



# Security Assessment Questionnaire

User Guide

November 10, 2020

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Qualys, Inc.  
919 E Hillsdale Blvd  
4th Floor  
Foster City, CA 94404  
1 (650) 801 6100

## Preface

Welcome to Qualys Cloud Platform! In this guide, we'll show 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](http://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/](http://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 Manager role can launch and manage Campaigns in SAQ. To create users with 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?

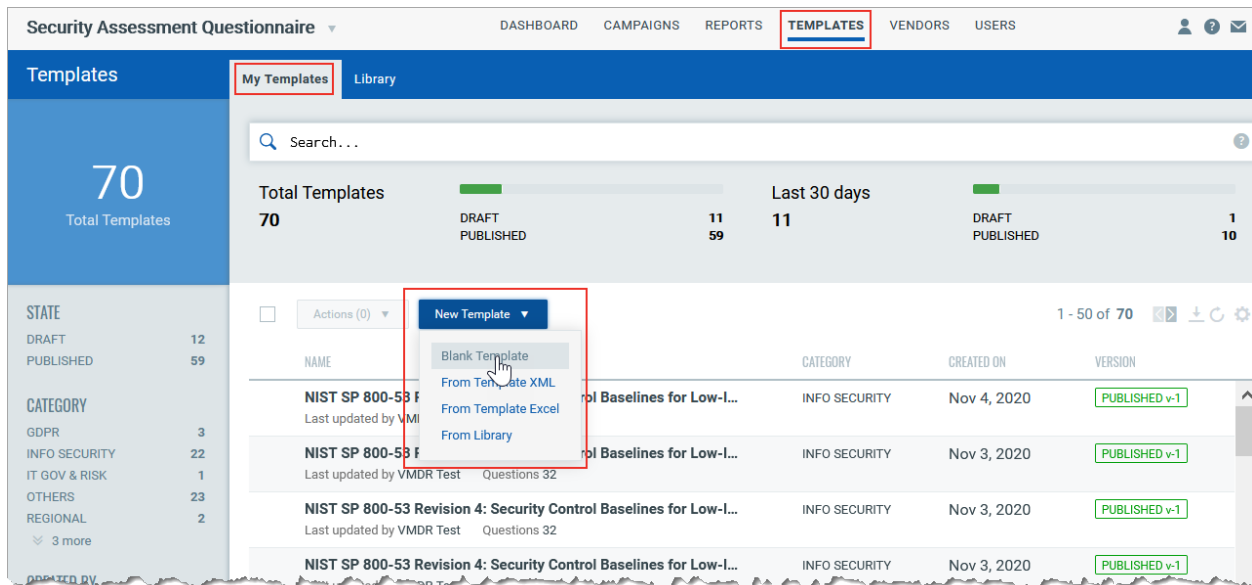
- [Build a template](#)
- [Add users](#)
- [Create and launch campaigns](#)

# 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.

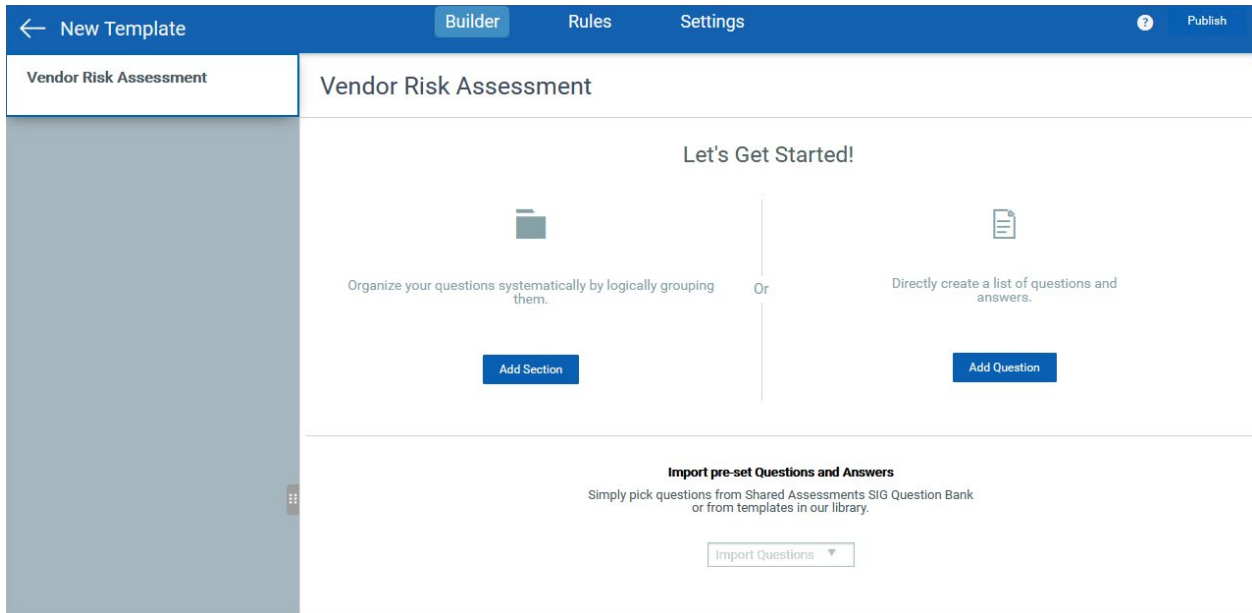
## To create a template:

