



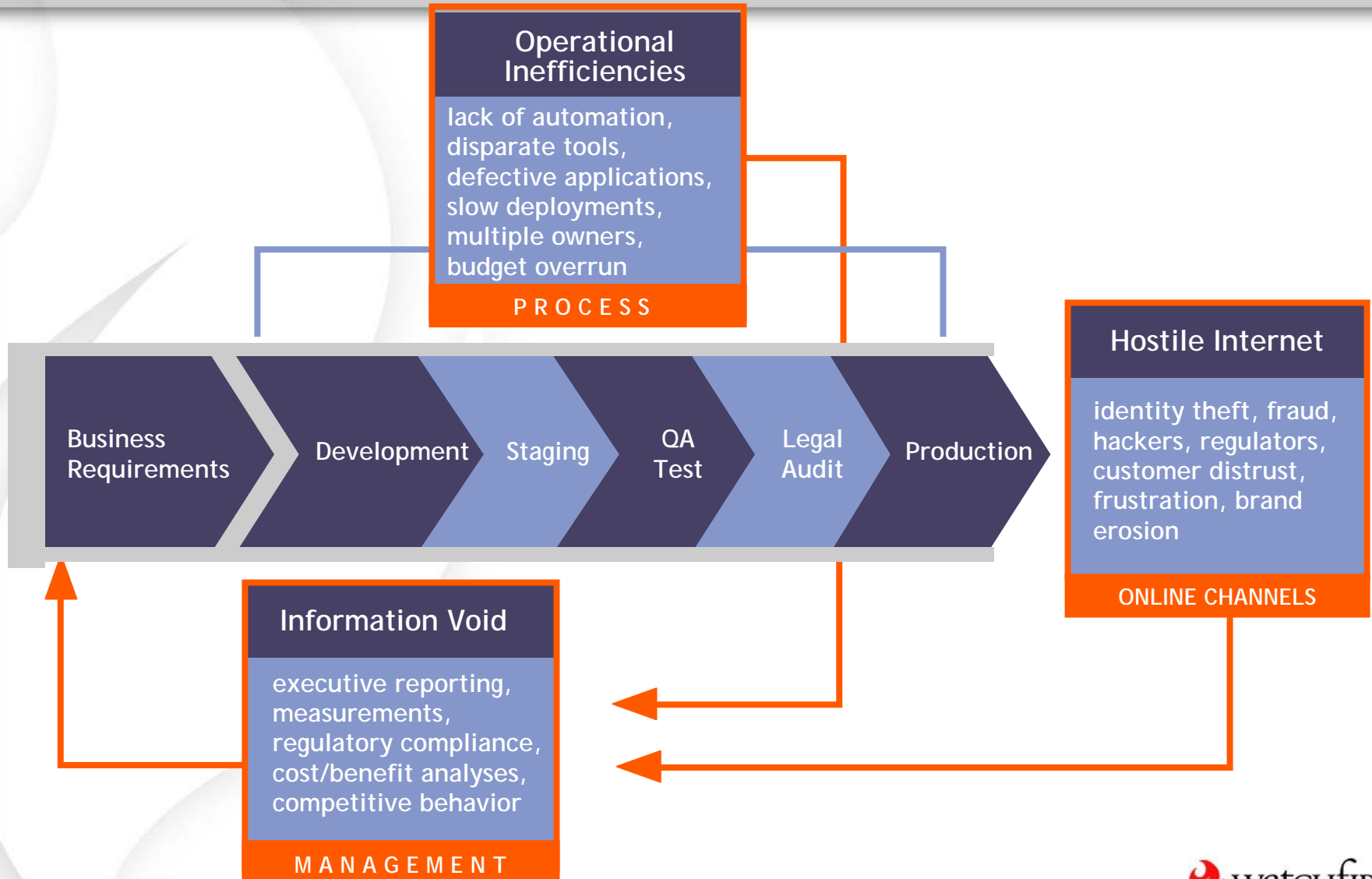
**WebXM Report User**

**HHS**

# Agenda

- Online Business Challenges
- Watchfire Solutions
- WebXM Concepts & Terminology
- WebXM User Roles
- User Interface Navigation
  - Dashboards and Reports
- Overview Of The WebXM Configuration For HHS
  - Dashboard Configuration
  - WebXM Quality and Accessibility reporting
  - WebXM Privacy reporting
- Personalizing WebXM
- WebXM Issue Management

# Online Business Challenges



# How Do You Gain Insight into Online Risk?

Start evaluating the page...

The screenshot shows the Watchfire website interface. At the top, there is a navigation bar with links for Products, Industry Solutions, Services, Security Zone, Partners, About Watchfire, and News & Events. Below this, a main banner features the text "Watchfire WebXM Industry's only Online Risk Management Platform to monitor and report online security, privacy, quality, and compliance risks." The page is divided into several columns: "News" on the left with several headlines; a central column with "WebXM™" and "AppScan®" sub-sections containing icons for Application Security, Privacy, Compliance, Quality, Accessibility, Brand Monitoring, and Corporate Standards; and a right column with "Customer Success" and "Seminars" sections. A "Subscribe to our Newsletter" button is located at the bottom left.

## Web Page Checklist

- Check All Links are Valid
- Check for Spelling Errors (Accurately and Consistently)
- Check All Anchors Work
- Browser Compatibility Issues (Load in different Browsers and Test)
- Check For Keywords (Check and Ensure No Duplicates)
- Check Page Descriptions and Record to Ensure No Duplication
- Check Page Title and Record to Ensure No Duplication
- Look for Links to Local Files
- Check Size of Page to Ensure not too Large
- Check for Privacy Link
- Look for any Forms Collecting PII and Ensure Proper Security
- Check Cookies, Evaluate Contents and Ensure Security
- Record All Files and Images and Reference of Their Use
- Check The Date of The Page to Ensure Relevant Content
- Record All Style Sheets Used
- Evaluate All Fonts, Styles, Graphics to Ensure They Adhere to Corporate Standards
- Ensure All Images are Approved
- Evaluate All Links to see if 3<sup>rd</sup> Party Links have Disclosures
- Compliance Regulations
- Compliance Regulations
- Compliance Regulations
- AND THIS IS JUST THE BEGINNING.....

