



SAP Ariba 

Feature at a glance

Issue Tracking and Remediation Enhancements - Configurable content and approval workflows (Supplier Risk solution)

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CONFIDENTIAL

 **Run Simple**

Feature at a Glance

Introducing: Issue Tracking and Remediation Enhancements - Configurable content and approval workflows

Ease of implementation  Some complexity
Geographic relevance  Global

Customer challenge

Users discover problems when managing risks of 3rd parties via the Engagement risk process.

Need to establish a structured follow-up process to track mitigation and manage remediation steps: manage timing, involve stakeholders, gather data from various resources (i.e. internal/external assessments incl. audits, other types of reports etc.)

Need to have multiple highly diverse stakeholders actively involved and track responses

Need to phase the process to assess the risk severity of the Issue. This process is challenging to monitor and needs to be customizable.

Need to prioritize Issues and monitor the progress of issue resolution in one central repository.

Solution area

Strategic Procurement / Supplier Risk / Engagement Risk - Issue Management Process

Meet that challenge with SAP Ariba

This release enhances the existing Issue Management document by establishing a structured framework to follow your issue management process in 5 phases with OOTB tasks embedded in each phase. The phases include: Issue creation, Issue definition, Issue analysis, Issue resolution and Issue resolution acceptance.

Risk control teams now have a solution to monitor and minimize risks, provide greater visibility and attention to critical Issues.

This capability provides full visibility to components of the Issue, managing the risk root cause and provides easy collaboration among stakeholders.

Implementation information

This feature is “on” by default for customers of SAP Ariba Supplier Risk. In order to enable the configurable content and workflows (new enhancements) on Issues, run the following task “SR Issue Workspaces Task”.

Experience key benefits

The Issue management Template provides a configurable, customer specific, auditable, and automated **process to manage the engagement risk process**.

Customers gain visibility into and control of the process of managing issue resolution when engaging with 3rd parties.

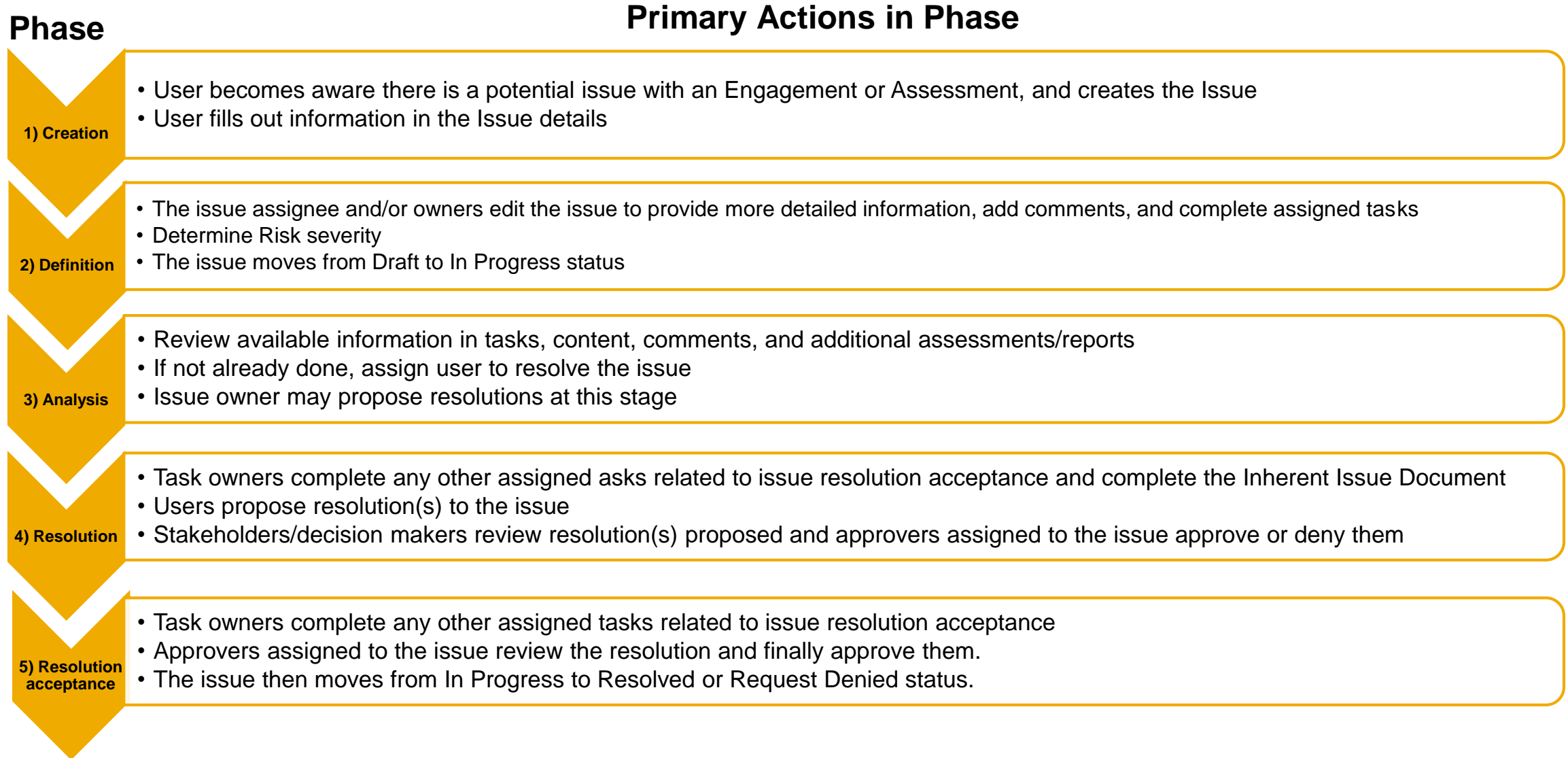
Reduces the impact or likelihood of specific risks. If a risk is high and unacceptable for a 3rd party engagement, mitigating the risk is critical to the engagement’s success.

