



Feature at a Glance

Ability to create general and engagement-related findings (ARI-16846)

Target GA: November 2022

Create findings within supplier risk

Description

- This feature introduces the ability to create findings, i.e. in SAP Ariba Supplier Risk. You can create general findings or findings specific to engagements, controls, or services. You can also collaborate within your organization, as well as with external parties, which was not possible with incumbent issue management.

Customer benefit

- Efficient, seamless digital collaboration on one platform between all involved parties, whether from within your organization or with third parties, helps to address findings quickly, while providing access control and a solid audit trail.

User

- Buyer

Enablement model

- Customer configured

Applicable solutions:

- SAP Ariba Supplier Risk

Prerequisites, restrictions, cautions

Prerequisites

- Ensure that in addition to SAP Ariba Supplier Risk, your site includes SAP Cloud Identity Services - Identity Authentication and the Finding and Event Collaboration capability.
- If planning to create findings from within engagements: make sure your site is configured for use of control-based engagement risk assessment projects.

Restrictions

- With 2211 release, Finding and Event Collaboration (FEC) is only available to customers hosted in the EU data center. All other customers will continue to use Issue Management until FEC is available in the data centers where their sites are hosted.
- Issues and findings have similar purposes but are not exactly the same. Findings have their own features and workflows. After you enable the findings feature, capabilities related to issues are addressed in one of the following ways:
 1. Some engagement features can **take account of both issues and findings**, if both exist, i.e.
 - The engagement page includes a table, listing the issues associated with the engagement. Once you enable the findings feature, that table has a tab for Issues and a tab for Findings.
 2. Other features are **specific to issues, and do not apply to findings**, i.e.
 - The parameter *Restrict issue project visibility by role* (Application.SR.IssueManagement.IssueVisibilityFilterByRole) applies only to issues, not to findings.
- Any contacts associated with the selected supplier are added to the finding at the time of its creation and are available to add as external team members. There is no way to update this list of contacts in the finding after its creation.
- Leveraging industry best practices, such as values in the **Influences**, **Anticipated Impact**, and **Anticipated Likelihood** fields, are pre-defined by SAP Ariba and are not configurable.

Create finding

1. As buyer/finding creator, you can create a new finding.
2. The initiative is briefly described and relevant documentation attached.
3. The risk impact and likelihood is gauged for proper risk prioritization.
4. Key metadata are automatically pulled from the corresponding engagement request.
5. After submission, the finding moves to “validation” stage.

The screenshot shows the 'Create finding' form in SAP. The form is titled 'Create finding' and is part of the 'Finding and Event Collaboration' module. The form is divided into two main sections: 'Details' and 'Metadata'. The 'Details' section includes the following fields:

- Name: * Crete menu E2e
- Type: * Risk
- Description: * Crete menu E2e
- Attachments: 1.pdf x
- Influences: Regulatory & Legal x
- Anticipated Impact: Negligible
- Anticipated Likelihood: Improbable

The 'Metadata' section includes the following fields:

- Supplier: ALLIANZ INSURANCE PLC, LIPHOOK, GB, Haslemere Road...
- Commodities: Data base management system software
- Regions: Asia Pacific
- Departments: Manufacturing

At the bottom right of the form, there are 'Submit' and 'Cancel' buttons. The form is annotated with numbered callouts: 1 points to the 'Details' header, 2 points to the 'Description' field, 3 points to the 'Anticipated Impact' dropdown, and 4 points to the 'Commodities' field.

