# Summary of new features, bug fixes and changes made in 2022

If you have any questions, would like a demonstration of the new features, or would like help in making better use of the Flowz software, please contact: support@flowz.co.uk

## 1 My Assets and My Flows

The major function update for the year was the introduction of dynamic reporting tables in My Assets and My Flows. These tables allow the user to select and save the combination of columns of data fields they wish to see (Views) and to then filter the results with complex queries (Filters can also be saved), and to export the results to Excel with a simple button click.

Every field that collects data in an Asset or a Flow template can be displayed in the associated table, as well as using layered filtering to narrow the results. Views and Filters can be named and saved. When saving, users are given the option to save for only their personal use, or if they have a + Admin role, to save for the use of others in the organisation by role.

### 1.1.1 Attribute View features:

- Questionnaire and Question table integration
- User can select, reorder, mix and match columns from Questionnaires and Questions in Asset and Flow grid using drag and drop in tree view
- Organisation-wide and User specific Views can be saved
- Single and multiple row selection provides for bulk changes of status
- Asset and Flows may be cloned to speed data entry for substantially similar records
- Single record view as a PDF on screen and can be saved
- Views can display and filter on roles from the People panel including IAO, IAA, DPO, Controller, Processor, etc.

### 1.2 Attribute Filtering

We have added additional filter options in the My Assets and My Flows screens so that the View can be filtered by any characteristic of an Asset, or a Flow and the results exported (using the Export to Excel button).

The new features support, for example, periodic reviews such that Assets or Flows with Last Reviewed fields can be found in specific time frames.

My Asset and My Flows screens are accessed from the main menu, the home screen short cuts or by clicking the pie chart image on the home screen.

### 1.2.1 Attribute Filter features:

- Date range search – multiple options to search by only start dates (records only after date), only end date (records before this date), or both (records in this time range)
- Free text search – search using multiple partial text strings
- In Flows, you display and filter source and destination Asset, so display all flows inbound and/or outbound from an Asset
- Filters can be saved for personal use or access provided to others in your organisation
- Filters can be deleted when no longer required, cloned or edited to further refine results

# 2  Assets and Flow Templates

The most significant change to Flowz happened in the shift from version 3 to version 4 with the introduction of Attributes in Asset and Flow templates.

Attributes are customer-defined Questionnaires, for which inherent and residual risk are calculated separately. A questionnaire comprises customer-defined questions, which can be displayed or hidden conditionally based on answers to previous questions, e.g., if the answer was 'yes' to the previous question A, then display question B, if the answer to question A was 'no', then display question C.

Questions themselves can be variously configured and displayed as defined by the customer. Basically, a Question comprises:

- Question
- Customer-defined supporting text to enable users to determine the correct answer
- Possible answers (in customer-defined order)
- Value given to each answer to support risk calculation
- Optional additional text box to enable users to add further information with a customer-defined instruction, e.g., 'If processing depends on a particular legal duty, please specify this here'
- Questions may be reused in multiple Questionnaires
- Questions may be made Active or Inactive (or deleted – rules apply)

Questionnaires are also very flexible and include:

- Import questions
- Various display options depending on answer configuration, i.e., radio button, check box, date, text box
- Display options in terms of the order Questionnaires and Questions appear to users
- Making answering questions or entering text mandatory or optional
- Overriding Risk Type
- Creating conditional logic
- Questionnaires may be made Active or Inactive (or deleted – rules apply)
- Generating Risk Expressions

## 2.1  Document upload

Various document types can be uploaded and appended to Asset, Flow and People records.

### 2.1.1  Features:

- Document upload supports:.xls,.xlsx,.doc,.docx,.rtf,.pptx,.ppt,.pdf,.png,.jpg,.tif

## 2.2  Trees

We have tried various 'tree' type displays since the system was first launched in 2012. In the latest version we have changed 'tree' behaviours such that tree nodes can be selected and collapsed trees will indicate whether all, some or no branch nodes are selected. In particular, Assets the following have new trees:

- Purpose of Process
- Categories of Data
- Classes of Data Subject

## 2.3  Risk expression generator

GDPR is risk based (articles 24, 32, 35, 36, and 39). Flowz can be configured to provide objective comparative risk values through which to manage risk. Further, by utilising the Questionnaires and Views functionality, risk can be viewed through multiple lenses, e.g., risk to rights and freedoms of

data subjects (articles 24, 32, 35, 36), levels of compliance with the Data Protection Principles (Duty of Accountability – article 5(2)), and levels of compliance with GDPR (article 39(2)). For organisations that process health and social care data in England, Flowz can also report on compliance with Caldicott Principles.

This year we have added various features to enable risk computation within Flowz to support monitoring and reporting of risk, and to make this as simple or as complex as required for the organisation's context.

## 2.4    Features:

- Answers to Questions can be allocated a value, typically a multiplication factor, relative to itself, e.g., 'Is the data encrypted?', yes = 0.5, no = 2. So, by multiplication, answering yes will halve the value and answering no will double the value
- Question can be tagged with Risk Type [None/ Risk / Control] to support automatic generation of Risk Expressions
- Allocated Risk Type can be overridden where the Question is added to a Questionnaire to enable flexibility in context
- Risk Expression for both Inherent and Residual Risk can be automatically generated (using the 'Default Expression' button), based on the allocated Question Risk Type
- Automatically generated Risk Expressions can be manually adjusted, or fully manually created in the drag & drop Risk Expression Builder
- Multiple Risk Expression variations can be created, named, and saved (see below). Only one can be applied at a time

## 2.5    Risk Expression Name and Description

We have added the facility to name and describe multiple Risk Expressions in Questionnaires and for overall Risk Expressions for Assets and Flows.

