knowledge14®

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Vendor Performance Management

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Agenda

Logistics of the Lab

Get started loading the necessary plug-ins

Overview of Vendor Performance Management

Short Demonstration of VPM

Begin the Labs

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Lab Logistics

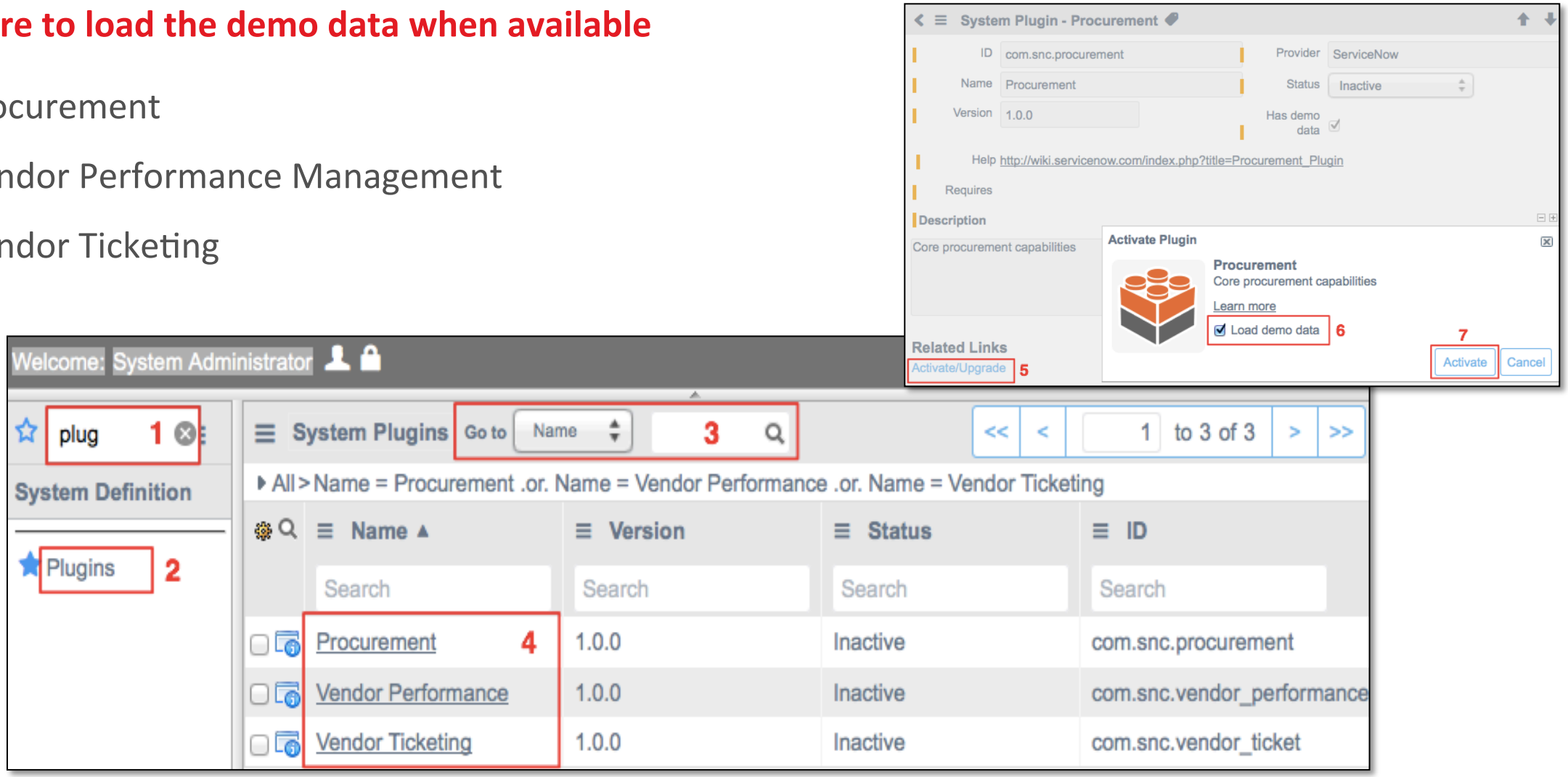
- Everyone has their OWN instance
- Each instance is a generic load of Eureka
- The vast majority of the functionality shown in the lab is available in Dublin TODAY
- The lab guides and presentations will be available for download after the conference
- Once the lab starts, it is completely self-paced. Proctors are available to assist you if you need some assistance.
- Instances will be decommissioned a few hours after the end of the lab

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Installing your Plug-ins

Be sure to load the demo data when available

- Procurement
- Vendor Performance Management
- Vendor Ticketing



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What is Vendor Performance Management?

