaires** attribute to add a new element.
7. Enter a name according to the respective processing activity and the description survey, for example, **Salary payment GDPR qualification**.
8. Click ✔ to transfer your input, then click **OK** to confirm your input. The **Questionnaires** attribute is created.
9. Click the **Questionnaires** attribute. The fact sheet is displayed.
10. Specify the relevant survey details. To do so, click the edit box of the respective attribute, enter the relevant information, click ✔ to transfer your input, and click **OK** to confirm your input (only for some attributes).
    a. **Responsible**: Any user responsible for this survey.
    b. **Description**: Short description of the survey.
    c. **Questionnaire templates***): The questionnaire template to be used in the survey. Use the **GDPR Processing Activity Qualification** questionnaire template.
    d. **Assigned roles***): The interviewee groups and the survey reviewer group in charge. You can assign multiple interviewee groups, but only one survey reviewer group. Each interviewee group receives one questionnaire.
    e. **Start date***): The date the first survey and the assigned questionnaires are to be generated.
    f. **End date**: The date when the survey scheduler must be completed and no further survey is created.
    g. **Frequency***): The interval at which the survey and the assigned questionnaires are generated.
    h. **Time limit for execution in days***): The number of days available to the interviewee for the completion of the questionnaire. It defines the completion date by which the survey must be completed.

       *) = Mandatory for technical reasons

The processing activity qualification survey for ARIS Risk and Compliance is created.

For detailed information on modeling guidelines, refer to the Modeling conventions in the online help of ARIS Risk and Compliance.

Example 4.



11.2. Execute a processing activity qualification survey

Once the preparation of a processing activity qualification survey scheduler is complete, the data can be synchronized to ARIS Risk and Compliance. For detailed information on synchronization, contact your Risk and Compliance administrator.

As soon as the data is available in ARIS Risk and Compliance and the start date is reached, the survey with its questionnaires is automatically generated in ARIS Risk and Compliance. The interviewees are informed that new questionnaires are available for editing in ARIS Risk and Compliance. For detailed information on survey management and questionnaires, refer to the online help in ARIS Risk and Compliance.

12. Assess the risk of processing activities

The GDPR regulation requires a risk assessment for all processing activities to decide if a Data Protection Impact Analysis (DPIA) is necessary. This risk assessment is potentially based, among other things, on the score of the detailed qualification of the processing activity [24]. Requirements for this qualification can vary from country to country. ARIS Accelerators for GDPR uses the Risk Management of ARIS Risk and Compliance to assess the risk of each processing activity. ARIS Risk and Compliance ensures the segregation of duties principle and offers an audit trail of any changes. It is a good advice to create a GDPR impact type (risk impact type) for such assessments in ARIS Risk and Compliance. The impact type can be customized. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.

The assessment of risks with the Risk Management of ARIS Risk and Compliance is performed in two steps for each processing activity:

- Create a processing activity risk assessment [27]
- Execute a processing activity risk assessment [29]

12.1. Create a processing activity risk assessment

Use ARIS to create a processing activity risk assessment.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in a **Record of processing activities** model and assigned to the respective legal entity.
- The ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- The GDPR impact type is created in ARIS Risk and Compliance. For detailed information, refer to **ARIS Accelerators for GDPR Installations Guide** > **Create a GDPR impact type in ARIS Risk and Compliance**.

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the **Search** field.
3. Click the relevant model in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. In the **Processing activities** table, click the **Processing activity details** attribute of the relevant processing activity. The fact sheet is displayed.

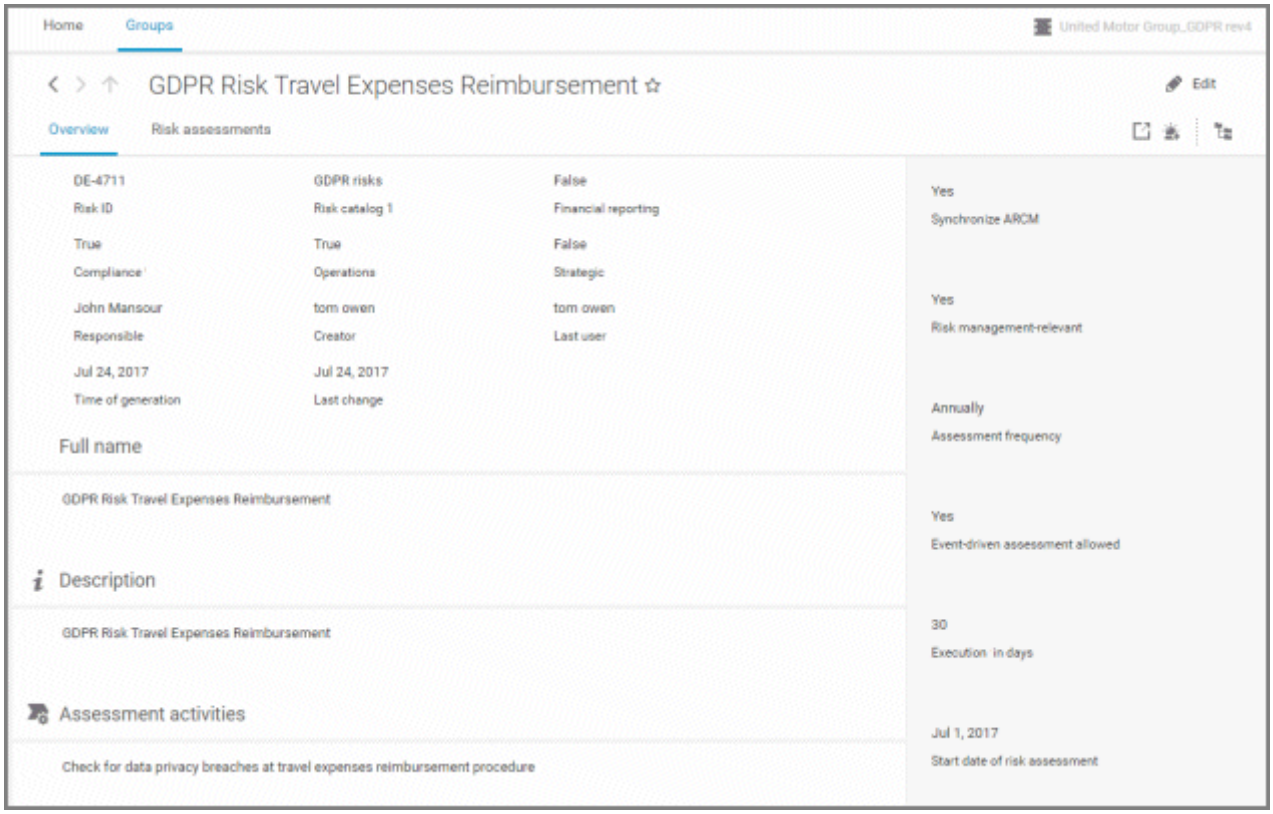
   The link is only available if the elements are already assigned [17] to the processing activity.
6. Click the edit box of the **Risks** attribute to add a new element.
7. Enter a name according to the respective processing activity and the risk type, for example, **Salary payment GDPR risk**, click ✔ to transfer your input, then click **OK** to confirm your input.
8. Click the **Risks** attribute. The fact sheet is displayed.

