



SAP Ariba 

Feature at a glance

Enhanced engagement risk management with controls framework

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CONFIDENTIAL

 **Run Simple**

Feature at a Glance

Introducing: Enhanced engagement risk management with controls framework

Ease of implementation  some complexity
Geographic relevance  global

Customer challenge

Customers lack a framework to apply the appropriate risk due diligence for supplier engagements. They cannot ensure the proper risk controls are applied to meet regulatory and mandated corporate risk control requirements. It is also difficult to identify the correct risk stakeholders needed to complete the controls in a timely and effective manner. When risks are identified, it's difficult to engage the supplier or third party and relevant stakeholders in order to mitigate the risk. This increases the time and cost to ensure compliance to risk due diligence and to meet regulatory requirements to mitigate supplier and third party risk.

Meet that challenge with SAP Ariba

A supplier or third-party engagement risk assessment is a defined process to apply the appropriate level of risk due diligence when engaging with the supplier or third party

This feature provides an enhanced framework to manage that process, automatically identifying the correct risk stakeholders, identifies appropriate risk controls to distribute, recommends suppliers that already meet the risk controls to fast track engagements and integrates issue management to mitigate risks that are identified during the process.

Experience key benefits

For Buyers, this feature reduces the time required to minimize the risk of supplier engagements. It reduces overall supplier risk by identifying the appropriate risk controls per regulatory or corporate policies and ensures the right stakeholders are engaged to complete those controls. It speeds up the process to engage suppliers while reducing the risk associated with each engagement.

For suppliers, it reduces the time required to comply with regulatory controls and allows reuse of their inputs across engagements, saving time and money.

Solution area

SAP Ariba Supplier Risk

Implementation information

To enable this feature, please submit a Service Request to have this feature turned on for you. jointly with Engagement Risk management. This feature activates Issue management which should also be configured. Consulting services are recommended for highly complex template customization requirements.

Prerequisites and Limitations

Entitlement to SAP Ariba Supplier Risk.

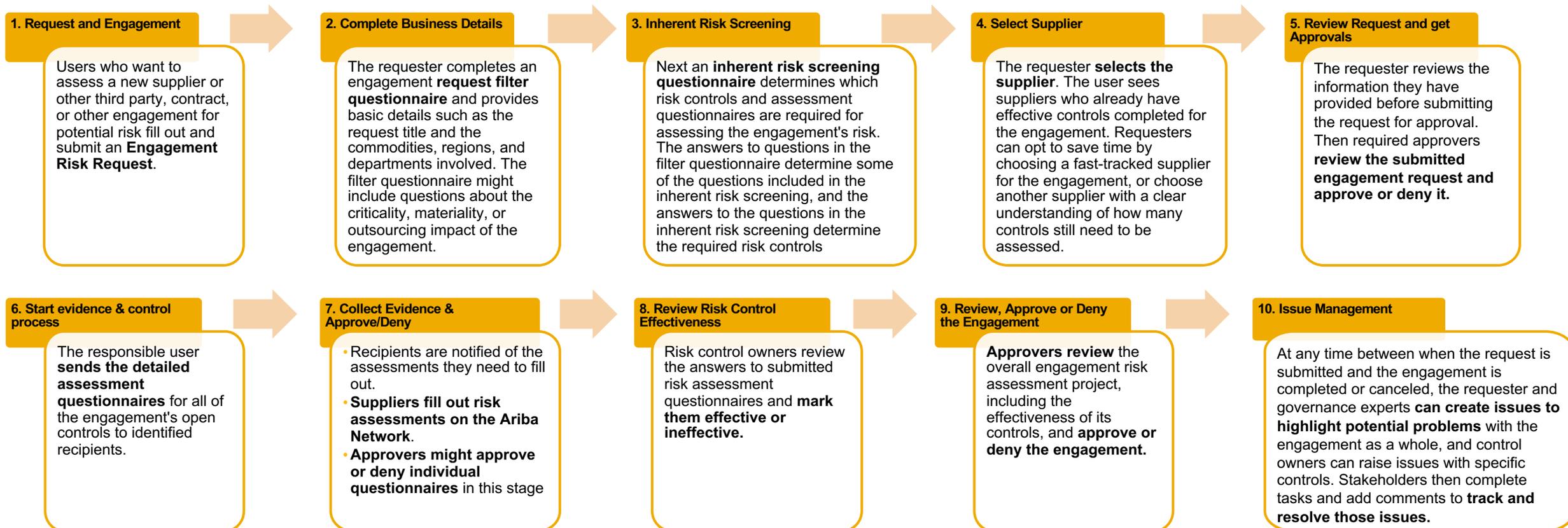
SAP Supplier Risk Issue Management feature should also be turned on and implemented in order to create issues during engagement risk process

