

# POLICY MANAGEMENT AS A SERVICE

## FAQs - MANAGING CONTENT AND USERS

### WHAT ARE THE KEY FUNCTIONS AVAILABLE TO MANAGE THE CONTENT OF PMAAS?



Customer configurable visibility settings within the service determine what policy content appears in the User, Manager and Technical sections.

A policy owner, policy review date, policy review cycle and a policy review reminder can be setup on a per policy basis.

Links can be embedded within the policy content for access to additional sources of information, supporting documentation such as forms, processes and procedural documents.

A Change Request function allows edits to the wording of policies and explanation sections to be efficiently applied by customer site administrators. Once a request is submitted the PPS team will review and action the request. In reviewing the detail our team ensure any requested changes don't have an unexpected impact on other policy wording, (e.g. - creating a contradiction), or result in a divergence from best practice guidance. Any such issues will be discussed with the customer to get agreement on any actions to take.

Stakeholder mode allows a customer to engage individuals as stakeholders to review policies so those persons can provide input and feedback on the wording of those policies via the service.

A PMaaS Exceptions Register tracks instances where an organisation cannot fully comply with the wording of a policy but wish to keep the policy in place. The register tracks and manages the ongoing status of those exceptions noting up to when they have been resolved.

Our team is responsible for the maintenance of the international standards content within PMaaS. When a change to a standard is introduced, our experts review the detail and present options to customers that will allow them to keep their policy content aligned with the changed guidance. Those options are presented using a simple online questionnaire within the service.



### WHAT ARE THE KEY FUNCTIONS AVAILABLE TO MANAGE USERS OF PMAAS?

PMaaS supports SAML 2.0 integration with Azure Active Directory or ADFS.

Two factor authentication can be enabled, with support for any TOTP token (e.g. Google/Microsoft authenticator)

Third party contractors can be enrolled to the service to view and accept designated policy content.

New or prospective employees using an external email domain as their login ID can be provided with advance access to specific policy content before their actual start date.

An onscreen acceptance mode makes it easy to capture policy acceptances from users (Premium version only).

Comprehension testing can be configured and made available to users (based on the Acceptable Use Policy).

User reporting provides visibility of all interactions that enrolled users have with the service.

Activity logging provides account profile reporting including details such as new accounts added, password changes, password expiries, lockouts and more.

Policy review reminders – set up reminders to prompt users to review nominated policy content.



**PROTOCOL**  
POLICY SYSTEMS

[WWW.PROTOCOLPOLICY.COM](http://WWW.PROTOCOLPOLICY.COM)