- Vendor Performance Management
  - A solution for assessing vendor performance and providing vendor managers with consolidated views and tools to make decisions
    - Targeted towards IT vendor managers
    - Gathers data from users and actual records
    - Measures vendors against their commitments

- Vendor Management / Supplier Management
  - Typically corporate solutions, often part of ERP
  - Most of the focus is on data tracking, supplier on-boarding, and bidding process

- Vendor Performance is a sub-set of Vendor Management

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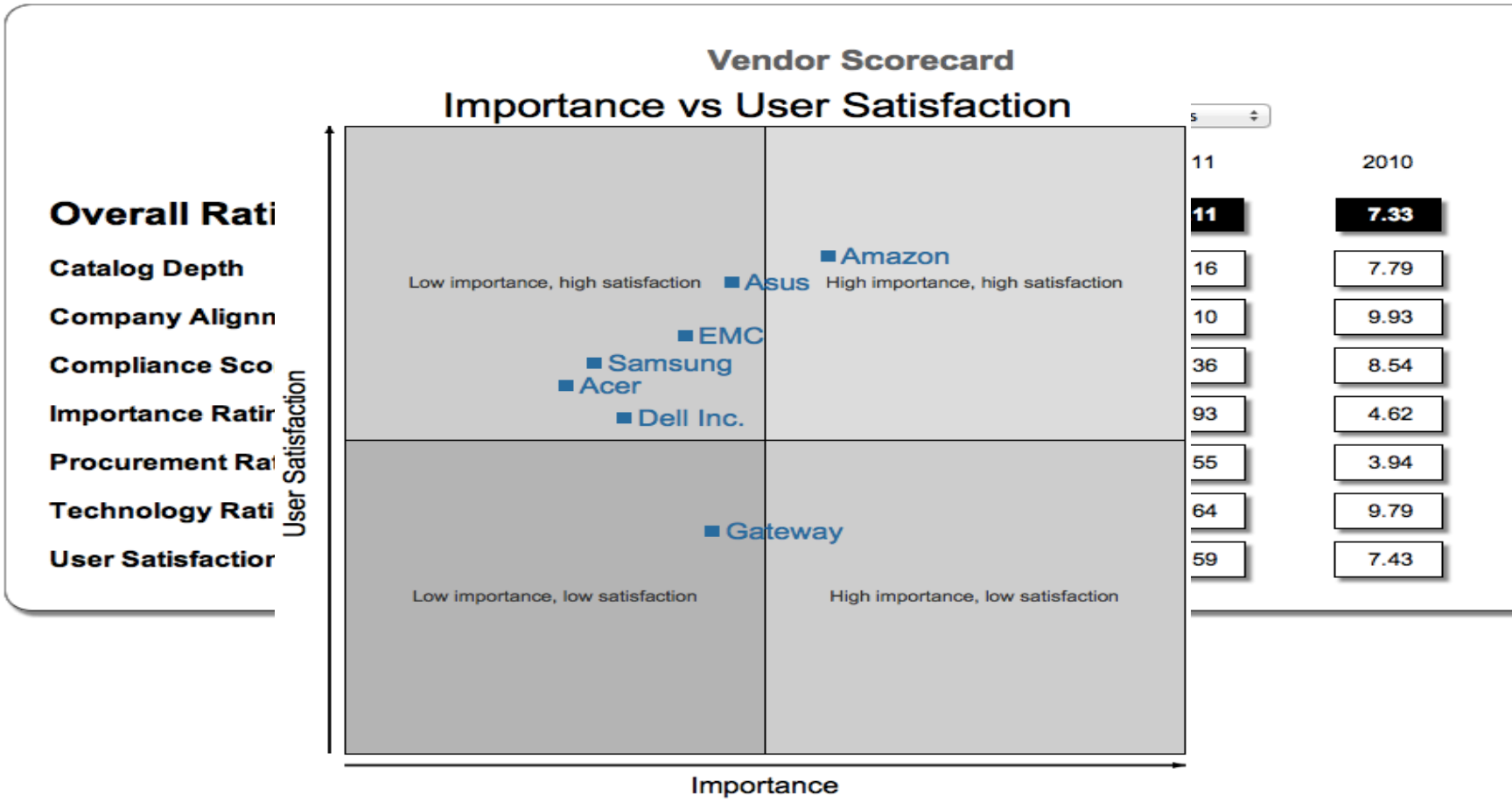
Vendor Performance Management