Feature at a Glance

Introducing: Enhanced engagement risk management with controls framework

Detailed feature information

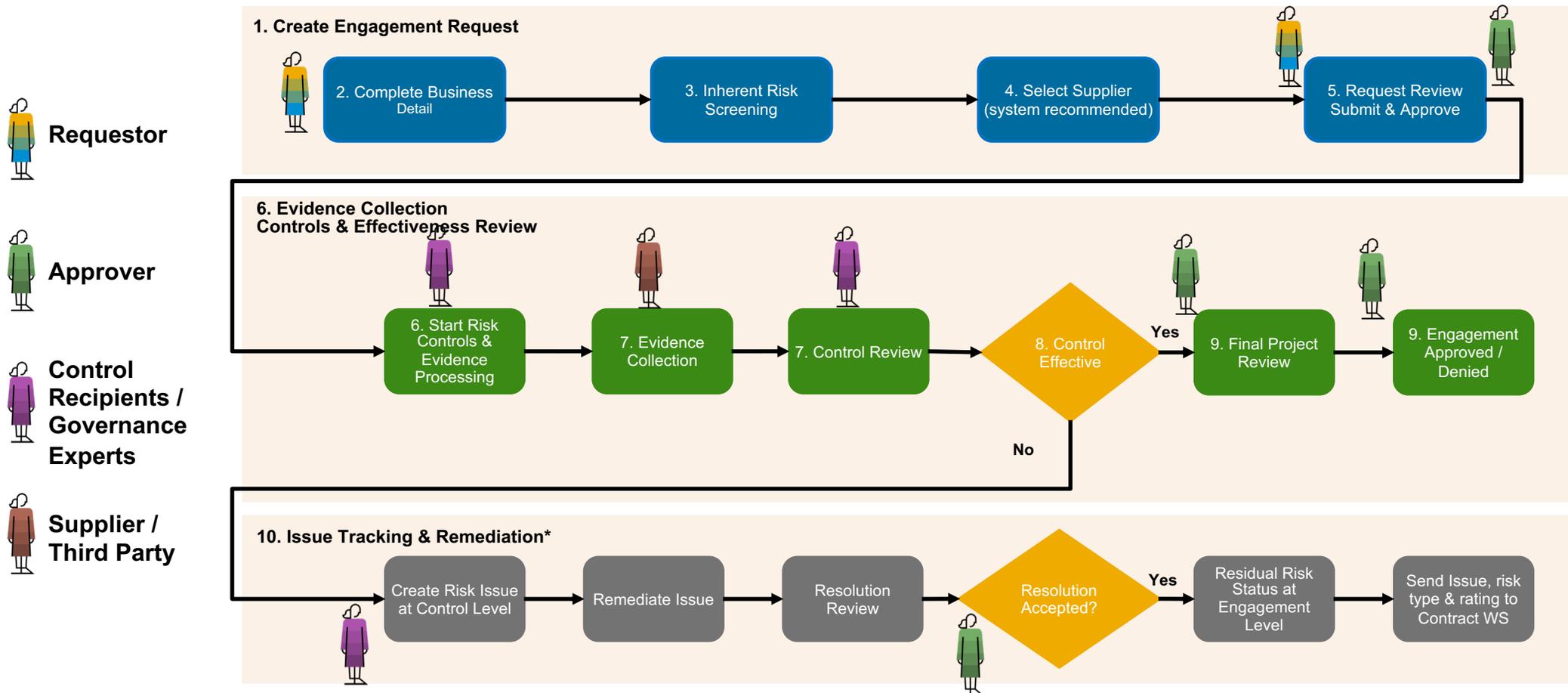
This feature introduces the next generation of supplier or third-party engagement risk assessment project framework. It applies the commodity, region, and department to which the engagement applies to determine the organizational and regulatory risk controls necessary to assess and mitigate the potential risk involved with a supplier or third-party engagement. It automatically identifies the required stakeholders to complete the controls, provides visibility and traceability to the controls, and integrates issue management to assess and resolve any risks that are identified during the process.



