Qualys Security Assessment Questionnaire

User Guide

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About this guide

Welcome to Qualys Cloud Platform! This guide shows you how to use the Qualys Security Assessment Questionnaire to streamline your third-party and internal risk assessment processes and to design in-depth surveys to assess security policies and practices of third parties and internal staff and their compliance with industry standards, regulations, and internal requirements.

About Qualys

Qualys, Inc. (NASDAQ: QLYS) is a pioneer and leading provider of cloud-based security and compliance solutions. The Qualys Cloud Platform and its integrated apps help businesses simplify security operations and lower the cost of compliance by delivering critical security intelligence on demand and automating the full spectrum of auditing, compliance and protection for IT systems and web applications.

Founded in 1999, Qualys has established strategic partnerships with leading managed service providers and consulting organizations, including Accenture, BT, Cognizant Technology Solutions, Deutsche Telekom, Fujitsu, HCL, HP Enterprise, IBM, Infosys, NTT, Optiv, SecureWorks, Tata Communications, Verizon and Wipro. The company is also a founding member of the Cloud Security Alliance (CSA). For more information, please visit www.qualys.com

Qualys Support

Qualys is committed to providing you with the most thorough support. Through online documentation, telephone help, and direct email support, Qualys ensures that your questions will be answered in the fastest time possible. We support you 7 days a week, 24 hours a day. Access support information at www.qualys.com/support/

Introduction to Qualys Security Assessment Questionnaire

Qualys Security Assessment Questionnaire (SAQ) gives you the ability to create campaigns to help you send out questionnaires to any number of users and to collect their risk and compliance data.

Just create templates with your risk and compliance questions and requirements. Create a Campaign using this template, add users and launch the campaign. That's it! We will send out emails to the users, and they can start responding to these questionnaires immediately.

Before you start

Only a user with a Manager role can launch and manage Campaigns in SAQ. To create users with a manager role, you need to set up new users using Vulnerability Management (VM/VMDR) and grant them access to the SAQ app.

How do I get started?

- Build your templates

- Manage Users in Your Subscription

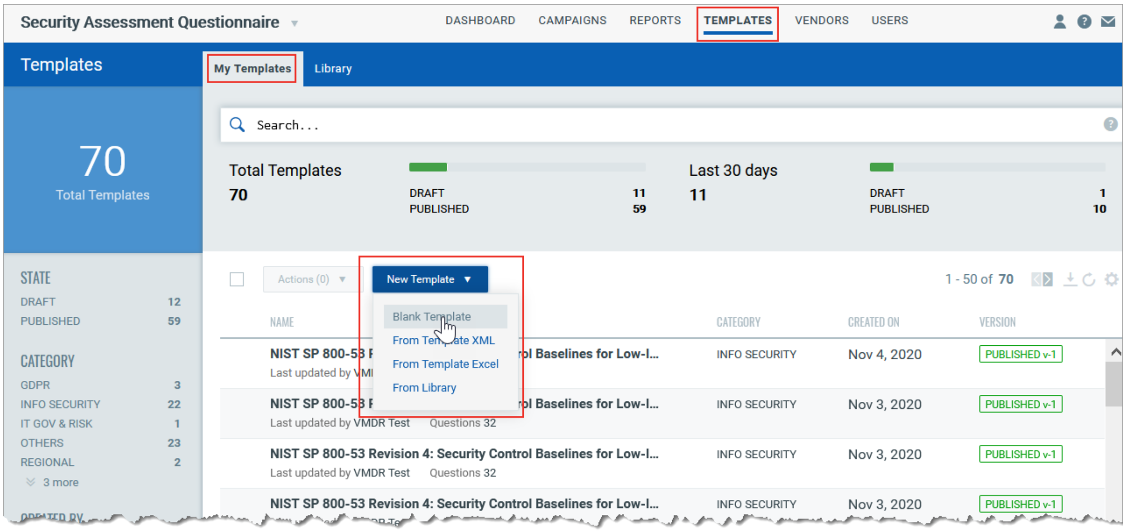
- Create and Launch Campaigns

Build your templates

A template is where you formulate questions you want users to answer. While creating a template, you can add rules, set criticality to the questions, assign risk scores to the template, etc. You can also create copies of a template and customize it for different purposes and audiences.

Create a Template

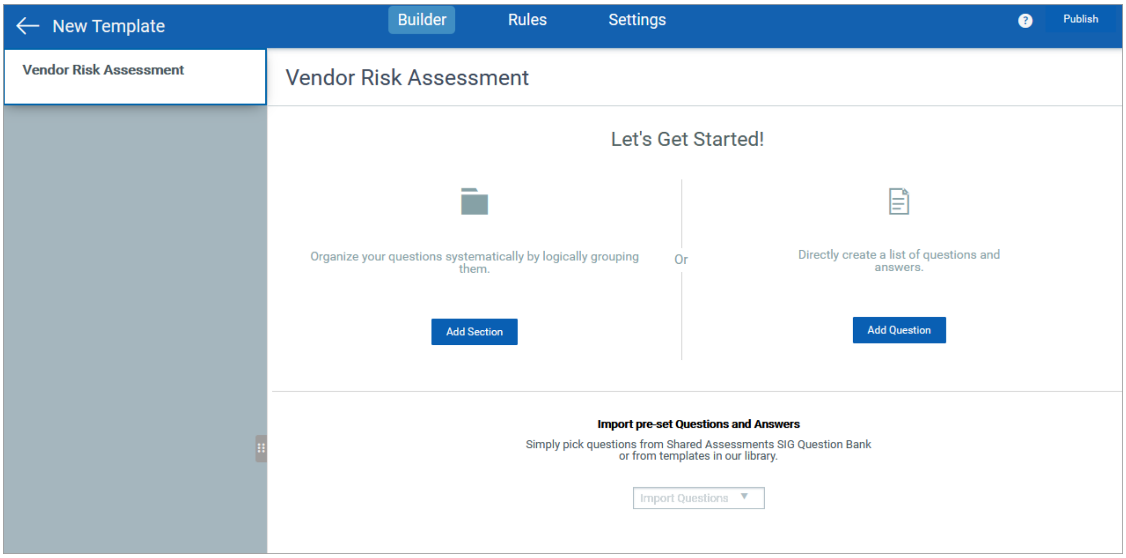
1. Go to Templates > My Templates and select New Template. You may select one of the four options. For example, select ‘Blank Template.



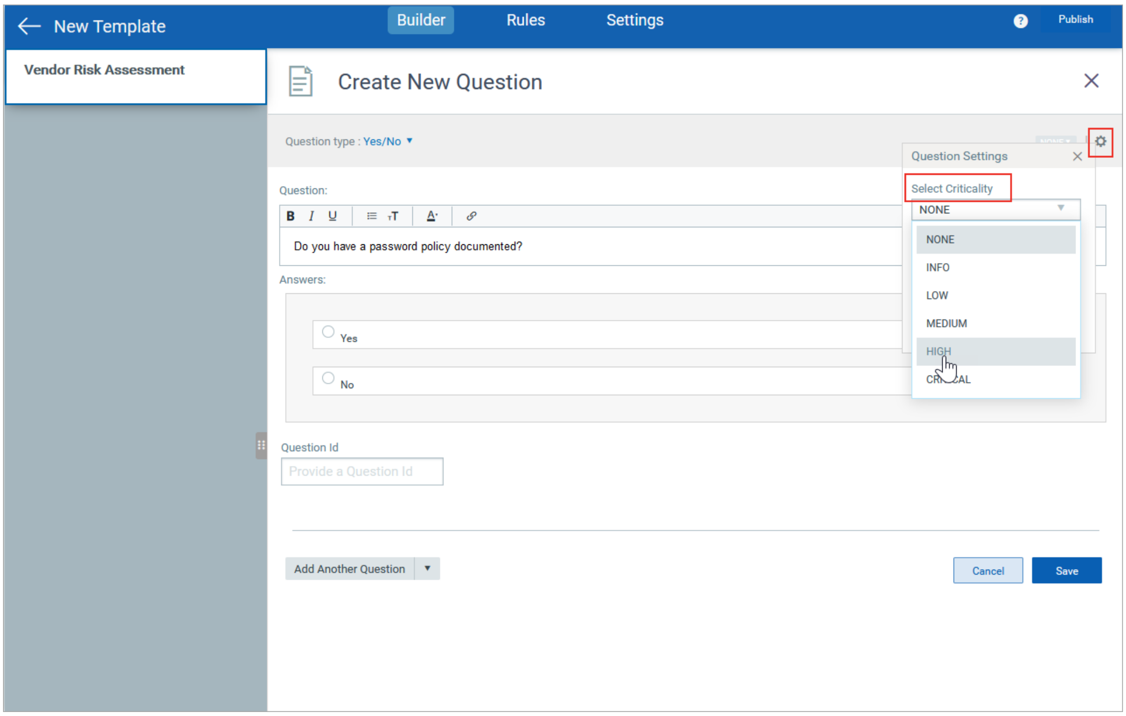
2. Provide a Template name and a description. Click OK.

3. On the Builder tab, add questions, create rules, specify required attachments and layout.

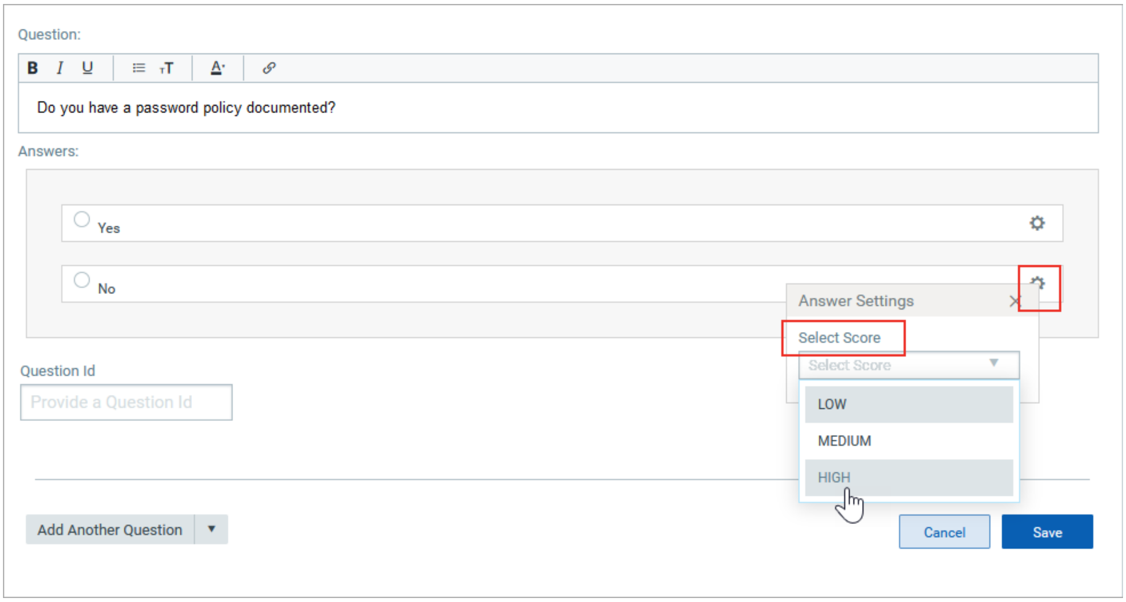
Optional: You can also pick questions from Shared Assessments SIG Question Bank or from templates in our Library to import into your template.



