

# Security Risk Assessment (SRA)

## Frequently Asked Questions

This document contains frequently asked questions asked by Archer users.

### **How do I obtain an Archer account?**

Visit the SRA web portal at <http://mysutter/Resources/PI/Pages/SRA.aspx> and click on the button for the account type you wish to request.

### **How do I submit an SRA request?**

A: The SRA submittal process is covered in the Archer Business Requester User Guide, as well as in the SRA training video series. Both are available on the SRA portal located at <http://mysutter/Resources/PI/Pages/SRA.aspx>.

### **The Vendor (or Product, Service, Application) I want to request an SRA for is not listed in the drop down menu when I'm filling out my SRA request. How can I have it added?**

Visit the SRA portal page and click on the appropriate button to request the addition of your new vendor, product or service, or application to Archer. Allow 24 hours for your request to be completed.

### **Which accounts do I need to request an SRA, and how do I submit a request for them?**

To request an SRA, you will need a Business Requester account, and a Vendor or Sutter Health Technical Contact account (or both). Note that the Business Requester and Sutter Health Technical Contact may request their Archer accounts by visiting the SRA Web Portal. Because the SRA Web Portal is not accessible by non-Sutter Health workforce members, the Business Requester must request an Archer Account on behalf of the Vendor Technical Contact. Ultimately, if the product, service, or application you're requesting an SRA for involves vendor access to sensitive data (e.g., PHI, PII, etc.), you **MUST** assign a Vendor Technical Contact to your request. If there is no vendor or the vendor will have **NO access** to Sutter Health sensitive data, you must assign a Sutter Health Technical Contact to your request.

For more information, consult the SRA training guides and videos located on the SRA Web Portal at <http://mysutter/Resources/PI/Pages/SRA.aspx>. Vendor Technical Contacts may visit <https://www.sutterhealth.org/vendors/archer-grc> for information about the SRA process that is relevant to their role.

**I've completed the Business Requester Inherent Risk Assessment (IRA) portion of the questionnaire, but my technical contact cannot answer the second portion of the IRA – why not?**

If you indicated in the Intake Form and the Business Requester IRA portion of the questionnaire that the vendor will NOT have access to Sutter Health sensitive data, Archer will require that a Sutter Health Technical Contact answer the remainder of the questionnaire. If you need further assistance, contact the Risk Analyst assigned to your SRA – you can find this information in the SRA record.

**I started an SRA but cannot find it. Help!**

To locate any SRA you have in progress, visit your dashboard (when you log into Archer, click on the “SRA Management” button to navigate to your dashboard). In the SRA Record Reports portion of your dashboard, select the “SRA – In Progress” report to view all of your in progress SRAs.

**I reset my account password, but still cannot login to Archer.**

If you reset your password but still cannot access Archer, send an email to [SRAHelp@sutterhealth.org](mailto:SRAHelp@sutterhealth.org) requesting that your account be unlocked.

**Where can I go to find guides and training materials for the SRA Process?**

Sutter Health Business Requesters and Technical Contacts may visit the SRA Web Portal located at <http://mysutter/Resources/PI/Pages/SRA.aspx>. Vendor Technical Contacts may visit the Vendor SRA Portal, located at <https://www.sutterhealth.org/for-vendors/archer-grc>.