9. Specify the relevant risk details. To do so, click the edit box of the respective attribute, enter the relevant information, click ✔ to transfer your input, and click **OK** to confirm your input (only for some attributes).
   a. **Responsible**: Any user responsible for this risk.
   b. **Description**: Short description of the risk assessment.
   c. **Compliance**: Enable **true for GDPR risks**
   d. **Assessment activities**: Description of the activities to be performed during risk assessment.
   e. **Groups***): The risk owner group and the risk reviewer group in charge.
   f. **Transfer to ARIS Risk and Compliance***): Enable **Yes**.
   g. **Risk management-relevant***): Enable **Yes**.
   h. **Assessment frequency***): The interval at which risk assessments are automatically generated.
   i. **Event-driven assessment allowed**: Indicates whether risk assessments can be generated not only automatically, but also manually.
   j. **Execution time in days***): The number of days available to the risk owner to assess the risk.
   k. **Start date of risk assessment***): The date the first risk assessment is generated.
   l. **End date of risk assessment**: The date when the risk assessment is completed.
   *) = Mandatory

The risk assessment schedule is created.

For detailed information on modeling guidelines, refer to the Modeling conventions in the online help of ARIS Risk and Compliance.

Example 5.



12.2. Execute a processing activity risk assessment

Once the preparation of a processing activity risk assessment is complete, the data can be synchronized to ARIS Risk and Compliance. For detailed information on synchronization, contact your Risk and Compliance administrator.

As soon as the data is available in ARIS Risk and Compliance and the start date is reached, the risk assessment is automatically generated in ARIS Risk and Compliance. The risk owners are informed that new risk assessments are available for editing in ARIS Risk and Compliance. For detailed information on risk assessment, refer to the online help in ARIS Risk and Compliance.

13. Assess the data protection impact of processing activities (DPIA)

The GDPR regulation requires a Data Protection Impact Assessment (DPIA) for all processing activities representing a high risk to data subjects. To support and guide the respective assessment workshop, a detailed DPIA workshop guidance questionnaire is recommended. The requirements for this assessment can vary from country to country.

ARIS Accelerators for GDPR uses the Survey Management of ARIS Risk and Compliance to assess the data protection impact of each processing activity. ARIS Risk and Compliance ensures the segregation of duties principle and offers an audit trail of any changes.

ARIS Accelerators for GDPR contains a questionnaire (**GDPR Data Protection Impact Assessment**) for assessing the processing activities. This template is based on the recommendations of Germany's Bitkom association. For each processing activity, the results of the assessments are commented on and a degree of fulfillment is selected. By default, there are four degrees of fulfillment: not fulfilled, partly fulfilled, widely fulfilled, and completely fulfilled. If necessary, you can enhance the degrees of fulfillment. This template is meant to be an initial questionnaire template that can be customized.

Each degree of fulfillment represents a fulfillment score. This score serves to first focus on the less fulfilled aspects of the processing activity. The questionnaire serves to describe and evaluate each of the recommended assessment areas, and, if appropriate, to create mitigation measures (issues in ARIS Risk and Compliance).

The creation of the data protection impact assessment survey with the Survey Management of ARIS Risk and Compliance is performed in two steps for each processing activity:

- Create a data protection impact assessment survey [30]
- Execute a data protection impact assessment survey [32]

13.1. Create a data protection impact assessment survey

Use ARIS to prepare a data protection impact assessment survey.

Prerequisites

- You have the **ARIS Connect Viewer > Contribution** license privilege.
- The relevant objects are available in a **Record of processing activities** model and assigned to the respective legal entity.
- The ARIS GDPR method enhancement filter is imported. For detailed information, refer to the **ARIS Accelerators for GDPR Installation Guide**.
- The questionnaire for data protection impact assessment (**GDPR Data Protection Impact Assessment**) is installed and adapted to your specific requirements. The value of the **Transfer to ARIS Risk and Compliance** attribute at the **Questionnaire template** object must be **true** (default value).