Problem

Companies are reliant on their technology suppliers and partners, but have no way of assessing their performance and comparing them to decide which partners to do business with

Solution

ITSA application for driving more value from vendors and suppliers by evaluating and comparing them across common criteria



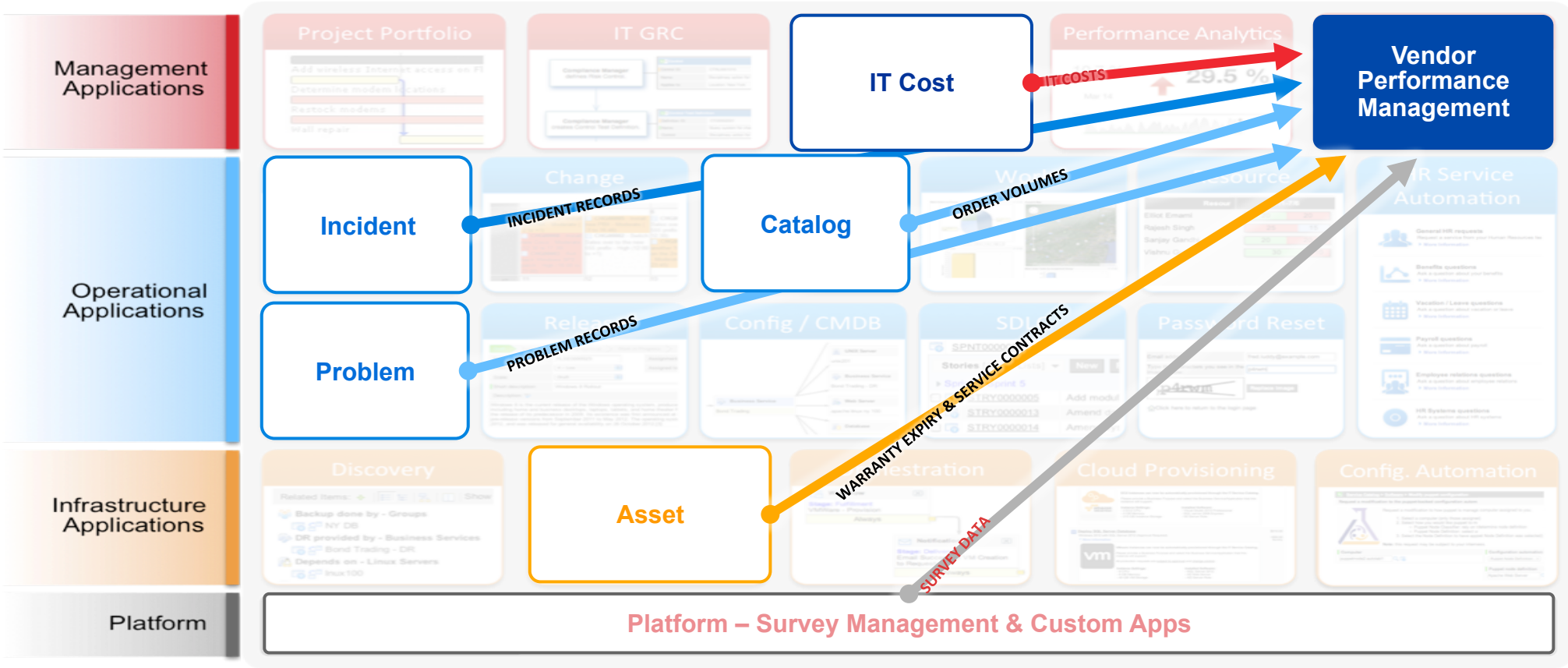
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Vendor Performance Management Application

Key Benefits	Key Features
• Single version of truth • Jump start vendor management • Drive vendor improvement • Reduce operational costs • Mitigate risk	• Scorecards • Decision Matrix • Assessments • Vendor Compliance • Vendor Ticketing • Vendor Credit Tracking • Vendor Contact Management • Live Feed Integration

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Vendor Performance Management



