

Webforms Changes Overview

What is changing?

HITRUST has eliminated the need to populate and upload the following offline templates for assessments where Webforms are enabled:

1. Validated Report Agreements (VRA), Management Representation Letter (Rep Letter), and QA Checklists -- integrated into MyCSF, providing the Assessed Entity and External Assessor the ability to sign the documents electronically.
2. The Organizational Overview and Scope document – replaced by Organization Information, Scope of the Assessment, Audit, and Assessments utilized Web forms.

The Webform for entering draft report revision requests has been updated to include new input fields that allow the Assessed Entity to identify each revision request individually.

Why is HITRUST making this change?

HITRUST is streamlining administrative aspects of the assessment by automating the ability to input scope information directly into MyCSF and allowing electronic signatures on key documents. This will help eliminate redundancy and errors from populating and uploading offline templates.

How will this change be applied to assessments that are in progress?

Webforms will be enabled for all existing Validated Assessments meeting the following criteria on the implementation date:

- Assessment has not previously been submitted to HITRUST
- Assessment is in the Not Started or Answering Assessment state
- No Assessment Domains have been submitted to the External Assessor for review

How will I know if this change was applied to my assessment?

After the change is applied, you will see new links in the left-hand navigation bar for Scope of the Assessment and Audits & Assessments Utilized. These will appear in the Admin & Scoping and Documents sections, respectively.

What do I need to do after the change is applied to my assessment?

After the change is applied to the assessment, the Assessed Entity must return to the Organization Information and Scope of the Assessment Webforms to ensure that all fields are accurately completed. (Some fields not required to be completed prior to the introduction of Webforms are required to be completed when Webforms are enabled. Also, several sections of the legacy Organizational Overview and Scope document now exist within the Webforms.)

Are you changing the reservation system with this change?

No, these changes do not impact the reservation system.

After the change, where do I upload the Organization Overview and Scope, Management Representation Letter, Validated Report Agreement, and QA Checklist documents?

Required information is completed directly within MyCSF, therefore uploads are unneeded.

Has the External Assessor Time Sheet been automated?

It is partially automated.

- i. The External Assessor will now assign the Engagement Executive and QA Reviewer on the Name and Security page of each assessment. The names and CCSFP numbers (if entered in MyCSF) of these two individuals will automatically populate within the timesheet.
- ii. The external assessor will continue to manually populate the fieldwork dates, the number of hours worked, and the names and CCSFP numbers of other members of the assessor team.

Must the External Assessor still upload a test plan?

Yes, the requirement for the External Assessor to upload a test plan has not changed.

How will the change impact bridges and interim assessments?

The MyCSF Webforms functionality does not impact Interim and Bridge assessments.

Organization Information Webform

Where can I find more information on HITRUST's expectations regarding population of the Organization Information screen?

See [Pre-Assessment Webforms Assessed Entity Instructions: How to complete the Organization Information Webform section](#).

Also, as you complete the Organization Information webform within MyCSF, HITRUST guidance for populating each field will show on the screen.

I previously populated the Systems and Facilities screens before applying the change to my assessment. Do I need to do anything on the Scope of the Assessment screen after the update?

After the change is applied to the assessment, the Assessed Entity will be required to return to the Organization Information and Scope of the Assessment Webforms to ensure that all fields are accurately completed. (Some fields not required to be completed prior to the introduction of Webforms are required to be completed when Webforms are enabled. Additionally, there are several sections of the legacy Organizational Overview and Scope document that now exist within the Webforms.)

Are facilities limited to data centers only?

No. Facilities may include offices or other locations where the in-scope systems are accessed, such as healthcare facilities or call centers.

I previously input platforms and facilities in another assessment within the same organization. Is there a way to copy them over to a new assessment within that organization?

Yes, all assessments within the same organization have access to previously entered platforms and facilities. Those platforms and facilities may be accessed by clicking the “other” button above each table on the Scope of the Assessment webform. When utilizing a platform or facility that was entered in MyCSF prior to the implementation of Webforms, please edit the platform or facility to ensure that all required fields have been completed, as the new webform adds several additional fields to the platform and facilities tables.

What is expected in the Exclusions from Scope column in the platform table?

List all systems or components of the in scope platform that were excluded from the scope of the assessment.

What if I do not have applications or databases in the scope of my assessment?

Leave the Application(s) and/or Database(s)/Type(s) fields blank.

How should I describe an in-scope platform?

The platform name should describe the combination of systems that comprise the Scope of the assessment. The Scope of the assessment may comprise multiple platforms.