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

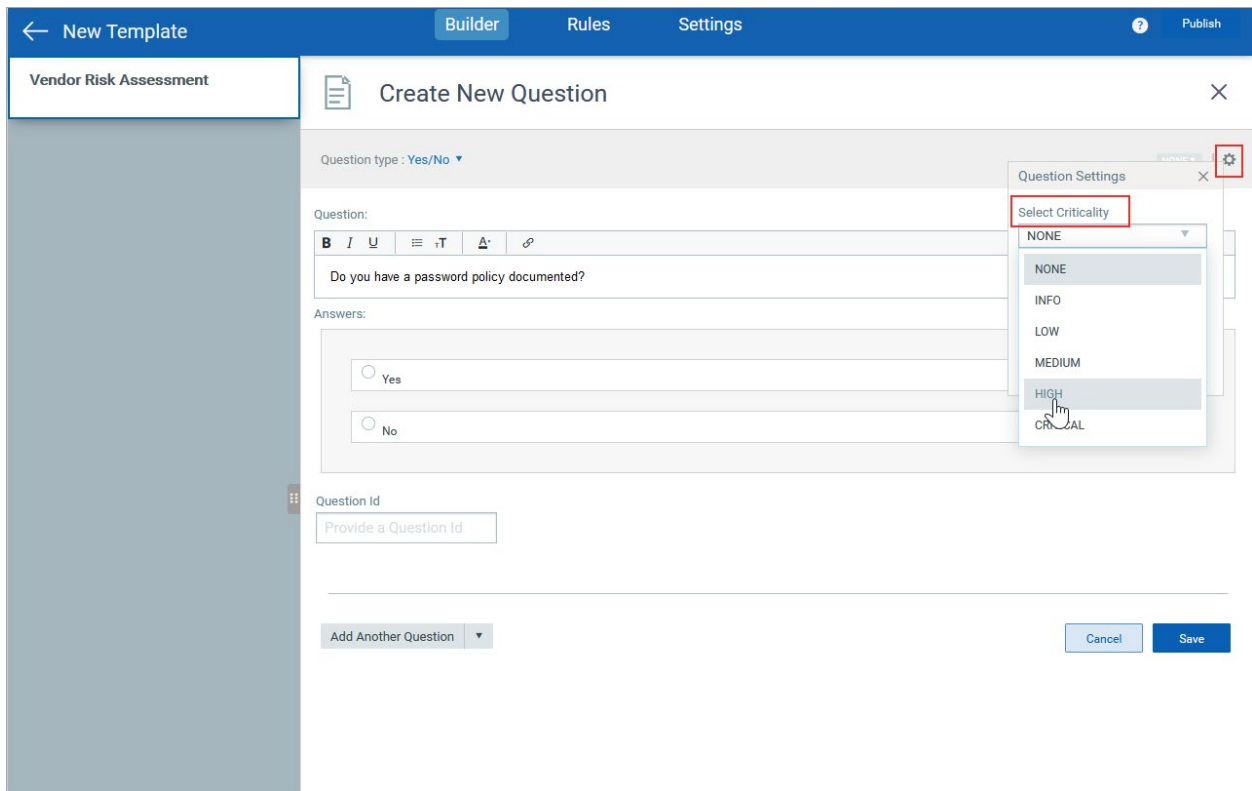


Provide a Template name and a description. Click **OK**. On the Builder tab, add questions, create rules, specify required attachments, and layout, among others.

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



Set criticality for your questions.



Set risk scores for each answer.

Question:

**B I U** [List Icon] [Text Icon] [Color Icon] [Link Icon]

Do you have a password policy documented?

Answers:

Yes [Settings Icon]

No [Settings Icon]

Question Id

Provide a Question Id

Add Another Question [Dropdown Arrow]

Answer Settings [Close Icon]

Select Score [Close Icon]

Select Score [Dropdown Arrow]

LOW

MEDIUM

HIGH

Cancel Save

## 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 [Help Icon] 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...

[Plus Icon]

**JUMP TO** Jump To Rule 3.1

IF <p>The organizati... ANSWER IS Select answer THEN GOTO Select Question

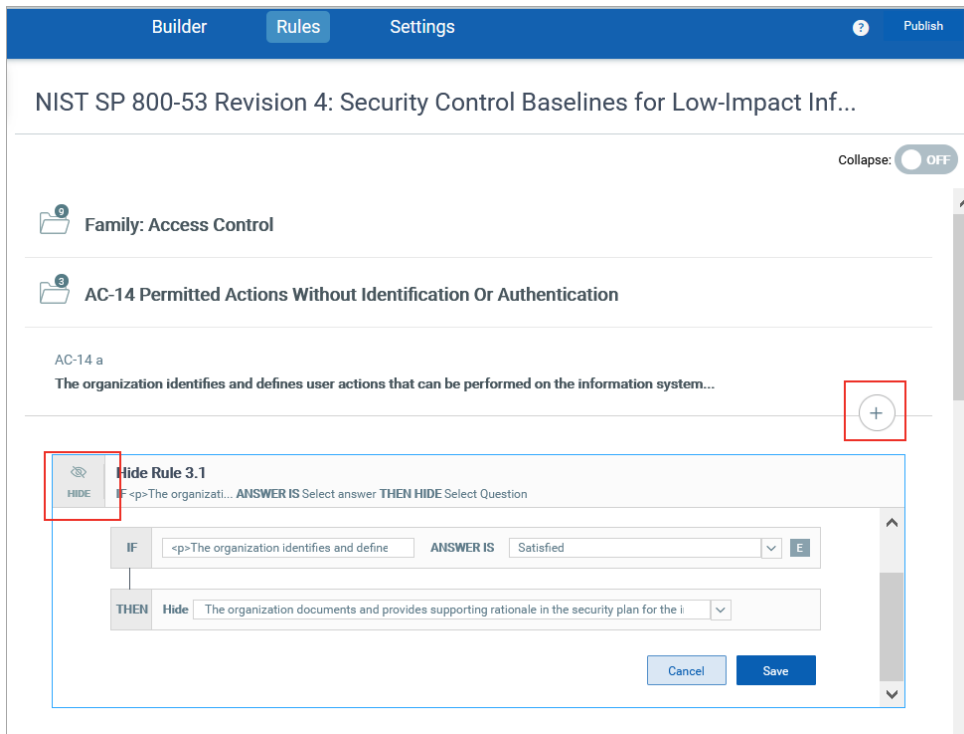
Rule Name

Jump To Rule 3.1

IF <p>The organization identifies and define ANSWER IS Not satisfied [Dropdown Arrow] [E]

THEN Jump To The organization designates individuals authorized to post information onto a publicly acce [Dropdown Arrow]