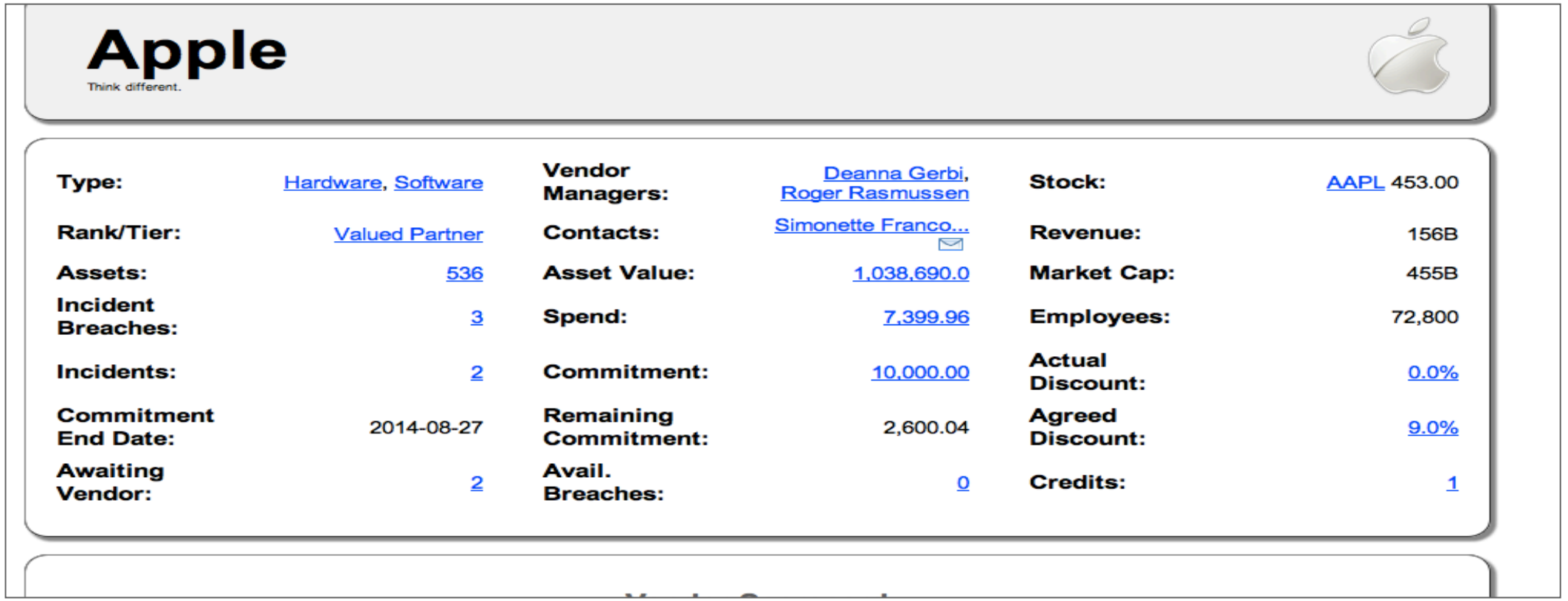
Single data model provides the first truly integrated vendor performance management

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Elements of Vendor Performance Management