Procedure

1. Start ARIS.
2. Enter the name of the relevant **Record of processing activity** model to the 🔍 **Search** field.

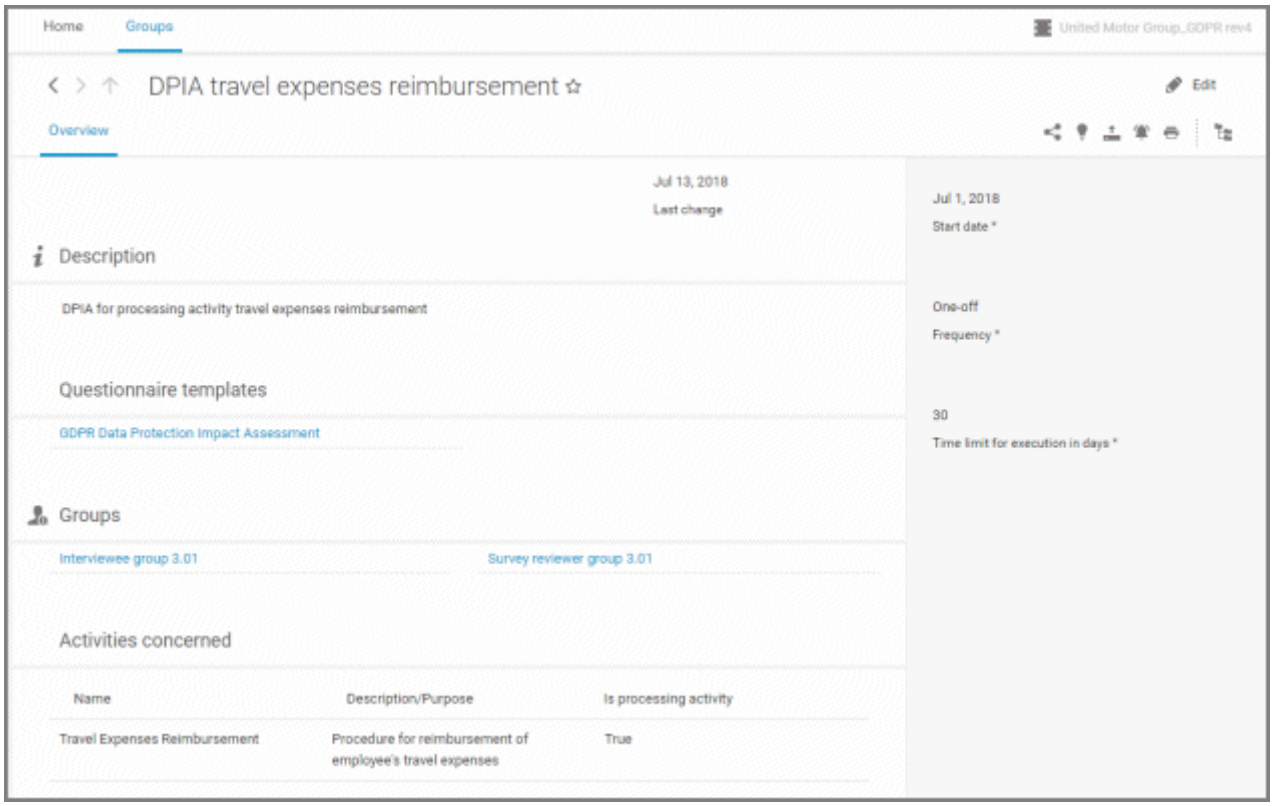
3. Click the relevant model in the list of results. The fact sheet is displayed.
4. Click **Edit** > **Contribute** if the edit mode is not activated yet.
5. In the **Processing activities** table, click the **Processing activity details** attribute of the relevant processing activity. The fact sheet is displayed.

   The link is only available if the elements are already assigned [17] to the processing activity.
6. Click the edit box of the **Questionnaires** attribute to add a new element.
7. Enter a name according to the respective processing activity and the description survey, for example, **Salary payment GDPR DPIA**.
8. Click ✔ to transfer your input, then click **OK** to confirm your input. The **Questionnaires** attribute is created.
9. Click the **Questionnaires** attribute. The fact sheet is displayed.
10. Specify the relevant survey details. To do so, click the edit box of the respective attribute, enter the relevant information, click ✔ to transfer your input, and click **OK** to confirm your input (only for some attributes).
    a. **Responsible**: Any user responsible for this survey.
    b. **Description**: Short description of the survey.
    c. **Questionnaire templates***): The questionnaire template to be used in the survey. Use the **GDPR Data Protection Impact Assessment** questionnaire template.
    d. **Assigned roles***): The interviewee groups and the survey reviewer group in charge. You can assign multiple interviewee groups, but only one survey reviewer group. Each interviewee group receives one questionnaire.
    e. **Start date***): The date the first survey and the assigned questionnaires are to be generated.
    f. **End date**: The date when the survey scheduler must be completed and no further survey is created.
    g. **Frequency***): The interval at which the survey and the assigned questionnaires are generated.
    h. **Time limit for execution in days***): The number of days available to the interviewee for the completion of the questionnaire. It defines the completion date by which the survey must be completed.
    i. *) = Mandatory for technical reasons

The data protection impact assessment survey scheduler for ARIS Risk and Compliance is created.