Naming and describing multiple Risk Expressions supports the creation of more complex Risk Expressions as risk scoring is balanced to provide comparable results where different question conditions provide short or long routes through Asset and Flow records.

Risk Expressions are accessed: Settings > Questionnaires > Questionnaire from where you select your Questionnaire. Risk Expressions are in the Risk panel. Overall Risk Expressions are accessed: Settings > Risk Management > Risk Score from where you select Asset or Flow and can add consideration of Purpose of Processing, Categories of Data and Classes of Data Subject.

### 2.5.1    Features:

- New fields (Name and Description ) added to Asset / Flow / Questionnaire Risk Expression
- Unique Name Validation
- Validation for Questionnaire Item (Question) not available with in Questionnaire Risk expression
- Invalid Questionnaire Item (Question) text shown as ~~strikethrough~~ in a red font

## 2.6    Questionnaire reconfiguration

When we migrated from Flowz v3 to v4, we introduced the facility to create conditional questions, which respond to the answer giving in the preceding question and display or hide subsequent questions. Customers could create unlimited Questionnaires (question sets) and calculate inherent and residual risk for each Questionnaire and the overall risk for the Asset or Flow according to simple or complex Risk Expression creation. What we could not do at the front end was move Questions and any results already recorded between Questionnaires to allow reconfiguration.

We have now created the facility to do this such that customers can now modify their Questionnaires to meeting their changing needs and move existing answers (data) with the question.

The new User Interface (UI) identifies the dependencies on a Question in its existing Questionnaire before allowing Users the ability to move the results.

The new function can be found at: Settings > Questionnaire > Move Question

**Changes cannot be undone, and the UI includes warnings at each stage.**

2.6.1    Features:
- UI automatically removes dependent Conditions
- UI automatically removes dependent Filters
- Dependent Risk Expressions are disabled
- Dependent Views are removed
- Question, with existing data, is moved and appears as the last item in the destination Questionnaire, from where it can be re-ordered

## 2.7    Orphaned Assets

It is possible to create an Asset without allocating an Information Asset Owner (IAO) or an Information Asset Administrator (IAA). Such Assets then do not appear in any user's My Asset screen or searches – they become orphaned.

We have now created two special Standard Filters which display search results for Assets with empty IAO or IAA fields.

This can be found in Assets > My Assets in the Filters panel under Standard. These Filters will only appear to users with a +Admin role on the Standard Filter menu in the My Assets screen.

# 3    People

## 3.1    Read-Only access

We have introduced a new role to allocate view only access.

This functionality has been requested to allow Auditors, IT Departments and others to have access to Flowz for reference purposes without the risk of uncontrolled change.
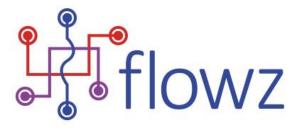
The new function is accessed from the: Settings > People > Create Person or > Search People. Once in a user record, in the Permitted Access panel, there is a new check box (labelled 'Account Read Only') to make that user Read-Only. This setting will override any other user roles and permissions allocated to the user.

3.1.1    Features:
- Search People table results has an additional column to show users that are Read-Only
- Search People filters includes an option to include or exclude users that are Read-Only
- Read-Only users can edit Assets and Flows, but cannot save any changes
- Read-Only users only have My Asset, My Flows, Reports and Help menu items
- Read-Only users can add Views and Filters in their My Asset and My Flows screens
- Read-Only users cannot export views to Excel
- For Assets or Flows, Read-Only users cannot add new, change status, update risk scores or clone
- Individual Assets and Flows can be previewed and exported as a PDF

## 3.2    Search People

We have added a search filter option to show and/or hide active and inactive users.

For audit purposes, the system does not actually delete users, we hide them from view in some screens. We have now added the facility for users to toggle inclusion or exclusion of active and inactive users generally for governance purposes.

This can be found in Settings > Search People

### 3.3   GDPR role sensitivity

We updated the rules that now connect the GDPR role allocated to a user in their personal profile with the roles they can be allocated in the People panel in an Asset. The remains a hierarchy:

- Siro
- IAO
- IAA
- Flow User
- Read Only

So, a role holder can do everything a role holder below can do (as shown in the list order above). For example, an IAO can also be an IAA, but an IAA cannot be an IAO.

The impact of this change has been automatically updated in your data such that, if a user has been allocated an IAO role in an Asset, their user profile has been updated to make them an IAO.

You should note that we have also added a validation check, such that if you want to change or downgrade a person's role, for example from IAO to IAA, you must first remove them from any assets where they have been allocated the IAO role.

## 4   Security fixes

All risks identified in our annual security testing were addressed, including those that were for advice only.

This exercise will continue to be repeated annually.

## 5   General

### 5.1   Cookies

Cookies have become a bit of an issue in the media. From a Flowz perspective, we offer a cloud-based software solution which is accessed using browser software, so the Privacy and Electronic Communication Regulation, regulation 6 does not apply. Nevertheless, we have added a one-time cookie banner that confirms the purpose of processing for necessary cookies

### 5.2   Ownership

Flowz was taken into full ownership by David Stone during 2022 (previously 20% shareholder). David was the person who originally conceived the predecessor to Flowz (Information Asset Manager) and has been the driving force behind the products evolution and adoption.

Many back-office functions have changed as a result of the change in ownership, but the development team remains unchanged.

For customers vendor due diligence, please note the registered office, trading address and telephone number have changed (see the footer on page 1).

## 6 Future

The development team is working hard on version 5 of Flowz. This will introduce a wholly new range of features, building on the existing familiar interface and logic, but enabling customers to take much more control and start to build their own no-code processes. We will contact you shortly to demonstrate early versions.

David Stone
4 January 2023