Prerequisites and Limitations

Engagement Risk feature must be enabled

Issue Management Process (Configured in Issue Management Template)

Phases standardize the Issue Management Process and help users efficiently address all Issues



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Detailed feature information

1

- Issue created from Engagement Request level or individual Assessment level of the Engagement Risk view.
- Issue Owner defines an Issue type, chooses an assignee, risk rating and due date. Assigned users follow the tasks embedded in phases specified by the Issue Management Template

The screenshot shows the 'Engagement request detail' page. On the left, a process flow diagram shows three steps: 'Request received', 'Budget Approval', and 'Send Assessment'. Below this, a 'Tasks' section shows 'Pending tasks (3)'. On the right, a table lists 'Completed Tasks (5)' with columns for Name, Completed by, Start date, and Completed date. The tasks include 'Budget Approval', 'Send Assessment', and several 'To Do' items for 'Reputational Risk Internal', 'IS Security Supplier', and 'Compliance Supplier'. A red box highlights the 'Action' dropdown menu in the top right corner of the table, with a yellow arrow pointing to a callout box.

Engagement Request level

Action ▼ Advanced view
Create issue
Cancel request

The screenshot shows the 'Assessment level' interface. It features a table titled 'Sent assessments (4)' with columns for Assessment, Completed date, Visibility, Actual score, Target score, and Recipient. The table contains four rows of data, including 'IS Security Internal', 'Reputational Risk Internal', 'Compliance Supplier', and 'IS Security Supplier'. A red box highlights the 'Action' dropdown menu for the 'Compliance Supplier' row, with a yellow arrow pointing to a callout box.

Assessment level

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Detailed feature information

Engagement level – Issue created

The image displays two screenshots from the SAP Supplier Risk interface. The left screenshot shows the 'Engagement request detail' for request ID WS933030. A red box highlights the ID, and a yellow circle with the number '2' is placed next to it. The right screenshot shows the 'Create Issue' modal, with a yellow circle and the number '3' indicating the 'Engagement level – Issue created' step. The modal contains fields for issue details, assignee, risk rating, and due date.

2 Issue created from Engagement Request level or individual Assessment level of the Engagement Risk view

3 Engagement level – Issue created

Name	Action by	Start date	Due date
To Do for IS Security Internal	yhartC	May 25, 2018	
Approval for IS Security Internal	Project Owner		

Field	Value
Engagement	Engagement request(ID:WS933030)
Supplier	(S1071721)
Issue	0 Created By:radovan On
Title	Test Issue Management of June 1
Description	Testing the feature
Status	Draft
Priority	High
Assignee	radovan
Risk rating	Major
Risk domain	Business Continuity
Type	Risk
Due date	Jun 8, 2018

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Configurable Inherent Issue Document

▼ Inherent Issue Document

Classification of the Issue who where what

What is/are concerned Commodities?

Search Browse

network router

Network routers

What are departments?