Feature at a Glance

Introducing: Enhanced engagement risk management with controls framework

SAP Best Practice Process Flow



* For details, refer to knowledge transfer document: Issue Tracking and Remediation Enhancements - Configurable content and approval workflows_SRISK-36 from Jul 2018 Release

Enhanced engagement risk management with controls framework: Capabilities & Benefits

Risk processes driven by mapping business details, commodity, region and business unit to inherent risk questions and the appropriate risk controls

- Automates regulatory and corporate risk controls to reduce overall supplier risk
- Provides traceability to regulatory requirements
- Ensures correct stakeholders identified early in the process, decreasing the time to risk compliance for an engagement
- Required governance experts review and approve at key steps in the process, improving compliance and reducing risk
- Risk Issues identified are linked to risk controls and managed in a project framework to remediate problems quickly

Risk policy framework reduces risk by automating risk processes

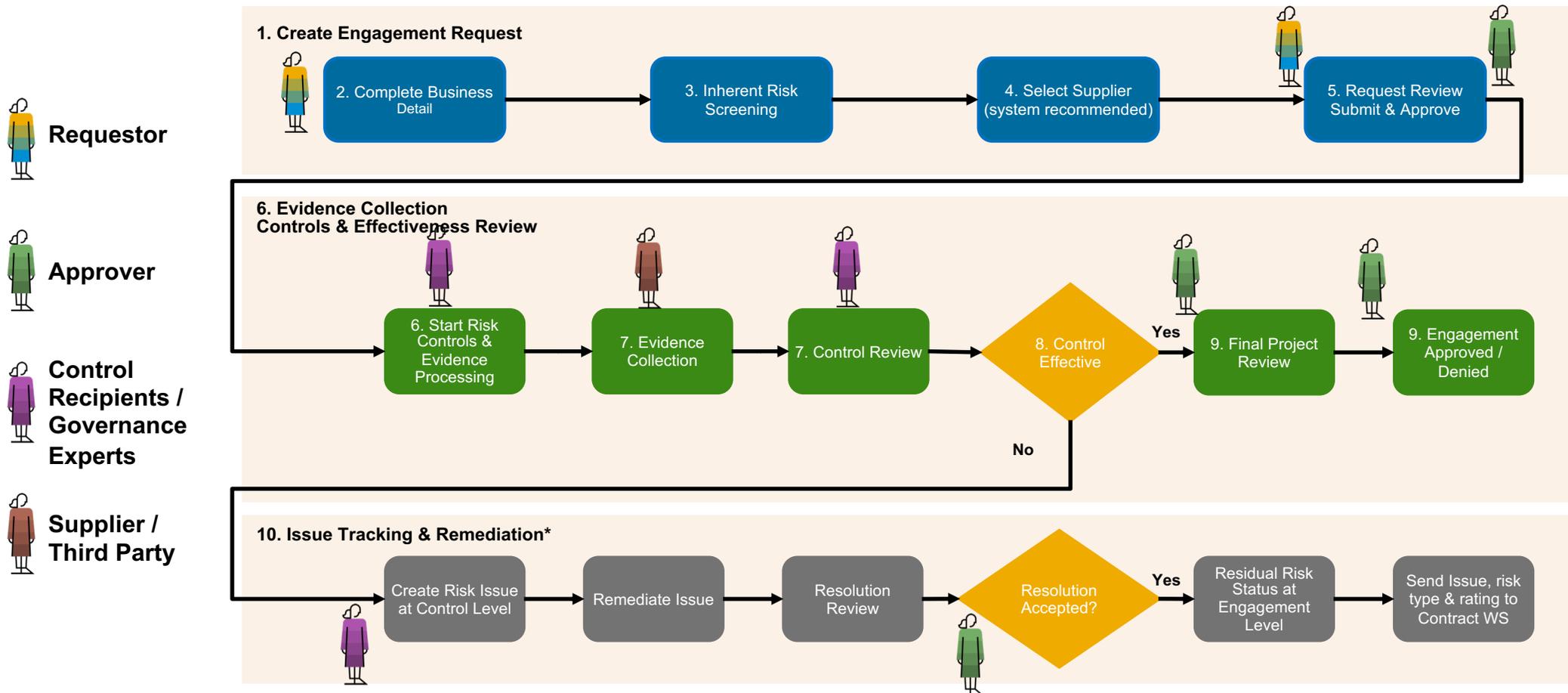
- Inherent and Residual risk scores calculated at risk category level providing visibility into supplier risk
- Intelligent supplier recommendations can fast track engagements to suppliers who already meet risk controls, reducing cost and time of complying with risk processes and regulations