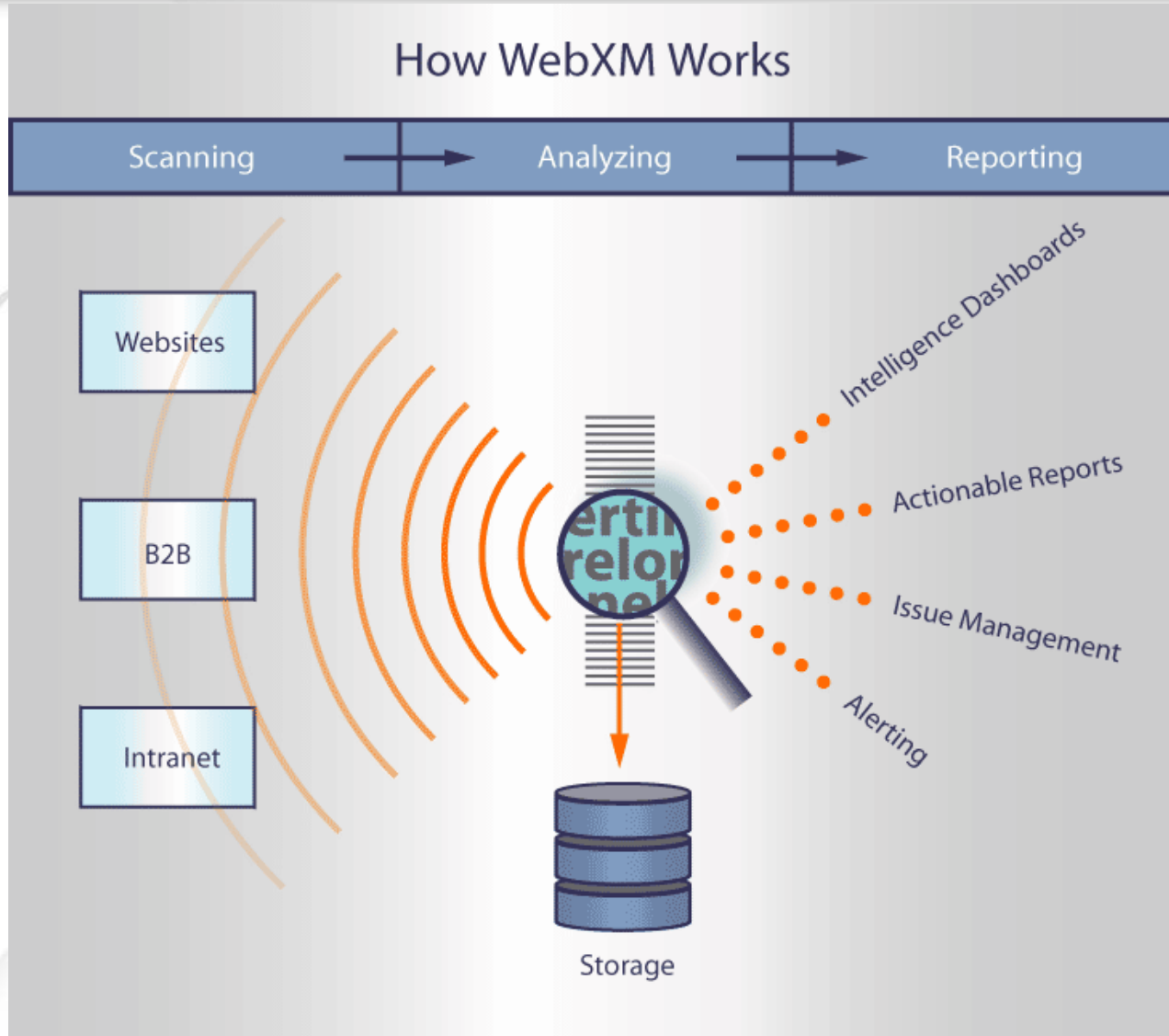
# Usually Through an Exhaustive Manual Process



## What is WebXM?

- WebXM is a platform for scanning, analysis and reporting of online security, privacy, quality, accessibility and compliance issues across corporate web properties.

# How Do We Identify Issues on Your Site?



# How WebXM Works

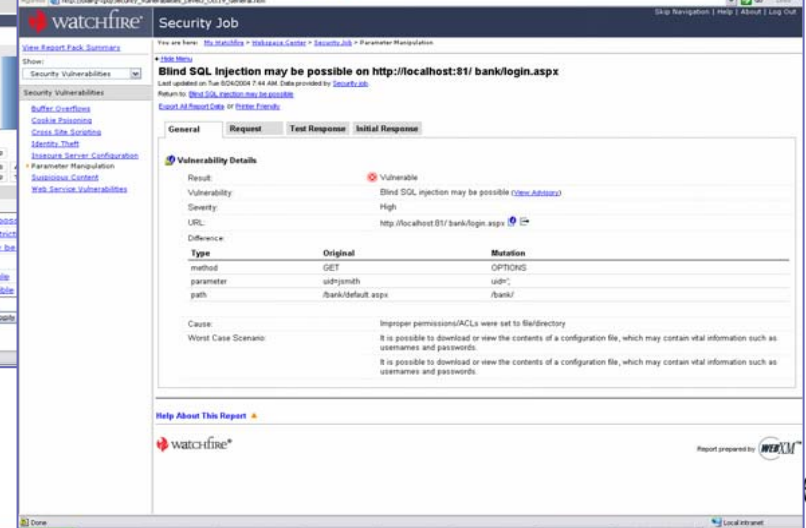
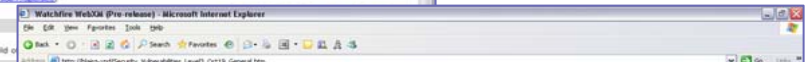
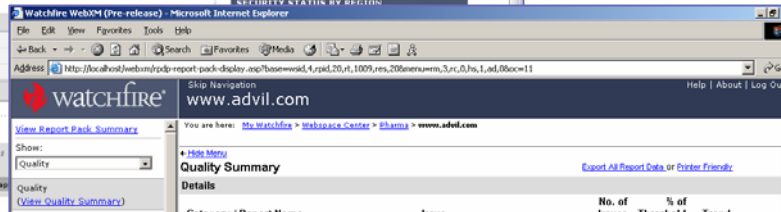
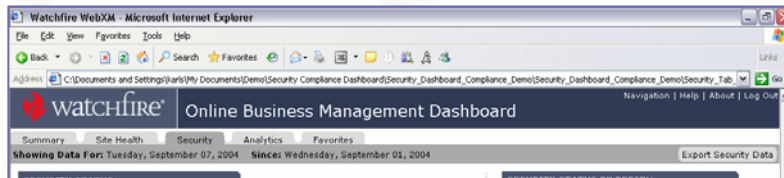
- WebXM collects information by scanning web properties
- Types of WebXM jobs
  - Content scan jobs – following the links on (crawling) a website
  - Interaction scan jobs – play back and record of site interaction
  - Infrastructure scan jobs – port scan on a given IP address range or a collection of hosts