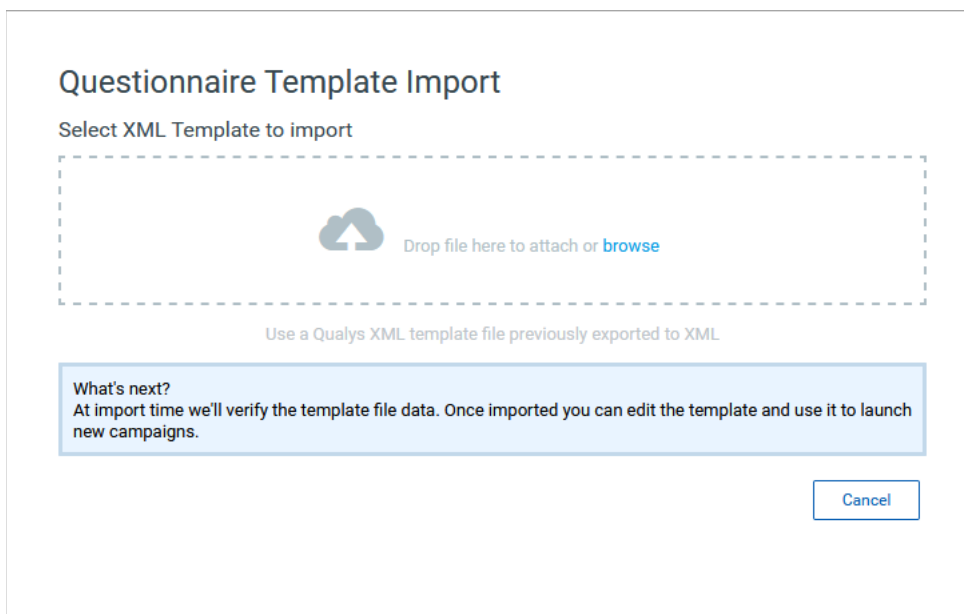
Hide Rule:



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

Other options of template creation are as mentioned below:

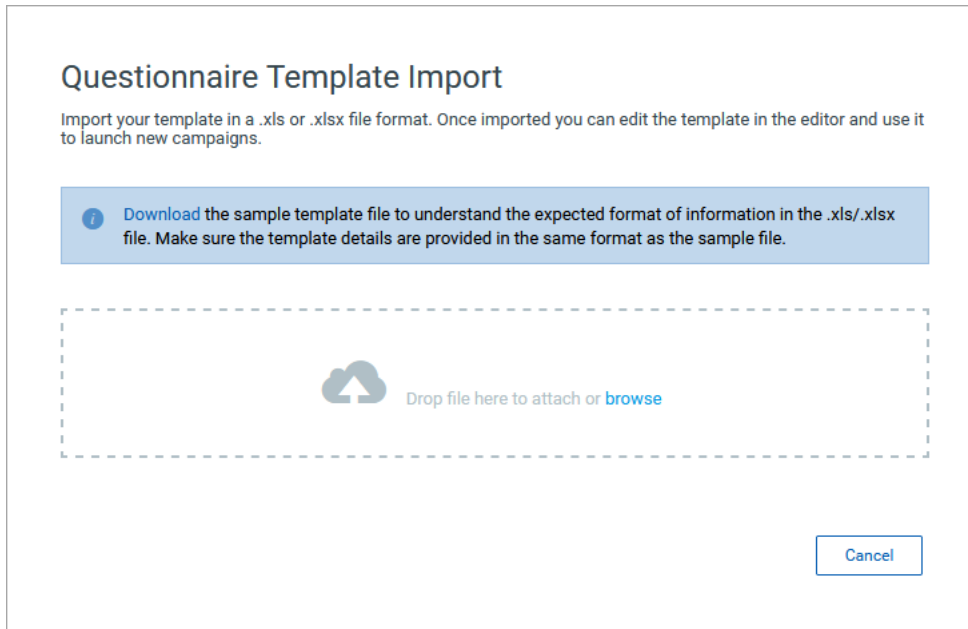
- From Template XML - Import a template as an XML file. Once imported you can use our template editor to make updates as you want.



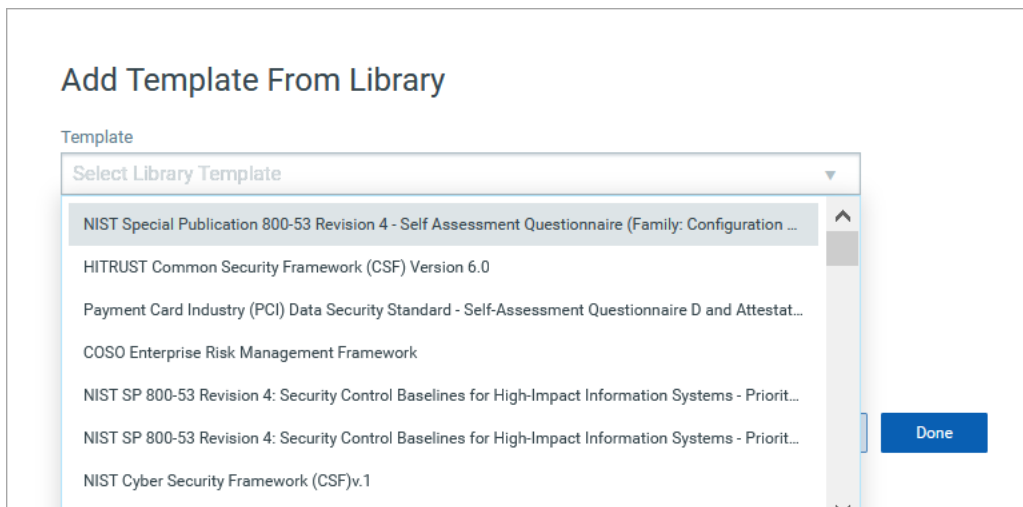
- From Template EXCEL - Import template as an Excel (.xls or .xlsx) file. Once imported you can use our template editor to make updates as you want. Make sure you provide the template



details in the same format in the sample template. You can download sample template from window witch will open once you select this option.