For detailed information on modeling guidelines, refer to the Modeling conventions in the online help of ARIS Risk and Compliance.

Example 6.



13.2. Execute a data protection impact assessment survey

Once the preparation of a data protection impact assessment survey scheduler is complete, the data can be synchronized to ARIS Risk and Compliance. For detailed information on synchronization, contact your Risk and Compliance administrator.

As soon as the data is available in ARIS Risk and Compliance and the start date is reached, the survey with its questionnaires is automatically generated in ARIS Risk and Compliance. The interviewees are informed that new questionnaires are available for editing in ARIS Risk and Compliance. For detailed information on survey management and questionnaires, refer to the online help in ARIS Risk and Compliance.

14. Generate required internal and external reports

In the context of GDPR and the related internal analysis and reporting tasks, several reports are required. ARIS Accelerators for GDPR contains the following reports:

- Output record of processing activities [33]
- Output GDPR data protection impact assessment [33]
- Output GDPR management report [34]
- Output extended GDPR management report [35]
- Output survey intelligence report [35]
- Output data allocation matrix [36]

To run reports in ARIS Risk and Compliance, open the relevant form or list and click **Generate report**. To run reports in ARIS Architect, click **Start report** on the **Evaluate** tab bar. For detailed information on generating reports, refer to the ARIS and the ARIS Risk and Compliance online help.

14.1. Output record of processing activities

This report creates regulatory documentation of processing activities for one legal entity (organizational unit). The report is based on the recommendations of Germany's Bitkom association. The report differentiates between Controller role and Processor role and includes the respective data from the Processing Activity Documentation questionnaire [19].

Application/role

The user must have the **Risk manager** and **Survey manager** roles in ARIS Risk and Compliance. At least with environment-specific role level. To ensure that the user can also view the related questionnaires, both roles must be assigned.

Context (default)

Organization hierarchy elements in ARIS Risk and Compliance.

Output format

PDF

14.2. Output GDPR data protection impact assessment

This report is an overview of the information gathered for a single processing activity that has been subject to a data protection impact assessment. The report includes the assessment results and questionnaire data

of the processing activity, and it shows the issues and a list of the detail models assigned to the processing activity.

Application/role

The user must have the **Risk manager** and **Survey manager** roles in ARIS Risk and Compliance. At least with environment-specific role level. To ensure that the user can also view the related questionnaires, both roles must be assigned.

Context (default)

Process hierarchy elements in ARIS Risk and Compliance.

Output format

PDF

14.3. Output GDPR management report

This report serves as an internal management report at the business management level. The report shows major information of affected processing activities, but no sensitive information, such as incidents or risk assessments.

Application/role

The user must have the **Risk manager** role in ARIS Risk and Compliance. At least with environment-specific role level.

Context (default)

Organization, **Process**, or **Application system type** hierarchy elements in ARIS Risk and Compliance.

Output format

PDF

14.4. Output extended GDPR management report

This report serves as an internal management report at the compliance management level. The report includes important information of affected processing activities and, additionally to the GDPR management report, sensitive information, such as incidents or risk assessments.

Application/role

The user must have the **Risk manager** and **Issue manager** roles in ARIS Risk and Compliance. At least with environment-specific role level. To ensure that the user can also view the related issues, both roles must be assigned.

Context (default)

Organization, **Process**, or **Application system type** hierarchy elements in ARIS Risk and Compliance.

Output format

PDF

14.5. Output survey intelligence report

This report serves as an improved analysis of survey results. The report exports all survey answers into Microsoft Excel tables to use the enhanced filter, search, and aggregation capabilities of Excel.

Application/role

The user must have the **Survey manager** role in ARIS Risk and Compliance. At least with environment-specific role level.

Context (default)

Survey lists and objects as well as **Questionnaire template** lists and objects in ARIS Risk and Compliance.

Output format

XLS

14.6. Output data allocation matrix

This report serves as an enhanced analysis tool for GDPR-relevant data and the relations of the data to processes or organizational units. The report creates a matrix of both object types including relevant GDPR information to check whether or not this assessment matches for both object types. Thereby, 'white spots' in the GDPR assessment can be identified.

Application

ARIS Architect

Context

Group

Category

ARIS Risk and Compliance

Output format

XLS

15. Monitor related indicators in dashboards

In the context of GDPR and the related internal project several indicators are of particular interest for the respective business managers or compliance managers. The ARIS Accelerators for GDPR includes four dashboards. A dashboard is an interactive application that merges, combines, and clearly visualizes data from different data sources. The data can come from different sources and is combined together. Possible data sources include Excel or CSV files, reports from ERP or CRM systems, requests from data warehouses, or freely available machine-readable data from the Internet. Dashboards are made up of individual graphic components (for example, business graphics, tables, maps), which obtain their data from data feeds and display it. The individual display components can be linked to one another so that the results displayed can be interactively filtered and therefore intuitively analyzed.

- GDPR - Overview [37]
- GDPR - Workflow [40]
- DPIA - Answers [43]
- DPIA - Issues [44]

For further information on access privileges for dashboards, refer to the **ARIS Accelerators for GDPR Installation Guide**. For detailed information on dashboards or the dashboard editor, refer to the ARIS online help. For further information on roles and privileges in ARIS Risk and Compliance, refer to the online help of ARIS Risk and Compliance.

Prerequisites

- You have the **ARIS Aware** license privilege.
- You have the required access privileges to each dashboard as well as to the data of the dashboard.
- You have a Risk and Compliance role that allows you to open risks and/or hierarchy elements.