# Global Visibility – WebXM Reporting Structure

Dashboard: Executive View

Summary: Manager View



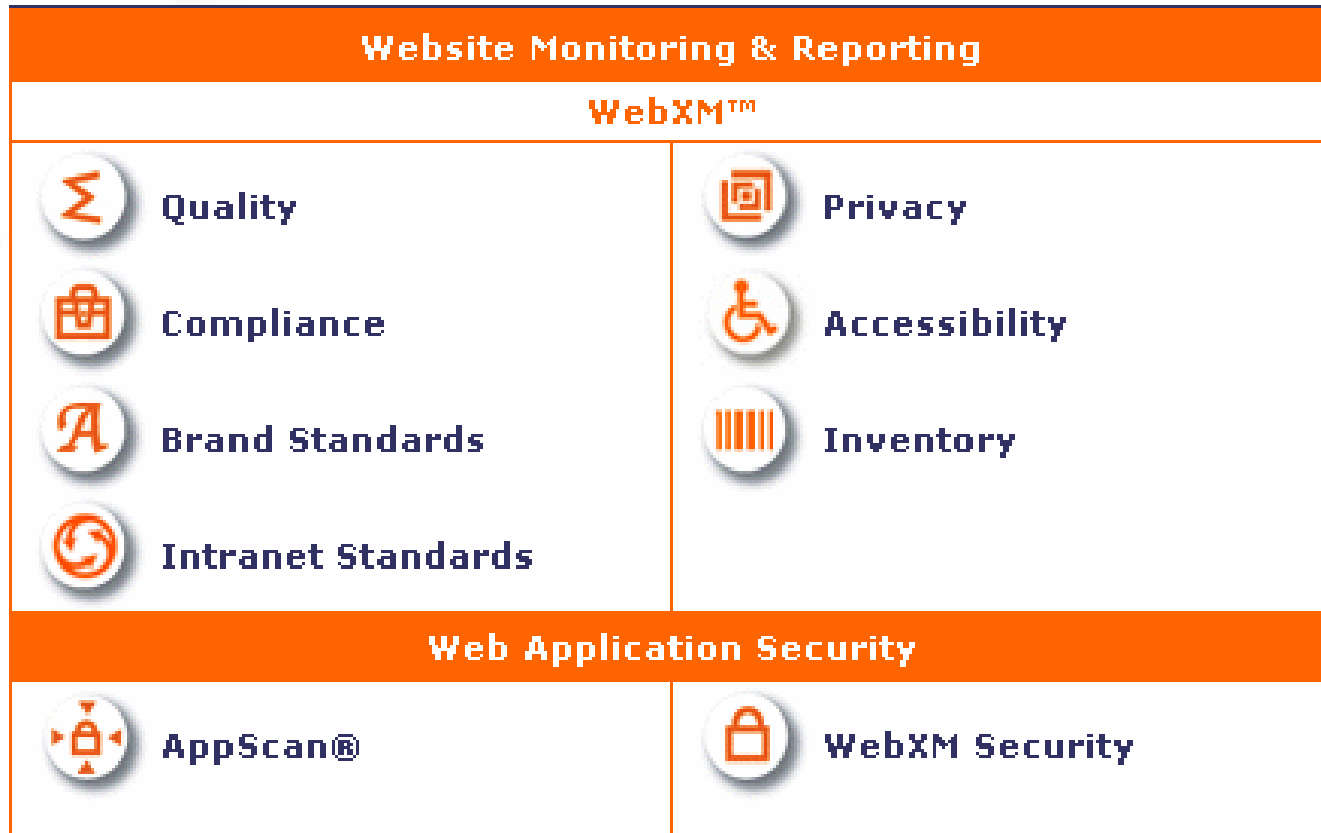
Report: Analyst View

About this Page: Developer View

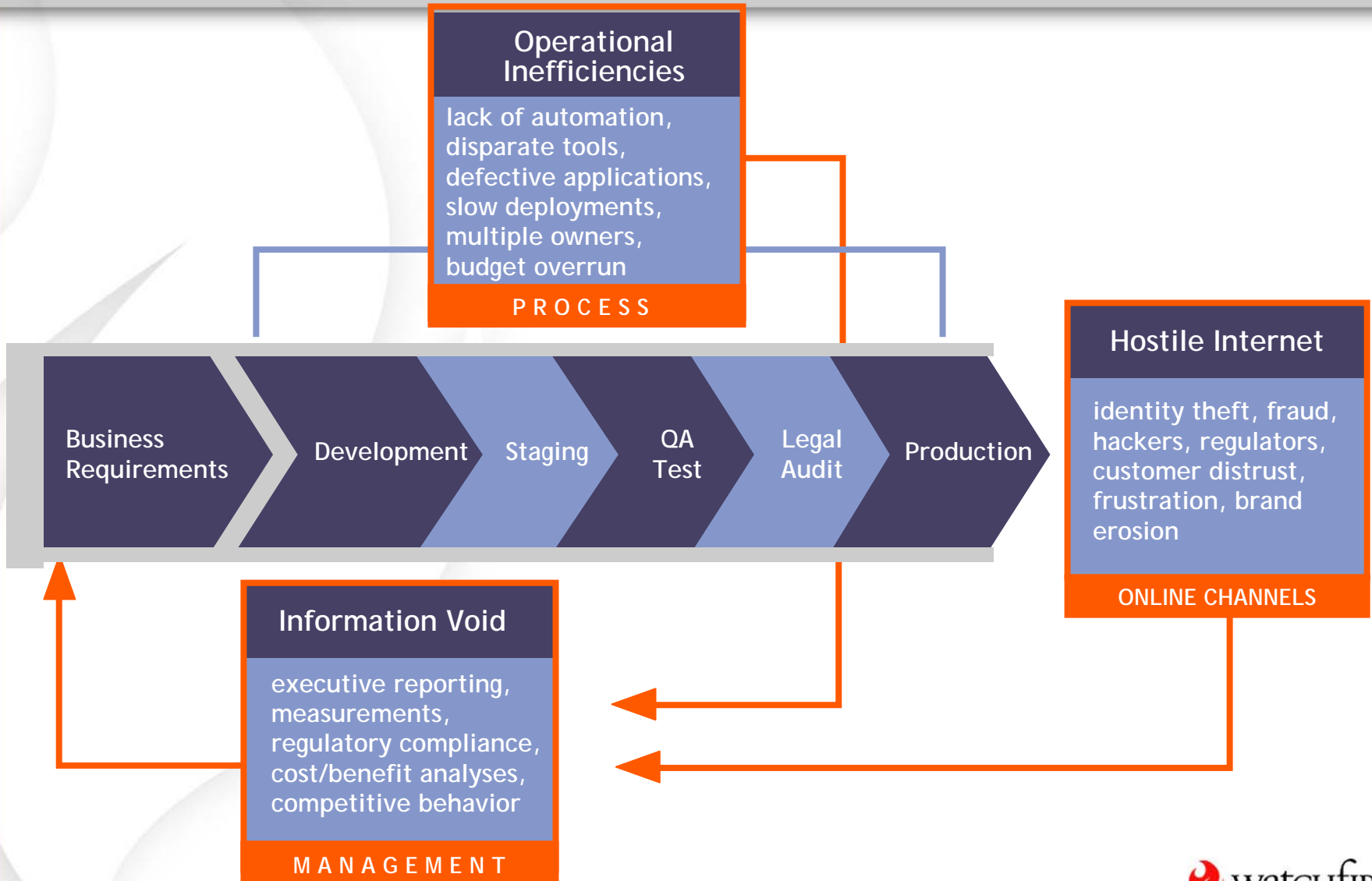
# Visibility & Control



# WebXM Modules



# Online Business Challenges



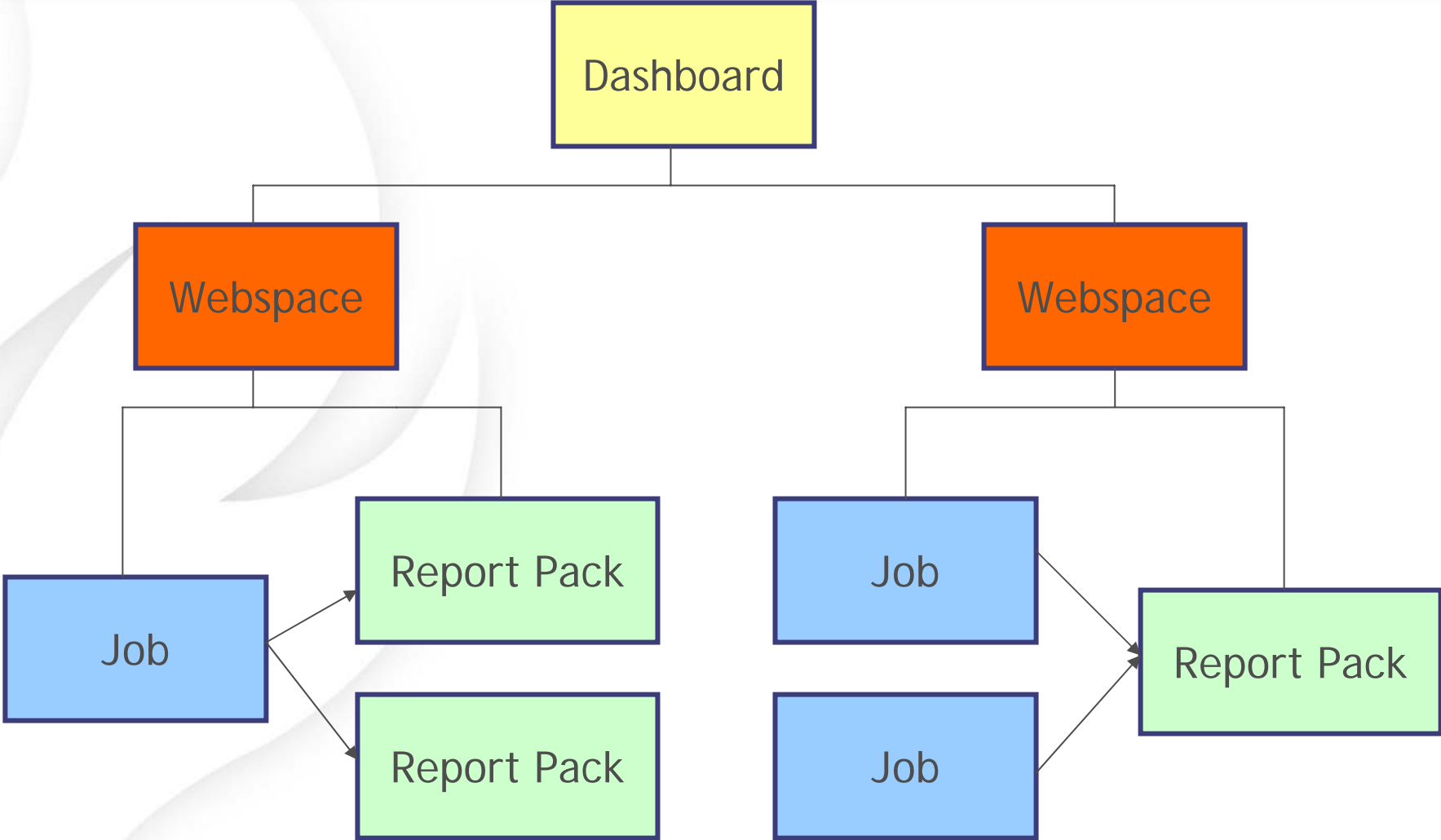
# WebXM Concepts & Terminology

- Webspaces
  - Logical entity
  - User roles
- Job
  - A scoped website scan
- Report
  - Broken Links, Missing Metatags, Spelling Errors, etc.
- Report Pack
  - Collection of reports
- Dashboard
  - High level report

