CITY OF YORK COUNCIL

Magique User Guide

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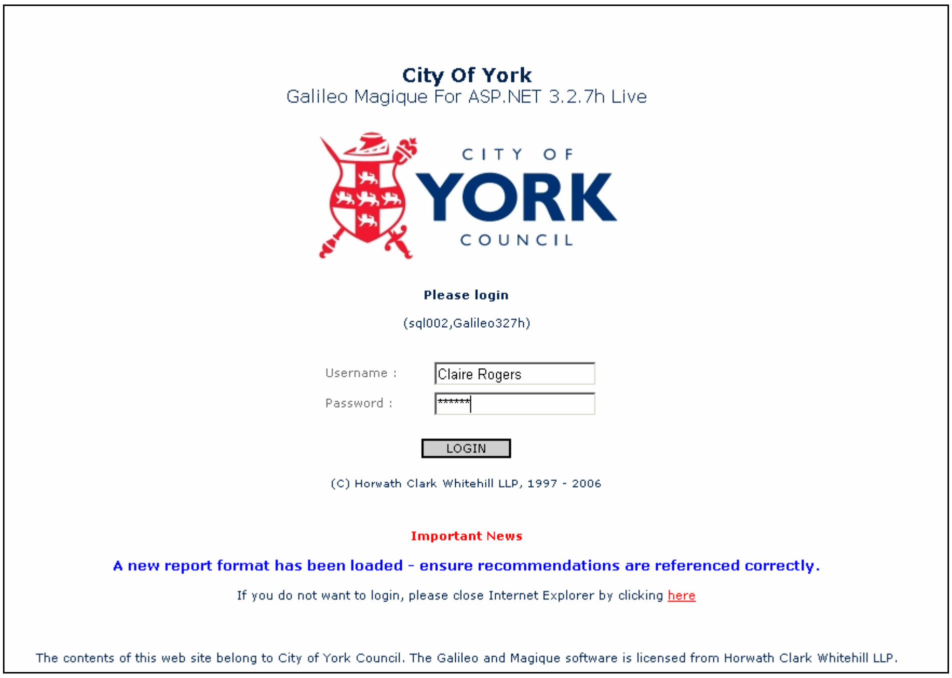
Contents

Login

1. Magique is accessed from a web browser. Firstly the user must log in and be authenticated before being granted access to the system. The user profile determines the user's access level and available options.

2. Enter the web address **http://webapp001/galileo** to display the Login screen.



- Enter your **Username** and **Password.**
- Click Login. This displays the relevant Home Page.

NB Username is your first name and surname with a space in between i.e. 'Claire Rogers', it is not case sensitive, however, the password is case sensitive.

Hints & Tips

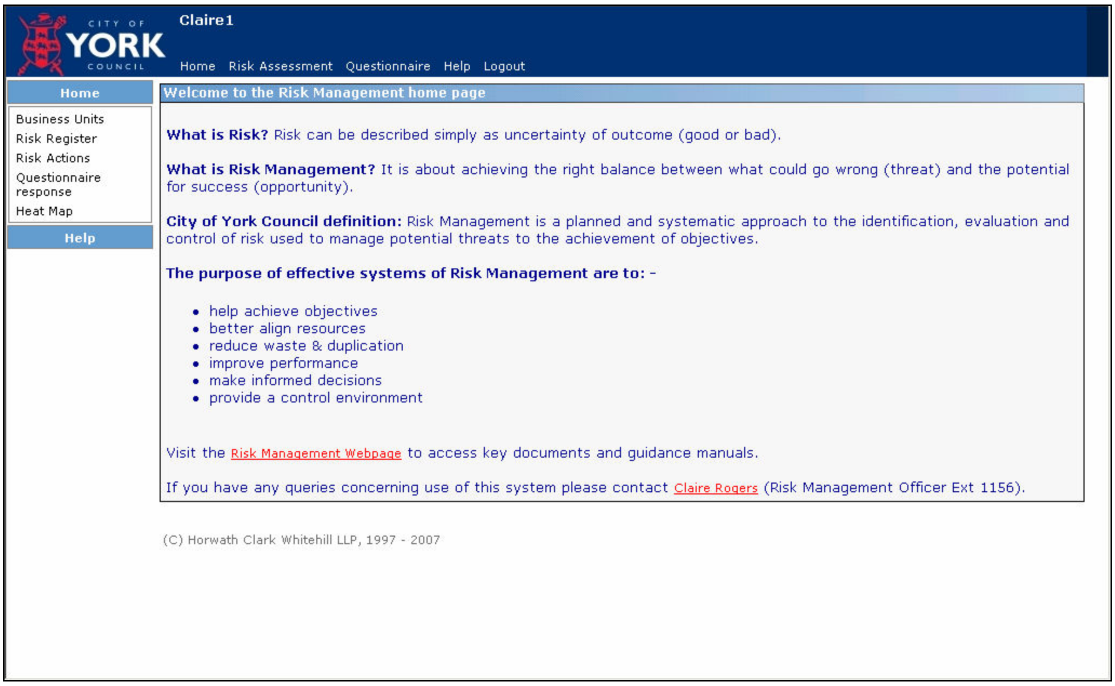
3. When using the system it is useful to bear in mind the following: -