4. Set criticality for your questions.



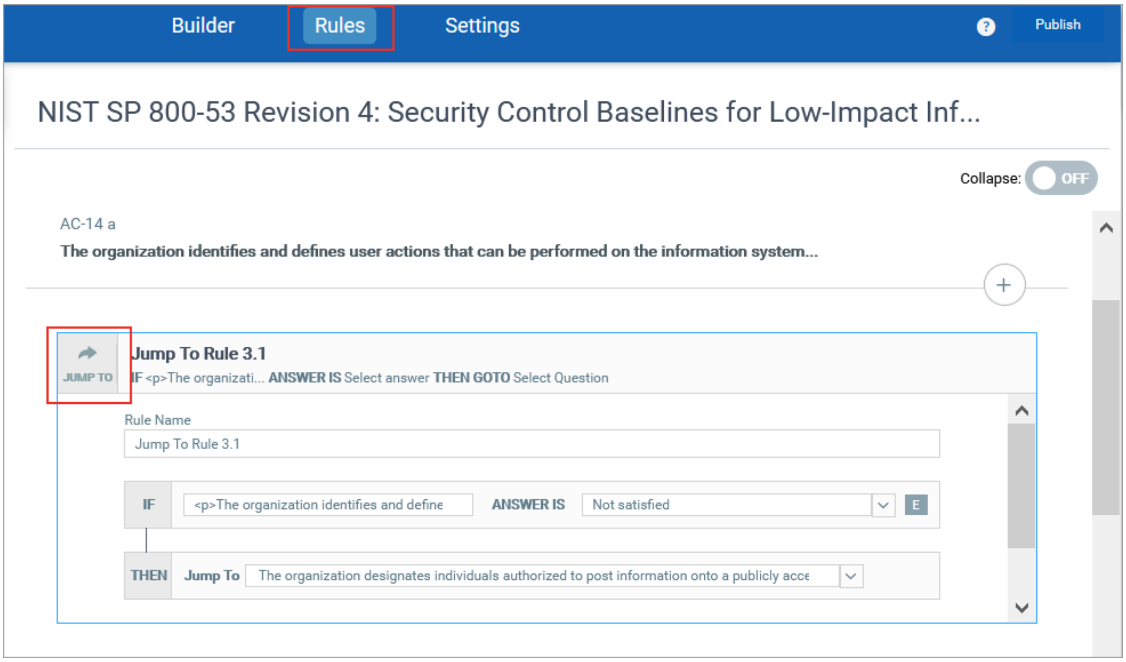
5. Set risk scores for each answer.



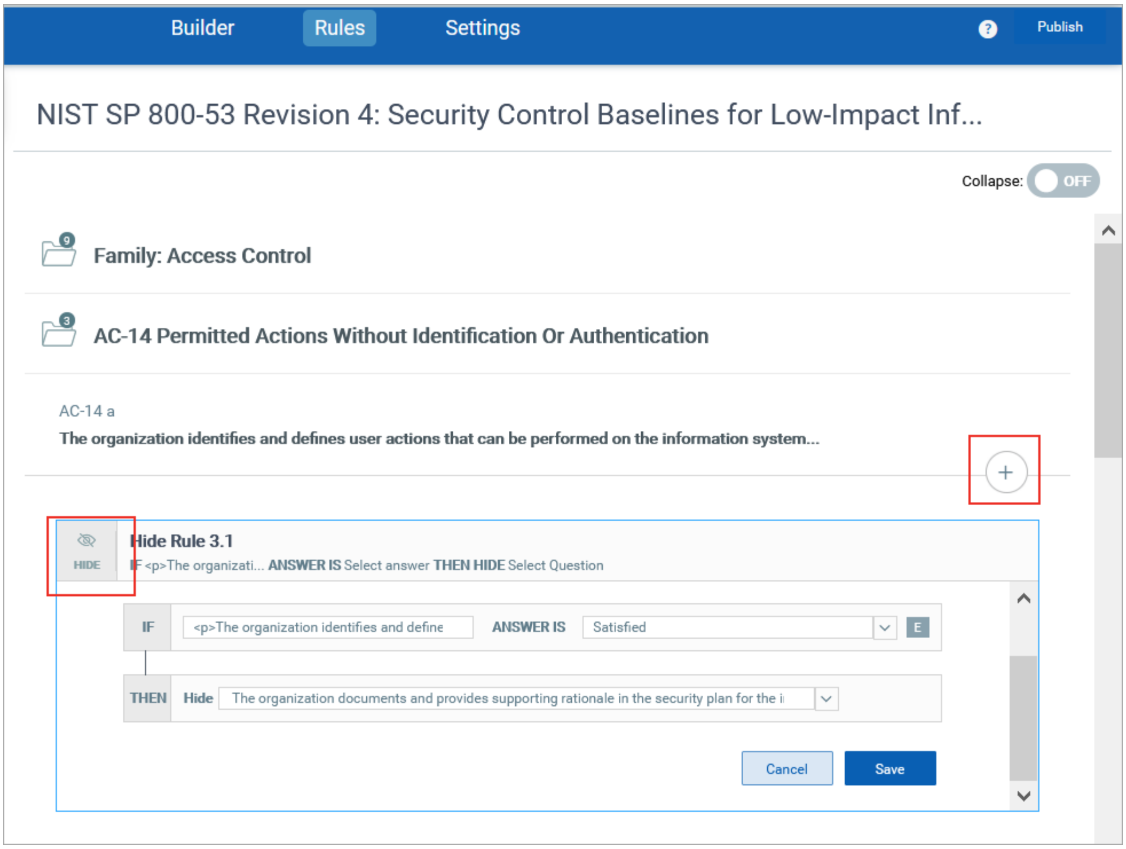
Manage Rules

To make your questionnaire dynamic, you can configure a template to create rules to show or hide questions in the template. These rules are executed dynamically in the questionnaire for that template, depending on the answers given by the responder.

Jump To Rule:


Builder
Rules
Settings
Publish
NIST SP 800-53 Revision 4: Security Control Baselines for Low-Impact Inf...
Collapse: OFF
AC-14 a
The organization identifies and defines user actions that can be performed on the information system...
JUMP TO
Jump To Rule 3.1
IF <p>The organizati... ANSWER IS Select answer THEN GOTO Select Question
Rule Name
Jump To Rule 3.1
IF
<p>The organization identifies and define
ANSWER IS
Not satisfied
E
THEN
Jump To
The organization designates individuals authorized to post information onto a publicly acce

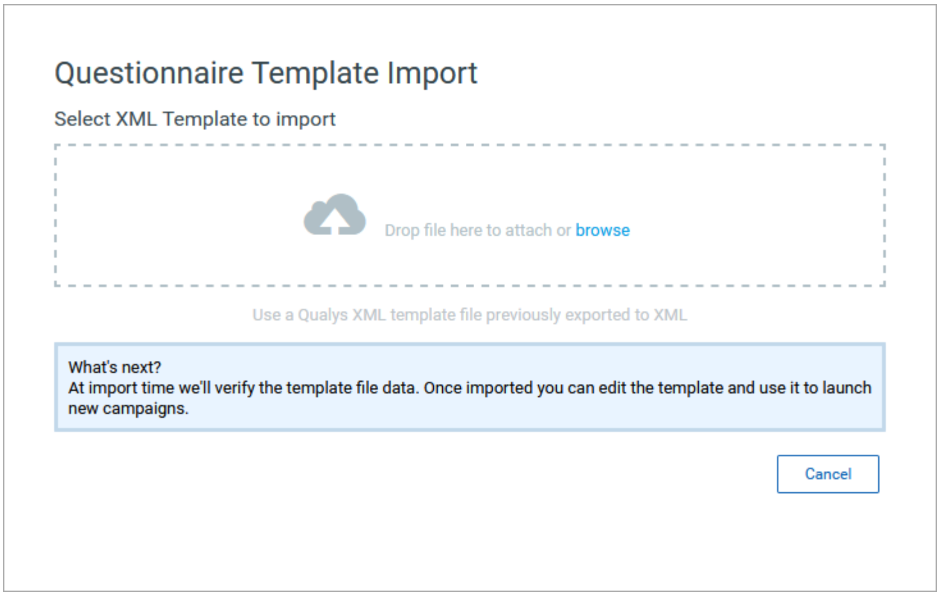
Hide Rule:



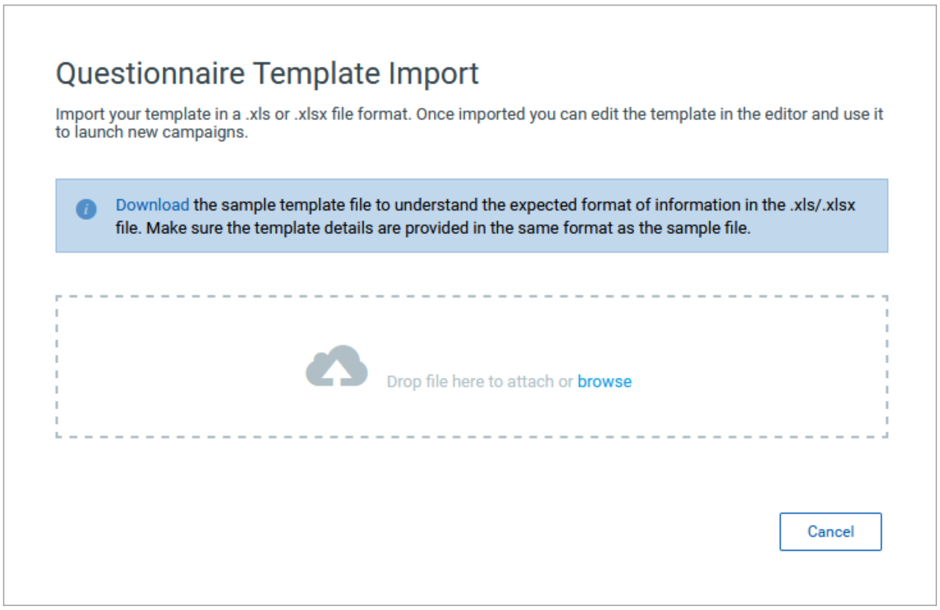
Once all questions are added, click **Publish** to publish the template so that it can be used for the campaign.

Other options for template creation are as mentioned below:

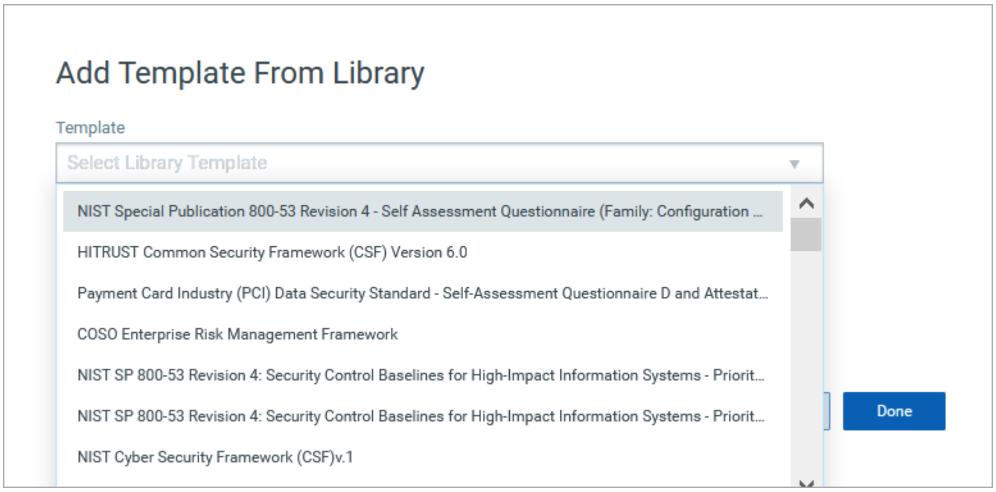
- From Template XML - Import a template as an XML file. Once imported, you can use our template editor to make updates.