# Relationship Between WebXM Components

- A **job** scans the web site, collects data and generates reports
  - Jobs can be scoped to specific web properties
- **Reports** are organized into **report packs**
  - The **report pack** can be is geared to suit the end user
  - The **reports** from one **job** can be organized in one or many **report packs**
  - A **report pack** can contain reports from multiple **jobs**
- A **workspace** is a container for the **jobs** and **report packs**
- **Job** results are rolled up into the **dashboard** where percentage scores are calculated and displayed

# Relationship Between WebXM Components (cont'd)



# User Security Around WebXM Components

- User security can be tied around
  - WebXM
  - A Webspace
  - A Report Pack
  - A Dashboard



# WebXM User Types

- System Administrator
  - Complete access to WebXM
  - Access to administration center
    - Add new users
    - Change user's properties and access rights
    - Lock/unlock servers
    - Cancel, End, or Pause running jobs
    - Add words to custom dictionary
    - Create notification devices
    - Update license information
  - Access to global job scheduling
  - Creates and maintains dashboards

# WebXM User Types

- Webspaces Creator
  - Can create webspaces
  - Becomes the webspaces administrator of any webspaces the user creates
- Standard User
  - Assigned when granting specific access within Webspaces
- No Access
  - Can deny access to WebXM

# Webpace User Roles

- **Webpace Administrator**
  - Can create, run, and delete jobs and report packs
  - Can assign user roles within Webpace
  - Can perform global job update actions within Webpace
- **Job & Report Administrator**
  - Can create, run, and delete jobs and report packs
  - Maintain schedule of jobs within region
  - Fill in form information for jobs

# Workspace User Roles

- Report Administrator
  - Report pack maintenance
    - Add/delete reports within report packs
    - Create new report packs
  - Manages issues within report packs
  - Issue classification
- Report Consumer
  - Is able to view report packs within the Workspace
- No Access
  - A user with no access to a particular Workspace

# Report Packs and Dashboards

- There are no specific user roles for Report Packs/Dashboards
- Can assign/restrict

# WebXM User Permissions

- WebXM User Types vs. Webspaces roles

## WebXM:

- System Administrator
- Webspaces Creator
- Standard User
- No Access

## Webspaces/Region:

- Webspaces Administrator
- Job & Report Administrator
- Report Administrator
- Report Consumer
- No Access

## Webspaces/Region:

- Webspaces Administrator
- Job & Report Administrator
- Report Administrator
- Report Consumer
- No Access

# WebXM Deployment

- WebXM is installed centrally and is accessed via a browser throughout the enterprise
- WebXM can be configured to reflect the organization (who does what, who works with who)
  - Webspaces
  - User Roles
  - Interface
    - Dashboard for management
    - Report Packs for the business/technical user
    - Webspace Center for the job administrator
    - Administration Center for the WebXM system administrator