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



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

# Manage Users in Your Subscription

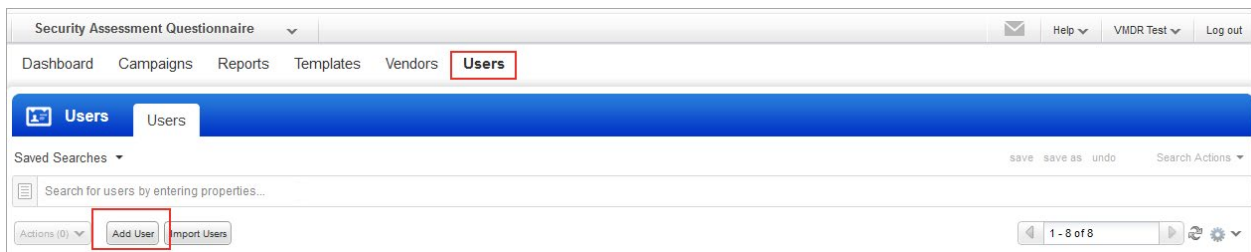
As a Campaign owner you can invite any number of people to your campaign, e.g. employees, partners, vendors or subject matter experts. These users can be in your subscription, outside of your subscription, from your organization, or external to your organization.

Creating a user with Manager role:

To create user with 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 Manager role can launch and manage Campaigns in SAQ. Know more

## To add a user

Go to SAQ > 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.

A screenshot of the 'Create New User' form. The form title is 'Create New User' with a close button. The main heading is 'Enter New User Information'. Below this, there's a note: 'Add a new user by entering information below. This will lead to a license being used. How does a license work?'. The form fields are: 'User License' (Total purchased: 1000, Currently used: 4), 'First Name\*' (Steve), 'Last Name\*' (Smith), 'Company\*' (Qualys), 'Title' (General Manager (Marketing)), and 'Email\*' (ssmith@qualys.com). There's a 'Tags' section with 'Tags applied to user' and a button 'Select | Create | Remove All'. A tag 'California Resources' is shown. At the bottom, there's a note: 'We'll send the user a registration email with a secure link to the SAQ module.' and two buttons: 'Cancel' and 'Add User'.

## Use CSV to add multiple users:

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

**Questionnaire User Import**

Select User CSV File to import

**Choose File** No file chosen

**Drag file here**

The file shall contain 6 columns: first name, last name, vendor, email address, and optional title, and tag(s)

**What's next?**  
Make sure that your fields are separated by semi-colons.  
At import time we'll verify the user information and add it to the list of users to be invited.

Cancel

## Add users outside of your subscription

You might want to send out 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 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:

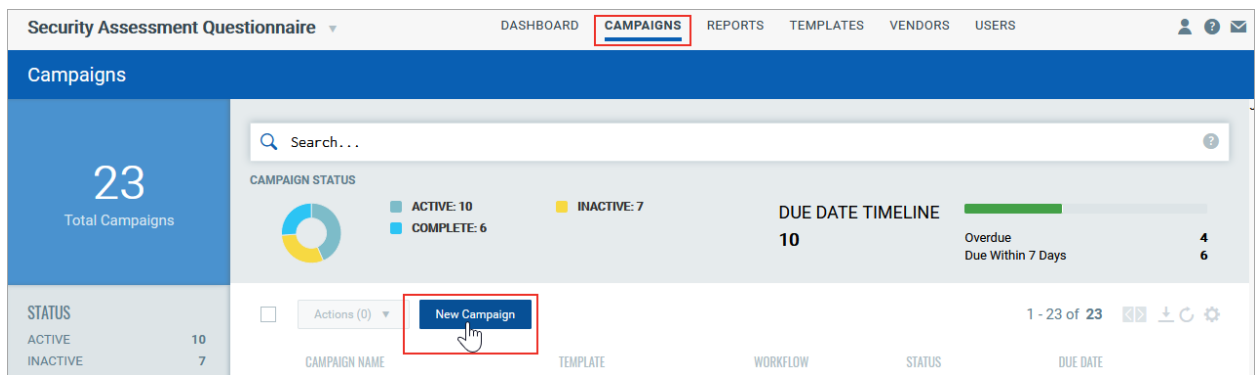
- [CAMPAIGNS](#)
- [TEMPLATES](#)
- [VENDORS](#)

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 CAMPAIGNS tab

- 1) Go to the CAMPAIGNS tab and click **New Campaign**.



- 2) Give a name to your campaign.
- 3) Choose a questionnaire template from the Template Library.

The screenshot shows the 'Create Campaign' interface. At the top, there is a blue header with a back arrow and the text 'Create Campaign'. Below the header is a sidebar on the left with the text 'STEPS 1/6' and a list of steps: 1 Campaign Details (highlighted), 2 Workflows, 3 Recipients, 4 Schedule, 5 Notifications, and 6 Review and Confirm. The main content area is titled 'Campaign Details' and contains the following elements: a sub-header 'Your Campaign will help you organize questionnaires, target multiple individuals and track overall progress.', a 'CAMPAIGN NAME' field with a red asterisk containing the text 'New York State Department of Financial Services', a 'CHOOSE TEMPLATE:' label with a 'Change Template' link, a template card for 'New York State Department of Financial Services - 23 NYCRR 500' with a detailed description and metadata (Created by: SYSTEM USER, No. of Questions: 115, Version: 1), and 'Cancel' and 'Next' buttons at the bottom right.

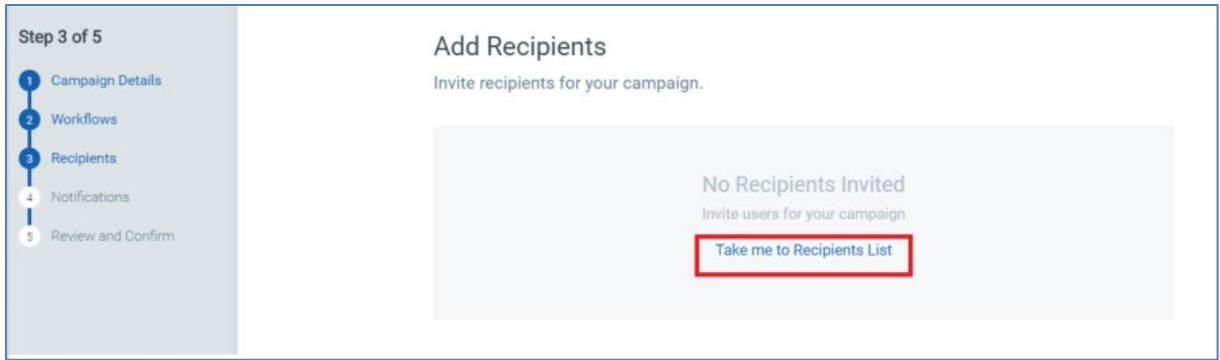
- 4) Choose a workflow as per requirement. Depending on the workflow you choose, the questionnaire answered by the responder is sent for review and approval.
- Simple (2-stage) workflow send the questionnaire to user for information gathering.
  - Reviewable (3-stage) workflow sends the answered questionnaire 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.

