



# Feature at a Glance

Enhanced workflow for sending questionnaires in control-based engagement risk assessment projects

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CONFIDENTIAL

## Feature at a Glance

Ease of implementation  Low touch / simple  
Geographic relevance  Global

Introducing: Enhanced workflow for sending questionnaires in control-based engagement risk assessment projects

### Customer challenge

Risk control based engagement request projects enable the user to send all the internal and external control assessments to the default recipients via one 'Start' button. External assessments were sent out to the Supplier's default recipient. Internal assessments are sent to the Internal Recipient team set in the template.

There was no way for the user to select a different recipient, other than the default user.

### Solution area

SAP Ariba Supplier Risk

### Meet that challenge with SAP Ariba

This feature enables the user to see the list of assessments to be sent, and then select a user different from the default recipient to respond to the assessment.

It also allows sending internal control assessments when a supplier is not yet selected on the engagement request project.

### Implementation information

To have this feature enabled, please have your Designated Support Contact (DSC) submit a Service Request (SR).

### Experience key benefits

Provides greater flexibility in how internal and external control assessments are sent.

Users can now select different users based on their roles as recipients on assessments

Internal control assessments can be sent when a supplier is not yet selected on the engagement request project.

Users can select specific assessments to be sent at the right time, without having to send them all at the same time and they can be sent in batches.

### Prerequisites and Limitations

The customer must have an entitlement to SAP Ariba Supplier Risk and have the enhanced engagement risk management with controls framework enabled.

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### Detailed feature information

Scenario 1: Engagement request project with supplier

The screenshot displays the SAP system interface. At the top, there is a header for 'Tasks (5)' with sub-headers for 'Pending tasks (3)' and 'Completed Tasks (2)'. Below this is a table with columns: Name, Action by, Start date, and Due date. A 'Start' button is highlighted with a yellow box next to the 'Send Assessments' task.

Below the table, a modal window titled 'Risk Assessments (2)' is open. It has a 'Back' button and a table with columns: Assessments, Visibility, Last Updated, and Assignee. Two rows are shown: 'BCM Training' (Internal) and 'Cloud Visualization Policy' (External). 'Change contact' buttons are highlighted with a yellow box for each row. At the bottom of the modal, there are buttons for 'Mark complete', 'Cancel', and 'Send assessments'.

Name	Action by	Start date	Due date
Send Assessments	Project Owner	Mar 18, 2019	

  

Assessments	Visibility	Last Updated	Assignee
<input checked="" type="checkbox"/> BCM Training	Internal		Internal Recipient
<input checked="" type="checkbox"/> Cloud Visualization Policy	External		Demo Supplier Contact

- Once the user clicks 'Start' next to the send assessment task, the system displays a list of all risk assessments that are required.
- Assignee is defaulted to supplier's primary contact for external assessments, and to the Internal Recipient team for internal assessments

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The screenshot displays the SAP Risk Assessment interface. At the top, there is a 'Back' button. Below it, a section titled 'Risk Assessments (2)' contains a table with the following columns: Assessments, Visibility, Last Updated, and Assignee. The table lists two assessments: 'BCM Training' (checked) with 'Internal' visibility and 'Internal Recipient' assignee, and 'Cloud Visualization Policy' (unchecked) with 'Internal' visibility and 'Internal Recipient' assignee. A 'Change contact' button is highlighted in orange for the 'BCM Training' row. A 'Send to' dialog box is open in the foreground, showing a search bar and a list of users with checkboxes. The users listed are 'yhart' (ya-shih.hart@sap.com) and 'sharada' (sharada.gurum@sap.com). The dialog box has 'Update' and 'Cancel' buttons. At the bottom of the main interface, there are 'Mark complete', 'Cancel', and 'Send assessments' buttons.

Assessments	Visibility	Last Updated	Assignee
<input checked="" type="checkbox"/> BCM Training	Internal		Internal Recipient
<input type="checkbox"/> Cloud Visualization Policy	Internal		Internal Recipient

User can change the recipient on assessments by clicking the 'Change contact' button.

*Internal assessments:*

- User can pick any one user out of the 'Internal Recipient' team as the recipient
- Assignee is defaulted to the Project owner's group if Internal Recipient team was not defined on the template. User can pick any one member of the project owner team as the recipient

*External Assessments:*

- User can pick any one supplier contact as the new recipient of the assessment.
- System informs the user if there is no supplier contact information. The missing supplier contact can be added on the supplier profile.

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### Detailed feature information

Scenario 2: Engagement request project with a supplier who has previously completed required assessments prior to this engagement project. Engagement request projects re-use external assessments until the expiration date has passed.

The screenshot shows a web interface for managing risk assessments. At the top left, there is a blue '< Back' link. Below it, the section is titled 'Risk Assessments (2)'. A table lists two assessments:

Assessments	Visibility	Last Updated	Assignee	
<input type="checkbox"/> BCM Training	Internal	Aug 16, 2018	Internal Recipient	<input type="button" value="Change contact"/>
<input type="checkbox"/> Cloud Visualization Policy	External	Jul 2, 2018	kathy ross	<input type="button" value="Change contact"/>

Below the table, a message box with an orange border contains the text: 'All available assessments have already been sent out. To continue, mark this step complete.' At the bottom of the interface, there are three buttons: 'Mark complete' (highlighted with an orange border), 'Cancel', and 'Send assessments'.

- System informs the user that the supplier has already responded to the assessments outside of this engagement request, and to continue by marking this task complete.