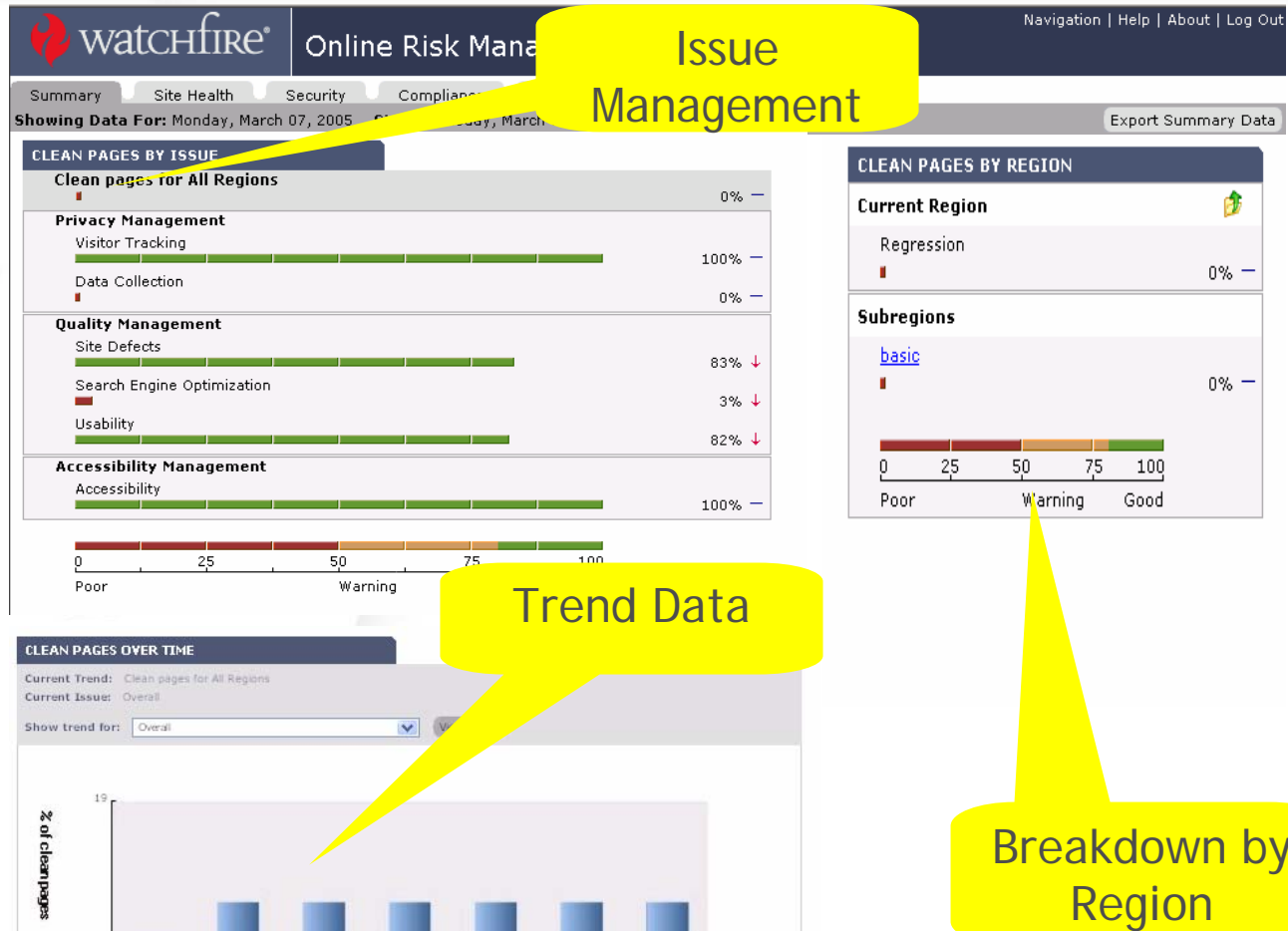
## WebXM Dashboards & Reports



# Objectives

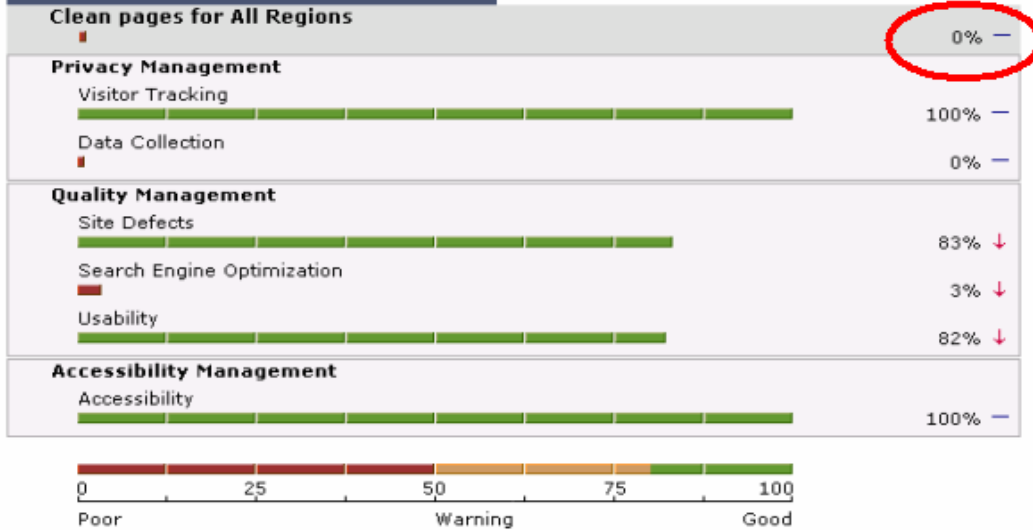
- Become familiar with Dashboard layout
- Understand dashboard scoring
- Become familiar with report navigation

# Management Intelligence Dashboards

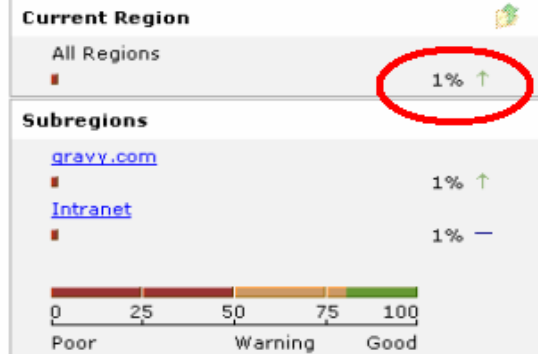


# Relationship of Scores

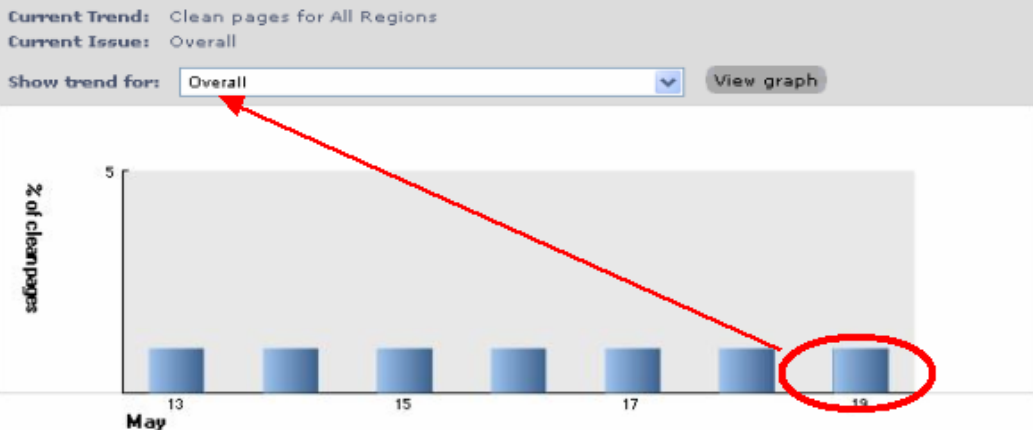
## CLEAN PAGES BY ISSUE



## CLEAN PAGES BY REGION



## CLEAN PAGES OVER TIME



# Issue Hierarchy

- Breaks down the overall score by issue
- The overall score is for the current region
- Score is percentage of pages that don't have a particular issue -- hence "Pages without Broken Links" etc.
- A clean page has NO issues

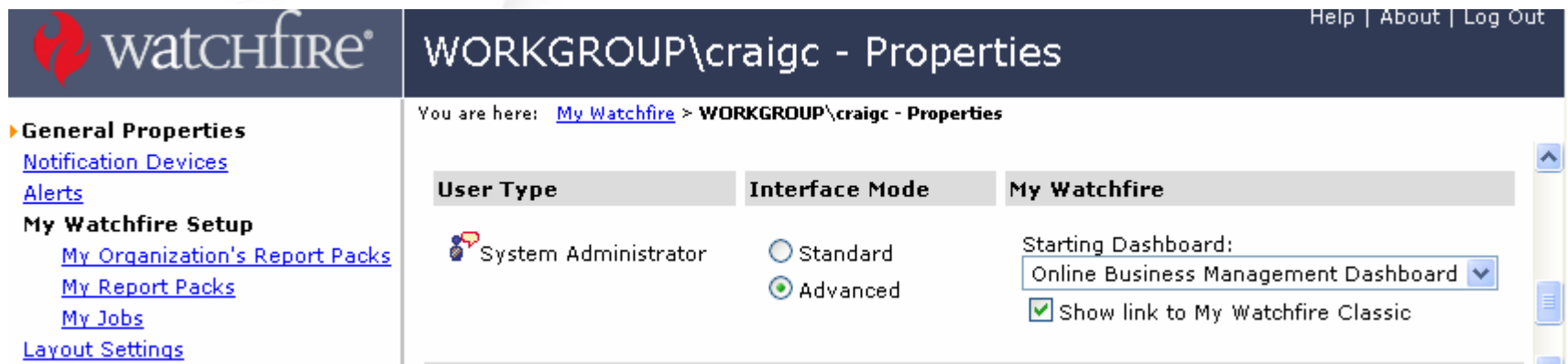
# Understanding Calculations

- The scores are calculated according to the number of pages without any issues



Web Page	Broken Links	Broken Anchors	Spelling	Missing Title	Slow pages	Web Beacons	Small Pages	Old Pages
1	1	1	0	0	0	0	0	1
2	0	1	0	1	0	1	1	0
3	0	0	0	0	0	0	0	0
4	0	1	1	0	1	1	1	0
Issue	75%	25%	75%	75%	75%	50%	50%	75%
Subcategory	25%			50%			25%	
Top Level	25%							

# Starting Dashboard

- Found in 'Personalize'
  - Choose which dashboard is default
  - Choose whether want access to Classic Dashboard



The screenshot shows the Watchfire user interface for the 'WORKGROUP\craigc - Properties' page. The top navigation bar includes the Watchfire logo and links for 'Help | About | Log Out'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a 'General Properties' section with links for 'Notification Devices', 'Alerts', 'My Watchfire Setup', 'My Organization's Report Packs', 'My Report Packs', 'My Jobs', and 'Layout Settings'. The main panel displays the 'Properties' for the user 'craigc', showing the breadcrumb 'You are here: My Watchfire > WORKGROUP\craigc - Properties'. Below this, there are three columns: 'User Type' (System Administrator), 'Interface Mode' (Standard and Advanced), and 'My Watchfire' (Starting Dashboard: Online Business Management Dashboard, and a checked checkbox for 'Show link to My Watchfire Classic').

User Type	Interface Mode	My Watchfire
 System Administrator	<input type="radio"/> Standard <input checked="" type="radio"/> Advanced	Starting Dashboard: <input type="text" value="Online Business Management Dashboard"/>  <input checked="" type="checkbox"/> Show link to My Watchfire Classic

# Quick Reports

The screenshot shows the Watchfire Online Risk Management Dashboard. The top navigation bar includes the Watchfire logo, the title "Online Risk Management Dashboard", and links for "Navigation | Help | About | Log Out". Below the navigation bar are tabs for "Summary", "Site Health", "Security", "Compliance", "Analytics", and "Favorites". A "My Report Packs" section is visible on the left. The main content area is divided into "News Pages" and "Shortcuts".