5) 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, among others.

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.



6) Schedule your campaign.

You can choose to run a campaign on demand, or schedule it and run 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 a 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 an 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 schedule date, which is calculated based on the recurrence options that you set.

← Create Campaign

STEPS 4/6

- 1 Campaign Details
- 2 Workflows
- 3 Recipients
- 4 Schedule
- 5 Notifications
- 6 Review and Confirm

### Schedule Campaign

Set up your campaign to run on demand or schedule it for later

Start Date \*  Start Time   Recurring Job

Day of the Month  Day of the Week

Recurrence Day  Week Day  Start Time

Due Date:  days after campaign initialization

Notify Campaign Manager  days prior to initialization

End Date \*

[View next schedule date](#)

Dec 14, 2020 11:00:00 AM

7) Set notifications and reminders for your campaign



← Create Campaign

STEPS 5/6

- 1 Campaign Details
- 2 Workflows
- 3 Recipients
- 4 Schedule
- 5 Notifications
- 6 Review and Confirm

### Notifications

Set notifications and reminders for your campaign.

**Reminder Notifications**  OFF

Specify when to send notifications once the campaign is launched.

**Due Date Notifications**  OFF

Specify when to send notifications if the campaign is nearing due date.

**Overdue Notifications**  OFF

Specify when to stop sending notifications after the due date.

8) Review the campaign summary, and click **Create & Launch**.

← Create Campaign

STEPS 6/6

- 1 Campaign Details
- 2 Workflows
- 3 Recipients
- 4 Schedule
- 5 Notifications
- 6 Review and Confirm

### Review and Confirm

Please review the information for your campaign below

**Campaign Details**

Campaign Name: New York State Department of Financial Services

Due Date: 12-11-2020

Campaign Template: New York State Department of Financial Services - 23 NYCRR 500

**Workflow**

Type of Workflow: 3 STAGE - REVIEWABLE

Reviewer: Steve Smith  
ssmith@qualys.com

**Recipients**

Recipients: 1 [View All](#)

[Cancel](#) [Previous](#) [Create](#) [Create & Launch](#)

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

**Send Campaign**

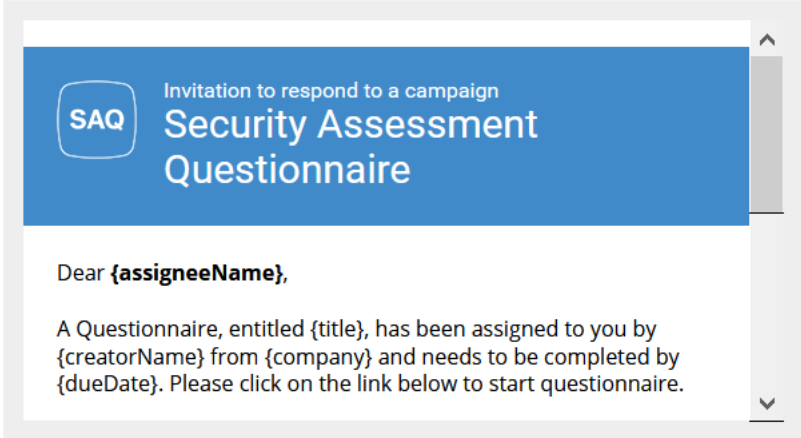
Send the below mail to all the involved invitees in the campaign. An individual invitation to the participant will be generated for each recipient.

**New York State Department of Financial Services**  
Total Recipients: 1

SUBJECT \*

New York State Department of Financial Services

Edit  OFF



Tkn {uttinLink} and {cdntia} a mandaty.

## Create a campaign from TEMPLATES tab

- 1) Go to the TEMPLATES tab and select a template either 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'll find the Start a campaign using this template option on the Actions menu.

The screenshot shows the 'Security Assessment Questionnaire' interface. The top navigation bar includes 'DASHBOARD', 'CAMPAIGNS', 'REPORTS', 'TEMPLATES' (selected), 'VENDORS', and 'USERS'. The 'Templates' section is active, showing 'My Templates' and 'Library' tabs. A search bar is present. On the left, a sidebar indicates '188 Total Templates' and lists categories like 'CYBERSECURITY', 'DATA PROTECT...', 'ENERGY', and 'ENERGY'. The main table lists templates such as 'Australian Government Information Security Manual (ISM), 2015 -...'. A 'Quick Actions' menu is open over a row, with options: 'View Template', 'Add to My Templates', 'Download', and 'Start a campaign using this template' (highlighted with a red box and a mouse cursor).

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 CAMPAIGNS tab](#) section.

## Create a campaign from 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'll find the Start a campaign option on the Actions menu. To create a single campaign for multiple vendors, click **Actions > Start a campaign**.

Security Assessment Questionnaire ▾ DASHBOARD CAMPAIGNS REPORTS TEMPLATES **VENDORS** USERS

Vendors

5  
Total Vendors

TYPE

|             |   |
|-------------|---|
| CONTRACTUAL | 3 |
| PROPOSED    | 2 |

CRITICALITY

|        |   |
|--------|---|
| MEDIUM | 1 |
| HIGH   | 2 |
| LOW    | 2 |

STATUS

|          |   |
|----------|---|
| ACTIVE   | 3 |
| INACTIVE | 2 |

Search...