Procedure

1. Start ARIS.
2. Search for the relevant **Organizational element**, **Function**, or **Processing activity** fact sheets. To do so, enter the name in the **Search** field.
3. Click the relevant element in the list of results. The fact sheet is displayed.
4. Click **Dashboards**. The relevant dashboard is displayed.
5. Use the filter to obtain a particular view.

The dashboards are displayed for monitoring.

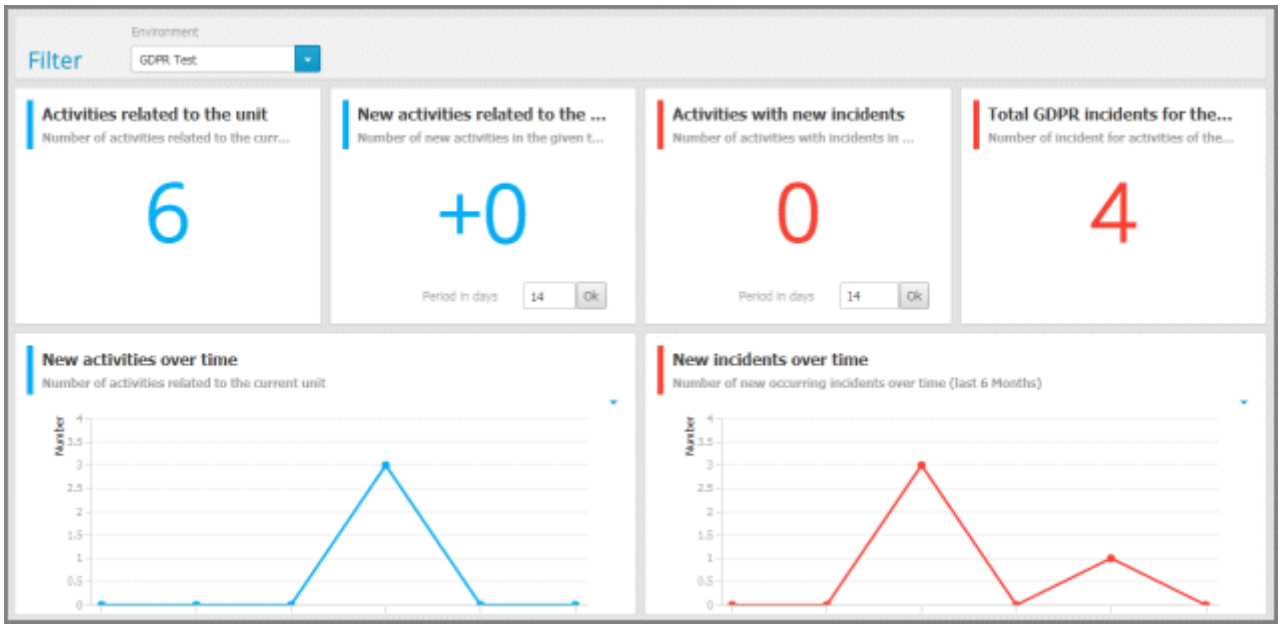
15.1. GDPR - Overview

This dashboard serves as an overview of GDPR-relevant information about a single organizational unit. The respective managers of the organization unit can see the number of processing activities they are responsible for and how many of them were added recently. Additionally, the role of this organizational unit for each processing activity (**Controller** role or **Processor** role) is displayed as well as an overview of the incidents that related to the processing activities of this organizational unit.

Availability

The **GDPR - Overview** dashboard is displayed [37] in fact sheets of organizational units in ARIS.

Example 7.



Charts

Activities related to the unit

Shows the number of processing activities connected to the selected organizational unit.

Calculation

Counts in the ARIS database the number of processing activities. Only the processing activities connected to the selected organizational unit are included in the calculation.

New activities related to the unit

Shows the number of new processing activities, connected to the selected organizational unit, that were created during the period specified in **Period in days**.

Calculation

Counts in the ARIS database the number of processing activities with creation date during the specified period. Only the processing activities connected to the selected organizational unit are included in the calculation.

Activities with new incidents

Shows the number of processing activities that are connected to the selected organizational unit, and that are connected to incidents with occurrence date during the period specified in **Period in days**.

Calculation

Counts in the ARIS Risk and Compliance database the number of processing activities that are connected to incidents with occurrence date during the specified period. Only the processing activities connected to the selected organizational unit are included in the calculation.

Total GDPR incidents for the unit

Shows the total number of incidents that were created in the context of processing activities connected to the selected organizational unit.

Calculation

Counts in the ARIS Risk and Compliance database the number of incidents that are connected to processing activities. Only the processing activities connected to the selected organizational unit are included in the calculation.

New activities over time

Shows the development of the number of processing activities created during the last six months, that are connected to the selected organizational unit.

Calculation

Counts in the ARIS database the number of processing activities with creation date during the last six months. Only the processing activities connected to the selected organizational unit are included in the calculation.

New incidents over time

Shows the number of incidents of the last six months in the context of processing activities connected to the selected organizational unit.

Calculation

Counts in the ARIS Risk and Compliance database the number of incidents with occurrence date during the last six months that are connected to processing activities. Only the processing activities connected to the selected organizational unit are included in the calculation.

Activity overview

Shows a list of processing activities that are connected to the selected organizational unit, and the GDPR role connected to each processing activity.

Calculation

Collects in the ARIS database the processing activities of each connection type. Only the processing activities connected to the selected organizational unit are included in the calculation.