**News Pages**  
(Data updated: Fri 3/18/2005 4:27 PM)

- [21CFR11 Security Violations](#)  
0 21CFR11 Security Violations found
- [Applications](#)  
5 Applications found
- [Authentication Points](#)  
0 Authentication points found
- [Broken Anchors](#)  
0 Broken anchors / 0% of your problem threshold
- [Broken Links](#)  
0 Broken links / 0% of your problem threshold
- [Buffer Overflows](#)  
0 Buffer overflow vulnerabilities
- [Control Inventory](#)  
>100% 131 Control instances / 262% of your problem threshold
- [Cookie Contents](#)  
2 Internal cookies with no security / 4% of your problem threshold
- [Cookie Poisoning](#)

**Shortcuts**

- [Google](#)  
Data updated: Fri 3/18/2005 3:54 PM  
[View](#)

Callouts on the dashboard:

- "Individual View" points to the "View" link in the Shortcuts section.
- "How am I doing against my thresholds?" points to the "21CFR11 Security Violations" and "Applications" items.
- "Drill directly into details" points to the "Control Inventory" item.
- "Access to Webspace Center and Personalize Menu" points to the top navigation bar.

# Report Pack Components

The screenshot shows the Watchfire interface for 'News Pages'. The left sidebar contains a 'Report List' with various security categories. The main area displays a report titled 'Pages with Spelling Errors' with a 'Filter Report Types in List' dropdown set to 'All'. Below this is an 'Overview Pane' featuring a bar chart and summary statistics. The 'Report Results' section is a table with columns for Page URL, # of occurrences, and flags. Callouts identify key features: 'Collapse/Expand Area' at the top right, 'Quick Report' and 'Historical Information' in the top right, 'View the Page' for the table actions, 'Drill into details about page' for the overview chart, 'Sort on any Column' for the table headers, and 'Critical Page Flag' for the red flag icon in the table.

**Report List**

- 21CFR11 Security Violations
- Applications
- Authentication Points
- Broken Anchors
- Broken Links
- Buffer Overflows
- Control Inventory
- Cookie Contents
- Cookie Poisoning
- Cookies
- DCID (Advanced Tech.) Security Violations
- Critical Pages
- Cross Site Scripting
- Data Protection Security
- DCID (Availability) Security Violations
- DCID (Confidentiality) Security Violations
- DCID (Integrity) Security Violations
- Duplicate Words
- Duplicate

**Filter Report Types in List**

SHOW: All

Level: Pages with Spelling Errors

**Overview Pane**

PAGES WITH SPELLING ERRORS

Total: 8

High: 8 Average: 4.0

Low: 0 Trend: +8.0

**Report Results**

Page URL	# of occurrences	About	View
http://news.google.ca/news?ned=tca	11	🚩	🔗
http://news.google.ca/?ned=ca&topic=t	0	🚩	🔗
http://news.google.ca/?ned=ca&topic=t	4	🚩	🔗
http://news.google.ca/?ned=ca&topic=t	3	🚩	🔗
http://news.google.ca/?ned=ca&topic=t	3	🚩	🔗
http://news.google.ca/?ned=ca&topic=t	3	🚩	🔗
http://news.google.ca/	3	🚩	🔗

**Critical Page Flag**



# Report Pack Components cont'd

View detailed job stats and settings

The screenshot shows the Watchfire Web Beacons report interface. The main content area displays a table of beacon items with columns for Beacon, Size, URL, Sets Cookie, Quantity, and About. A callout box labeled 'Properties Pane' points to the top section of the report, which includes details like Report type, Last updated, Source job, Report region, and Metatag scope. Another callout box labeled 'Issue Management' points to the bottom section of the report, which includes a 'Mark selected items on this page as:' dropdown menu with options like Open, In Progress, Noise, Passed, Fixed, and Revert to original.

**Web Beacons**

Level: [Web Beacon Domains](#) > [Web Beacons on ad.doubleclick.net](#)

**Report type:** Web Beacons  
**Last updated:** Sat 3/26/2005 4:31 PM  
**Source job:** Consumer Products Website Scan ([View the Job Properties](#))  
**Report region:** <http://www.sitel.com/>  
**Metatag scope:** All values for all metatags

[Export All Report Data](#) or [Printer Friendly](#)

**Details**

All Items View: All Items (9) Apply

<input type="checkbox"/>	<input type="radio"/>	Beacon	Size	URL	Sets Cookie	Quantity	About
<input type="checkbox"/>	<input type="radio"/>		0.04 kB	<a href="https://ad.d.../activity;src=774822;type">https://ad.d.../activity;src=774822;type</a>	No	2	
<input type="checkbox"/>	<input type="radio"/>		0.00 kB	<a href="http://ad.doubleclick.net/acti">http://ad.doubleclick.net/acti</a>	Yes	2	
<input type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="http://.../activity;src=774822;type=advil.cat=home.ord=1:num=3075224797831.097">http://.../activity;src=774822;type=advil.cat=home.ord=1:num=3075224797831.097</a>	No	1	
<input type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="http://ad.doubl.../activity;src=966747;type=2005a756;cat=liqui106;ord=3692155417">http://ad.doubl.../activity;src=966747;type=2005a756;cat=liqui106;ord=3692155417</a>	No	1	
<input type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="http://a.../activity;src=774822;type=advil.cat=home.ord=1:num=3021573658324.4985">http://a.../activity;src=774822;type=advil.cat=home.ord=1:num=3021573658324.4985</a>	No	1	
<input checked="" type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="https://ad.dou.../activity;src=966747;type=2005a756;cat=liqui106;ord=61424485917">https://ad.dou.../activity;src=966747;type=2005a756;cat=liqui106;ord=61424485917</a>	No	1	
<input checked="" type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="http://ad.doublecl.../activity;src=774822;type=advil.cat=regform;ord=14315511018">http://ad.doublecl.../activity;src=774822;type=advil.cat=regform;ord=14315511018</a>	No	1	
<input type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="http://ad.doubleclick.net/activity;src=551057;type=advil;cat=home;ord=1;num=1">http://ad.doubleclick.net/activity;src=551057;type=advil;cat=home;ord=1;num=1</a>	No	1	
<input type="checkbox"/>	<input checked="" type="radio"/>		0.04 kB	<a href="http://ad.../activity;src=551057;type=advil.cat=home.ord=1;num=5846293429416.788">http://ad.../activity;src=551057;type=advil.cat=home.ord=1;num=5846293429416.788</a>	No	1	

Mark selected items on this page as: Fixed Apply

Showing results 1-9 of 9 (Page 1)  
Show 20 results per page.

Issue Management

# Report Pack Components cont'd

The screenshot displays the Watchfire WebXM interface in a Microsoft Internet Explorer browser window. The page title is "News Pages" and the breadcrumb trail is "My Watchfire > Workspace Center > Communications > News Pages". The main content area shows a report titled "Pages with Spelling Errors" with a level of "Pages with Spelling Errors". The report includes an "Overview" section and a "Historical Trend" section. A table titled "Page URL" lists several news articles from Google News. At the bottom of the report, there is a "Help About This Report" section with a Watchfire logo.

Page URL	About	View
<a href="http://news.google.ca/news?ned=tca">http://news.google.ca/news?ned=tca</a>		
<a href="http://news.google.ca/?ned=ca&amp;topic=t">http://news.google.ca/?ned=ca&amp;topic=t</a>		
<a href="http://news.google.ca/?ned=ca&amp;topic=n">http://news.google.ca/?ned=ca&amp;topic=n</a>		
<a href="http://news.google.ca/?ned=ca&amp;topic=b">http://news.google.ca/?ned=ca&amp;topic=b</a>		
<a href="http://news.google.ca/?ned=ca&amp;topic=w">http://news.google.ca/?ned=ca&amp;topic=w</a>		
<a href="http://news.google.ca/nwshp?ned=ca">http://news.google.ca/nwshp?ned=ca</a>		
<a href="http://news.google.ca/">http://news.google.ca/</a>		
<a href="http://news.google.ca/advanced_news_search?hl=en&amp;ned=ca">http://news.google.ca/advanced_news_search?hl=en&amp;ned=ca</a>		

Showing results 1-8 of 8 (Page 1)

Show  results per page.