Actions (3) ▾ Add New

1 - 5 of 5

|                                     | NAME            | SERVICE CATEGORY  | CRITICALITY | RISK RATING | LAST UPDATE  | TAGS |
|-------------------------------------|-----------------|-------------------|-------------|-------------|--------------|------|
|                                     | Phoenix Co...   | Administrative... | High        | -           | Nov 05, 2020 | -    |
| <input checked="" type="checkbox"/> | New Texas ...   | Administrative... | Low         | -           | Nov 05, 2020 | -    |
| <input checked="" type="checkbox"/> | Multiline S...  | SaaS              | Low         | -           | Nov 05, 2020 | -    |
| <input checked="" type="checkbox"/> | Ambitious ...   | Software          | Medium      | -           | Nov 05, 2020 | -    |
| <input checked="" type="checkbox"/> | Elixir Enter... | Manufacturing     | High        | -           | Nov 05, 2020 | -    |

View  
Edit  
Delete  
Start a campaign

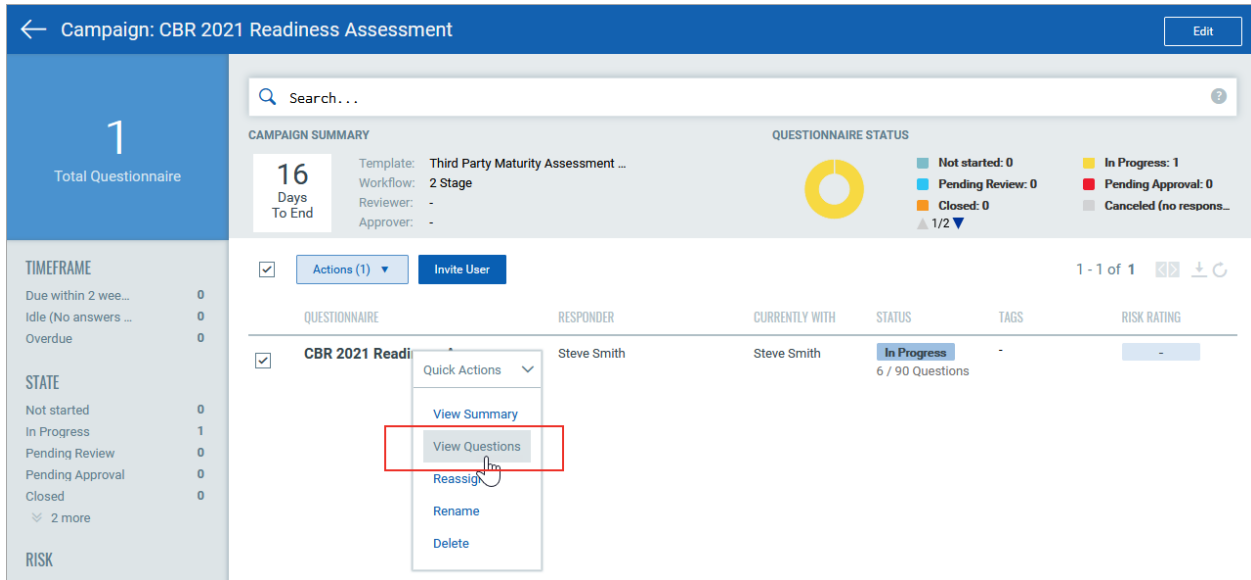
On the Create Campaign page, on the Recipients tab, the users that you choose as single points of contact (SPOC) during vendor onboarding are displayed in the list of potential recipients for your campaign automatically. You can select these SPOCs as the intended recipients. This saves you an effort 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 CAMPAIGNS tab](#) section.

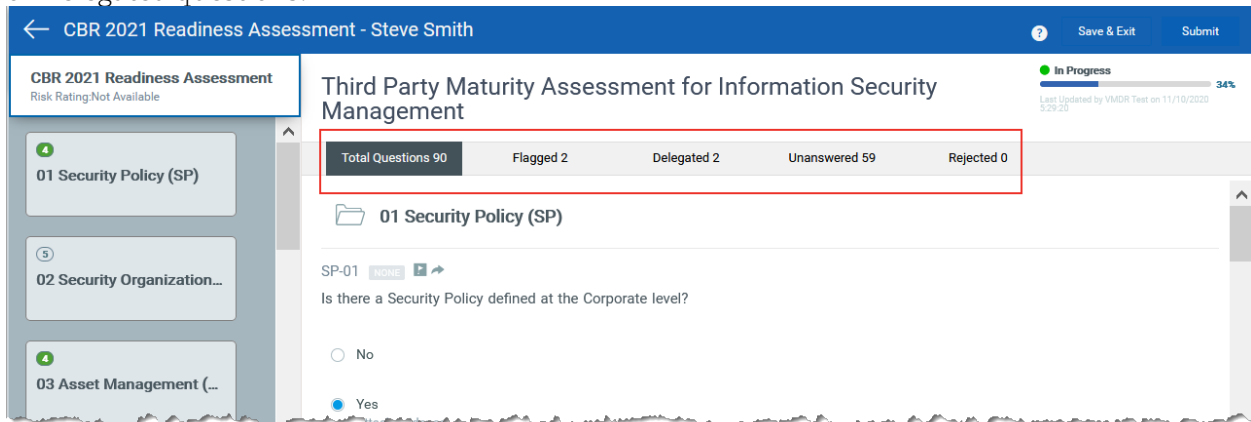
# Monitor responses

You can monitor responses to your campaigns in real time.