Ability to reuse assessments completed across SLP and SR reduces duplicate effort and data entry for suppliers

- Links Supplier Lifecycle and Performance (SLP) and Supplier Risk (SR) processes

Feature at a Glance

Introducing: Enhanced engagement risk management with controls framework SAP Best Practice Process Flow



* For details, refer to knowledge transfer document: Issue Tracking and Remediation Enhancements - Configurable content and approval workflows_SRISK-36 from Jul 2018 Release

1. Create engagement request

The screenshot displays the SAP Supplier Risk Management interface. At the top, there is a navigation bar with 'HOME', 'SUPPLIER RISK', 'SUPPLIER MANAGEMENT', and 'MORE...'. On the right, there are buttons for 'Recent', 'Manage', and 'Create'. Below the navigation bar, there is a search bar for 'Suppliers' and a search input field labeled 'Search by name or ERP Vendor ID'. The main content area is titled 'Risk overview' and contains several widgets:

- Issues:** 51
- Suppliers Evaluated:** 138
- Risk summary:** A donut chart showing 10 high risk suppliers out of 15873 total. The chart is divided into segments for Low, Medium, High, and Unknown risk levels.
- By risk category:** A bar chart showing the number of suppliers across four categories: Regulatory & legal, Environmental & social, Financial, and Operational. Each category is further broken down by risk level (Low, Medium, High).

A dropdown menu is open from the 'Create' button, listing various actions. The 'Engagement Request' option is highlighted with a yellow border.

Category	Low	Medium	High
Regulatory & legal	~316	~316	~316
Environmental & social	~10000	~1000	~100
Financial	~1000	~100	0
Operational	~1000	~100	~3

2. Compete Business Details

●
Business details

Inherent risk screening

Select supplier

Review request

Delete Cancel Save Next

Engagement Request Filters Questionnaire

1 ***Title**

2 **Commodity**

Search Browse

Data base reporting software
x

3 **Region**

Search Browse

+Add

All
x

4 **Department**

Search Browse

+Add

Finance
x

Engagement Request Filter Questionnaire looks at commodity, Region and Department to determine which screening questions are presented using the master data mapping.

Attribute mapping master data:

CommodityCodes	Departme	Descriptio	QuestionI	Regions	UniqueName
43232305	1	Data base	ERAT001	All	Test 1
43232305	1	Data base	ERAT002	All	Test 2
43232305	1	Data base	ERAT003	All	Test 3
43232306	1	Data base	ERAT004	All	Test 4
43232306	1	Data base	ERAT005	All	Test 5
43232306	1	Data base	ERAT006	All	Test 6
43232307	1	Data mini	ERAT007	All	Test 7
43232307	1	Data mini	ERAT008	All	Test 8
43232307	1	Data mini	ERAT009	All	Test 9
43232305;43232306;43232307	1	Data base	ERAT010	All	Test 10

3. Complete Inherent Risk Screening Questions



Back Cancel Save Next

Engagement Request Screening Questionnaire (RA test smoke test 1)

Triggered Attributes

2 *Will / Does the supplier provide cloud based hosting arrangements?

Yes No

3 *Will / Does the service involve telecommunication or data center service?

Yes No

4 *Will / Does the service involve software development?

Yes No

11 * Will / does the service involve: The processing of cash or physical assets, including IT hardware with a book value >10 million Euro; OR Requires a Physical Security License; OR Information rated: Confidential or higher, Integrity is rated: High or Serious?