Activities with new incidents over time

Shows the number of processing activities that are connected to the selected organizational unit, and that are connected to new incidents occurred during the last six months.

Calculation

Counts in the ARIS Risk and Compliance database the number of processing activities that are connected to incidents with occurrence date during the last six months. Only the processing activities connected to the selected organizational unit are included in the calculation.

15.2. GDPR – Workflow

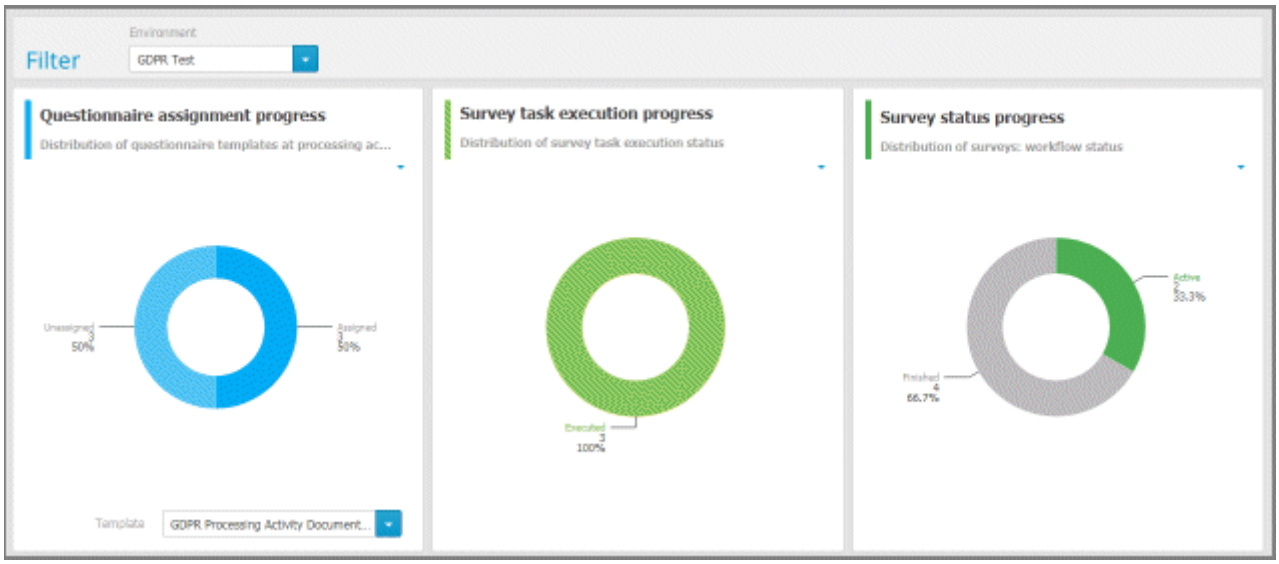
This dashboard shows the main phases of the GDPR workflows of surveys and risk assessments. The dashboard gives an overview of the status of the different GDPR project steps.

For detailed information on Survey Management and Risk Management, refer to the online help in ARIS Risk and Compliance. For detailed information on dashboards or the dashboard editor, refer to the ARIS online help.

Availability

The **GDPR - Workflow** dashboard is displayed [37] in fact sheets of organizational units in ARIS.

Example 8.



Charts

Questionnaire assignment progress

Shows the distribution of processing activities with and without connection to survey schedulers that are connected to the selected questionnaire template.

Calculation

Counts in the ARIS database the number of processing activities that are connected to a survey scheduler that is connected to the selected questionnaire template. Only the processing activities connected to the selected organizational unit are included in the calculation.

Survey scheduler execution progress

Shows the distribution of survey schedulers (based on the data of the **Questionnaire assignment progress** chart) with and without generated surveys.

Calculation

Counts in the ARIS Risk and Compliance database the number of surveys that were generated with the survey schedulers from the **Questionnaire assignment progress** chart. Only the processing activities connected to the selected organizational unit are included in the calculation.

Survey status progress

Shows the distribution of generated surveys with their status based on the data of the **Survey scheduler execution progress** chart.

Calculation

Counts in the ARIS Risk and Compliance database the number of surveys in each survey status that were generated with the survey schedulers from the **Questionnaire assignment progress** chart. Only the survey schedulers connected to processing activities that are connected to the selected organizational unit are included in the calculation.

Risk assignment progress

Shows the distribution of processing activities with and without connected risks.

Calculation

Counts in ARIS database the number of processing activities that are connected to a risk. Only the processing activities connected to the selected organizational unit are included in the calculation.

Risk assessment creation progress

Shows the distribution of risk assessments (generated or not yet generated) based on the data of the **Risk assignment progress** chart.

Calculation

Counts in the ARIS Risk and Compliance database the number of processing activities that are connected to risks that are at least connected to one generated risk assessment. Only the processing activities connected to the selected organizational unit are included in the calculation.

Risk assessment workflow progress

Shows the distribution of risk assessments with their status based on the data of the **Risk assessment creation progress** chart.

Calculation

Counts in the ARIS Risk and Compliance database the number of processing activities that are connected to a risk object. From this quantity, the number of risk assessments with their status are taken into account. Only the processing activities connected to the selected organizational unit are included in the calculation.