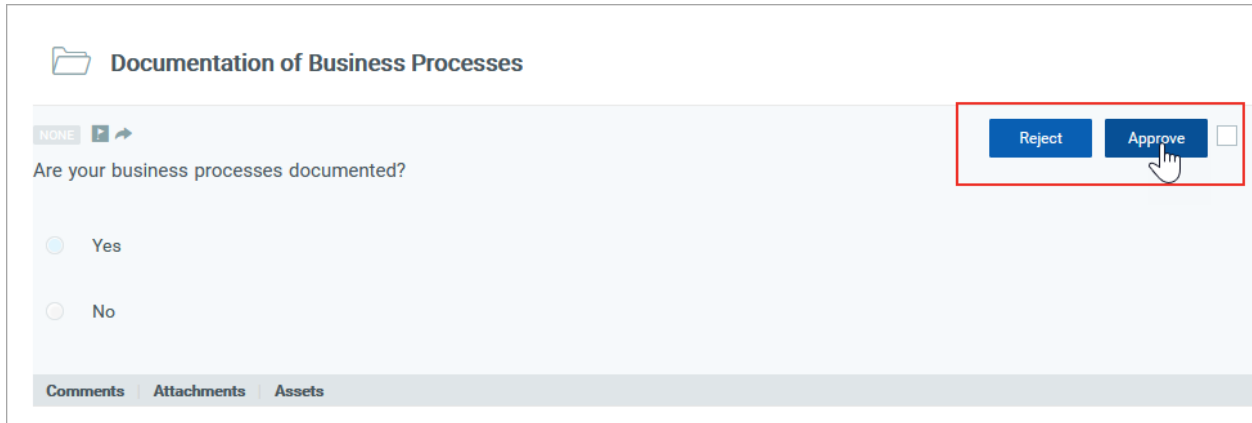
- 1) Go to the Campaigns tab and click the campaign name of which you want to check the status.
- 2) Select a questionnaire, open the Quick Actions menu and choose options to view questions, summary etc. Click **View Questions**.



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



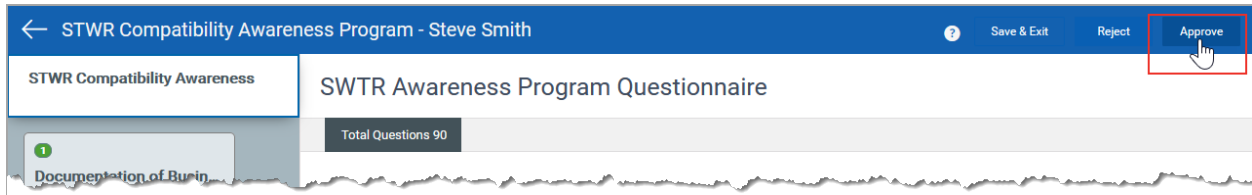
- 4) Approve or reject each answer individually, or all answers at once.



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

If you've 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 approval.

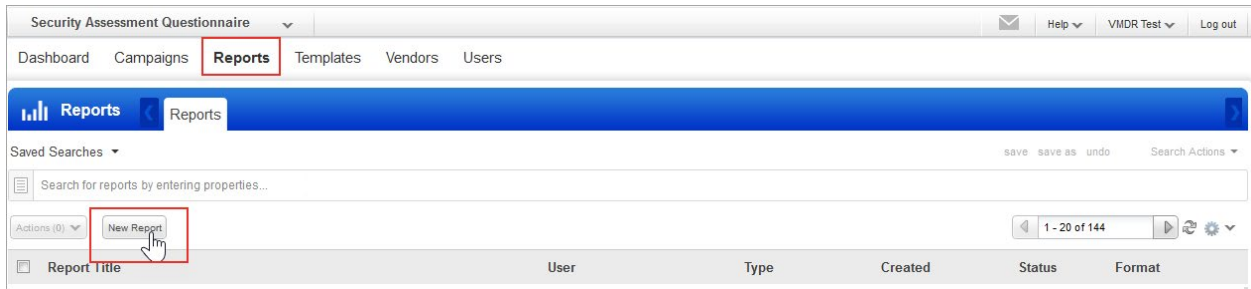
5) If the workflow includes an approval stage the questionnaire remains active and needs to be approved to be closed. Choose View Questions from the quick action menu, click right side of the Approve button (arrow) and choose either Approve or Reject.



## Create Reports

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

Just go to Reports > New Report, choose your report and we'll walk you through the steps.



### Single Instance Report

This is 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, you'll choose 1 of 6 instances for your report. (You need to be campaign/questionnaire owner to create this report)

### Aggregate Template Report

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

### Campaign Report

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



Step 1 of 2

1 Report Type ✓

2 Target

Define the type of report to create

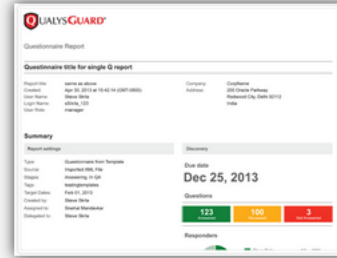
Select Report Type

Choose a report type, then click Continue to define the report target.

Report type\*

- Campaign Report
- Single Instance Report
- Aggregate Templates Report
- Campaign Report

This report provides overview of questionnaires included in one particular campaign.