Yes No

Screening questions displayed per the commodity / region / department filters chosen and business details

CommodityCodes	Condition	Condition	ControllIds	Departme	Descriptio	Regions	UniqueName
43232305	Yes	ERAT001	ITDR_check_Global	1		All	BCM Training-Reporting Software
43232305	Yes	ERAT002	ITDR_check_Singapore	1		All	Call Tree-Reporting Software
43232305	Yes	ERAT003	Critical_data_element	1		All	Capacity Management Policy-Reporting Software
43232306	Yes	ERAT004	ITDR_check_Global	1		All	BCM Training-User Interface
43232306	Yes	ERAT005	ITDR_check_Singapore	1		All	Call Tree-User Interface
43232306	Yes	ERAT006	Critical_data_element	1		All	Capacity Management Policy-User Interface
43232307	Yes	ERAT007	ITDR_check_Global	1		All	BCM Training-Mining
43232307	Yes	ERAT008	ITDR_check_Singapore	1		All	Call Tree-Mining
43232307	Yes	ERAT009	Critical_data_element	1		All	Capacity Management Policy-Mining
43232305;43232306;43232307	Yes	ERAT010	Internet_infrastructure	1		All	InternetServices-All

4. Select supplier page – top of screen



[Back](#) [Cancel](#) [Review request](#)

Recommended Controls

[First](#) [◀](#) [▶](#) [Last](#) [Viewing: 1/1](#)

<input type="checkbox"/>	Control name	Control description	Control type	Contract clause impact	Regulator mandate	Risk type	Questionnaire
	Internet and Cloud Infrastructure	Internet and cloud services	Vendor	false	false	test	Cloud Visualization Policy
	Critical data element	A data owner must be appointed for all Critical Data Elements	Vendor	false	false	test	Capacity Management Policy
	ITDR check global	The vendor must manage current, projected, and anticipated cloud capacity needs for all technology components used to provide cloud services.	Service	false	false	test	BCM Training
	ITDR check Singapore	The vendor must manage current, projected, and anticipated cloud capacity needs for all technology components used to provide cloud services.	Service				Call Tree

Responses to the screening questions trigger specific controls, again based on master data mappings provided in the Engagement Request Container Project

[First](#) [◀](#) [▶](#) [Last](#) [Viewing: 1/1](#)

4. Select supplier step (this is what is shown at the bottom of the screen)

Selected supplier

A

Automatic Data Processing, Inc., Roseland, US, 1 ADP ...

Legal name: Automatic Data Processing, Inc., Roseland, US, 1 ADP Blvd ...

📍 Roseland, NJ

Select the Supplier associated with the Engagement Request. Click "Review Request."

Other

0/4 match

B

8x8, Inc., San Jose, US, 2125 One1 Dr (S1040918)

Legal name: 8x8, Inc., San Jose, US, 2125 One1 Dr (S1040918)

📍 San Jose, CA

Search Supplier

Search

+Add



Set Supplier

Back

Cancel

Review request

5. Review request – top of screen



[Back](#) [Cancel](#) [Submit Request](#)

Engagement Request Filters Questionnaire (RA smoke test 3)

1	Title	RA smoke test 3
2	Commodity	Data base reporting software
3	Region	All
4	Department	Finance

Engagement Request Screening Questionnaire (RA smoke test 3)

1 Triggered Attributes		
2	Will / Does the supplier provide cloud based hosting arrangements?	Yes
3	Will / Does the service involve telecommunication or data center service?	Yes
4	Will / Does the service involve software development?	Yes
11	Will / does the service involve: The processing of cash or physical assets, including IT hardware with a book value >10 million Euro; OR Requires a Physical Security License; OR Information rated: Confidential or higher, Integrity is rated: High or Serious?	Yes

Supplier

 Automatic Data Processing, Inc., Roseland, US, 1 ADP Blvd Ste 1 (S1040931)
Legal name: Automatic Data Processing, Inc., Roseland, US, 1 ADP Blvd Ste 1

5. Review request – bottom of page

Supplier

A

Automatic Data Processing, Inc., Roseland, US, 1 ADP Blvd Ste 1 (S1040931)
Legal name: Automatic Data Processing, Inc., Roseland, US, 1 ADP Blvd Ste 1 ...
Roseland, NJ