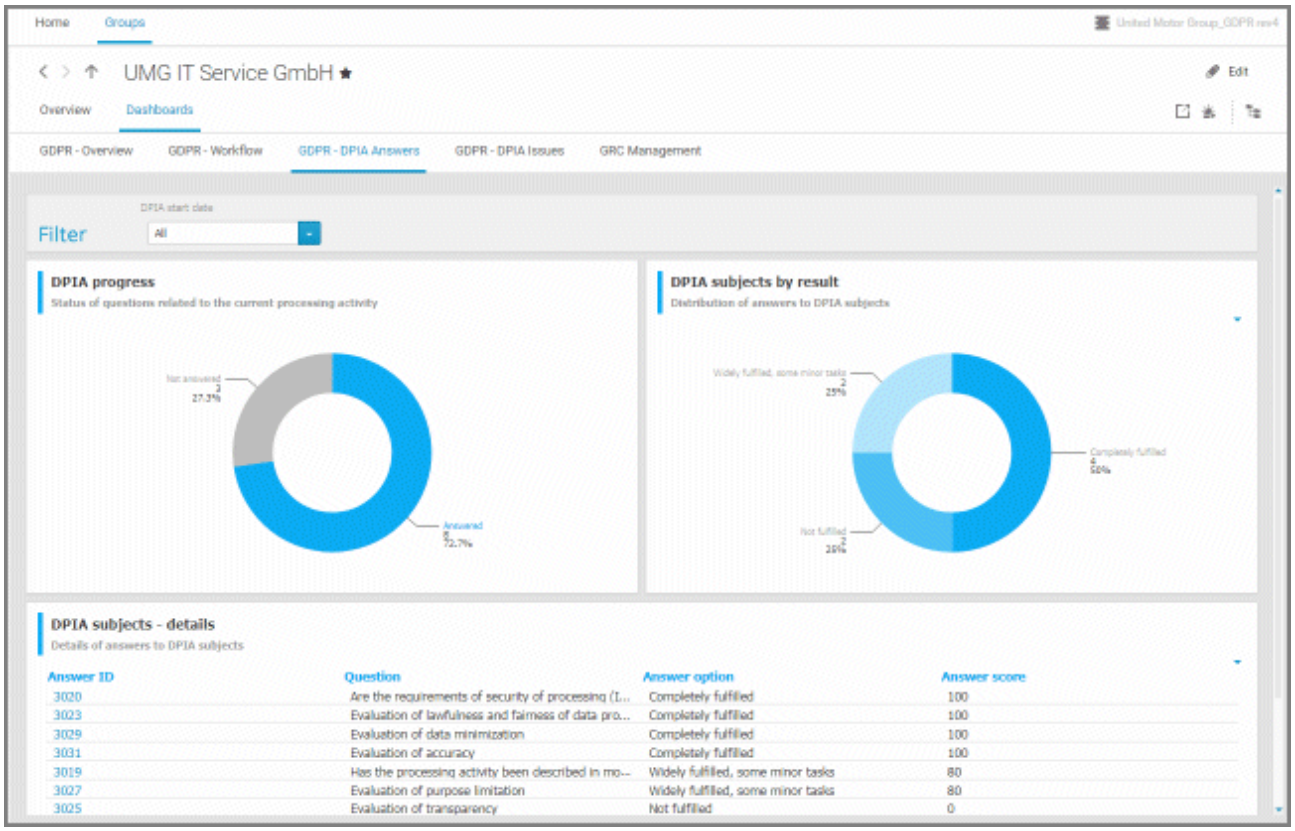
15.3. DPIA - Answers

This dashboard provides analysis capabilities regarding the results of data protection impact assessment workshops. The various areas of such an assessment are shown with their resulting degree of fulfillment. You can display GDPR weaknesses and assessments (with a degree of fulfillment less than 100 %) for further analysis or creation of mitigation measures (issues).

Availability

The **DPIA - Answers** dashboard is displayed in **Processing activity** fact sheets in ARIS.

Example 9.



Charts

DPIA progress

Shows the distribution of DPIA elements according to their answer status (answered, not answered). The user can monitor the completion of the data protection impact assessment.

Calculation

Counts in the ARIS Risk and Compliance database the number of questions to be evaluated with their degree of fulfillment. Then, they are grouped according to the answer status.

DPIA subjects by result

Shows the distribution of DPIA elements to be assessed by the degree of fulfillment. The user can monitor the proportion of aspects with more or less weaknesses.

Calculation

Counts in the ARIS Risk and Compliance database the number of answered questions and groups them according to the degree of fulfillment.

DPIA subjects - details

Shows the details of DPIA elements including their degree of fulfillment score. The user can rank the DPIA aspects according to the significance of their weaknesses. A link to the answered question in ARIS Risk and Compliance is available.

Calculation

Lists the answered questions in the ARIS Risk and Compliance database and sorts them along the degree of fulfillment.

