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We are pleased to announce a number of improvements designed to enhance your experience with our platform. Below is a summary of the key updates:

1. Enhancements

1.1 Add a Toggle Option to Switch Between Old and New Excel Formats

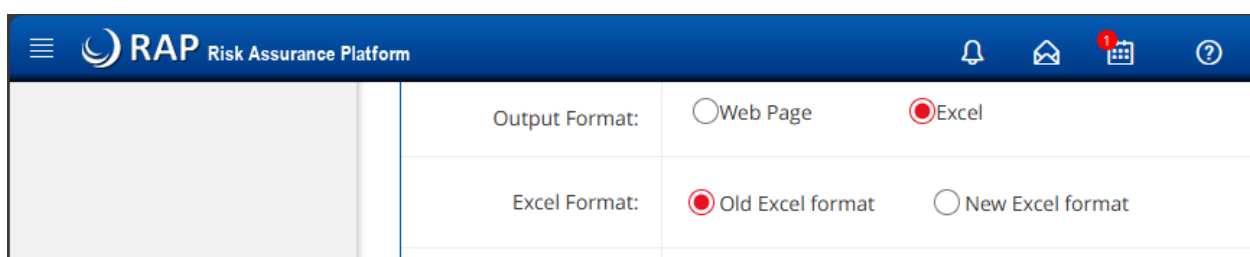
A new toggle has been introduced to allow users to download Excel reports in either the old format or the new enhanced format.

Why This Matters:

- Users have the flexibility to choose the format that suits their reporting or business needs.
- Supports teams who rely on legacy structures while still enabling the adoption of improved reporting templates.
- Addresses user feedback from Sprint 3 requesting access to the previous format.
- Enables a smoother transition toward the new Excel format without disrupting existing processes.

How to Navigate:

1. Navigate to **Reporting** → Choose **Output Format** as **Excel**
2. Select option between **Old Excel format** and **New Excel format**



RAP Risk Assurance Platform		🔔	🏠	📅 1	?
	Output Format:	<input type="radio"/> Web Page	<input checked="" type="radio"/> Excel		
	Excel Format:	<input checked="" type="radio"/> Old Excel format	<input type="radio"/> New Excel format		

1.2 Add a Tick Box on the Action Dashboard for Quick 'Done' Marking

A quick-action tick box has been added to the Action Dashboard, enabling users to immediately mark an action item as **done**.

Why This Matters:

- Provides a faster and more intuitive workflow for completing tasks.

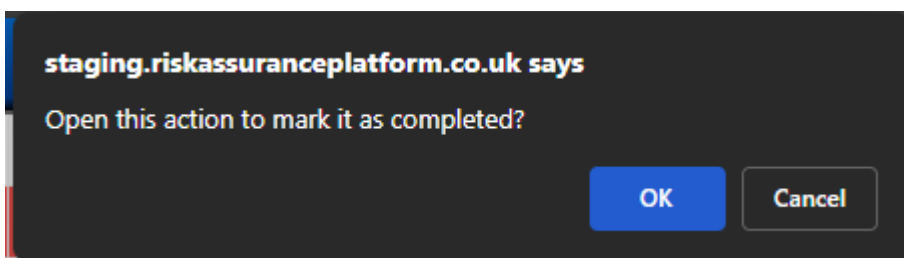
- Helps users manage and track all pending action items directly from their personal dashboard.
- After marking an item as done, the system will redirect the user to the action page for final review and confirmation.
- Improves efficiency and reduces the number of clicks required to update action statuses

How to Navigate:

1. Navigate to **Dashboard** → **Personal List**
2. After checking the Box against the action it will redirect to specific action page for reviewing

Snapshot:

➔ Action List		
Done	Resolve Date	Action
<input type="checkbox"/>	08/09/2025	Test Action
<input type="checkbox"/>	03/10/2025	TEST ACTION
<input type="checkbox"/>	14/10/2025	New Test Action
<input type="checkbox"/>	18/11/2025	Test Action



