Closure review

Fictional example — not Workiva product UI. A completion record does not by itself establish verified closure. Use this concise review to decide whether further work, evidence, or retest is needed.

Scenario at a glance

LF-ISS-017 · Vendor master changes · Q2

Three of 25 sampled vendor-master changes did not have a retained secondary-approval timestamp. Management first proposed analyst retraining. That response was retained as a symptom-only action; it did not show why the workflow allowed a record to be released without approval proof.

Review point	Decision / reference
Condition and scope are identified	3 of 25 sampled changes; record the population and method used.
Symptom-only action is distinguished	ACT-017A: training complete. Keep visible, but do not treat attendance as closure evidence.
Root-cause action is defined	ACT-017B: require system-captured approver ID and timestamp before release.
Implementation evidence is reviewed	Configuration/release evidence and post-change population are requested.
Retest is documented	Record period, population, method, exceptions, reviewer, and conclusion.
Closure decision	■ Follow-up required ■ Verified closure documented Decision must be supported by the documented review; neither option determines severity or assurance.

Reviewer: _____ Date: _____ Reference(s): _____

A practical note: Workiva documentation describes creating requests from a sampled population and reviewing provided evidence. Actual capabilities and workflows can depend on your solution, license, and configuration. This example is a general working aid, not a native-workflow claim.