Control Assessments

Assessment Name	Controls
Recommended assessments	
Call Tree	ITDR check Singapore
BCM Training	ITDR check global
Capacity Management Policy	Critical data element
Cloud Visualization Policy	Internet and Cloud Infrastructure
Completed assessments	

Shows the control assessments that are recommended and any that are recommended that may have previously been completed (none shown here)

Review

Review

Review

Review

Submit the request after filling in and reviewing all request details

Back

Cancel

Submit Request

5. Request details page – top of page

This is the view once the request is submitted

Engagement request detail

[Advanced view](#) [View activities](#)

Action ▾

Engagement Summary

Engagement request WS1392522030	Title RA smoke test 5	Status Custom Request Approval - In Progress
Requestor ruchitest	Owner ruchitest	Requested on Jul 7, 2018

Summary information about the Engagement Request

› Approval flow

Tasks

Pending tasks (3)

Name	Action by	Start date	Due date
Send Assessments	Project Owner		
Approval for Engagement Request Screening Questionnaire	ruchitest	Jul 8, 2018	Approve / Deny
Approval for Engagement Request Container Project Template	Project Owner		Add Approvers

Required workflow / tasks

5. Request details page – bottom of page

▼ Risk Assessment Questionnaires

Engagement Request Filters Questionnaire (RA smoke test 5)

1	Title	RA smoke test 5
2	Commodity	Data base reporting software All Commodities Information Technology Broadcasting and Telecommunications Software Data management and query software
3	Region	All
4	Department	Finance All Corporate

Filter questions and answers

Engagement Request Screening Questionnaire (RA smoke test 5)

—	1 Triggered Attributes	
2	Will / Does the supplier provide cloud based hosting arrangements?	No
3	Will / Does the service involve telecommunication or data center service?	No
4	Will / Does the service involve software development?	Yes
11	Will / does the service involve: The processing of cash or physical assets, including IT hardware with a book value >10 million Euro; OR Requires a Physical Security License; OR Information rated: Confidential or higher, Integrity is rated: High or Serious?	Yes

Screening questionnaire questions and answers

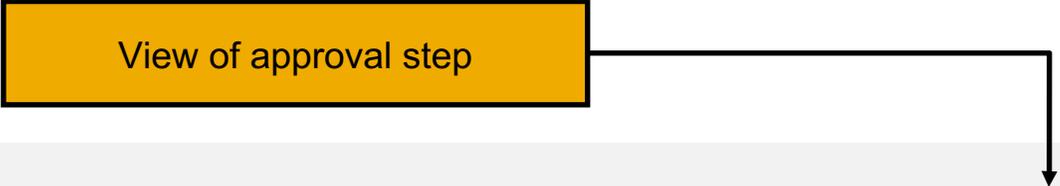
Supplier

Name	Legal name	Contact name
Choice Energy Services Retail, LP	Choice Energy Services Retail, LP	sharada gurrum

Supplier being evaluated

5. Request approval

View of approval step



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Engagement Task Detail

Deny

Approve

Engagement request:	WS1392522030
Engagement Title:	RA smoke test 5
Task Title:	Approval for Engagement Request Screening Questionnaire
Requestor:	ruchitest
Owner:	ruchitest
Requested on:	Jul 7, 2018

Engagement Request Screening Questionnaire (RA smoke test 5)

1 Triggered Attributes

2	Will / Does the supplier provide cloud based hosting arrangements?	No
3	Will / Does the service involve telecommunication or data center service?	No
4	Will / Does the service involve software development?	Yes
11	Will / does the service involve: The processing of cash or physical assets, including IT hardware with a book value >10 million Euro; OR Requires a Physical Security License; OR Information rated: Confidential or higher, Integrity is rated: High or Serious?	Yes

6. Request details page

Engagement Summary			
Engagement request	Title	Status	
WS1392522030	RA smoke test 5	Custom Trigger Evidence and Control Process - In Progress	
Requestor	Owner	Requested on	
ruchitest	ruchitest	Jul 7, 2018	

> Approval flow

▼ Tasks

Once Engagement is Approved, the User click on 'Start' in order to send the recommended assessments

