Pentana Action Tracker

User Guide

Updated January 2024

Contents

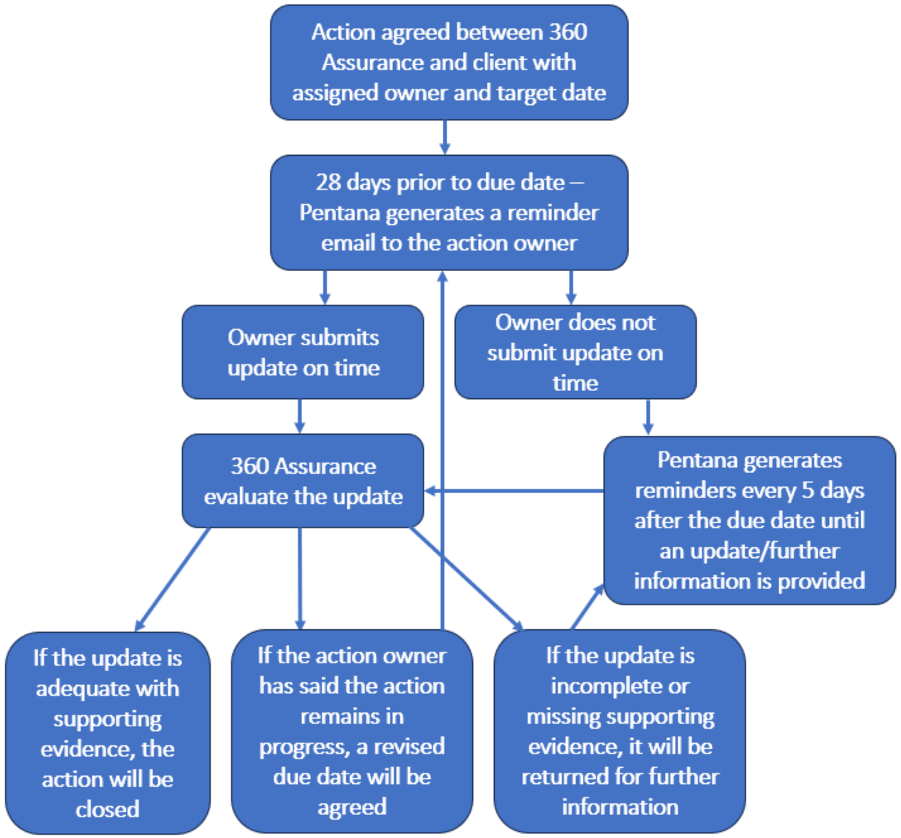
If you have further questions after consulting this guide, or encounter any technical difficulties, please contact your 360 Assurance Client Manager who will be happy to assist.

Process overview

Named action owners will receive reminders from the **360 Recommendations** account, in accordance with the process flow set out below.

All reminder emails will contain a link to login and view any actions due; alternatively you can login through this link.

Your username will be your email address. If you have forgotten your password, you can reset this by following the *Forgotten your password?* link.