**Help About This Report**

Report prepared by

Detailed  
Online Help -  
Context  
Sensitive

Report  
Specific Quick  
Help

# Current HHS Configuration

- OpDiv-specific dashboards
- 1 Webpace per OpDiv
- OpDivs only have permissions to see their Webspaces
- Variations of jobs
  - 1 job = 1 unique site
  - 1 job = 1 unique section of 1 site
  - Multiple jobs for 1 site



## Demo

Dashboard and Report Navigation at HHS

## Accessing Report Packs

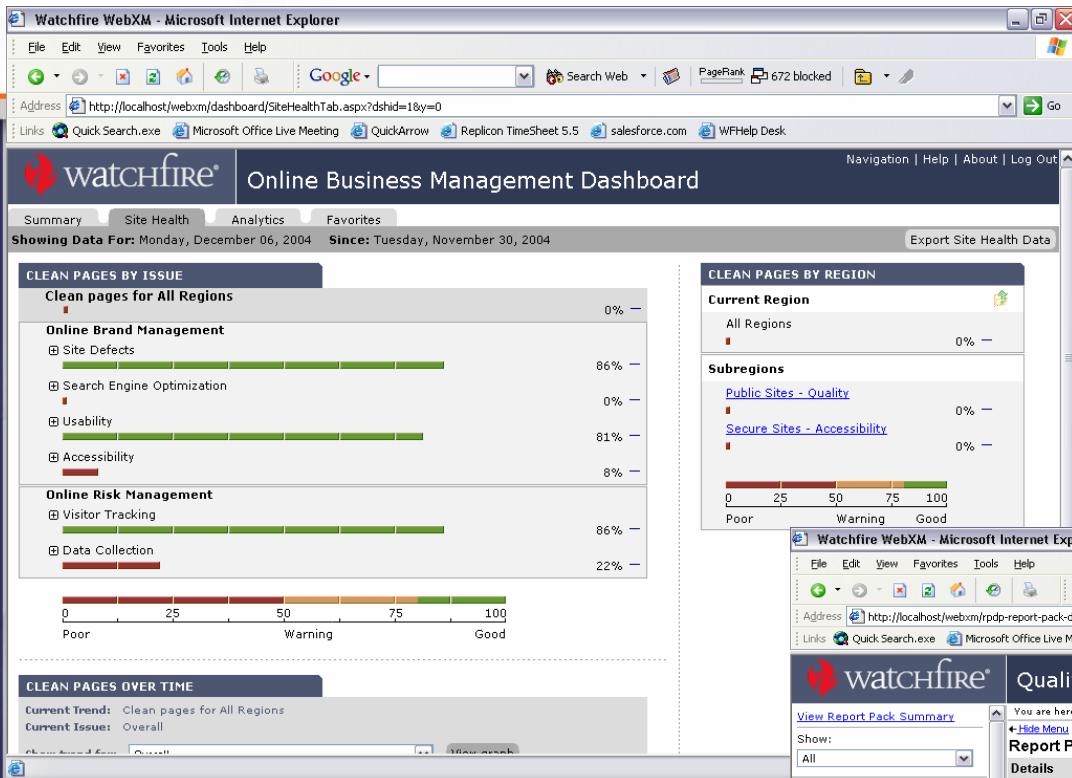
- Users can access detailed reports by 2 methods:
  - Navigating to Favorites tab and selecting a report pack
  - Navigating to the Workspace Center, opening a specific Workspace, and selecting a report pack to view
- There are separate dashboard reports that make up the dashboard

## Who Can Access a Report Pack

- The Report Administrator assigns user permissions to a Report Pack
- Users only see and can access Report Packs to which they have been given access
- A user can see *all* reports within a single Report Pack

## Are all report packs equal?

- A user may see a different set of reports depending on the method they used to navigate to the report pack
  - Navigating by drilling into regions and sub-regions from dashboard will reveal the “Dashboard Report Pack”
    - Contains *only* reports represented by the most recently viewed dashboard
  - Navigating by any other method will enable a user to view the full report packs created



Watchfire WebXM - Microsoft Internet Explorer

Address: http://localhost/webxm/rpd-report-pack-display.aspx?base=msl&ypid,13,dshid,1&myhome=mywdbmyhomeurl=det...asp?faction%3dnew

Navigation | Help | About | Log Out

### Quality Job 2 - Dashboard Report Pack

You are here: My Watchfire - Quality Job 2 - Dashboard Report Pack

View Report Pack Summary

Show: All

Report Pack Summary Details

Module / Category / Report Name	Issue	No. of Issues	% of Threshold	Trend
<b>Quality</b>				
<b>Content Defects</b>				
Pages with Broken Links - Dashboard	Pages with broken links	0	0.0%	↔
Pages with Broken Anchors - Dashboard	Pages with broken anchors	0	0.0%	↔
Links To Local Files - Dashboard	Links to local files	0	0.0%	↔
<b>Search And Navigation</b>				
Missing Keywords - Dashboard	Pages missing keywords	2	83.3%	↔
Missing Titles - Dashboard	Pages missing a title	0	0.0%	↔
Missing Descriptions - Dashboard	Pages missing a description	2	83.3%	↔
Duplicate Keywords - Dashboard	Pages with duplicate keywords	0	0.0%	↔
⊗ Deep Pages - Dashboard	Deep pages	14	583.3%	↔
<b>Page Efficiency</b>				
Slow Pages - Dashboard	Slow pages	0	0.0%	↔
<b>Privacy</b>				
<b>Data Collection</b>				
⊗ Privacy Statement Links - Dashboard	Pages without a privacy statement link	2	666.7%	↔
Pages with Forms but Without a Privacy	Pages with forms but without a	0	0.0%	↔

Done Local intranet



Watchfire WebXM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/webxm/dashboard/FavoritesTab.aspx?dshid=1&y=0&dr=15,24C,2D8>

Links Quick Search.exe Microsoft Office Live Meeting QuickArrow Replicon TimeSheet 5.5 salesforce.com WFHelp

# watchfire® Online Business Management Dashboard

Summary Site Health Analytics **Favorites**

My Report Packs

### Shortcuts

- [Scan A](#)  
Data updated: Fri 10/22/2004 5:21 PM  
[View](#)
- [Quality Job 2](#)  
Data updated: Mon 10/25/2004 1:50 PM  
[View](#)

My Jobs

Web PageRank 672 blocked

Go

salesforce.com WFHelp Desk

Skip Navigation | Help | About | Log Out

[Accessibility](#) > **Accessibility Only Job**

[Export All Report Data](#) or [Printer Friendly](#)

[W3C WCAG Issues](#)

ACCESSIBILITY

Acces

P

Help Ab

wat

Watchfire WebXM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/webxm/webspacerpack.asp?wsid=2>

Links Quick Search.exe Microsoft Office Live Meeting QuickArrow Replicon TimeSheet 5.5 salesforce.com WFHelp Desk

# watchfire® Secure Sites - Accessibility

You are here: [My Watchfire](#) > [WebSpace Center](#) > **Secure Sites** > **Accessibility**

Jobs Report Packs

View: [Short](#) | [Standard](#) | [Long](#)

- [Accessibility Only Job](#)  
Data updated: Fri 10/22/2004 5:26 PM  
Contents: 2 Reports  
Properties modified: Fri 10/22/2004 5:26 PM  
[Properties](#) | [Delete](#) | [View](#)
- [PDF JOB](#)  
Data updated: Mon 11/29/2004 10:05 AM  
Contents: 1 Reports  
Properties modified: Mon 11/29/2004 9:31 AM  
[Properties](#) | [Delete](#) | [View](#)

### Create...

- [Content Scan Job](#)
- [Infrastructure Scan Job](#)
- [Report Pack](#)

### Navigation

- [My Watchfire](#)
- [WebSpace Center](#)
- [Administration Center](#)



## Demo

Personalizing WebXM



# Issue Management with WebXM

**Issue Classification**  
**Issue Prioritization**

# Objectives

- Learn WebXM issue management terminology and concepts
- Learn how to manage & track issues with WebXM
- Understand how to impact dashboard scores with issue management tools
- Learn how to identify critical pages using issue prioritization (Critical Pages)