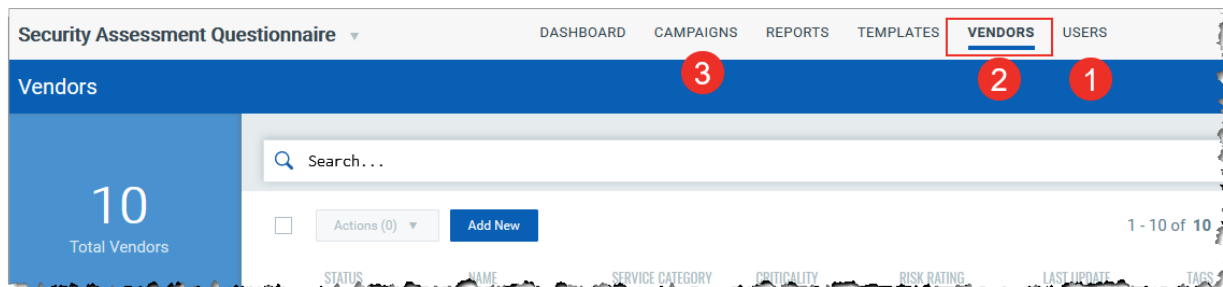
Cancel

Continue

# Vendor Onboarding

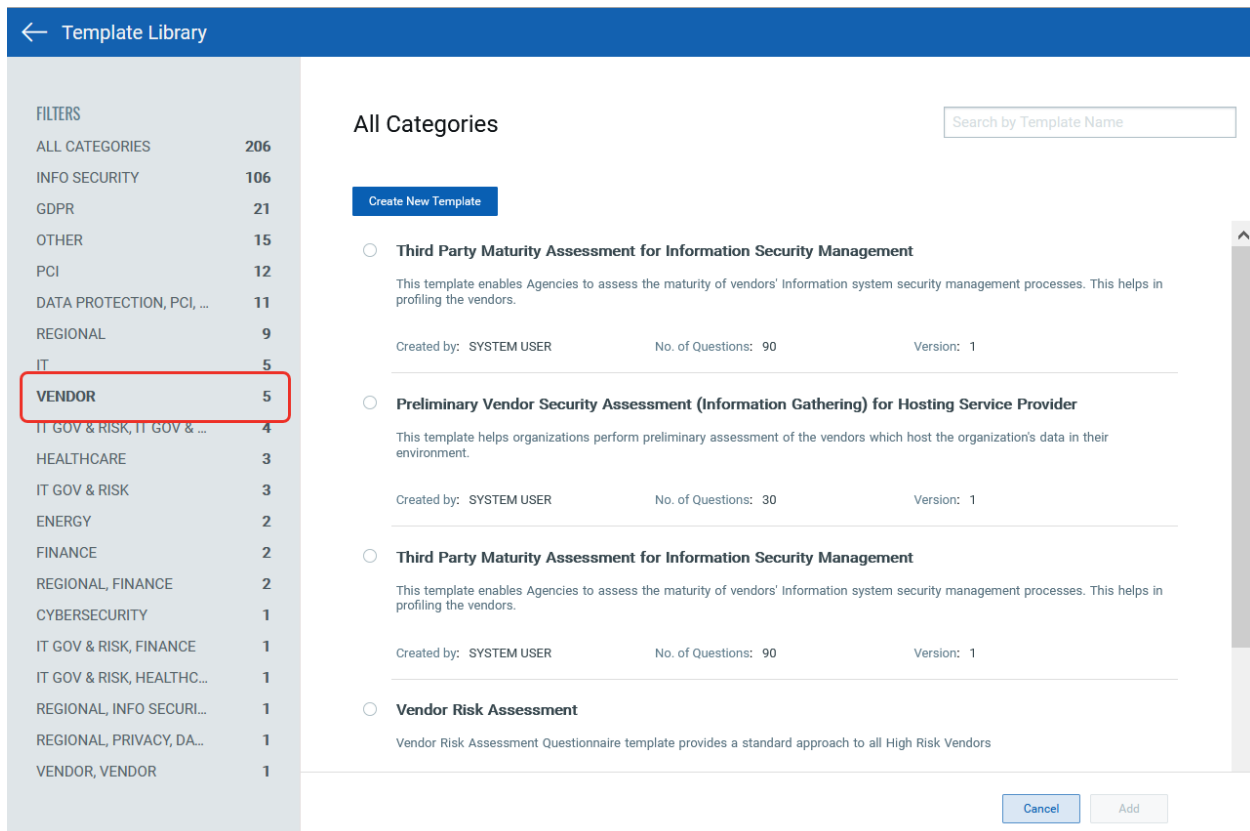
Qualys Security Assessment Questionnaire (SAQ) gives you the ability to onboard new vendors, keep track of the existing ones, and to keep record of their areas of business as well as gain accurate visibility into your vendors' records and related areas.

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. [Know more](#).
- 2) Create a Vendor, by navigating to the VENDORS tab. [Know more](#).
- 3) Create a campaign and add the user associated with that vendor to the campaign to initiate vendor assessment. [Know more](#)

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 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 an 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 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.

The screenshot shows the 'Add Vendor' form with the following details:

- Header:** ← Add Vendor
- Progress:** STEPS 1/5
- Steps:** 1 Vendor Details (active), 2 Assessment Configuration, 3 Point Of Contact, 4 Vendor Criticality, 5 Summary
- Section:** Vendor Details
- Basic Information:**
  - Name: Tetra Tech
  - Parent Company: Enter the parent company name
  - Website: Enter vendor website
  - Service Category: Search dropdown
  - Software: Software, Administrative Support (checkboxes)
  - Service Description: This is a software service company managing licenses.
- Vendor Type:** Contractual (selected), Proposed (RFP)

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

### Assessment Configuration

#### Assessment Areas

Identify assessment areas that are relevant to services provided by your vendor. By default all available areas are selected. Remove the areas that are not applicable for this vendor.

Select Assessment Areas

|                       |   |
|-----------------------|---|
| Operations Management | ✕ |
| Application Security  | ✕ |
| Compliance            | ✕ |
| Server Security       | ✕ |

#### Tags

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

Select Tags

D1113 ✕ static\_solaris 1 ✕

Cancel Previous Next

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.

## Point Of Contact

### Vendor Contact

Identify and provide information about the single point of contact (SPOC) in the vendor company for further communication.

New User  Existing User

Create a new user as a SPOC for this vendor. This user will be saved as an internal user with details associated to this Vendor.

First Name \*

John

Last Name \*

Doe

Email \*

john.doe@tetrattech.com

Contact Number

Country Code

Contact number

Company Name

Tetra Tech

Designation

Associate Manager

- 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 default template to the internal contact user who by responding to the questionnaire will auto-calculate vendor criticality.

## Vendor Criticality

Auto-generate  Customize

To help auto calculate vendor criticality, send a campaign to the internal contact. This value can be manually changed later, if required.

DUE DATE \*

01-10-2020



### Internal campaign template

This is a default template selected for all internal criticality evaluation campaigns.

No. of questions: 8 [View All](#)

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.

← Edit Vendor

TEMPLATES

Vendor Details

Assessment Configuration

Point Of Contact

Vendor Criticality

Summary

### Vendor Details

#### Basic Information

Name \*  
Tetra Tech

Parent Company  
Enter the parent company name

Website  
Enter vendor website

Service Category \*  
Search

Software

Administrative Support

Service Description  
This is a software service company managing licenses.

Vendor Type  
 Contractual  Proposed (RFP)

Vendor Status  
 Active  Inactive

See [Vendor Onboarding](#).