- From Template EXCEL - Import template as an Excel (.xls or .xlsx) file. Once imported, you can use our template editor to make updates. Make sure you provide the template details in the same format in the sample template. You can download the sample template from the window that will open once you select this option.



-From Library: You can directly import out-of-box templates from Qualys template library and edit them as per your requirement.



If you are creating a template from blank, you can start by organizing your questionnaire into sections, subsections, and questions or you can add sections to a template imported from XML or library.

Manage Users in Your Subscription

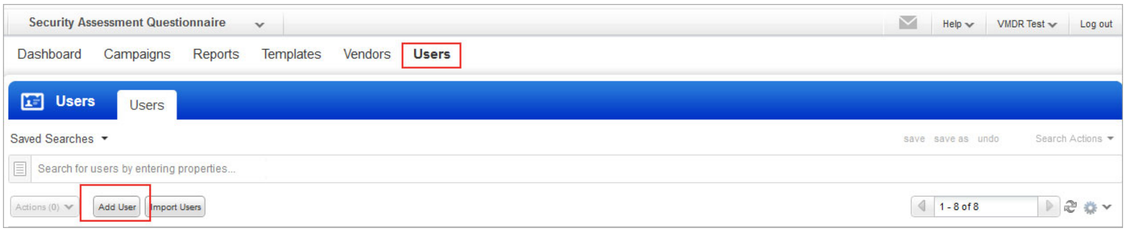
As a Campaign owner, you can invite people to your campaign, e.g., employees, partners, vendors, or subject matter experts. These users can be in your subscription, outside of your subscription, from your organization, or external to your organization.

Create a user with a Manager role

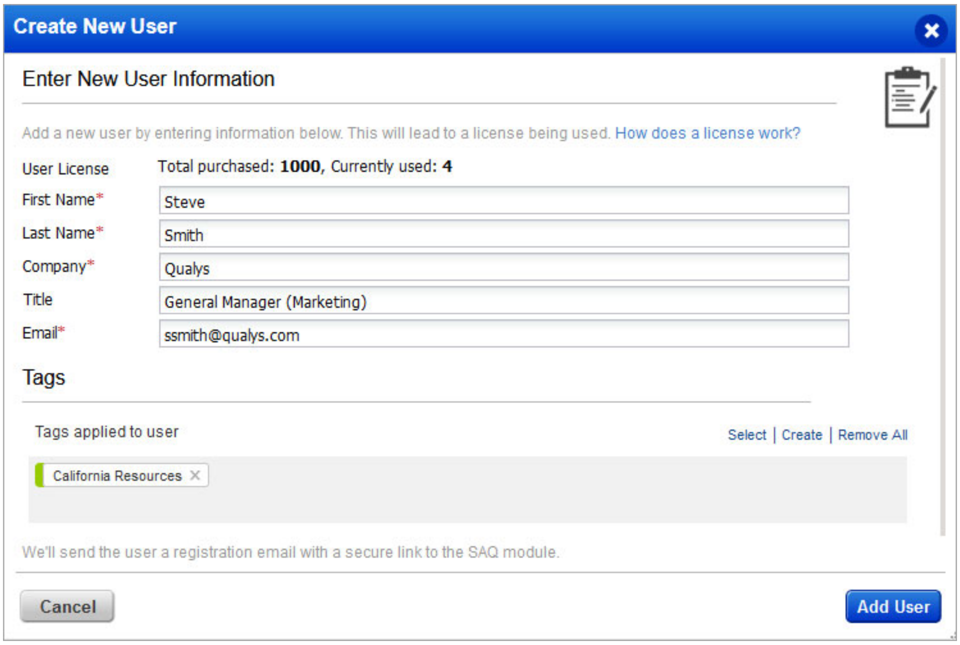
To create a user with a Manager role, you need to set up new users using VM/VMDR module and grant them access to the SAQ app. Only a user with a Manager role can launch and manage Campaigns in SAQ. Know more.

To add a user

Go to Secure Assessment Questionnaire > Users tab and click Add User.

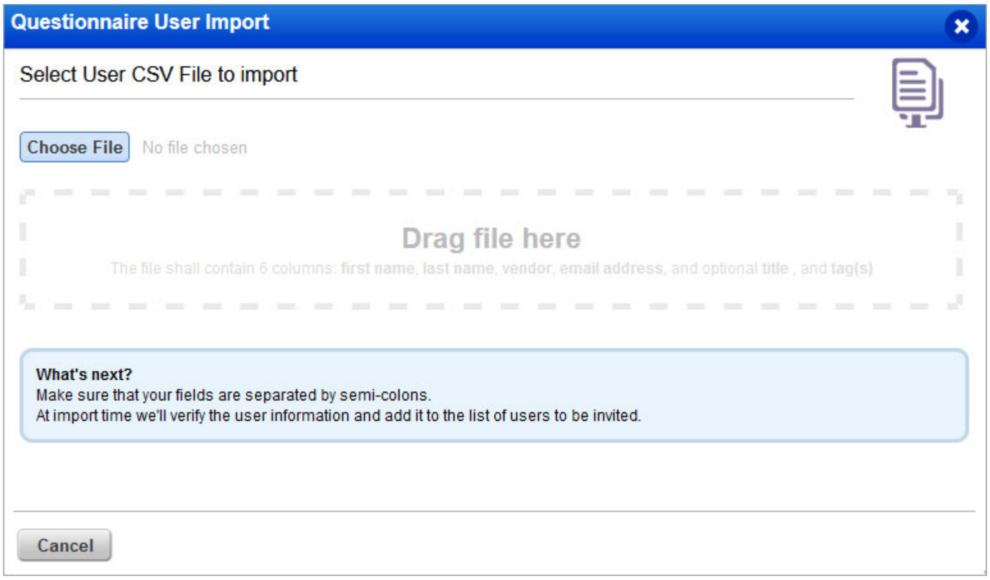


Provide all the required information about the user and click Add User. This user is now added to your subscription and is listed on the Users tab.



Use CSV to add multiple users

You can add multiple users by importing a CSV file. The file should contain the new users' first name, last name, company, and email addresses separated by semi-colons. Click Choose File or drag and drop the CSV file to import it.



Add users outside of your subscription

You might want to send questionnaires to users who do not already have access to the SAQ app. Follow the same process to add this user. After a user is assigned to an active campaign, the user receives an email invitation to log in to the SAQ app and respond to their assigned questionnaire.

Delete a user

You can delete a user from SAQ if that user is not assigned to an active campaign. To delete a user, navigate to the Users tab and choose Delete User from the Quick Actions menu. To delete multiple users in one go, select users in the list and choose Delete User from the Actions menu above the list.

Create and Launch Campaigns

Create campaigns to send out questionnaires to the intended recipients. To collect the risk and compliance data, you must create and launch campaigns. You can create a campaign from any of the following tabs:

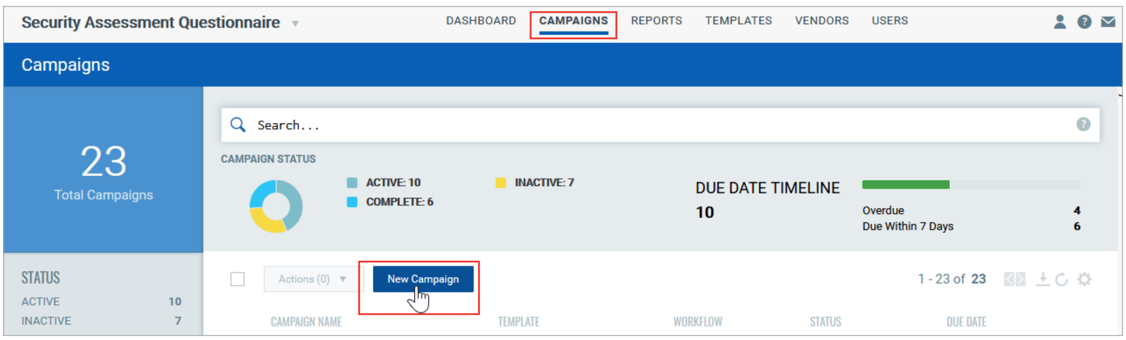
- CAMPAIGNS
- TEMPLATES
- VENDORS

What you'll need

- SAQ must be enabled for your subscription. Contact your Technical Account Manager or Support to get this feature.
- User must be assigned ‘Manager or Unit Manager’ and ‘Questionnaire Manager’ roles.

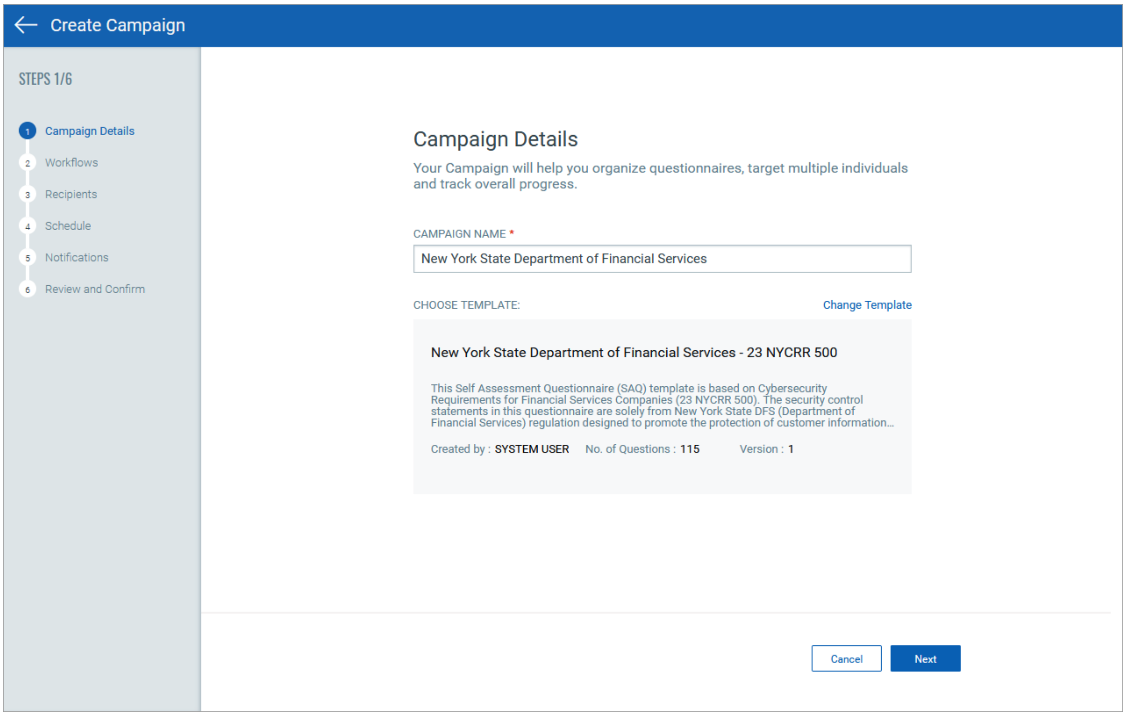
Create a campaign from the CAMPAIGNS tab

Go to the CAMPAIGNS tab and click New Campaign.