- It is not advised to use the back button on the internet explorer toolbar, as some functionality can be lost from the previous page when this is used.
- Use the functional area on the header and the navigator menu on the left hand side to access the area to work in.
- Ensure you save and close when any changes are made.
- Throughout the system click on the underlined (hyper) link to access documents.

Home Page

4. Once logged in, the home page is displayed. This page provides quick access to some of the basic areas of the system, such as:

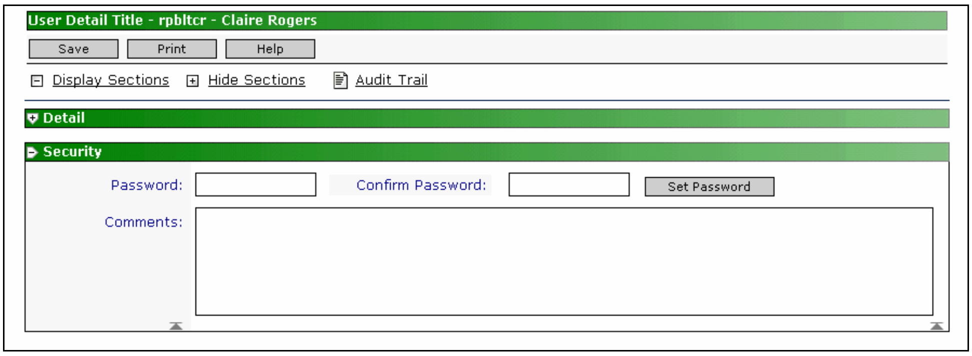
- Business Units
- Risk Register
- Risk Actions



Password Changes

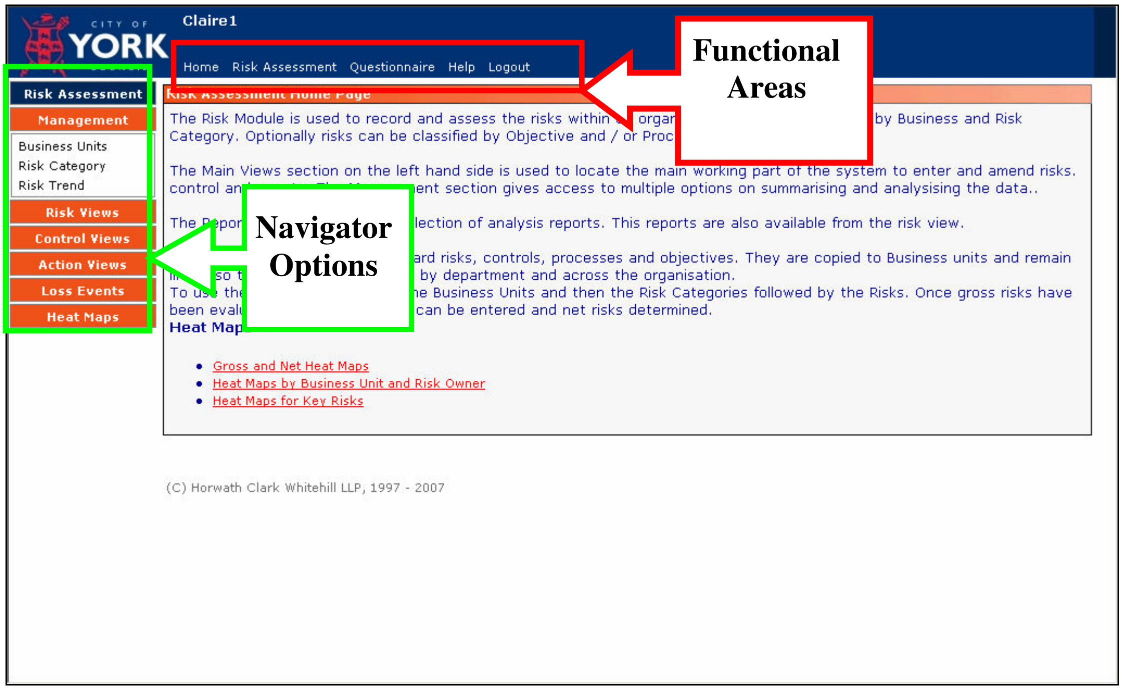
5.