How do I input a facility managed by a third party, such as a cloud provider or colocation provider?

From the FACILITY modal choose Data Center as the Type of Facility and check the Third-Party Managed option.

What if I have facilities in scope that do not host platforms in scope (e.g., headquarters building)?

Add these facilities directly within the FACILITIES section by clicking the ADD” button to open the modal.

What are examples of an *Other* type of facility?

Print facility, healthcare facility, call center, etc.

When inputting a third-party managed facility, what if I do not know the city and/or state where the facility is located?

You may leave those fields blank. The city and state fields are not required fields.

Where can I see an example of how the information from the Organization Information and Scope of the Assessment screens will appear in my certification letter and full CSF report?

[HAA 2021-011: HITRUST® MyCSF Enhancements – HITRUST CSF Report Format Changes](#) contains links to example reports.

What should be populated in the Services Outsourced section of the Scope of the Assessment screen?

All third-party organizations that provide services which impact the controls for in scope platforms and facilities. Services that do not impact the controls for in scope platforms and facilities (e.g., window washing services at the headquarters building) should not be included in the Services Outsourced section.

QA Checklist Webform

My External Assessor Organization prefers to use the paper version of the QA Checklist – can we continue to do so?

No.

As an External Assessor, where can I input the Engagement Executive and Quality Assurance Review Executive?

The Engagement Executive and QA Review can be assigned on the Name & Security page to any External Assessor with access to the assessment who meets the qualification requirements.

Can an Assessed Entity populate the Engagement Executive and Quality Assurance Review Executive?

No, a member of the External Assessor team with access to the assessment must assign the Engagement Executive and Quality Assurance Reviewer on the Name & Security page.

What if the Engagement Executive or Quality Assurance Review Executive changes after being identified in MyCSF but before completing the QA Checklist?

The External Assessor can modify assignments on the Name & Security Page.

Which phase allows the External Assessor to complete the QA Checklist?

The *Performing Validation* phase; however, the Test Plan must be uploaded and the Time Sheet must be completed before the QA Checklist can be completed.

When completing the QA Checklist, must all questions be answered at the same time?

No.

If I have an assessment that is not converted to use Webforms, will the existing templates still be available and accepted?

Yes.

I'm an External Assessor on an assessment, but not the Engagement Executive or Quality Assurance Review Executive. How can I tell if the QA Checklist has been completed or which items remain outstanding?

If the QA Checklist link in the left-hand navigation bar has a green checkmark next to it, all checklist items have been completed. If there are incomplete items, there will be a yellow triangle next to the link. The checklist is viewable to all External Assessors assigned to the assessment, in order to identify any incomplete items.

Audits and Assessments Utilized Webform

How should I populate the Audits and Assessments Utilized page if I did not utilize the work of others?

If neither External Inheritance nor reliance was used, the External Assessor should check the *None Utilized* checkbox within the Audits and Assessments Utilized Webform.

I utilized Internal Inheritance. Will the Audits and Assessments Utilized page be automatically populated for me?

No. Internal Inheritance provides Assessed Entities with a shortcut to copy the scores from one assessment to another. After Internal Inheritance has been utilized, the Assessed Entity may update the requirement statement scores because the Internal Inheritance provides only a one time “copy + paste” of the scores from another assessment. If reliance is being placed on a completed HITRUST CSF Validated Assessment and internal inheritance was utilized to copy the scoring, the Assessed Entity or External Assessor should add the HITRUST CSF Validated Assessment Report to the document repository and tag it as an attestation report issued by a third party, so that it will be added to the Audits and Assessments Utilized Webform.

Will the information from the Audits and Assessments Utilized page appear in my Letter of Certification or CSF Validated Assessment Report?

The information from the Audits and Assessments Utilized page will appear in the CSF Validated Assessment Report, but will not appear in the Letter of Certification with Scope.

Should the providers listed in the Audits and Assessments Utilized screen match the Services Outsourced section in the Scope of the Assessment screen?

No. Only service providers for which the External Assessor utilized External Inheritance or relied upon a third-party attestation report should be listed within the Audit and Assessment utilized. If a service provider was utilized and appears in the Services Outsourced section of the Scope of the Assessment screen, but the External Assessor performed direct testing at the provider, they should not be listed in the Audits and Assessments Utilized Webform.

When using External Inheritance, why am I required to link the platforms and facilities on the Audits and Assessments Utilized page?

To validate the assessment listed as relevant to the scope environment reviewed.

Am I still required to follow the Assurance Program Requirements for Utilizing the Work of Others if I complete the Audits and Assessments Utilized page?