Search Browse

+Add

Regions

Search Browse

+Add

Value at risk

What is criticality to our business?

High

generic_CategoryRisk_Example.xlsx - 21.87 kb

What is criticality to our business in impacted revenues?

1M E - 100M E

0-100k EUR
100k-1M E
1M E - 100M E
100M E +

Upload file

Resolution Details

Resolution Details

Resolution Type

Remediate

Resolution Date

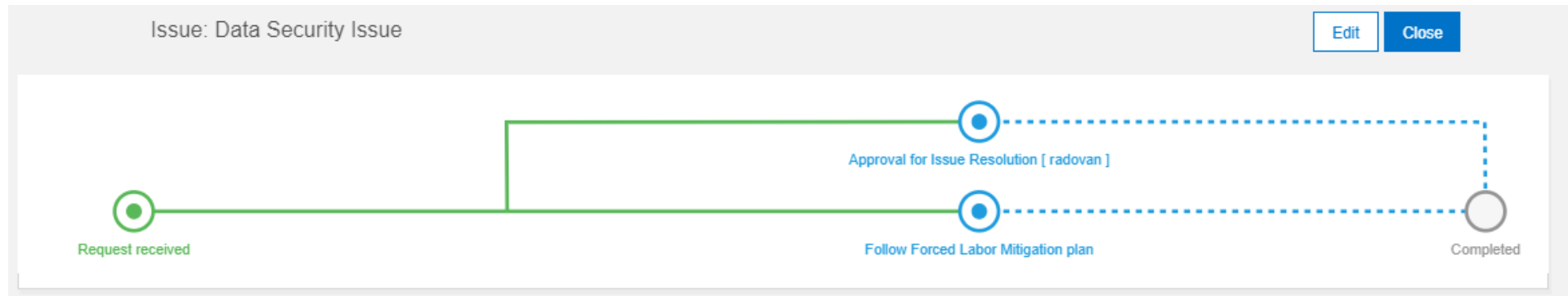
Resolution Description

Submit Cancel

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Issue management workflow and task management



▼ Tasks

Pending tasks (2)

Name	Action by	Start date	Due date
Follow Forced Labor Mitigation plan	Chris Rodriguez	Jun 4, 2018	Mark complete
Approval for Issue Resolution	radovan	Jun 4, 2018	

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Issue management template

Issue Management Task Workflow

Task	Description
Issue Definition	Issue definition - Inherent risks
Issue Definition *	(Issue definition - Inherent risks, from container)
Initial approval *	(Issue definition - Inherent risks, from container)
Issue Analysis	Any of 2 selected
Issue Resolution	(none)
Issue Resolution Acceptance	(none)

* Indicates required task

Configurable Inherent Issue Document

Issue Tracking and Remediation: Central repository for all

The screenshot displays the SAP Ariba Supplier Risk interface. At the top, there's a navigation bar with 'HOME' and 'SUPPLIER RISK' tabs. A search bar is present with the text 'Suppliers' and a search icon. The main dashboard area is titled 'Risk overview' and contains three summary cards: '26 Issues' (highlighted with a yellow box), '249 Suppliers Evaluated', and '597 Engagement Requests'. Below this, there's a 'Summary' section on the left and an 'Alert feed' section on the right. A second, larger screenshot is overlaid on the bottom right, showing the 'My Issues' view. This view features a table with columns for 'Issue', 'Title', 'Issue Status', 'Issue severity', 'Due Date', and 'Assignee'. The table lists several issues, with the first row (Issue 31) being 'Business continuity risk' with a status of 'Open' and severity of 'High'. A blue arrow points from the '26 Issues' card to the 'My Issues' table.

Issue	Title	Issue Status	Issue severity	Due Date	Assignee
31	Business continuity risk	Open	High	Oct 26, 2017	ruchiaswal2
29	Issuenumber3#SameEngagement 2	Draft	High		ruchiaswal2
28	issue test	Draft	High		ruchiaswal2
27	IssueNumber2OnSameEngagement	Cancelled	High	Sep 26, 2017	ruchiaswal2
26	#NewIssue#Nikita001	Draft	High	Sep 26, 2017	nikitaa
24	Test_Issue_By_Sagar	Open	Medium	Sep 26, 2017	nikitaa
23	yhart issue 2 sep 25	In Progress	High	Sep 26, 2017	yhgov
22	yh sep25 issue 1	Draft	Low	Sep 26, 2017	yhmrgov