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Scorecard – Summary Data

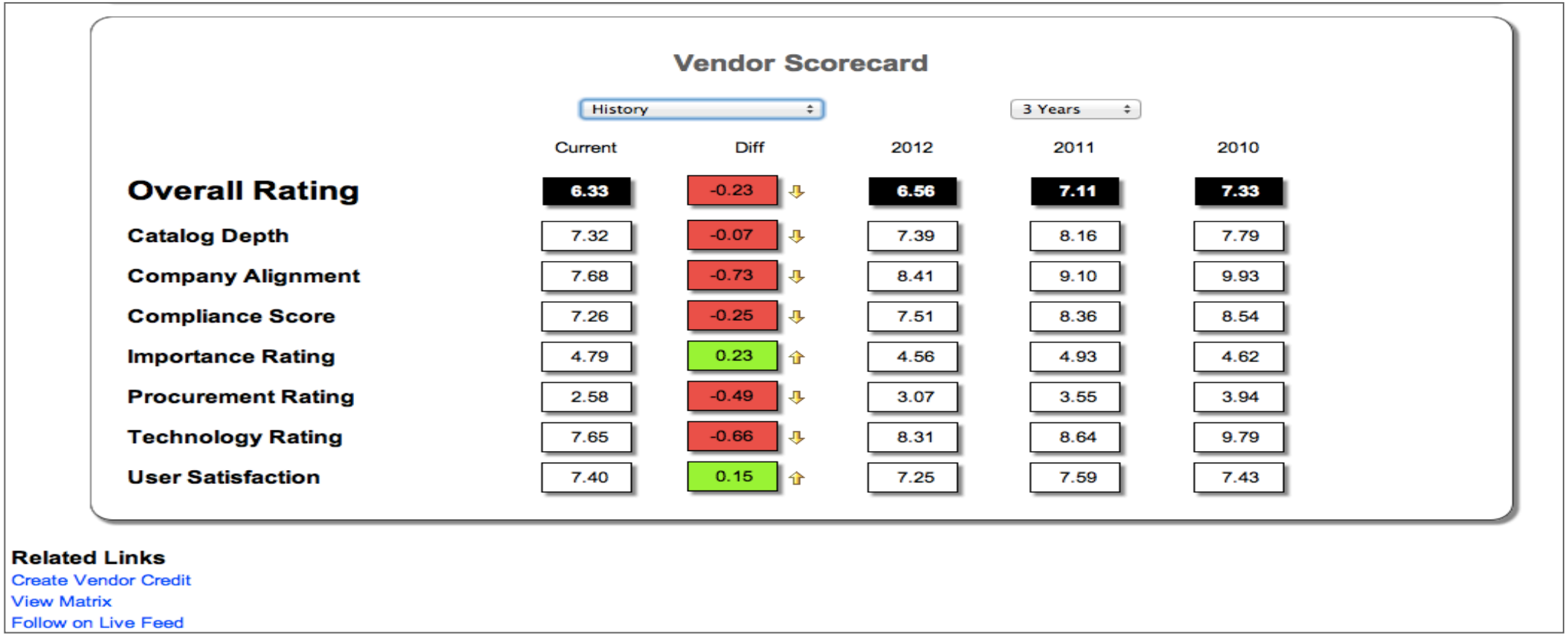


Scorecard - Summary

Shows consolidated data from many different areas of ServiceNow including vendor, incident, SLA, outage, asset, procurement, and contract. It also shows some basic financial data that links to Google Finance. Instead of spending days gathering this info, it is now always ready and available.

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Scorecard – Assessment Results