Give a name to your campaign.

Choose a questionnaire template from the Template Library.



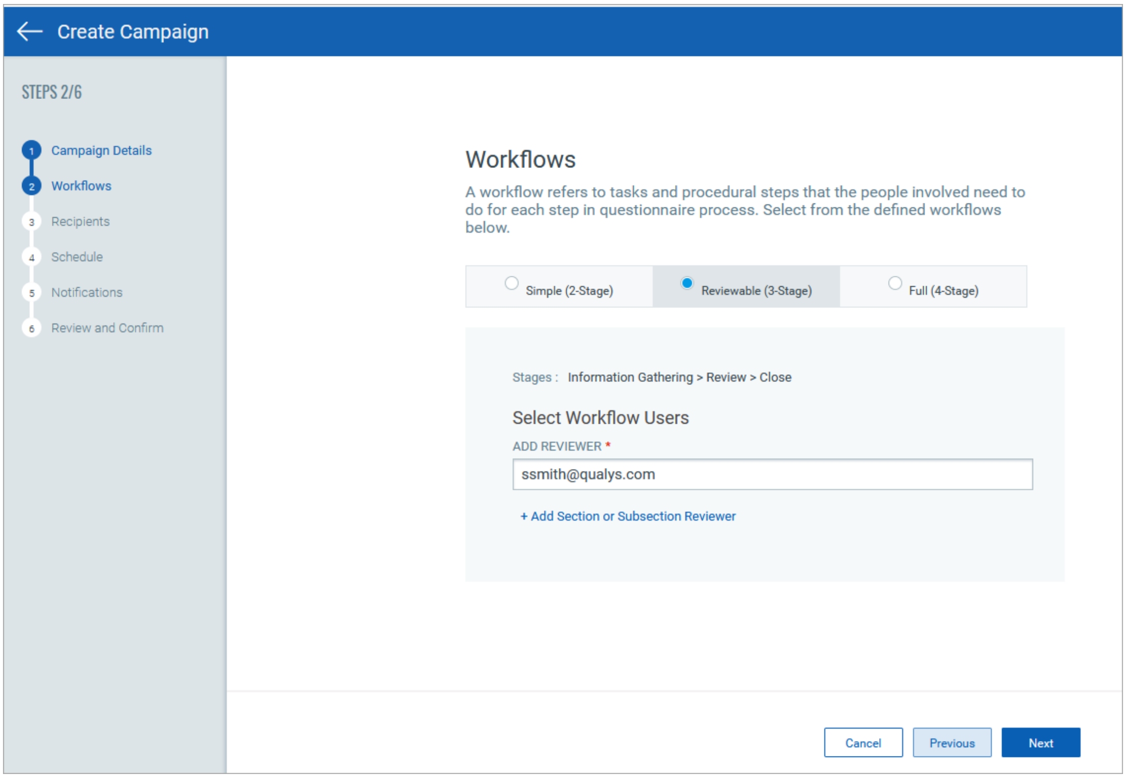
Choose a workflow as per requirement.

Depending on the workflow you choose, the questionnaire answered by the responder is sent for review and approval.

- Simple (2-stage) workflow sends the questionnaire to the user for information gathering.

- Reviewable (3-stage) workflow sends the answered questionnaire to a reviewer for review. You can also add separate reviewers per section or subsection.

- Full (4-stage) workflow sends the answered questionnaire to a reviewer and an approver.

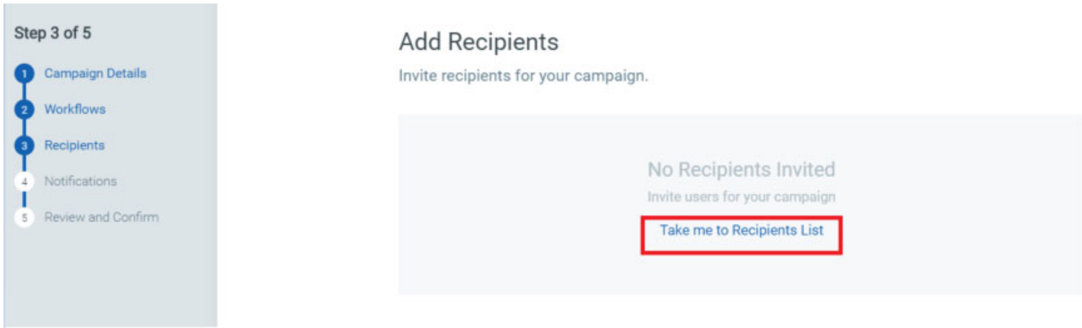


Add recipients to whom you want to send the questionnaire. You can invite any number of users to complete your questionnaire. The recipients may include employees, partners, vendors, and subject matter experts.

Users can be:

- In your subscription
- Outside of your subscription
- From your organization
- External to your organization

In case you have users who have already answered this questionnaire in the past, then you can send the previously answered questionnaire. This questionnaire will be pre-filled with all the responses they answered previously.



Schedule your campaign.

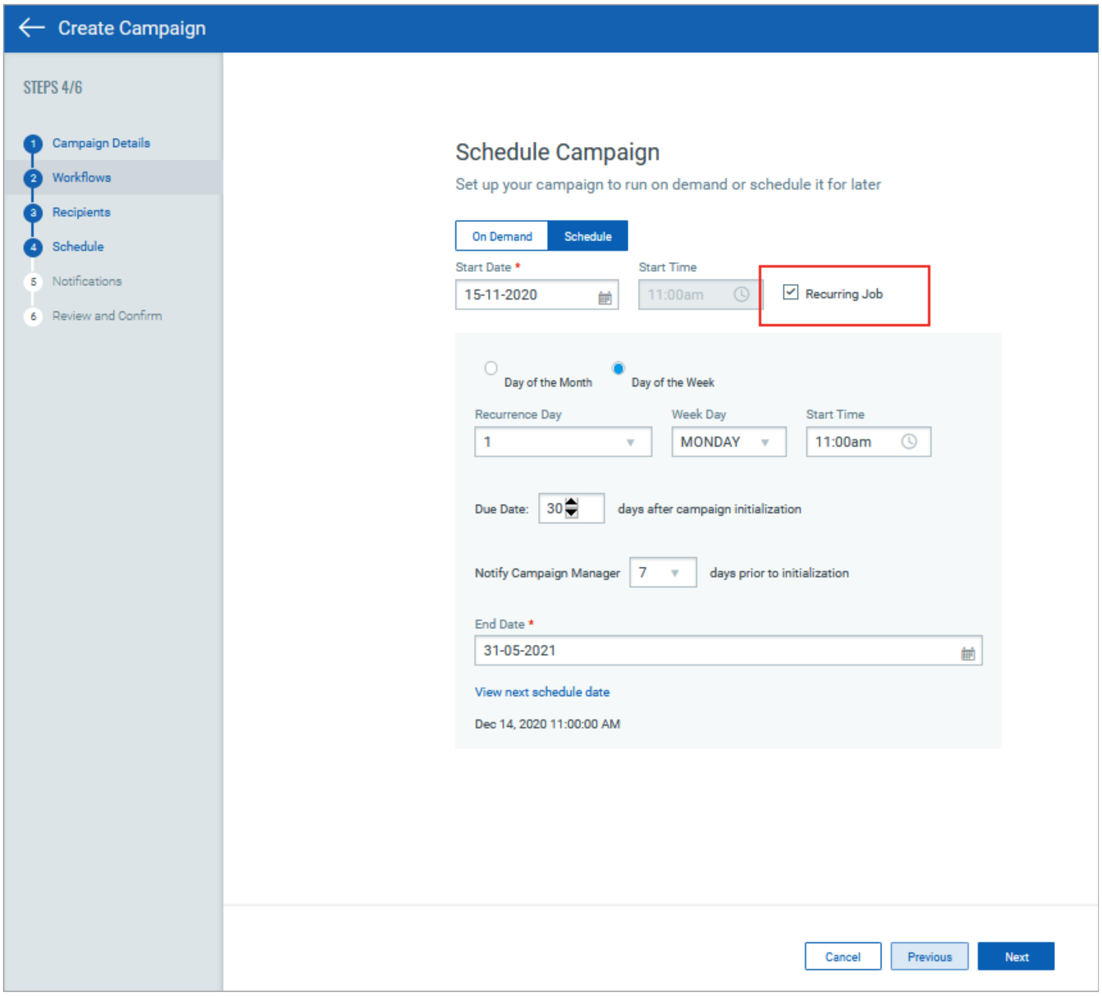
You can choose to run a campaign on-demand or schedule it and run it automatically on a particular date and time.

To schedule a campaign to run only once, keep the Recurring Job check box clear.

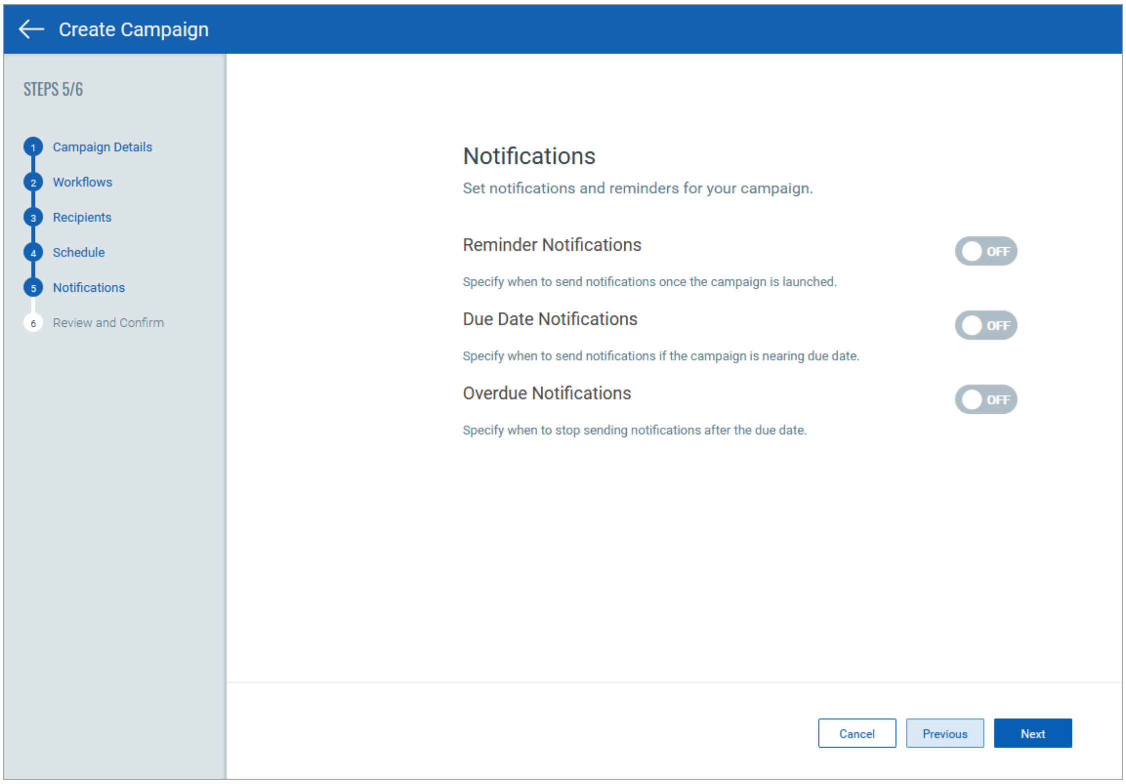
Provide the start date, time, and due date for your campaign.

