



SAP Ariba 

Feature at a Glance

Action queue for engagement projects

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CONFIDENTIAL

Feature at a Glance

Introducing: Action queue for engagement projects

Ease of implementation

● High touch

Geographic relevance

● Global

Customer challenge

Control-based risk assessment projects involve actions to be completed by users at multiple stages of the project lifecycle. A Supplier Risk user might have multiple risk assessment projects in different phases in progress simultaneously with each requiring actions at different times. Email notifications might be missed and projects stalled. Today the user is not able to easily find the specific or most pressing actions when entering Supplier Risk from the initial dashboard.

Meet that challenge with SAP Ariba

This feature introduces a new Action queue page for users to access their open approvals, To Do tasks, and other actions for control-based risk assessment projects. A new Actions tile is available on the Supplier Risk dashboard that shows the number of open approvals, To Do tasks, and other actions. As actions are completed, they are automatically removed from the action queue.

Experience key benefits

This feature introduces a new Action queue page for users to access their open approvals, To Do tasks, and other actions for control-based risk assessment projects accessed via an “Actions” tile on the front page dashboard. The Action tile and Action queue also indicate in red or orange the actions in need of immediate attention, determined by due dates or expiration dates, or if they are due soon or overdue, helping users to better to prioritize work and efficiently complete actions across their various engagements.

Solution area

SAP Ariba Supplier Risk

Implementation information

This feature is automatically on for all customers with the applicable solutions but requires **customer configuration**.

Prerequisites and Restrictions

Control-based engagement risk assessment projects must be enabled in your site.

To enable the Action queue, a member of the Customer Administrator group in your organization must enable the self-service site configuration parameter
Application.SR.Engagement.EnableActionQueue

Feature at a Glance

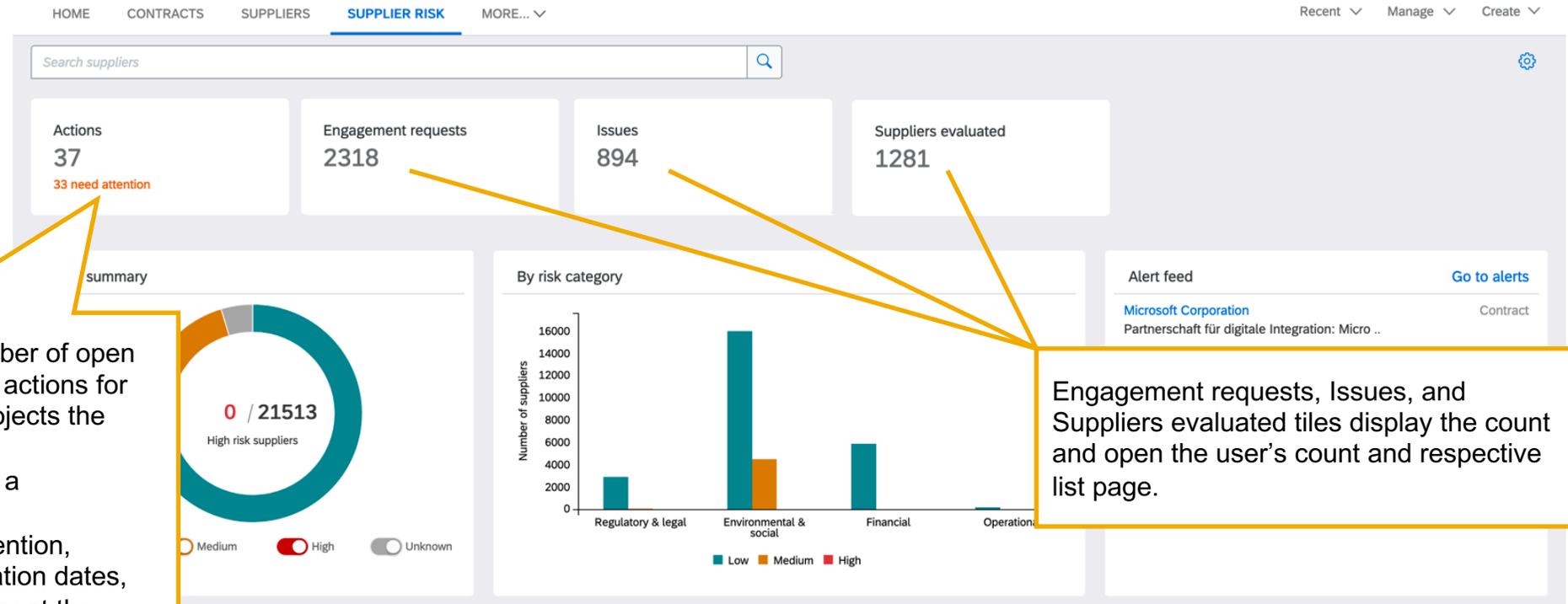
Introducing: Action queue for engagement projects