- Click on the user name (your name) on the top left corner of the screen, next to the CYC logo.
- Scroll down to the security section and enter your new password and confirm it, click set password.
- **SAVE** changes before leaving this screen.



Functional Areas

6. Selecting the option on the header bar accesses functional areas.



Magique Functional Areas	
Home	Quick access to basic navigator options, including: Business Units, Risk Register, Actions, Questionnaire Responses & Heat Maps
Risk Assessment	Full access to all navigator options, including: Risk Register, Reports, Controls & Actions
Questionnaire	Control self assessment questionnaires
Help	On-line help system
Logout	To logout of application

7. Within each functional area, are navigator options that allow you to access data in various view formats. Navigator options are accessed through the left-hand navigation pane, where related options are grouped under headings.

Home Page	
Home	Quick access to key functions
Help	System standard user guide

Risk Assessment Page

8. The Risk Assessment functional area provides access to all of the main navigators.

Navigator Options

9. Click on the navigator header to view the group of navigator options.

Management	
Business Unit	Access to the overview of individual business units
Risk Category	A list of risk categories and their descriptions
Risk Trend	This function is not available to most users

Risk Views	
Risk Register	Risk reports for individual business units
By Priority	Risk reports filtered by Corporate Priority
By Process	Risk reports filtered by Business Process
By Multiple BU	Risk reports for more than one business unit
By Risk Owner	Risk reports filtered by risk owner
By Trend History	Risk reports filtered by trend history
Search	Search facility

Control Views	
Risk Controls	Control reports for individual business unit
By Control Owner	Control reports filtered by control owner

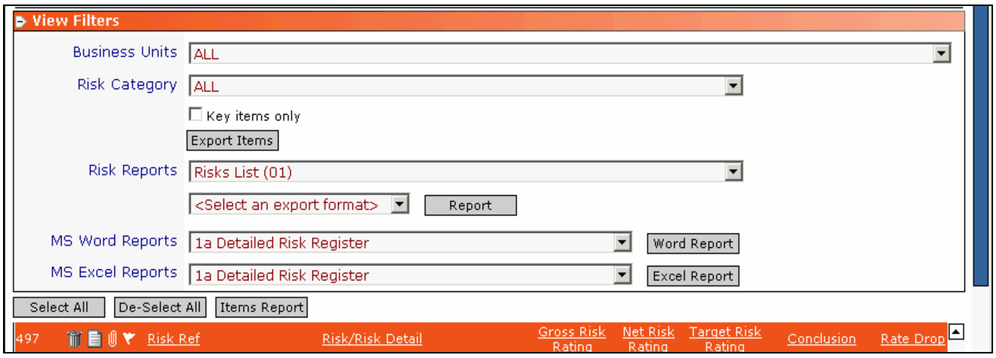
Action Views	
Risk Actions	Action reports for individual business units
By Priority	Action reports filtered by priority

Loss Events	
Loss Events	Loss events report for individual business units

Heat Maps	
Heat Maps	Heat Map reporting facility
Filter Maps	Heat Map reporting by Business unit & Risk Owner
Key Risk Maps	Heat Map reporting by Key Risks