To run your scheduled campaign periodically, select the Recurring Job check box.

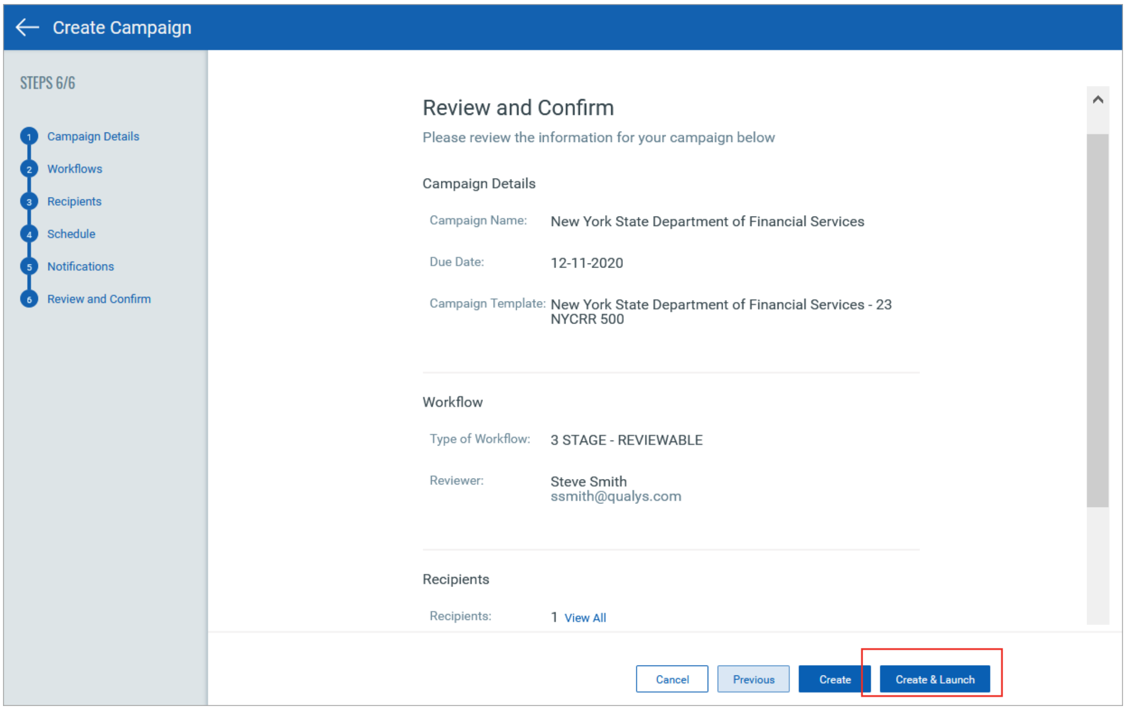
As a recurring job, choose the options for the recurrence pattern. Set the due date for your campaign and the end date for your recurrence schedule. Set the day on which you want to notify the campaign manager about the initialization of a campaign. You can also view the next scheduled date, which is calculated based on the recurrence options that you set.



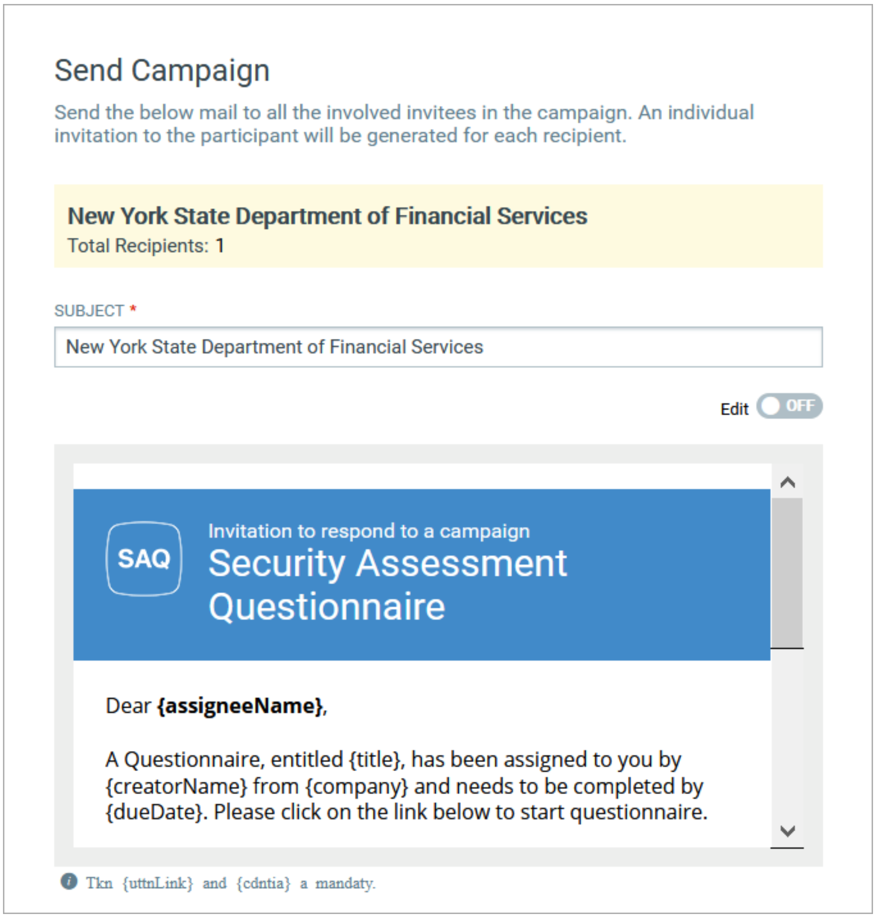
Set notifications and reminders for your campaign.



Review the campaign summary and click **Create & Launch**.



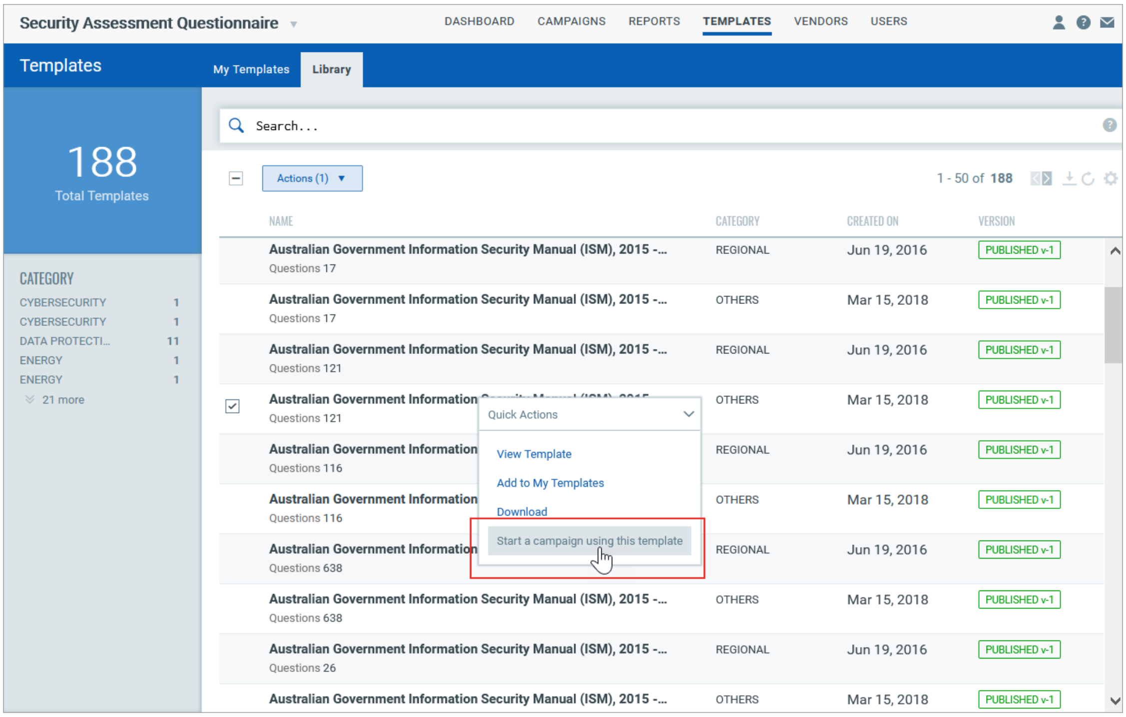
Review your campaign notification. Click **Edit** to customize the notification.



Create a campaign from the TEMPLATES tab

1. Go to the TEMPLATES tab and select a template from the My Templates tab or the Library tab. Only published templates can be used to launch campaigns.

2. Open the Quick Actions menu, and click Start a campaign using this template. Alternatively, you can find the Start a campaign using this template option on the Actions menu.

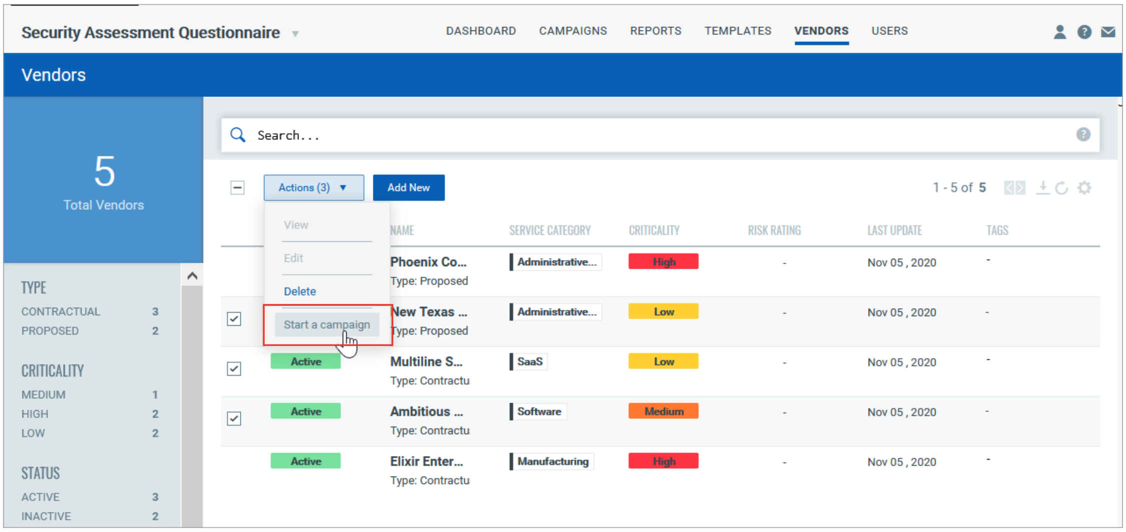


On the Create Campaign page, the questionnaire template is selected already. You can change the template if you want. All the remaining workflow for creating a campaign is as described in the Create a campaign from the CAMPAIGNS tab section.