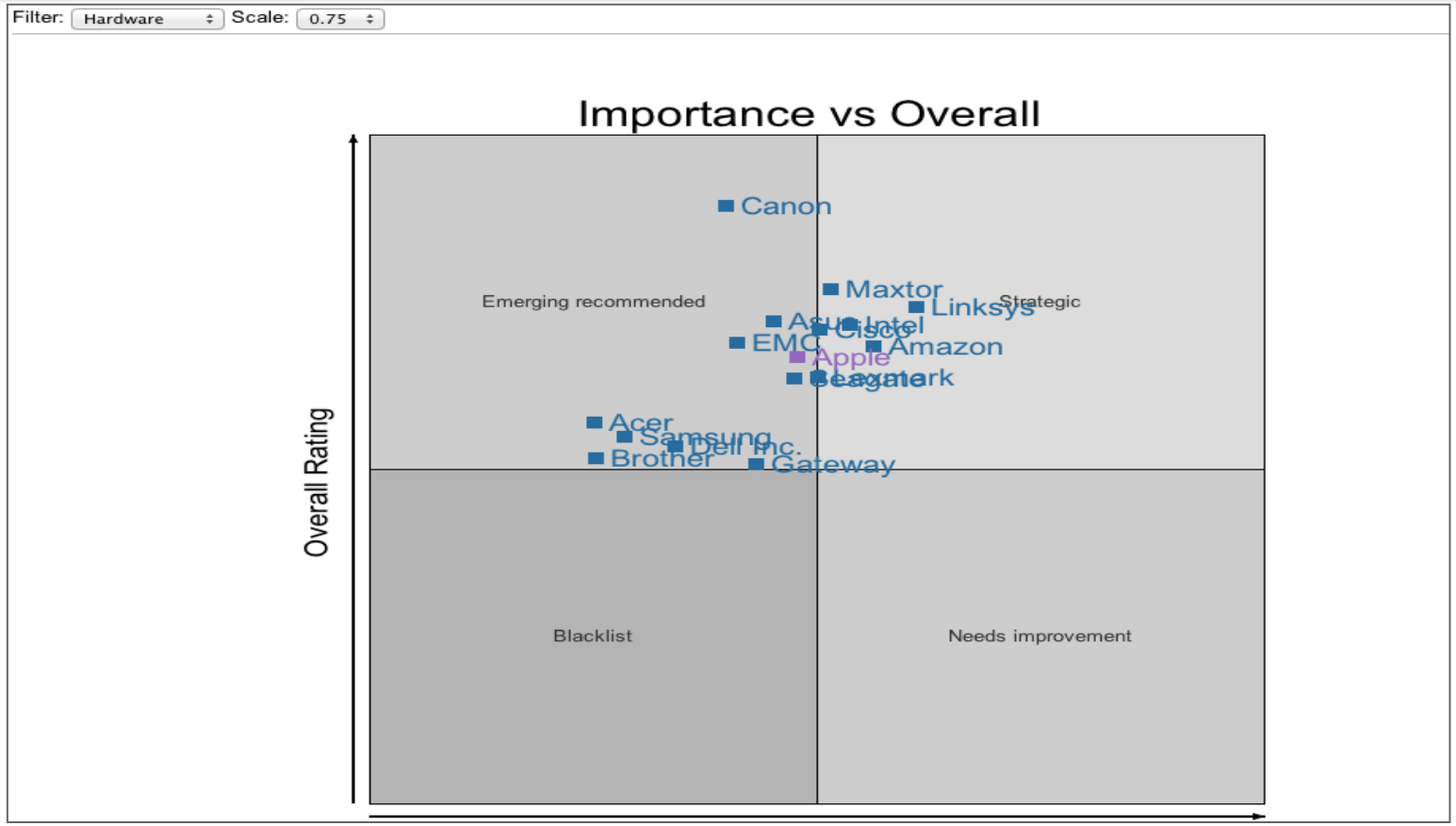


Scorecard – Assessment Results

Shows the weighted results of the Assessment in a dynamic display that allows to data to be compared, trended, and even displayed graphically. It is also the interface for live feed for that vendor.

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Decision Matrix

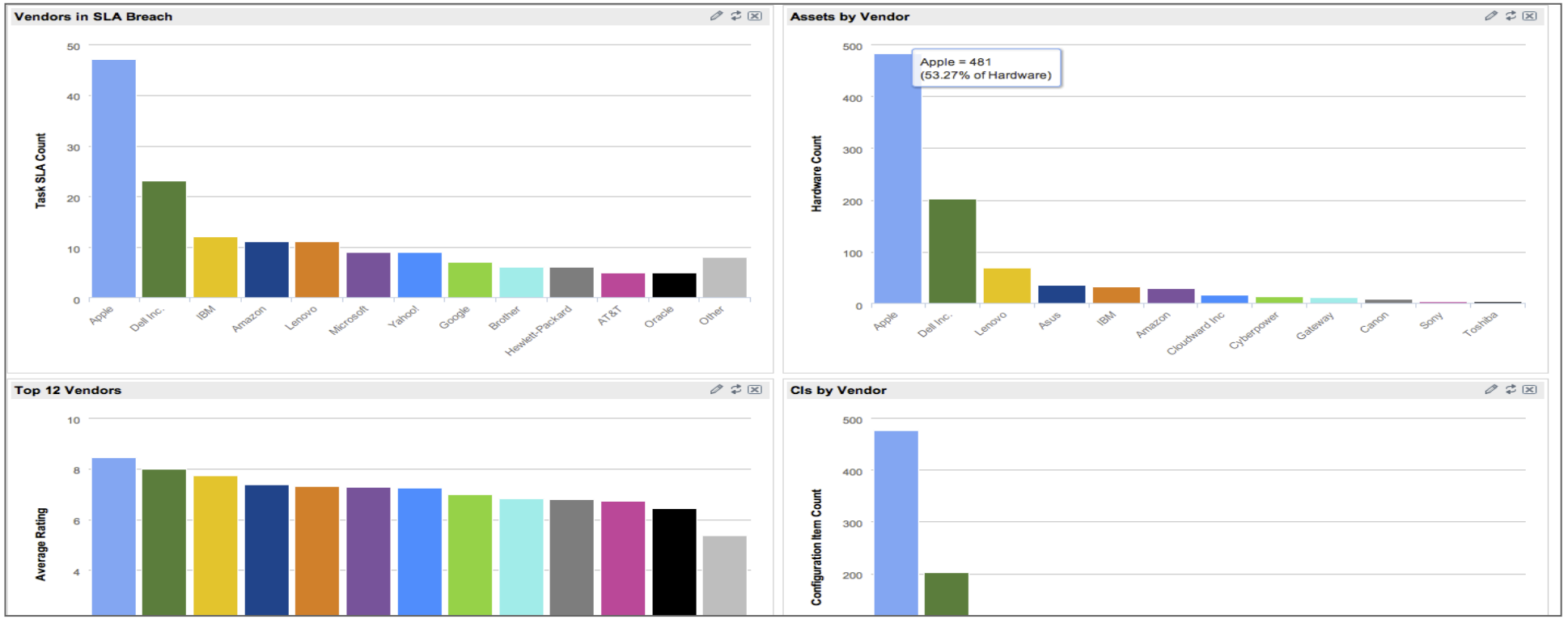


Decision Matrix

New graphical tool that is used to make decision by plotting selective results in a grid. The business can define many decision matrices and completely control the look and feel and formatting. The DM is easily configured with no programming required.