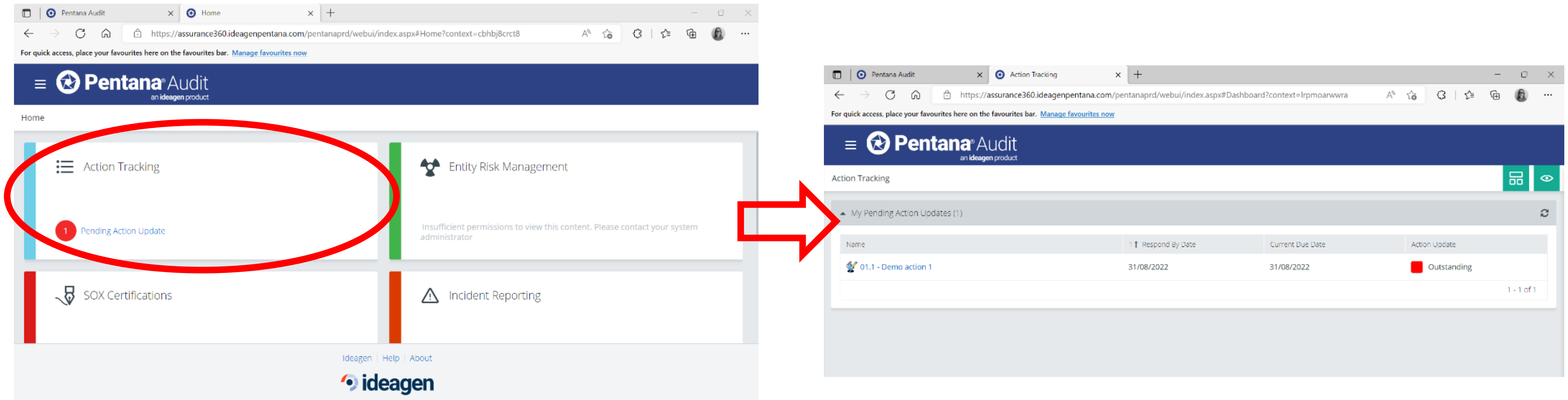


Providing action updates

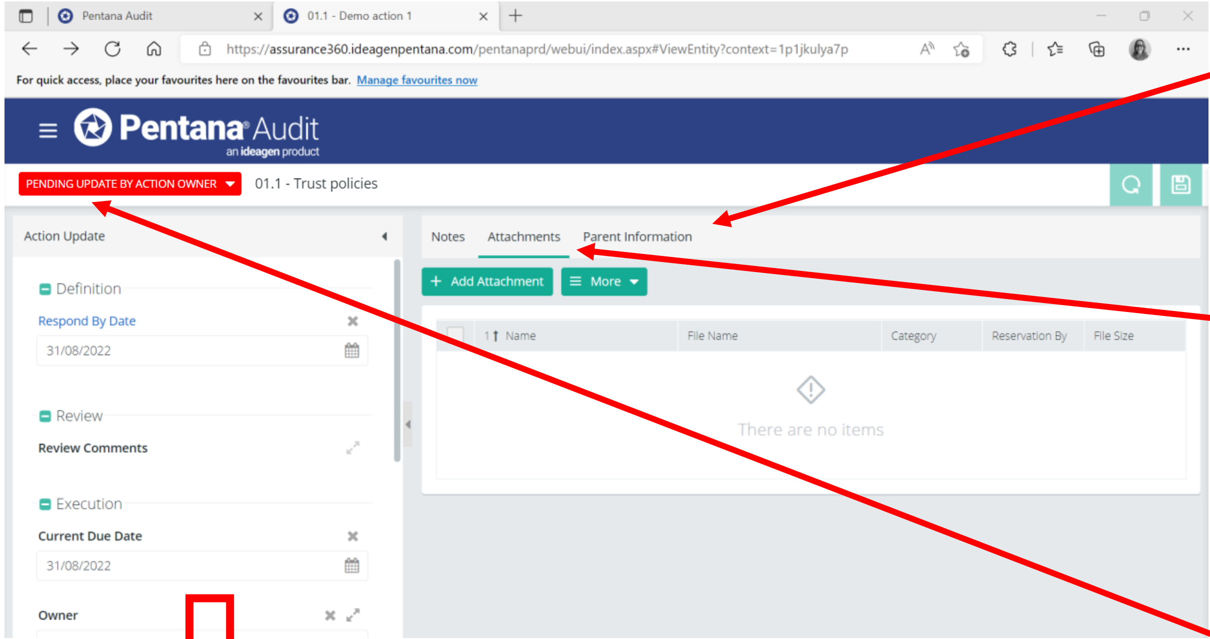
When an update is due

When you login, you should select *Action Tracking* as shown below. This will open the action tracking dashboard.

Any actions due an update (falling due within the next 28 days, or overdue) will appear in the *My Pending Action Updates* panel.



Clicking on an action due will open the page below:



Parent Information

In this panel, you can review the original finding and risk from the report.

Attachments

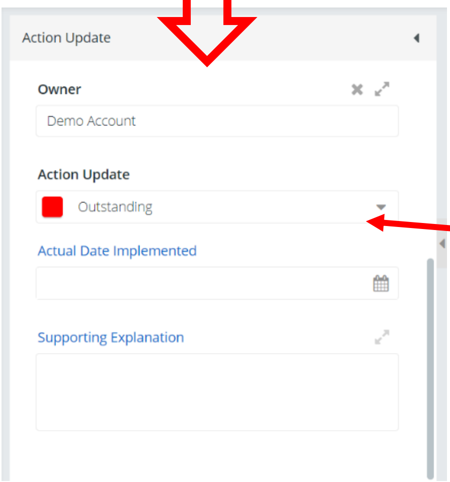
Supporting evidence should be provided to demonstrate action implementation in all cases.

Select the + Add Attachment button and then select files from your PC.

Submitting your update

Once you have completed your action update and attached evidence, you should click the PENDING UPDATE BY ACTION OWNER button in the top left of the screen, and then select *Set as Submitted to 360 for review*. This will notify the team at 360 Assurance and we will review your action update. If you need to save your update and return to it later, you can use the icon in the top right.

(**Note:** 360 Assurance will not be notified until you change the status to *Submitted to 360 for review*).