Create a campaign from the VENDORS tab

1. On the VENDORS page, select the vendors for whom you want to create and launch an assessment campaign. To create a campaign for a single vendor, open the Quick Actions menu, and click Start a campaign. Alternatively, you can find the Start a campaign option on the Actions menu.

To create a single campaign for multiple vendors, click Actions > Start a campaign.



On the Create Campaign page, on the Recipients tab, the users that you choose as single points of contact (SPOC) during vendor onboarding are displayed in the list of potential recipients for your campaign automatically. You can select these SPOCs as the intended recipients. This saves you the effort of manually adding users to the list of recipients. If you want to invite users other than SPOCs or if a SPOC is not assigned for a selected vendor, you can manually add the intended recipients.

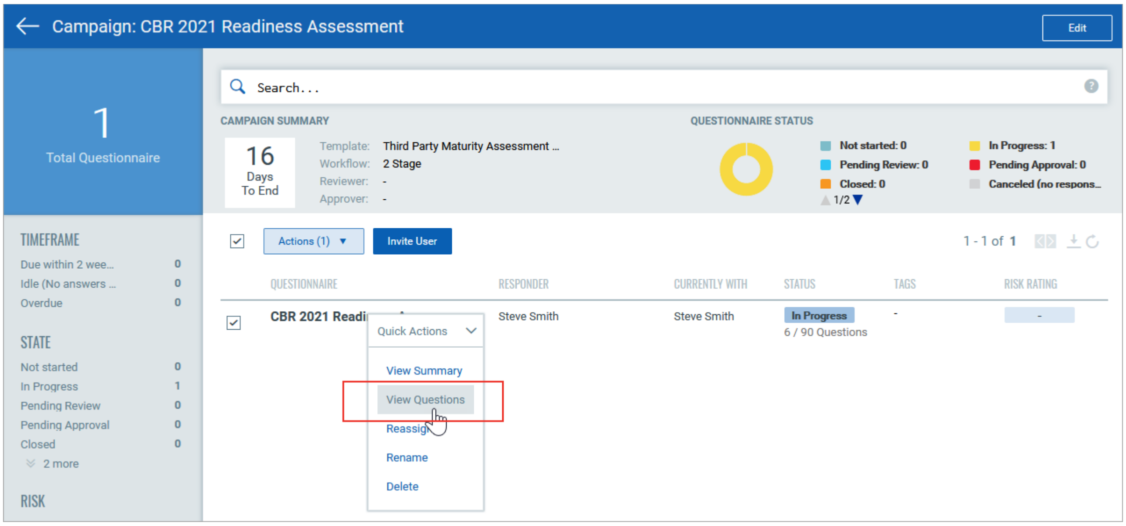
All the remaining workflow for creating a campaign is as described in the Create a campaign from the CAMPAIGNS tab section.

Monitor Responses

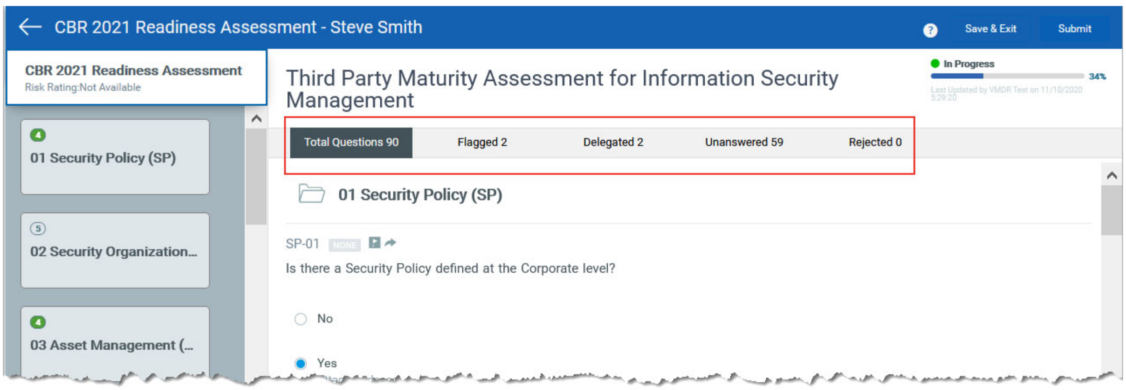
You can monitor responses to your campaigns in real-time.

1. Go to the Campaigns tab and click the campaign name of which you want to check the status.

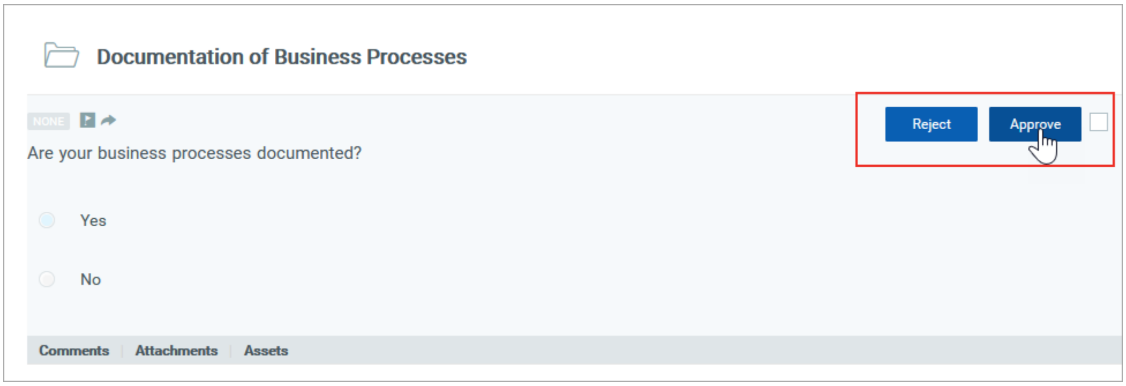
2. Select a questionnaire, open the Quick Actions menu and choose options to view questions, summary etc. Click **View Questions**.



3. To filter the questions, click the filter buttons above the questions to display All, Incomplete or Delegated questions.



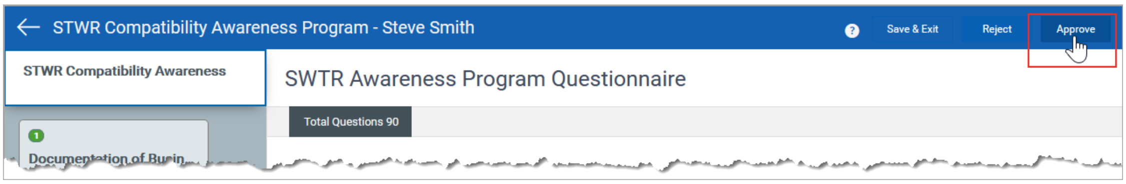
4. Approve or reject each answer individually or all answers at once.



If the questionnaire's workflow includes a review stage, it is not complete until the reviewer or a delegated user reviews all questions. You can see Approve and Reject buttons in the question palette as you click each question. Once you have marked all questions as either approved or rejected, you can submit the questionnaire.

If you have rejected one or more answers, the questionnaire will be returned to the responding user. This user will have to correct the rejected answers and resubmit the questionnaire. If you've approved all questions, the questionnaire goes into its next state according to its workflow - either closed or approved.

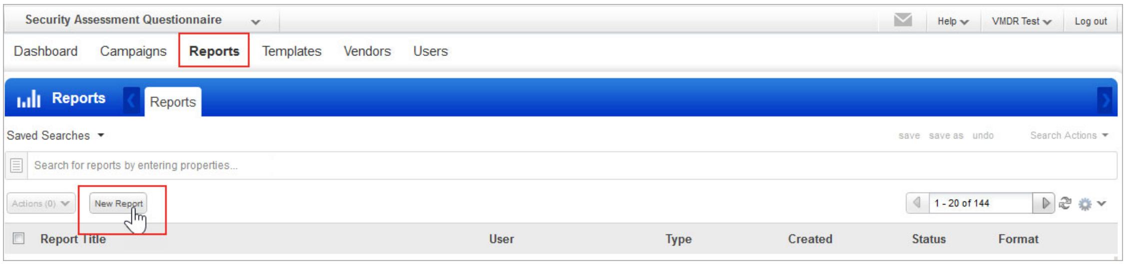
5. If the workflow includes an approval stage, the questionnaire remains active and needs to be approved to be closed. Choose View Questions from the quick action menu, click the right side of the Approve button (arrow) and choose either Approve or Reject.



Create Reports

You can launch reports anytime to get the latest responses submitted by users. You can preview and edit the report results before generating the final report.

Go to **Reports** > **New Report**, choose your report, and walk you through the steps.



Single Instance Report

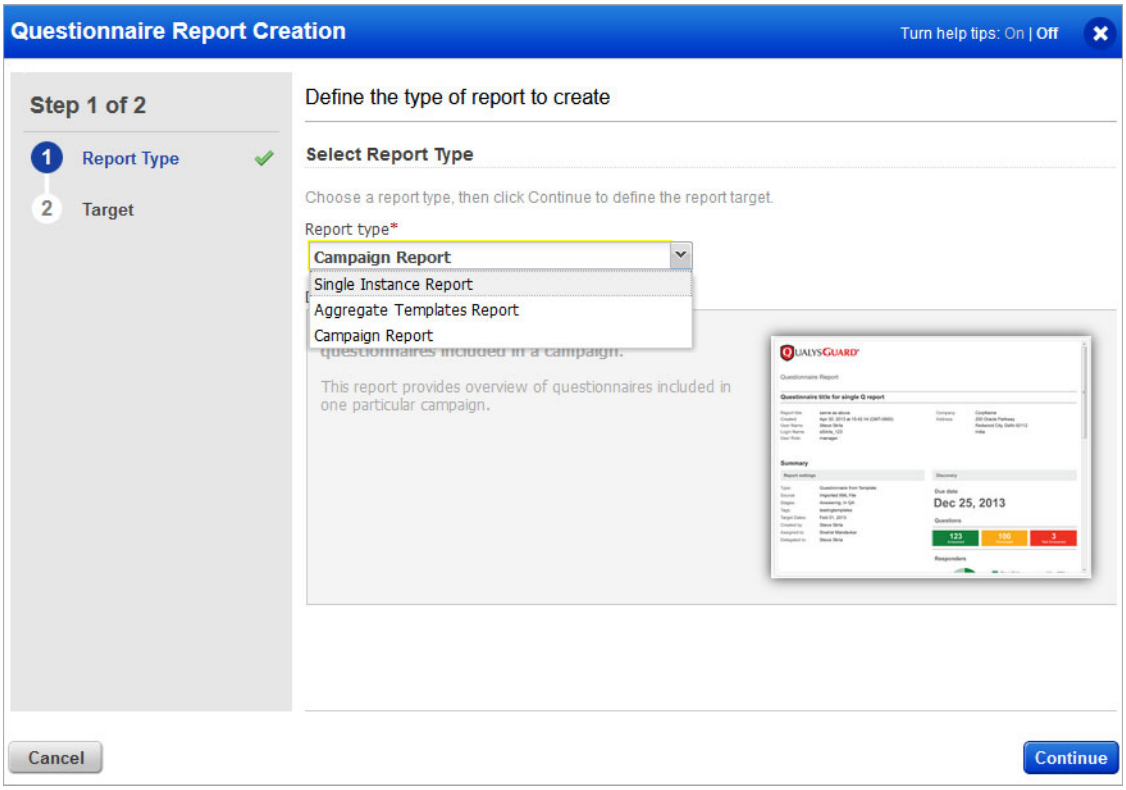
This is a report on one instance of a questionnaire. An instance is specific to one assigned user. For example, if you launched a campaign and invited 6 users, choose 1 of 6 instances for your report. (You need to be the campaign/questionnaire owner to create this report)