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Vendor Overview Page

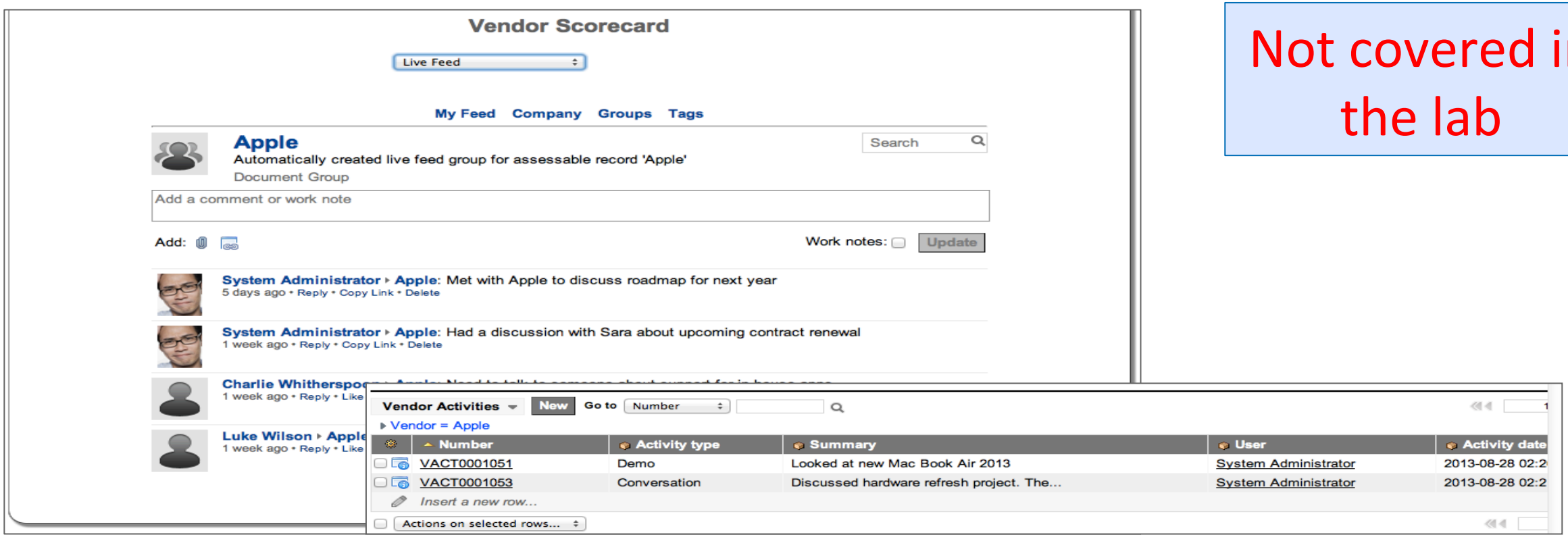


Vendor Overview Page

Display lots of valuable comparative reports across all vendors. A great place for IT leadership and vendor managers to go in order to understand their vendor landscape