Pending tasks (2)			
Name	Action by	Start date	Due date
Send Assessments	ruchitest	Jul 8, 2018	
Approval for Engagement Request Container Project Template	Project Owner		

Start

Add Approvers

Completed Tasks (1)			
Name	Completed by	Start date	Completed date
Approval for Engagement Request Screening Questionnaire	ruchitest	Jul 8, 2018	Jul 8, 2018

View

Engagement Summary

Engagement request
WS1392522030

Requestor
ruchitest

...ance and Control Process - In Progress

Send Assessments

The Recommended Assessments have been sent

ruchitest Jul 7, 2018

OK

Notification that the assessment was successfully sent

> Approval flow

Tasks

Pending tasks (2)

Name	Action by	Start date	Due date	
Send Assessments	ruchitest	Jul 8, 2018		Start
Approval for Engagement Request Container Project Template	Project Owner			Add Approvers

Completed Tasks (1)

Name	Completed by	Start date	Completed date	
Approval for Engagement Request Screening Questionnaire	ruchitest	Jul 8, 2018	Jul 8, 2018	View

Supplier e-mail Notifications

Notifications sent via e-mail to suppliers to respond to assessment questions

ruchitest Action needed: Complete questionnaire from Buymore - TEST <https://s1.ariba.com/s4/ariba/resource/en_US/images/html/email/image_email_header_black.jpg> Hello Ruchi	3:42 PM
ruchitest Action needed: Complete questionnaire from Buymore - TEST <https://s1.ariba.com/s4/ariba/resource/en_US/images/html/email/image_email_header_black.jpg> Hello Ruchi	3:42 PM
ruchitest Action needed: Complete questionnaire from Buymore - TEST <https://s1.ariba.com/s4/ariba/resource/en_US/images/html/email/image_email_header_black.jpg> Hello Ruchi	3:42 PM
ruchitest Action needed: Complete questionnaire from Buymore - TEST <https://s1.ariba.com/s4/ariba/resource/en_US/images/html/email/image_email_header_black.jpg> Hello Ruchi	3:42 PM
DL Ariba Confluence [confluence] Supplier Management > Supplier Management There's 1 new edit on this page	3:11 AM
DL Ariba Confluence [confluence] Supplier Management > SM - Make code compatible to HANA database	3:09 AM
Yesterday	

You forwarded this message on 7/8/2018 9:11 PM.



Hello Ruchi Aswal,

Buymore - TEST has invited you to complete a questionnaire. This is required so Automatic Data Processing, Inc. can do business with Buymore - TEST.

Questionnaire Overview
Questionnaire name: BCM Training
Respond by: Sun, 08 Jul, 2018

[Submit questionnaire](#)

Best,

SAP Ariba team

Buymore - TEST sourcing site, Event Doc1392510401: BCM Training, Realm: buymore-T, Message ID: MSG56389555, [Submit questionnaire](#)

7. Supplier questionnaire page

Questionnaires



Title	ID	End Time ↓	Status
▼ Status: Open (4)			
BCM Training	Doc1392510451	8/7/2018 11:07 PM	Not Responded
Capacity Management Policy	Doc1392510441	8/7/2018 11:07 PM	Not Responded
Cloud Visualization Policy	Doc1392510431	8/7/2018 11:07 PM	Not Responded
Call Tree	Doc1392510421	8/7/2018 11:07 PM	Not Responded



Risk questionnaires for the supplier to complete appear under the “questionnaire” section on the Ariba network.

All modular questionnaires appear here as well.

Suppliers can respond to all assessments by clicking on the name of the assessment.

7. Buyer user viewing Engagement Request details page

Tasks				
Pending tasks (5)				
Name	Action by	Start date	Due date	
ITDR check Singapore Control Review	ruchitest	Jul 8, 2018		Review
ITDR check global Control Review	ruchitest			
Critical data element Control Review	ruchitest			
Internet and Cloud Infrastructure Control Review	ruchitest			
Approval for Engagement Request Container Project Template	Project Owner			Add Approvers
Completed Tasks (6)				
Name	Completed by	Start date	Completed date	
Send Assessments	ruchitest	Jul 8, 2018	Jul 8, 2018	View
Approval for Engagement Request Screening Questionnaire	ruchitest	Jul 8, 2018	Jul 8, 2018	View
ITDR check Singapore : Call Tree	ruchitest	Jul 8, 2018	Jul 8, 2018	View
ITDR check global : BCM Training	ruchitest	Jul 8, 2018	Jul 8, 2018	View
Critical data element : Capacity Management Policy	ruchitest	Jul 8, 2018	Jul 8, 2018	View
Internet and Cloud Infrastructure : Cloud				View

ITDR check Singapore review has been triggered because the assessment (call tree) was completed

Assessments are now in completed status. Clicking on 'View' takes the user to the assessment responses page.