# Issue Management Concepts

- Two WebXM Issue Management features:
  - Issue Classification
    - The act of assigning a status or category to an individual issue in a WebXM report
    - Allows you to track the progress of issues through problem resolution
    - Shows progress in dashboard and summary scores without requiring a re-scan

# Issue Management Concepts

- Issue Prioritization (“Critical Pages”)
  - Administrator-defined criteria to identify pages as critical wherever they appear in WebXM reports
  - The type(s) of issue found on a page, as well as its traffic (if licensed) and region, can be used to evaluate a page’s criticality
  - Critical Pages are flagged in all WebXM page-based reports so they can be acted upon immediately
  - A Critical Pages dashboard item is available for tracking and trend analysis

# Part A – Issue Classification

- What is an issue?
- Issue States
- Classification Scope

# What is an Issue?

- An individual line item within any WebXM “issue”-style report; e.g.
  - A broken link
  - A page missing a title
- In WebXM 4.0, only *issues* can be classified (i.e. not “pages with issues”)



# Issue States

- Open (default after a new scan)
- In Progress
- Noise
- Fixed
- Passed
- Reopened

# Issue Scope

- When an issue is classified, its state is reflected in:
  - All reports of that type within the job
  - All “related” reports of that type within the job (e.g. Broken Links and Pages with Broken Links)
  - All dashboard reports of that type within the job

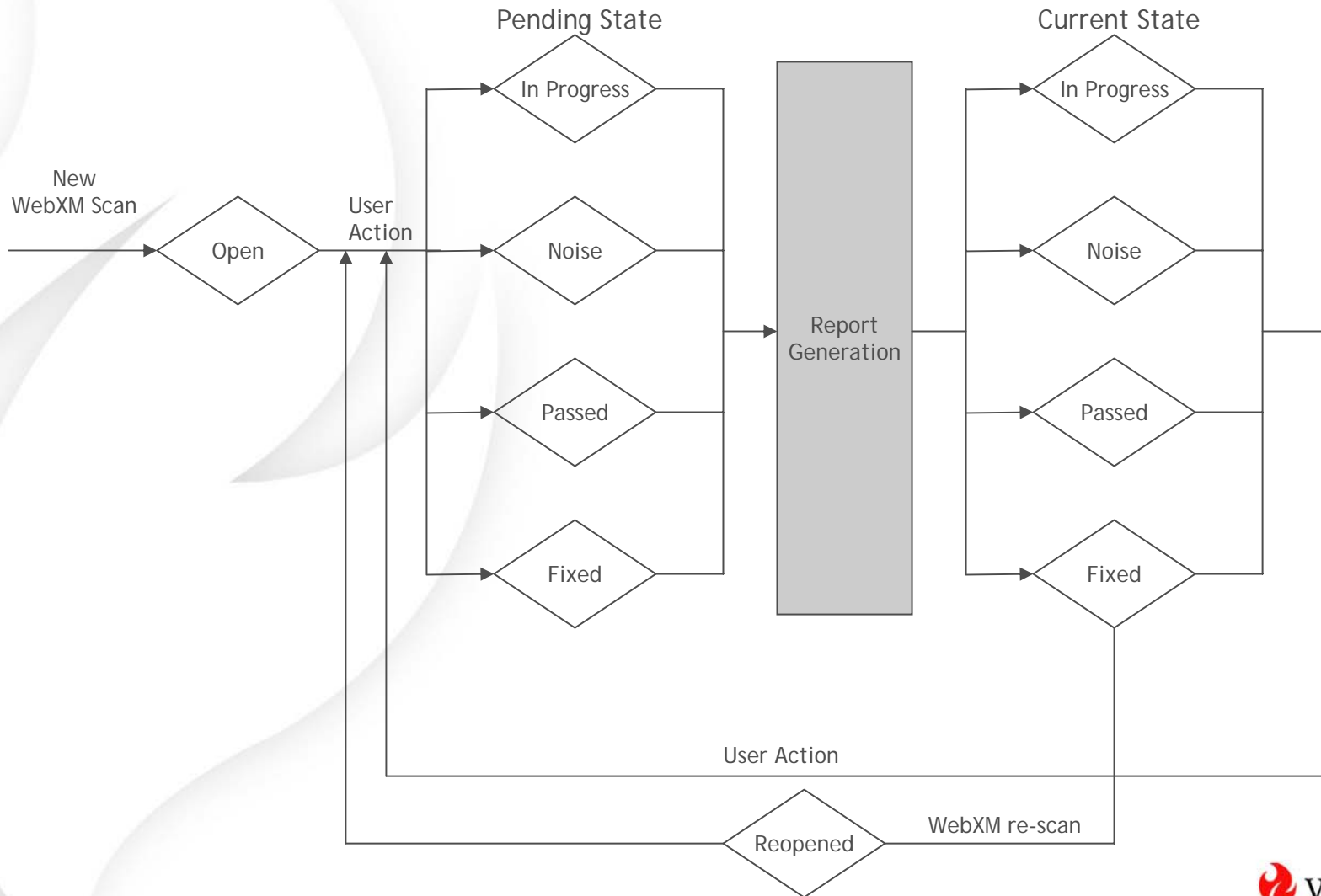
# Workflow

1. When a scan is done the first time, all issues are marked "Open" by WebXM
2. A Report Administrator marks issues as one of: "Noise", "In Progress", "Fixed", or "Passed" – this becomes the issue's "Pending State"
3. When reports are re-generated, the issue's Pending State becomes its Current State

# Workflow

4. The issue stays in its current state until one of the following occurs:
  - ❖ A Report Administrator changes its state again and reports are re-generated
  - ❖ The item is not found in subsequent scans
  - ❖ In the case of Fixed items, if WebXM finds the item next scan, it is marked as "Reopened" by WebXM

# Life Cycle of an Issue



# Issue Classification in Reports

**Details**

**Active Items** View:

<input type="checkbox"/>		Url	 (bits)	Quantity	About	View
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/cookies/cookie1.htm">http://watchfir-sql/lbetestsite/cookies/cookie1.htm</a>	0	3		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/forms/orderget/nestedforms.htm">http://watchfir-sql/lbetestsite/forms/orderget/nestedforms.htm</a>	0	2		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/response/response.htm">http://watchfir-sql/lbetestsite/response/response.htm</a>	0	2		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/forms/closebutton/closebutton2.htm">http://watchfir-sql/lbetestsite/forms/closebutton/closebutton2.htm</a>	0	1		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/forms/dropmenu/dropmenu.htm">http://watchfir-sql/lbetestsite/forms/dropmenu/dropmenu.htm</a>	0	1		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/cookies/cookie2.htm">http://watchfir-sql/lbetestsite/cookies/cookie2.htm</a>	0	1		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/forms/orderpost/nestedforms.htm">http://watchfir-sql/lbetestsite/forms/orderpost/nestedforms.htm</a>	0	1		
<input type="checkbox"/>		<a href="http://watchfir-sql/lbetestsite/forms/orderpost2/nestedforms.htm">http://watchfir-sql/lbetestsite/forms/orderpost2/nestedforms.htm</a>	0	1		

Mark selected items on this page as:

Showing results 1-8 of 8 (Page 1) ◀ First | ◀ Previous | Next ▶ | Last ▶

Show  results per page.



## Demo

### Issue Classification in Reports

# Committing Issue Classification Changes

- As mentioned, the classification is committed once reports are re-generated
- Three ways to re-generate reports:
  - Modify report properties in a job (J&RA)
  - Run a dashboard that contains those reports (System Admin or scheduled)
  - Re-run a scan (J&RA or scheduled)



## Part B – Issue Prioritization

- Specific WebXM issue types can be set as critical
- Also, specific url regions
- Set by the administrator of the job
- Urls with any of these issues are flagged in the WebXM reports
- There is a separate critical page report
- Critical page score can also be reflected in the dashboard



Demo

Issue Prioritization