Action Update

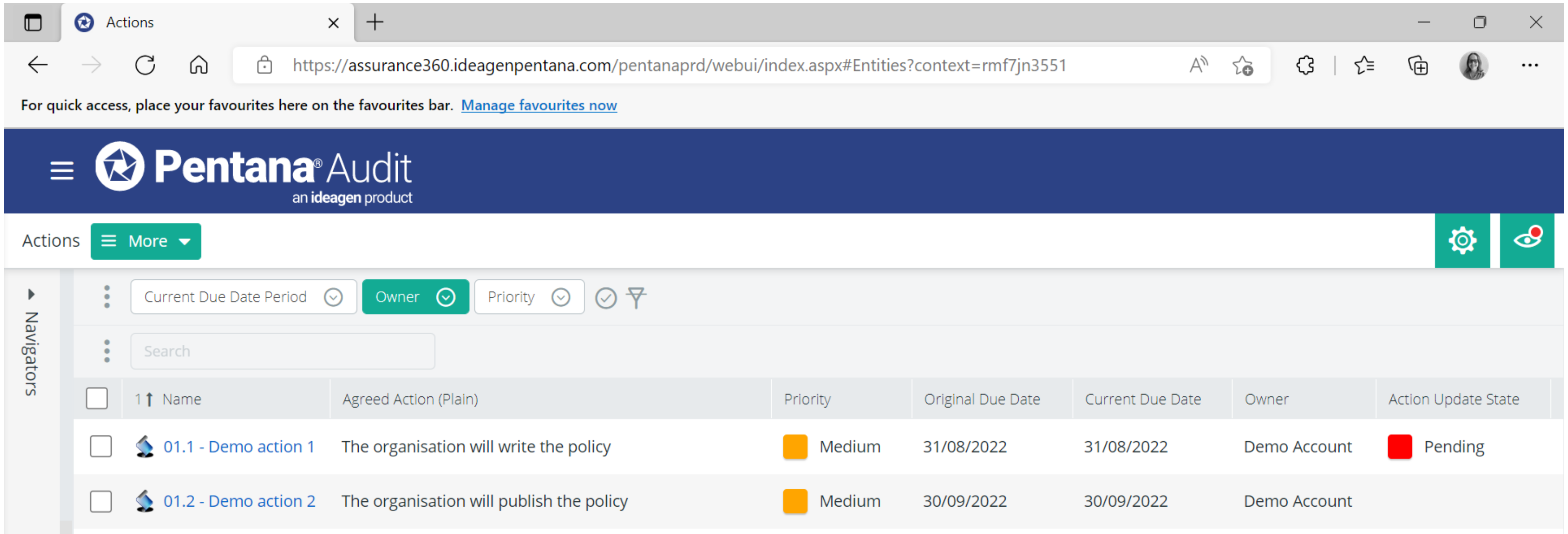
Scrolling down in the *Action Update* panel down the left will give the option to change the status from *Outstanding*, to *In Progress* or *Implemented*. If the action is implemented, you should input the date this was completed.

In the *Supporting Explanation* box, you should add some narrative explaining what action has been taken to meet the requirements of the recommendation and mitigate the risk. If any narrative has been added previously, add it below.

When an update is not yet due

If you wish to provide an update on an action that does not fall due in the next 28 days, this will not appear in your *My Pending Action Updates* panel. You can find any actions falling due in the future by clicking the ☰ in the top left, and then selecting *Action Tracking*, and then *Actions*.

By selecting the icon in the top right, you can then select *Action owner view* which will generate a report of all open actions assigned to you (you can save this view as your default by using the ⭐ icon):

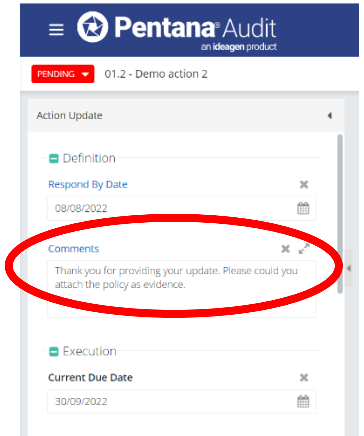


Demo action 2 shown above does not have a *Pending* action update, but you can add one by clicking on the action name, which will open the page shown on page 2 of this guide, and then selecting + Add Action Update and then Edit . You can then follow the steps on page 2.

When 360 Assurance have returned your update for further information

If you have submitted an update that has been returned by 360 Assurance for further information, you will be notified by email and a new pending action update will generate.

Comments detailing why the action has been returned can be seen in the *Action Update* panel as shown right; you can then add a subsequent update per the instructions on page 2 to respond to the additional queries/requests for information.