Aggregate Template Report

Report on multiple questionnaires launched from one template. You can choose a template and, optionally, apply filters. All questionnaires launched using the template are included if no filters are applied. (You need to be the campaign/questionnaire owner to create this report)

Campaign Report

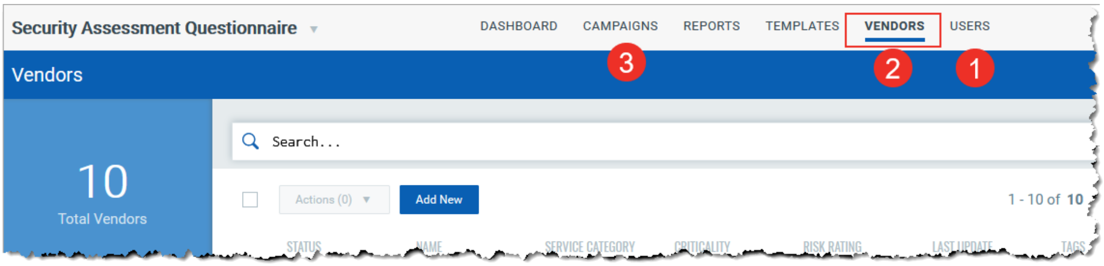
Report on a single campaign. (You need to be the campaign owner to create this report)



Vendor Onboarding

Qualys Security Assessment Questionnaire (SAQ) gives you the ability to onboard new vendors, keep track of the existing ones, keep a record of their areas of business, and gain accurate visibility into your vendors' records and related areas.

To onboard a new vendor and to send out vendor assessments, do the following:

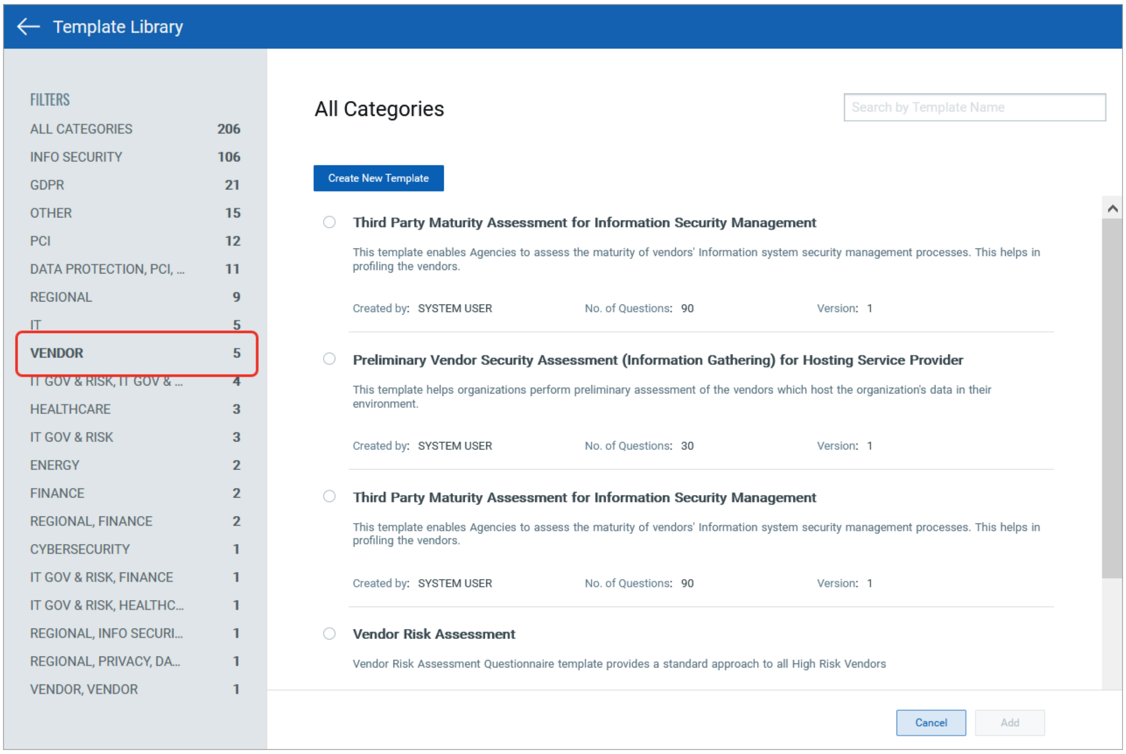


1. Create users or identify the existing users for your vendor. Simply navigate to the USERS > Users tab to create new users. For more information, refer Manage Users in Your Subscription.

2. Create a Vendor by navigating to the VENDORS tab. For more information, refer Manage Vendors.

3. Create a campaign and add the user associated with that vendor to the campaign to initiate vendor assessment. For more information, refer Create a campaign from the VENDORS tab.

Once your vendor is added, you can send out campaigns for the assessment areas applicable to the vendors and assess them against those specific areas. While creating a Campaign, pick a Vendor template from the Template Library to quickly create a questionnaire.



Manage Vendors

Create a Vendor

You can create Vendor profiles with the required information, such as contact details (SPOC), address, service provided and so on, including the ability to upload contractual files.

To onboard a vendor, do the following:

- Provide basic vendor information like company details, category of service provided, etc. Specify whether the vendor is contractual or still in the proposed state (RFP) and upload relevant contract documents.
- In Assessment Configuration, identify the assessment areas that are relevant to services provided by your vendor. You can also add tags to better organize vendors in your organization.
- Identify a Point of Contact for your vendor, associated users and internal contact.
- Define vendor criticality manually or by using our internal campaign template to help you auto-calculate the criticality.

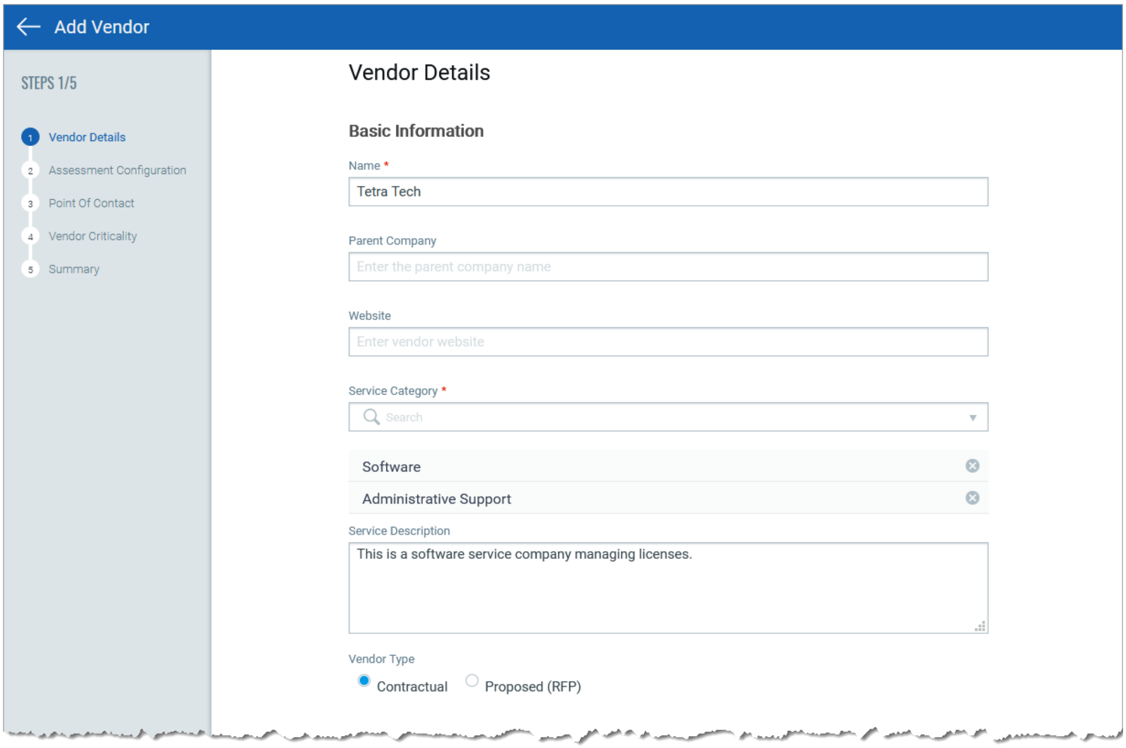
Once created, this vendor is added to the vendors list on the VENDORS tab. You can View, Edit, or Delete users using the Quick Actions menu.

1. Go to the VENDORS tab, and select Add New.

2. Provide a name, details about the vendor company, select service category, etc.

3. Select Vendor Type. If your vendor has sent an RFP and is not yet under contract, then select Proposed (RFP). By default, all vendors created as Contractual are marked Active. You can change the Vendor Status when you edit an existing vendor.

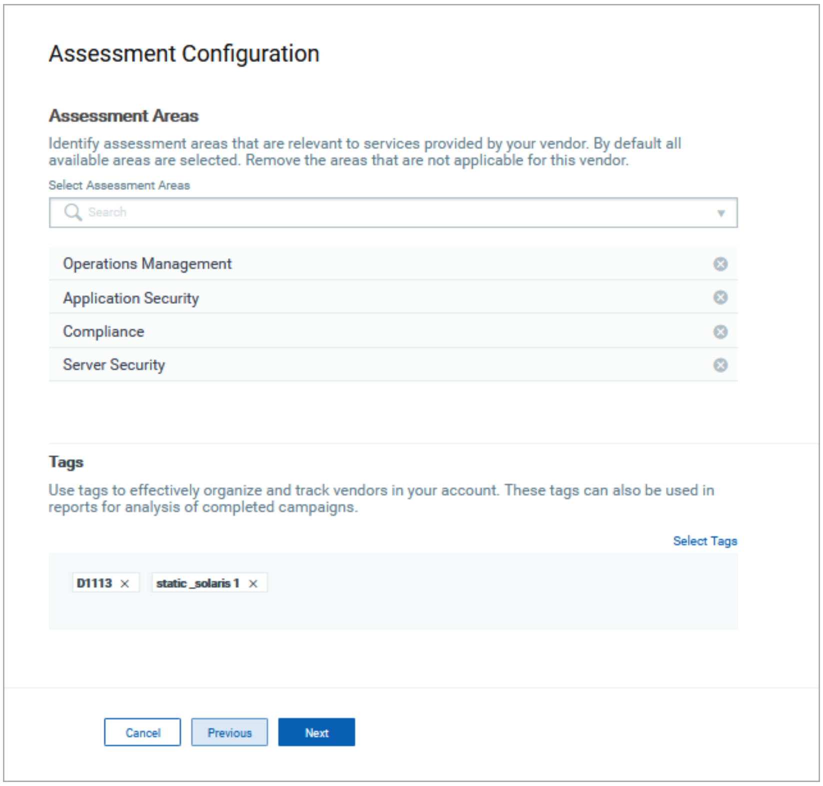
4. Add supporting documents for the vendor contracts, as required.