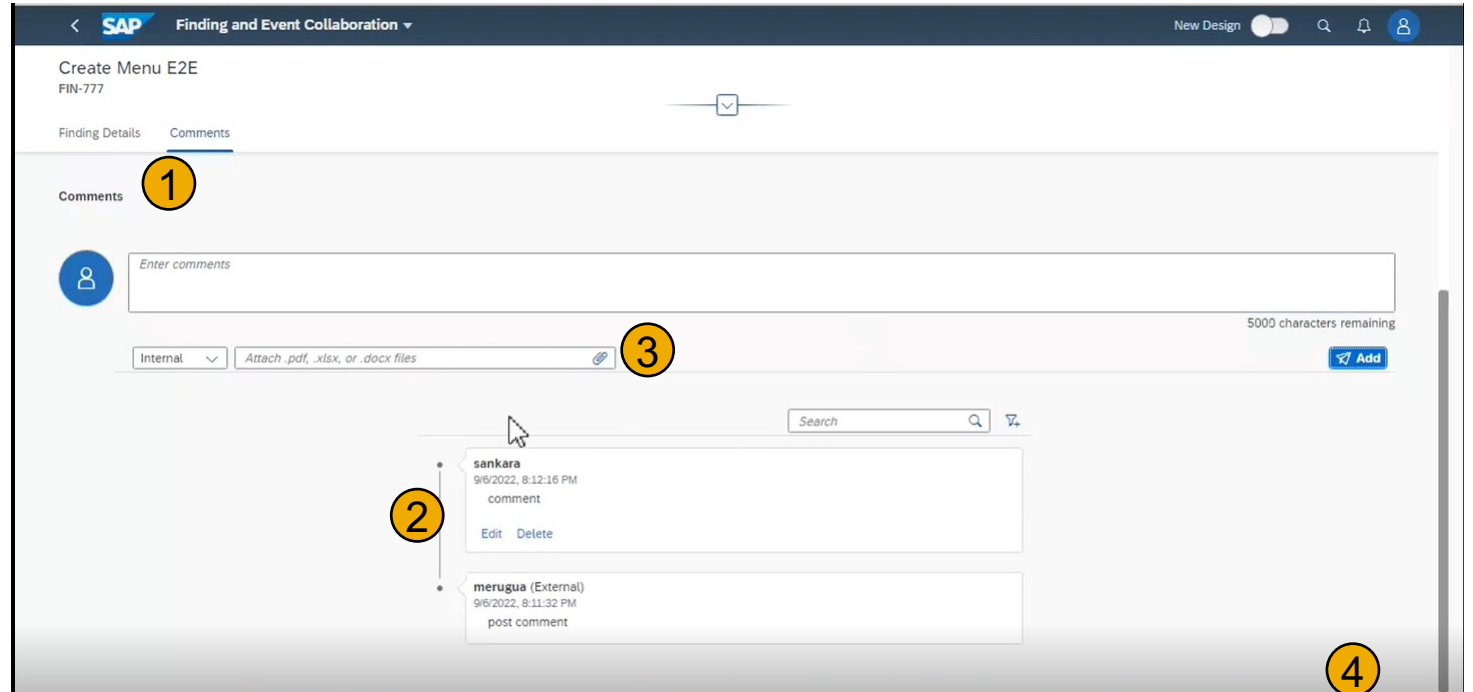
Validate finding

1. As Finding Validator, you review the finding.
2. You can validate the descriptions, assign a due date, and validate the finding text.
3. Then, either assign relevant response coordinators as interim step or directly assign (internal and external) analysis team members.
4. Finally, when you assign a due date, the finding moves into “in analysis” stage.

The screenshot displays the SAP Finding and Event Collaboration interface. The main view shows finding details for 'Create Menu E2E' (FIN-777) with a status of 'In Validation' (marked with a circled 1). The finding is categorized as 'High' Business Impact. The 'Finding Details' section (marked with a circled 2) includes information on Type, Risk, Anticipated Impact, Influences, and Anticipated Likelihood. An 'Acknowledge' dialog box (marked with a circled 4) is open, prompting the user to 'Acknowledge finding?' and 'Assign Due Date*'. The dialog includes a 'Select due date' dropdown and an 'Acknowledge' button. Two 'Select Member' dialog boxes (marked with a circled 3) are also visible, showing lists of potential team members for assignment, including roles like Finding Validator, Finding Analyzer, and Finding Response Coordinator.

Analyze and execute finding

1. As analyst, validator, or external user, you actively collaborate on the finding.
2. Thus different parties can align on necessary measures and implementation progress by exchanging comments.
3. Through the same process, documents, like finding response plans can be exchanged, while the audit trail is recorded.
4. Finally, an acknowledger is assigned.



Review and approve finding

1. As acknowledger, you can review the finding results.
2. After careful review of the effectiveness of measures put in place to address the risks, the finding can be concluded and future supplier risk scores adjusted.
3. Finally, the finding can either move into response review/approval or directly be completed.

The screenshot displays the SAP Finding and Event Collaboration interface. The main panel shows finding details for 'Create Menu E2E' (FIN-777), including supplier information (ALLIANZ INSURANCE PLC), analysis due date (Sep 9, 2022), and business impact (High). The finding is currently 'In Analysis'. A 'Finding Response (Draft)' panel on the right allows for setting a target resolution date (Sep 9, 2022), anticipated impact (Moderate), and anticipated likelihood (Occasional). A dialog box titled 'Accept' is overlaid, asking 'Accept finding?' and providing a text input field for an optional comment. Three yellow circles with numbers 1, 2, and 3 highlight the 'In Analysis' status, the 'Occasional' likelihood selection, and the 'Accept' dialog, respectively.

User story

- **Create finding**
 - As buyer, a finding is created i.e. to collaborate with own risk analyzers and suppliers on a specific supplier risk in the context of an engagement request.
- **Validate finding**
 - As validator, a finding is reviewed and approved before actual collaboration is initiated.
- **Analyze and execute finding**
 - As risk analyzer, the necessary measures to address the risk are proposed, aligned on with suppliers and all subsequent related communication, including doc exchange follows.
- **Review and approve finding**
 - As risk manager/acknowledger, after completing the initiative, the effectivity of implemented measures is validated and the finding closed, before automatically updating the supplier risk score.

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