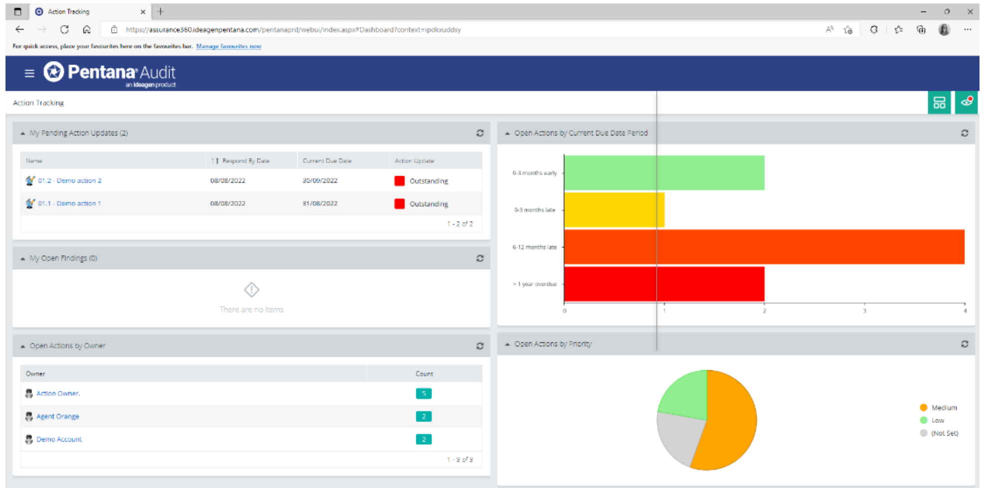


Action overview

Setting up the dashboard

The dashboard is a useful tool for owners of multiple actions, as well as those with Executive Lead and Client Lead access to Pentana. When you open the *Action Tracking* page upon login, if you select the icon in the top right, you can then select *Traditional Dashboard* (selecting the ⭐ icon will save this as default for next time you login).

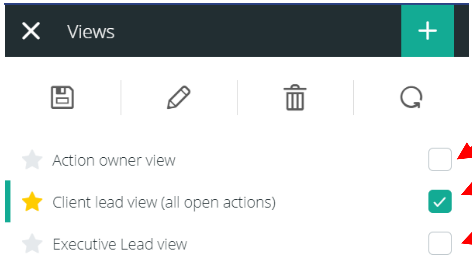
This dashboard is interactive – clicking on bars and sections of each chart will open a separate page giving more detail on the actions falling into different categories.



Generating reports

If you click ☰ in the top left, and then select *Action Tracking*, and then *Actions*, you can generate various reports which can be exported to Excel and used for reporting within your organisation.

By selecting the icon in the top right, you can then select from a range of pre-set *Views* as below:

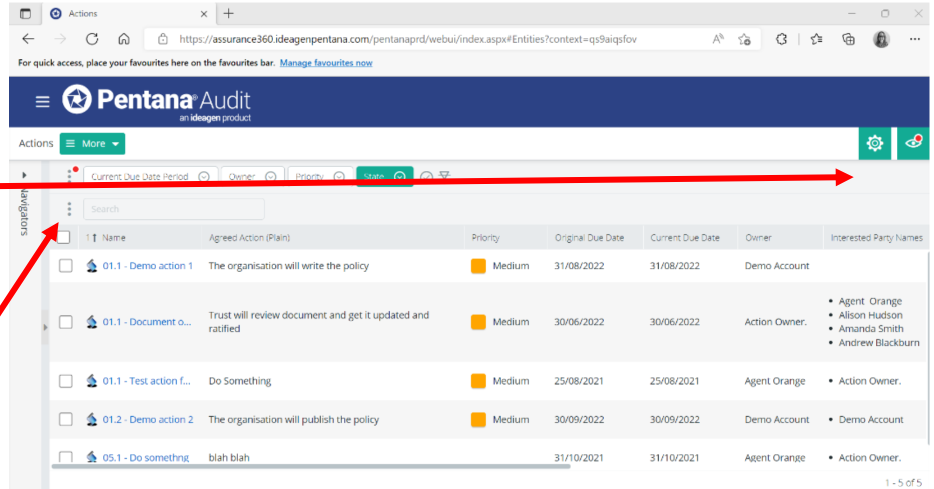


A report showing all actions assigned to you.

A report for those with Client Lead account access, showing all actions across the organisation.

A report for Executive leads, showing your own actions and those in your remit.

Note: The above views are set up to exclude actions marked as *Implemented* or *Superseded*. If you wish to see these actions as part of your report, you can adjust this through the State filter button.



Creating your own reports

You can then amend the contents of reports in two ways:

1. By clicking the icon. This will open a window allowing you to select which fields you would like to include in the report, and giving the option to reorder them into a report format that fits your needs.
2. By adding filters – you can do this by clicking the three dots next to the filters and choosing the criteria you want to filter by, selecting from the options provided under each filter, and then clicking the button.

Once you are happy with a report you have created, you can save it by clicking the icon and then the + icon. Give your new report a name and then click Save so you can access it again in future.

Exporting to Excel

You can export our pre-set reports, or those you have created yourself, into Excel by clicking More and then *Export to Excel*. If presented with a pop-up box, select *Open*, otherwise the file will begin to download automatically.