5. Depending on the services associated with the vendor, choose the assessment areas.

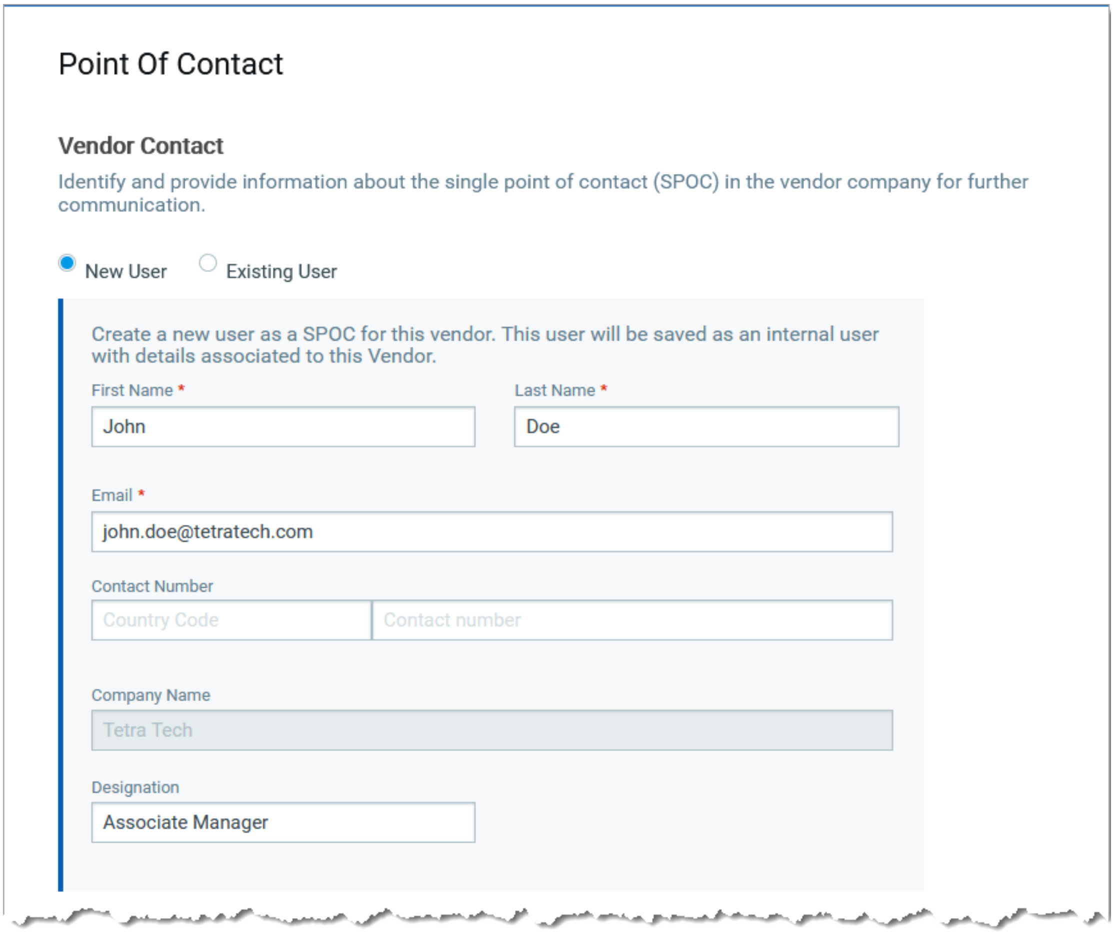
6. By default, all available areas are selected. Remove the areas that are not applicable to this vendor.

7. Assign tags to organize and track vendors in your account effectively. These tags can also be used in reports for analysis of completed campaigns.



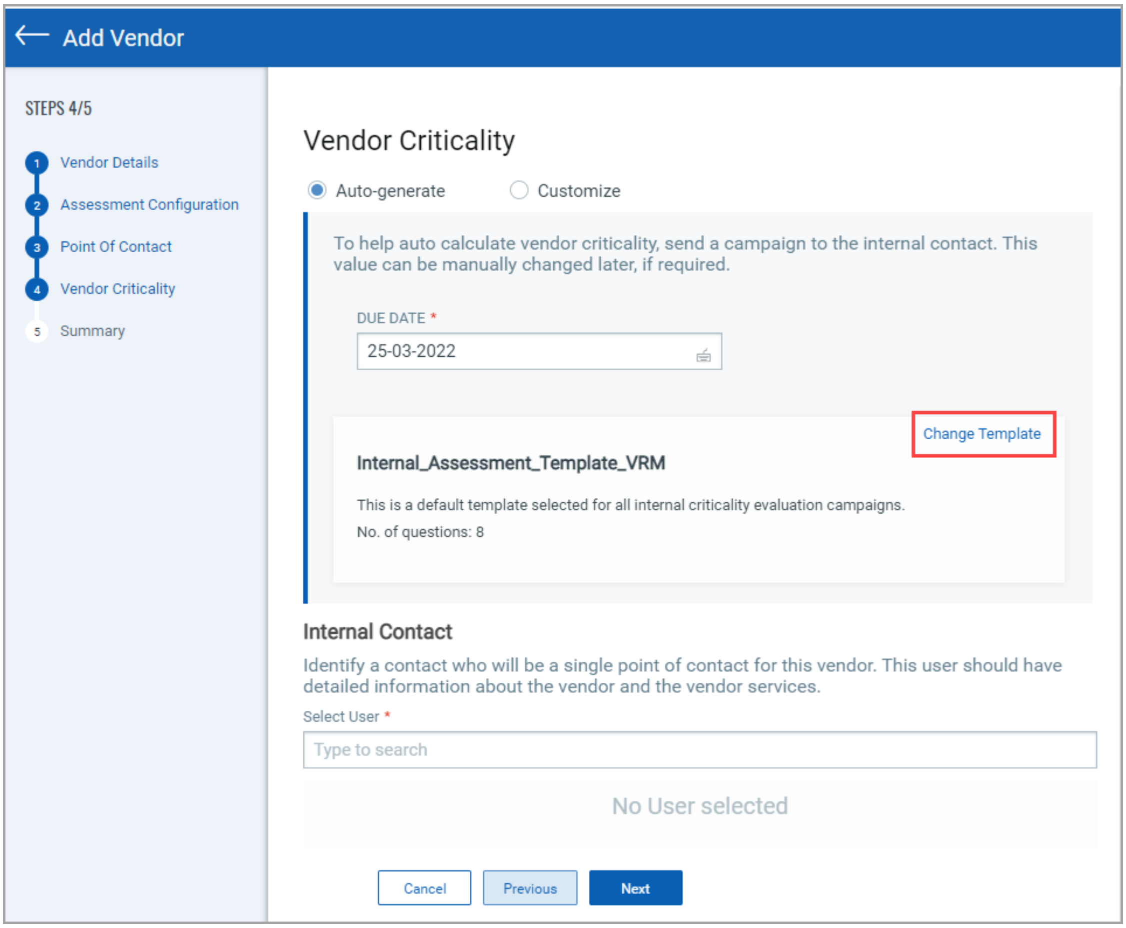
Identify a single point of contact (SPOC) in the vendor company for further communication. Usually, this user will have more information about the vendor and the vendor services.

You can choose to use an existing user or create a new user.



8. You can map the existing users that were already associated with this vendor. The user identified as vendor SPOC is by default added as an associated user.

9. You can choose to auto-generate vendor criticality. We will send a template (default internal template or library template or custom template) selected by the user to the internal contact user who by responding to the questionnaire will auto-calculate vendor criticality.



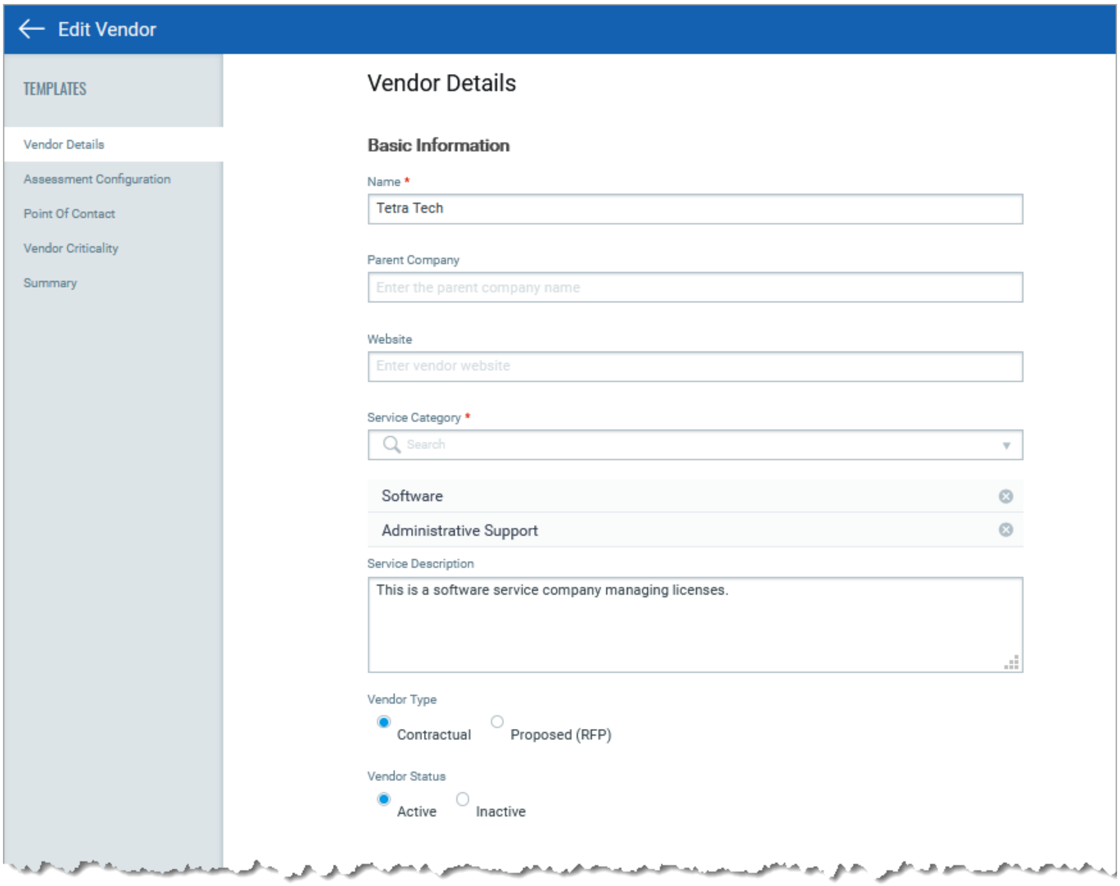
Else, you can choose to set the criticality manually. Choose the Customize option and from the Criticality list select a value most relevant to this vendor.

10. Review all that you selected and save your vendor details.

Edit a Vendor

You can edit a vendor to update or change information such as contract documents, vendor status, SPOC, internal contact, etc. For example, while creating a vendor you had set the Vendor Type as Proposed (RFP) so the vendor status was set to inactive by default. Once the vendor is confirmed as a contractual vendor you can edit the vendor to change Type to Contractual and Status to Active.

Simply navigate to the VENDORS tab and choose the vendor you wish to edit. From the Quick Actions menu select Edit and make the required changes to the vendor.



See Vendor Onboarding.