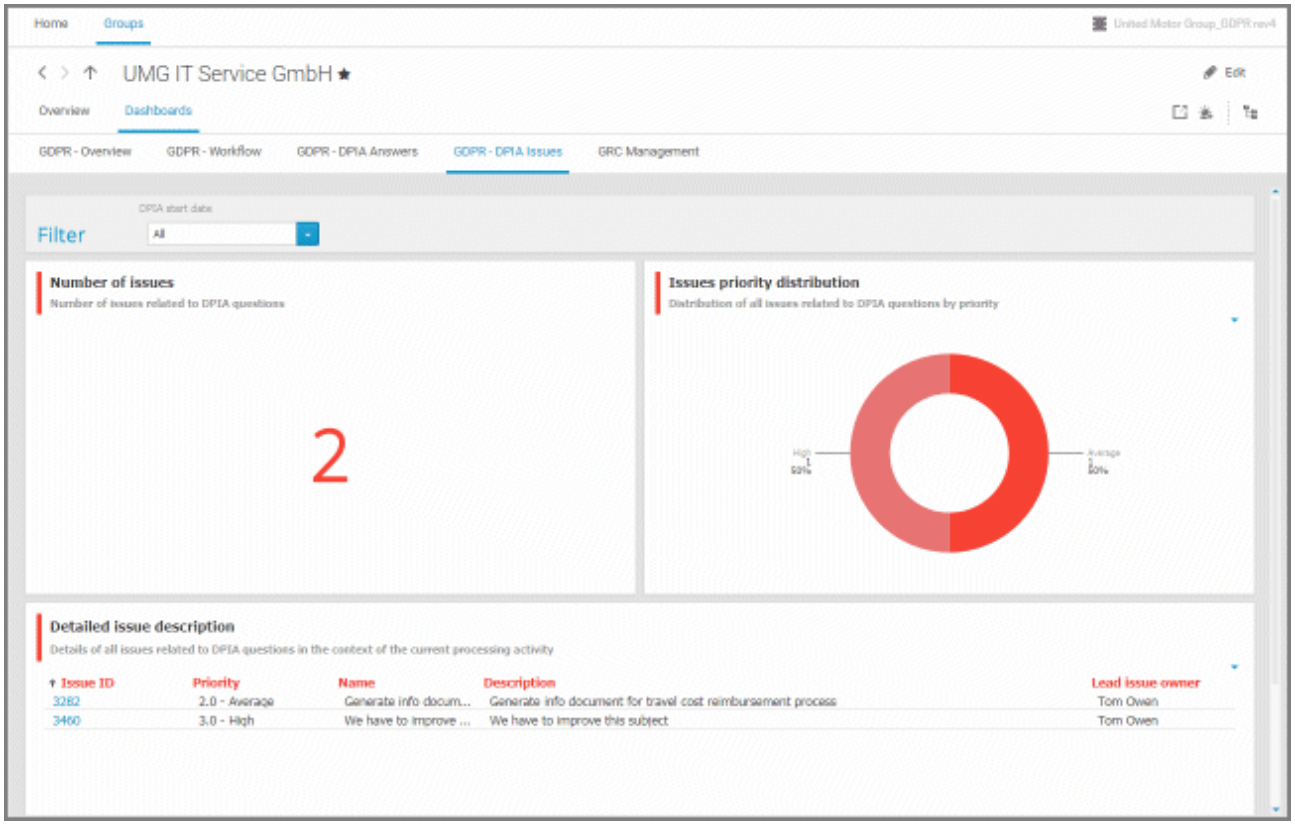
15.4. DPIA - Issues

This dashboard serves as an overview of mitigation measures (issues) regarding the weaknesses found during the data protection impact assessment of a processing activity. You can display each issue for further analysis and management.

Availability

The **DPIA - Issues** dashboard is displayed in processing activity detail fact sheets in ARIS.

Example 10.



Charts

Number of issues

Shows the number of issues related to the current data protection impact assessment.

Calculation

Counts the number of issues in the ARIS Risk and Compliance database that are connected to answered questions of the DPIA questionnaire of the affected processing activity.

Issues priority distribution

Shows the distribution of issues concerning the DPIA questions according to the issue priority. The user can monitor the proportion of issues with more or less priority.

Calculation

Counts the number of issues in the ARIS Risk and Compliance database that are connected to answered questions of the DPIA questionnaire of the affected processing activity. Then, they are grouped according to the issue priority.

Detailed issue description

Shows the details of DPIA issues. The user can rank the DPIA issues according to their priority. A link to the issue object in ARIS Risk and Compliance is available.

Calculation

Lists the issues assigned to answers of the DPIA questionnaire of the current processing activity in the ARIS Risk and Compliance database and sorts them according to their priority.

16. Support and legal information

This section provides you with some general information regarding product support and legal aspects.

16.1. Documentation scope

The information provided describes the settings and features as they were at the time of publishing. Since documentation and software are subject to different production cycles, the description of settings and features may differ from actual settings and features. Information about discrepancies is provided in the Release Notes that accompany the product. Please read the Release Notes and take the information into account when installing, setting up, and using the product.

If you want to install technical and/or business system functions without using the consulting services provided by SAG ARIS GmbH, you require extensive knowledge of the system to be installed, its intended purpose, the target systems, and their various dependencies. Due to the number of platforms and interdependent hardware and software configurations, we can describe only specific installations. It is not possible to document all settings and dependencies.

When you combine various technologies, please observe the manufacturers' instructions, particularly announcements concerning releases on their Internet pages. We cannot guarantee proper functioning and installation of approved third-party systems and do not support them. Always follow the instructions provided in the installation manuals of the relevant manufacturers. If you experience difficulties, please contact the relevant manufacturer.

If you need help installing third-party systems, contact your local ARIS sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard ARIS software maintenance agreement and can be performed only on special request and agreement.

16.2. Support

Product support

We provide support for ARIS products to all customers with a valid support contract.

Information on product version availability and support, as well as sustained support dates, is available at ARIS Community.

Contact our Global Support services at ARIS Community to raise and update support incidents, or post ideas and feature requests.

Community

Register with ARIS Community to download products, updates and fixes, find expert information, and interact with other users.

Documentation

For information on how to use and activate products and for other technical support questions, visit the ARIS Documentation website.

If you want to give feedback on any documentation topic, write to documentation@aris.com.

16.3. Legal notices

This document applies to ARIS Version 10 and to all subsequent releases.

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

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