Detailed feature information:

This feature introduces a customer configurable parameter: **Application.SR.Engagement.EnableActionQueue** to turn on the Action queue.

When the feature parameter is turned **on**, the default actions created include open approvals, To Do tasks, and other actions assigned the user either as an individual or as a member of a project group.

The Supplier Risk **dashboard** will display tiles that link the user to the Action queue as well as tiles for the user's engagement requests, issues, and evaluated suppliers and the counts of items for each associated list page.



- The **Actions** tile displays the number of open approvals, To Do tasks, and other actions for control-based risk assessment projects the user is able to act on.
- The **Actions** tile takes the user to a new **Action queue** page.
- If any actions need immediate attention, determined by due dates or expiration dates, the number of these actions appear at the bottom of the Actions tile in an orange color.

Engagement requests, Issues, and Suppliers evaluated tiles display the count and open the user's count and respective list page.

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Detailed feature information:

The parameter to create Control Review and Assessment related actions will be "on" by default.

Application.SR.Engagement.CreateActionsForControlsAndAssessments can be turned "off" if these actions are not desired.

- Control reviews will have actions created for decision makers. If the assessment is not yet returned and the control unable to be reviewed, the status action status will reflect "Waiting for response." When the assessment is received and approved, the control review action status will change to "Ready."
- If assessments are "internal," the recipient will see an action when an internal assessment is received and able to be completed. Approvals related to assessments will generate actions.

The parameter to create actions for pending To Do and approval tasks for engagement projects and their associated issues and assessment questionnaires will be "on" by default. **Application.SR.Engagement.CreateActionsForToDoAndApprovalTasks** can be turned "off" if these actions are not desired.

The screenshot shows the 'Action queue' interface in SAP. It features a table with columns for Actions, Status, Created date, Due date, Supplier, and Assignee. A callout box points to the column headers, stating: 'User can select which columns to display in the Action queue' and 'Each column can be filtered to locate specific actions'. Another callout points to a specific action row, stating: 'Control review status is based on if the assessment has been returned and approved'. A third callout points to the action title, stating: 'Action title links the action owner directly to the page where the action can be completed'. A fourth callout points to the engagement request ID, stating: 'Workspace ID in the action directs the action owner to the relevant workspace depending on action type.' Below the table, there are three more action items: 'Send Assessments Task' (To Do task | Engagement request: WS14835314), 'Issue Definition' (To Do task | Issue: WS14532336), and 'Approval for Issue Resolution' (Approval task | Issue: WS14756301).

- User can select which columns to display in the Action queue
- Each column can be filtered to locate specific actions

Control review status is based on if the assessment has been returned and approved

Action title links the action owner directly to the page where the action can be completed.

Workspace ID in the action directs the action owner to the relevant workspace depending on action type.

- Engagement related actions to the engagement details
- Issue related actions to the issue workspace
- Assessment actions to the assessment page