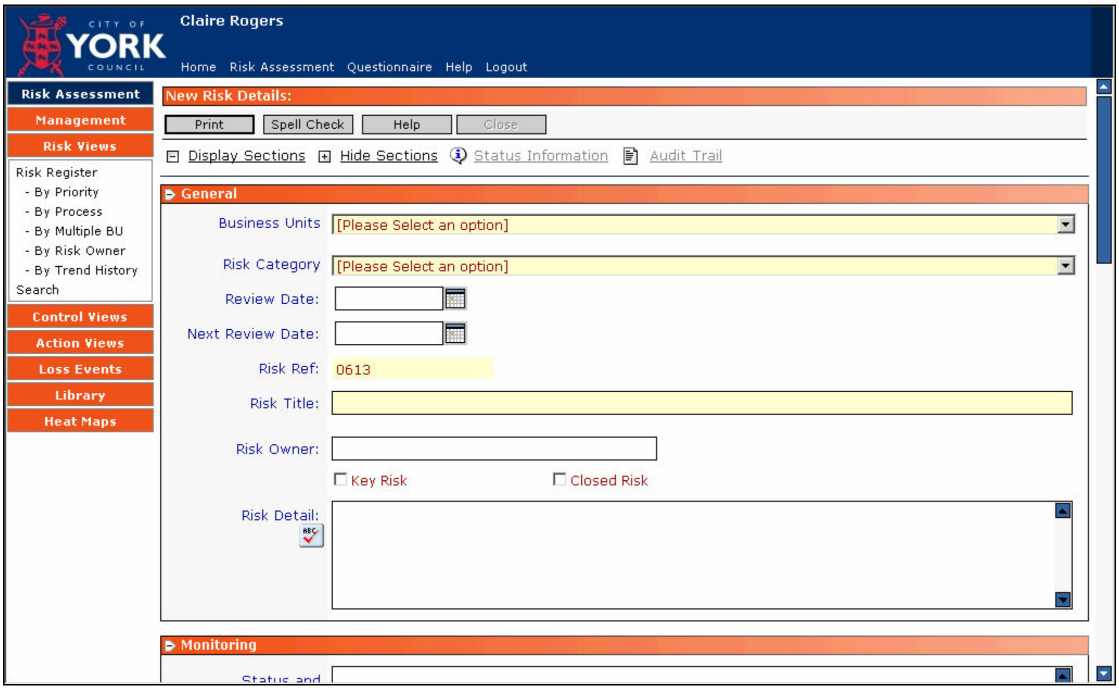
Views and Filters

10. Each filter view provides a number of key fields by which to filter the data. Select the filter data from the list-box of available options for each field. If no selection is provided for a particular filter field, all data for that field is displayed. As filters are specified, the data meeting the criteria is displayed in the view. The number of items displayed in the view is displayed in the top left of the view header. Click the field name header (Risk Ref, Gross Risk Rating etc) to sort data within the view.



Mandatory Fields on Forms

11. Fields with a pale yellow background in edit mode are mandatory.



12. Mandatory fields must be completed before a form can be saved. If they are not complete, the save & close button will be greyed out.

Action Buttons and Hot-Keys

13. Action buttons perform task such as saving and closing, printing, and removing documents. Action buttons are at the top and bottom of the forms and in relevant sections in views and reports.

Button	Hot-Key	Action
Close	ALT + C	Save and close the open document
Edit	ALT + E	Change the document status from view to edit mode to enable the document to be edited
Help	ALT + H	Access the on-line help system
Print	ALT + P	Print the active document
Save	ALT + S	Save and remain in the document

14. Below action buttons and hot-keys are the following options:

Display Sections	Expand sections if hidden or collapsed
Hide Sections	Hide or collapse sections
Status information	View a history of the document status, approval and changes
Audit Trail	Records all document events e.g. creation, saves, removes.

Document Navigation

15. To navigate through a form, use the scroll bars on the right of the form. Alternatively, **Hide Sections** and then expand only those sections you wish to view.

Exiting documents without saving

16. To exit a document without saving changes, select any view from the navigation pane.

Creating a New Risk

17. Enter the business unit area from either the home page or risk assessment page.

    - Select appropriate Business Unit.
    - Scroll down to the Risks section.
    - Click new risk.
    - Click OK.
    - Select Risk category from drop-down menu.
    - Enter name of responsible Executive Member (if applicable).
    - Input review date.
    - Input the next review date.
    - Enter the risk title, in risk field.
    - Enter the name of the risk owner.
    - In the detail section, provide a more detailed description of what the risk entails.
    - Enter relevant monitoring information, for future reference.
    - In the Gross Risk section, select the appropriate impact and likelihood. This will determine the Gross Risk Rating.
    - Scroll down and to the Target Section, input target impact and likelihood. This will determine the Target Risk Rating.
    - Scroll to Analysis section, select risk type.
    - In Attachments section add any comments or upload documents, useful for future reference.
    - **SAVE & CLOSE!**

18. When you have saved and closed, the system automatically takes you to the risk register view, enabling you to input further risks.