Yes.

Do I still need to upload third-party audit or assessment reports that were relied upon, or is completing the Audits and Assessments Utilized page sufficient?

You are required to upload all the supporting documents. The documents will not appear on the Audits and Assessments Utilized page until the document has been added to the document repository and identified as an attestation report issued by a third party.

I accidentally uploaded and input data for a third-party audit report multiple times, and it has numerous entries on the Audits and Assessments Utilized page. How can I consolidate these into a single entry?

Remove the multiple documents from the document repository, leaving only one copy uploaded, and link that one document to all relevant requirement statements.

If I utilize the offline assessment template to identify a document as a third-party audit or assessment report, do I need to populate any other data after uploading the offline assessment template?

Yes, the offline assessment template will only populate the name of the assessment utilized, Utilization Approach (Reliance), and Assessment Domain(s) containing requirement statements for which the document has been linked. You must populate the Assessed Organization, Report type, Platforms, and Location/Facilities fields.

Which phase allows the Audits and Assessments Utilized page to be populated?

Performing Validation.

Has the Audits and Assessments Utilized Webform changed the process for requesting and applying External Inheritance?

No, the process for requesting and applying External Inheritance has not changed.

Representation Letter Webform

The individual who will sign the Management Representation Letter does not have access to MyCSF. How can they sign the letter?

The individual's name, job title, and email address must be entered on the Rep letter Webform. The Rep Letter is sent to the designated individual to sign using DocuSign. The signer of the Rep Letter may be any designated individual from the Assessed Entity's organization and is not required to have a MyCSF account. Once signed through DocuSign, the Rep Letter automatically will be loaded into MyCSF and emailed to the individual who signed it.

Which phase allows for the Management Representation Letter to be completed?

The Rep Letter may be completed in the *Performing Validation* phase after the External Assessor has completed validation of the Assessed Entity's scoring, uploaded their test plan, and completed the External Assessor Time Sheet or during the *Inputting CAPs* and *Signing Rep Letter* phase.

What size should my logo be to be correctly formatted on the Management Representation Letter?

The logo must be 55 x 500 pixels.

Can the External Assessor fill out the Management Representation Letter screen and send the letter for signature?

No, the Management Representation Letter must be completed by the Assessed Entity.

I sent the Management Representation Letter to the wrong individual in my organization. How can I send the letter to a new recipient?

Contact HITRUST Support at support@hitrustalliance.net. HITRUST Support will invalidate the initial rep letter and clear the Rep Letter Webform to allow it to be completed again.

Can I download a copy of the letter to review and share with the authorized signatory before sending the actual letter?

Yes, clicking the PREVIEW button will download a copy of the letter for review.

Did HITRUST make any changes to the content of the Management Representation Letter?

No.

How do I know if the Management Representation Letter has been signed?

There will be a green checkmark next to the *Representation Letter* link within the Documents section of the left hand navigation bar.

The authorized signatory in my organization told me they signed the Management Representation Letter; however I do not see a copy within MyCSF. What should I do?

Please allow one hour after the Management Representation Letter has been signed for the signed copy to be loaded into MyCSF.

The authorized signatory in my organization told me that they accidentally deleted or never received the email with the link to sign the Management Representation Letter. How can I resend it to them?

Contact HITRUST Support at support@hitrustalliance.net. HITRUST Support will invalidate the initial rep letter and clear the Rep Letter Webform to allow it to be completed again.

What email address will the link to sign the Management Representation Letter come from?

The email containing the link to sign the Management Representation Letter comes from *HITRUST Services Corp via DocuSign* (dse_NA3@docusign.net).

The Management Representation Letter was signed by an authorized signatory; however we would like to have it resigned. How do we discard the current letter and generate a new one?

Contact HITRUST Support at support@hitrustalliance.net. HITRUST Support will invalidate the initial management representation letter and clear the Representation Letter Webform to allow it to be completed again.

Can you please explain how the Management Representation Letter should be dated?

The date on the Management Representation Letter is the last day of fieldwork by the External Assessor.

How is Management Representation Letter date used?

The Management Representation Letter date is used as the certification date.

We are working to have our authorized signatory sign the Management Representation Letter; however it will take additional time. Can we submit our assessment without this letter and provide it during the QA process?

No, the Management Representation Letter must be signed in order to submit the assessment to HITRUST.

Validated Report Agreement Webform

I signed the Validated Report Agreement. How can I tell if HITRUST also signed it?