8. Control effectiveness review page

User marks the control review as effective or ineffective based on the control review responses

Back

Ineffective

Effective

Control review

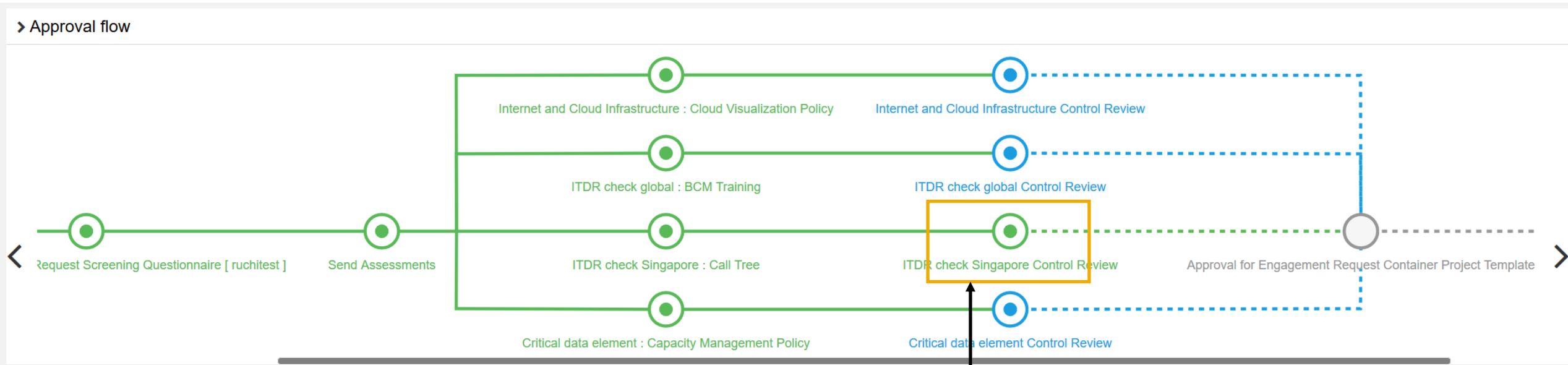
Control ID	Control name	Control description
ITDR_check_Singapore	ITDR check Singapore	The vendor must manage current, projected, and anticipated cloud capacity needs for all technology components used to provide cloud services.
Control type	Contract clause impact	Regulator mandate
Service	true	true
Risk type	Control owner	Decision maker
test	ITDR team	Project Owner

Risk assessment

Assessment ID	Assessment name
WS1392510418	Call Tree

Review

8. Process flow (will be renamed from 'Approval flow')



Once the control review is marked as “effective”, the task is completed and the decision node at that point of the workflow becomes green.

9. Final Project Review

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Engagement Task Detail

Engagement request:	WS1447247654
Engagement Title:	tpn-buymore-0830-007
Task Title:	Approval for Third Party Risk Status
Requestor:	ruchitest
Owner:	ruchitest
Requested on:	Aug 29, 2018

Once all controls have been completed and reviewed, the engagements is approved or denied.

Enhanced engagement risk management with controls framework - How to enable feature

This feature is “off” by default.

In order to enable the feature in a realm, please submit a Service Request to Ariba Customer Support to enable the following features:

1. New engagement request process (ID: SR-EngagementRequest)
2. Questionnaire Management (ID: SM-6130)
3. “Supplier360Questionnaire” in SM admin, as this will give access to Questionnaire Tile in the Supplier 360

Note: The following capabilities supported on the current engagement risk process are not yet built in the enhanced engagement risk manage with controls framework:

- Inherent risk scores
- Optional supplier selection during request submission
- Ad-hoc risk controls / assessments