Creating Controls

19.
    - Enter risk document (click on underlined reference number).
    - Scroll to the Factors section and click new control.
    - Click OK.
    - Enter the control title.
    - Enter name of person responsible for the control.
    - Enter a description of how the control works.
    - In the detail section, select the implementation status from the dropdown menu.
    - Select option for reduction in impact.
    - Select option for reduction in probability.
    - Scroll to the Analysis section select the review frequency and assurance method.
    - **SAVE & CLOSE!**

20. When you have saved and closed, the system automatically takes you to the control navigator view, enabling you to input further controls.

- Add additional controls by clicking on new.
- Select the risk for the new control.
- Enter remaining information required.

Updating Net Risk Rating

21. When creating a new risk the system inputs the net risk rating the same as the gross risk rating.

- Open the risk document (go back to risk register or business unit through the navigator options.
- Click edit.
- Scroll down to Net Risk and update Impact and Likelihood, with regards to how the controls have altered the risk rating.
- Select conclusion and assurance method from the dropdown boxes.
- Click **SAVE** (to save changes, but keep the document open).

Creating Actions

22.

- Scroll to Actions section and click New Action and then OK.
- Enter Action title.
- Enter Action owner.
- Select priority and cost of implementation from dropdown menus.
- Input target.
- Input details of the action to be taken.
- In the Detail section it is possible for relevant parties to put further information and responses to these actions.
- Progress Control enables you to keep a track of the progress of the action, by clicking on the appropriate boxes.
- **SAVE & CLOSE!**
- Add additional actions by clicking on new.

Progress Control

23. This section is used for tracking the milestones of the actions and their progress, draft through to final action.

24. Each stage is tracked by clicking the appropriate milestone button in the Progress Control section of the Action form. The status will change appropriately.

25. If an action becomes redundant for some reason, enter a date in the redundant field. The action remains on the system but is excluded from many views and reports.

Deleting Documents

26.

- Click into the item you wish to delete.
- Click remove.
- Click OK if you are sure you want to delete the item.
- At this point you still have the opportunity to restore the document.
- Once you click close this item will be ‘soft deleted’ and will not appear in your view.
- However if you have deleted it in error contact ext 1156 to have it restored.

Completing Documents

27.

- Once you are happy with the information you have entered you can complete items.
- Click on complete at the top of the form.

MS Word and MS Excel Reports

28. All reporting functions are available within the Risk Assessment page, however only risk register and risk action reports are available in the Home page.

I. Select the appropriate business unit or multiple business units in filter views.
II. Select risk category or report on all.
III. Click the filter button.
IV. If the view filters section collapses, open it up by clicking on the plus symbol.
V. Select the report you require from either MS Word or MS Excel Reports dropdown menu.
VI. Click select all to report on all filtered information or check tick boxes for each item to be included.
VII. Click Word Report or Excel Report.

29. These reports can be tailored, contact the risk management department to request your own layout.

30. NB all word and excel reports should open in that application and not within Magique. Contact Claire Rogers on Ext 1156 if you experience any problems.

Crystal Reports

31. These reports are available in most filter views.

I. Follow steps one to four as for word and excel reports.
II. Choose the report you require in the risk reports dropdown menu.
III. Select export format from dropdown menu, PDF, Word or Excel.
IV. To report on all just click on the **report** button.
V. To select only certain items to include in the report, check the tick boxes and click the **items report** button.

Useful Information

32.

<table>
<tr><td>Text</td><td>Enter free format text. Text fields will have a maximum size, set in the parameters for the field.</td></tr>
<tr><td>Spell Check</td><td>Use the spell check button, if displayed, to check the spelling of the text you have entered.</td></tr>
<tr><td>Numeric</td><td>Enter a number (without currency symbols)</td></tr>
<tr><td>Date</td><td>Select dates using the calendar control to minimise data entry and formatting issues.</td></tr>
<tr><td>Keyword list</td><td>Keyword list fields are used to provide fixed lists of options.
To select an item from a keyword list, click the list button to display the list of items the select the required option.


To select multiple items (where relevant), press the CTRL key on your keyboard while making selections.</td></tr>
<tr><td>Computed Fields</td><td>Some fields are computed e.g. risk ratings, reference numbers. Computed fields cannot be edited by users, but in some instances may be editable by the system administrators.</td></tr>
<tr><td>Checkboxes</td><td>Checkboxes are used to flag or select key items.</td></tr>
<tr><td>Attachments</td><td>Attachments are uploaded into the main database.</td></tr>
</table>