Once signed by both parties, the VRA will automatically be loaded into MyCSF and emailed to the individuals who signed it. At that time, a green checkmark will appear next to the link to the Validated Report Agreement on the left navigation bar of MyCSF to indicate that the agreement has been fully signed.

During which phases can I sign the Validated Report Agreement?

The VRA Webform can be completed by the Assessed Entity in any phase before the assessment is submitted to HITRUST.

What information must be completed in order to send the Validated Report Agreement for signature?

The Assessed Entity completes the VRA Webform by entering the name, job title, and email address of the individual who will sign the VRA.

Does the Validated Report Agreement need to be signed by HITRUST before submission?

Yes.

How can I see the contents of the Validated Report Agreement before sending it for signature?

From the Validated Report Agreement Webform click the DOWNLOAD EXAMPLE button.

What email address will the link to sign the Validated Report Agreement come from?

The email containing the link to sign the Validated Report Agreement comes from *HITRUST Services Corp* (hi@mail.concordnow.com).

The individual who will sign the Validated Report Agreement does not have access to MyCSF. How can they sign the agreement?

The link to sign the Validated Report Agreement is sent to the designated individual to sign using Concord which facilitates an electronic signature outside of MyCSF.

Can the External Assessor complete the Validated Report Agreement screen and send the agreement for signature?

No, it must be completed by the Assessed Entity.

I sent the Validated Report Agreement to the wrong individual in my organization. How can I send the agreement to a new recipient?

Contact HITRUST Support at support@hitrustalliance.net.

Did HITRUST make any changes to the content of the Validated Report Agreement?

No.

What External Assessor steps must be completed to allow the Validated Report Agreement to be signed?

None. Validated Report Agreement can be completed at any time before submitting the assessment to HITRUST.

The authorized signatory in my organization told me they signed the Validated Report Agreement. However, I do not see a copy within MyCSF. What should I do?

After being signed by the authorized signatory in your organization, the VRA is routed to HITRUST for signature. Please allow up to one business day for HITRUST to sign the agreement. When the VRA is fully signed, it will be automatically loaded into MyCSF. Contact your Customer Success Manager or sales@hitrustalliance.net with any questions.

The authorized signatory in my organization told me that they accidentally deleted or never received the email with the link to sign the Validated Report Agreement. How can I resend it to them?

Contact HITRUST Support at support@hitrustalliance.net.

The Validated Report Agreement was signed by an authorized signatory; however we would like to have it resigned. How do we discard the current agreement and generate a new one?

Contact HITRUST Support at support@hitrustalliance.net.

We are working to have our authorized signatory sign the Validated Report Agreement; however it will take additional time. Can we submit our assessment without this agreement and provide it during the QA process?

No, the Validated Report Agreement must be signed before submitting the assessment.

Draft Report Revision Request Webform

I am satisfied with the draft reports and would not like to request revisions. What should I do?

Notify the assigned HITRUST QA Analyst or HITRUST Support requesting time to finish your review before the final report can be issued.

Which phase allows me to request revisions to my draft reports?

Reviewing Draft Deliverable phase.

I input my requested revisions but still appear to be in the Reviewing Draft Deliverable phase. What should I do?

Confirm that the *Complete Entering Revision Requests* button was pressed. If the button was pressed and the status did not change, please contact support@hitrustalliance.net.

One or more of my requested revisions was marked by HITRUST as Not Accepted. How do I find out why?

Review the Rationale section. The HITRUST QA analyst must provide a rationale for any requests marked Not Accepted.

How long will it take HITRUST to process my requested revisions?

Up to 5 business days.

Will HITRUST provide a new draft report in response to requested revisions?

Yes. If there were accepted revision requests, a new draft report will be provided.

I received a revised draft report in response to the requested revisions but now would like to request more revisions.

How do I do so?

Submit the new requests using the Webform.

Webforms were not enabled on my assessment. How do I request draft revisions?

Use the legacy process by clicking the Revision Request button.

Do I still need to approve the draft reports?

Yes.

After approving the draft report, when can I expect to receive the final report?

Up to 5 business days.

I am a report-only customer and my access expired after the submission of the assessment. How can I review the draft reports?

As a report-only customer, if your access expires after your assessment has been submitted to HITRUST, it automatically will be re-enabled when your assessment enters QA and will remain enabled for 45 days after the draft report(s) have been uploaded to MyCSF.

Is there a deadline to review the draft report?

Yes, 30 days.

What happens if I miss the draft report review deadline?

MyCSF will automatically approve the reports and the final reports will be prepared and posted.

What phase will the assessment be in while HITRUST is making draft report revisions?

Revising Draft phase.