Overview

Last viewed: 27/11/2025

Detail

Initial Risk

Controls

Action Plan

Current Risk

Target Risk

Triggers

Audit

Created

Action

01/09/2025

Test Action

By

Bidisha Nag

Resolve Date

08/09/2025

Status

Overdue

Show Completed Actions

Create Action

✓ Save

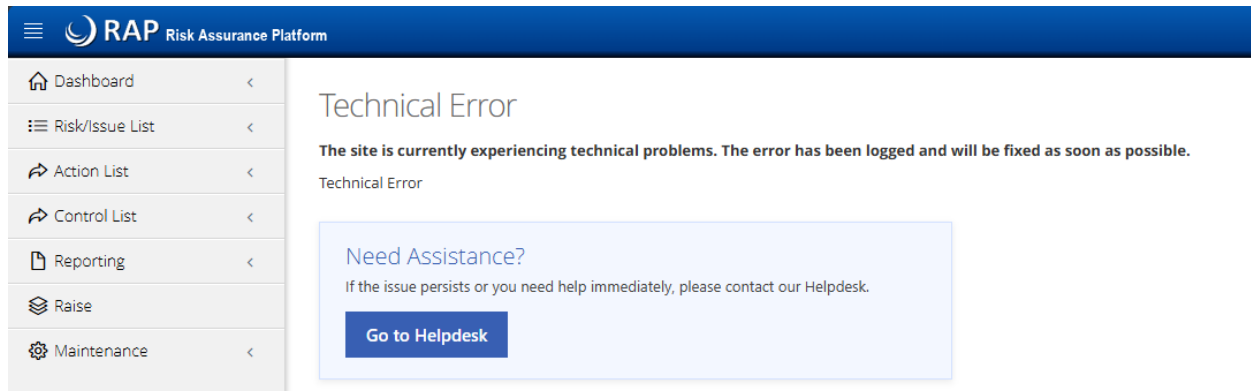
✕ Cancel

1.3 Helpdesk Integration – Raise a Ticket Directly from the Error Page

The technical error page now includes a button that allows users to directly raise a helpdesk ticket.

Why This Matters:

- Provides immediate support access when an error occurs.
- Ensures issues are captured more accurately and quickly.
- Removes the need for users to manually navigate to the helpdesk portal.
- Improves the incident reporting process and overall system support experience.



1.4 Add Option to Create a New Organisation Unit from the Dropdown or Management Screen

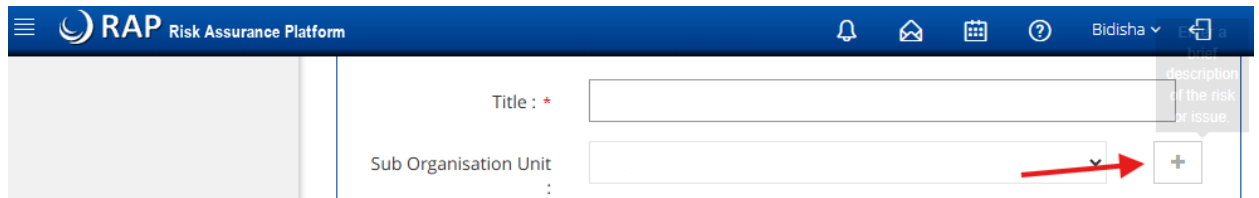
A new option has been added to allow administrators to create an Organisation Unit directly from the Org Unit dropdown or the Org Unit management screen.

Why This Matters:

- Improves efficiency for administrators when managing organisational structures.
- Removes dependency on navigating away to separate configuration sections.
- Enables quicker setup when creating risks that require new organisational units.
- Streamlines admin workflows and reduces friction in risk creation processes.

How to Navigate:

1. Navigate to **Risk/Issue List** → **Add New +**
2. Select the **Add** icon against sub organisation unit field



The screenshot shows the RAP Risk Assurance Platform interface. At the top, there is a blue header bar with the RAP logo and navigation icons. Below the header, there is a form with two main sections. The first section has a 'Title' field with a red asterisk indicating it is required. The second section has a 'Sub Organisation Unit' field. To the right of the 'Sub Organisation Unit' field, there is a red arrow pointing to a '+' button, which is likely used to add or edit the unit. A tooltip is visible on the right side of the form, stating 'description of the risk or issue'.

2. Issue

2.1 Implement Character Limit Validation for Risk Event & Cause Fields

Enhanced validation has been added to the **Risk Event** and **Cause** fields to ensure users remain within the 1000-character limit.

Why This Matters:

- Prevents users from exceeding system limits and triggering the technical error page.
- Provides an alert or warning when users approach or exceed the limit.
- Improves overall user experience by ensuring smooth, error-free risk logging.
- Ensures data aligns with existing global configuration constraints.



Summary of Benefits

1. Improved User Experience & Error Prevention

- Users receive clear alerts when exceeding character limits, preventing unexpected technical errors during risk entry.
- Error handling is more intuitive with the ability to raise helpdesk tickets directly from the error page.

2. Greater Flexibility in Reporting

- Users can choose between the old and new Excel formats, ensuring compatibility with legacy processes while supporting enhanced reporting standards

3. Faster Task Completion & Better Workflow Efficiency

- Quick-action tick boxes on the Action Dashboard streamline the process of marking actions as completed.
- Users can manage and track outstanding actions more effectively from a single dashboard view.

4. Enhanced Admin Productivity

- Admins can now create Organisation Units directly from the dropdown or management interface, reducing navigation time and simplifying setup during risk creation.

5. Reduced Support Overhead & Improved Issue Resolution

- Built-in helpdesk integration makes it easier for users to report issues, leading to faster resolution times and better tracking of system problems.

6. More Reliable and Professional Reporting Output

- Improved Excel formatting ensures reports are clearer, more readable, and aligned with organisational standards—supporting better decision-making.