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Vendor Live Feed



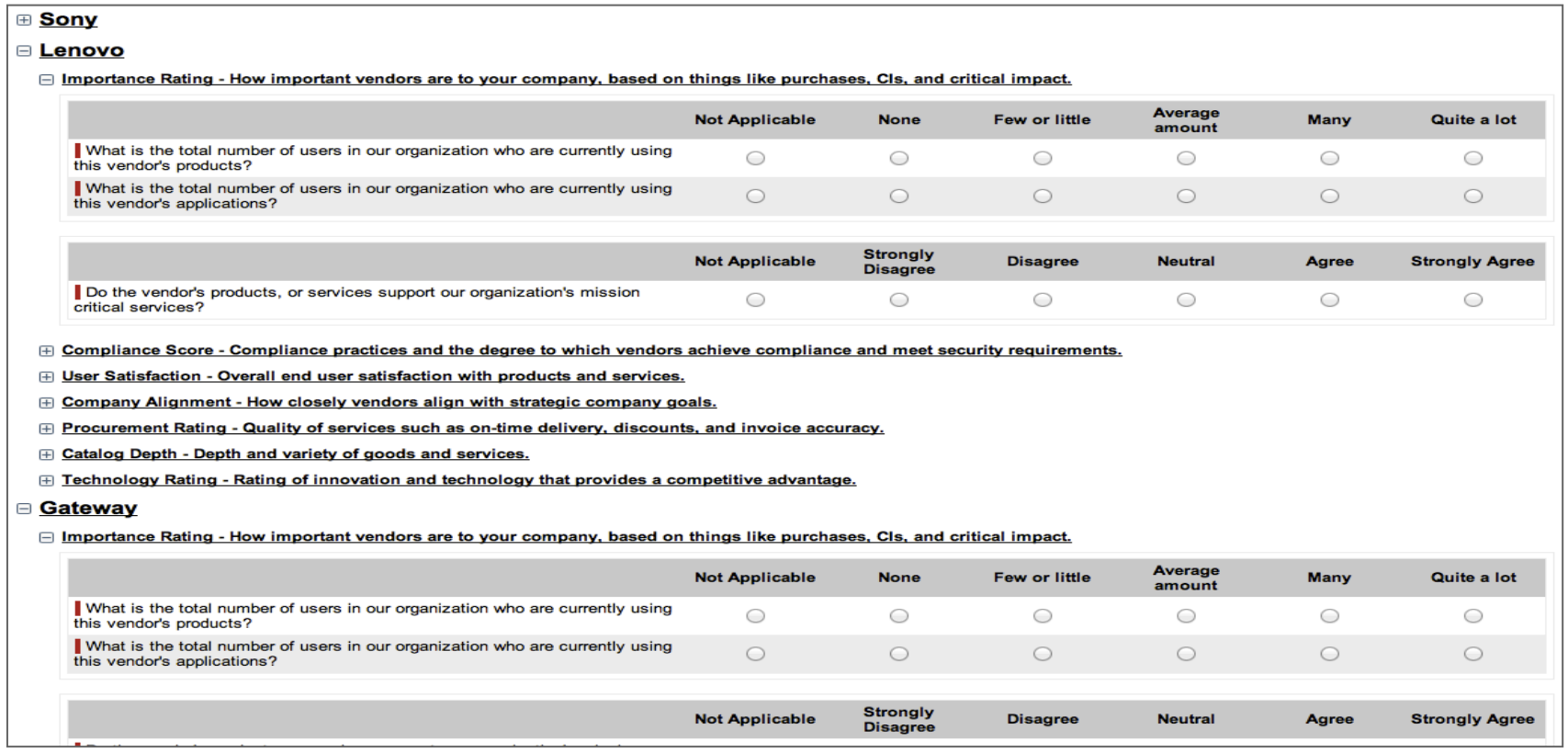
Not covered in the lab

Vendor Live Feed and Activities

Captures all the anecdotal feedback and conversation between vendors and the organization using Live Feed. The vendor activities allows you to record every event with a vendor in a structured manner so that you can drive reporting and workflow based processes.

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Vendor Assessment Questionnaire



Sony

Lenovo

Importance Rating - How important vendors are to your company, based on things like purchases, CIs, and critical impact.

	Not Applicable	None	Few or little	Average amount	Many	Quite a lot
What is the total number of users in our organization who are currently using this vendor's products?	○	○	○	○	○	○
What is the total number of users in our organization who are currently using this vendor's applications?	○	○	○	○	○	○

	Not Applicable	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Do the vendor's products, or services support our organization's mission critical services?	○	○	○	○	○	○

Compliance Score - Compliance practices and the degree to which vendors achieve compliance and meet security requirements.

User Satisfaction - Overall end user satisfaction with products and services.

Company Alignment - How closely vendors align with strategic company goals.

Procurement Rating - Quality of services such as on-time delivery, discounts, and invoice accuracy.

Catalog Depth - Depth and variety of goods and services.

Technology Rating - Rating of innovation and technology that provides a competitive advantage.

Gateway

Importance Rating - How important vendors are to your company, based on things like purchases, CIs, and critical impact.

	Not Applicable	None	Few or little	Average amount	Many	Quite a lot
What is the total number of users in our organization who are currently using this vendor's products?	○	○	○	○	○	○
What is the total number of users in our organization who are currently using this vendor's applications?	○	○	○	○	○	○

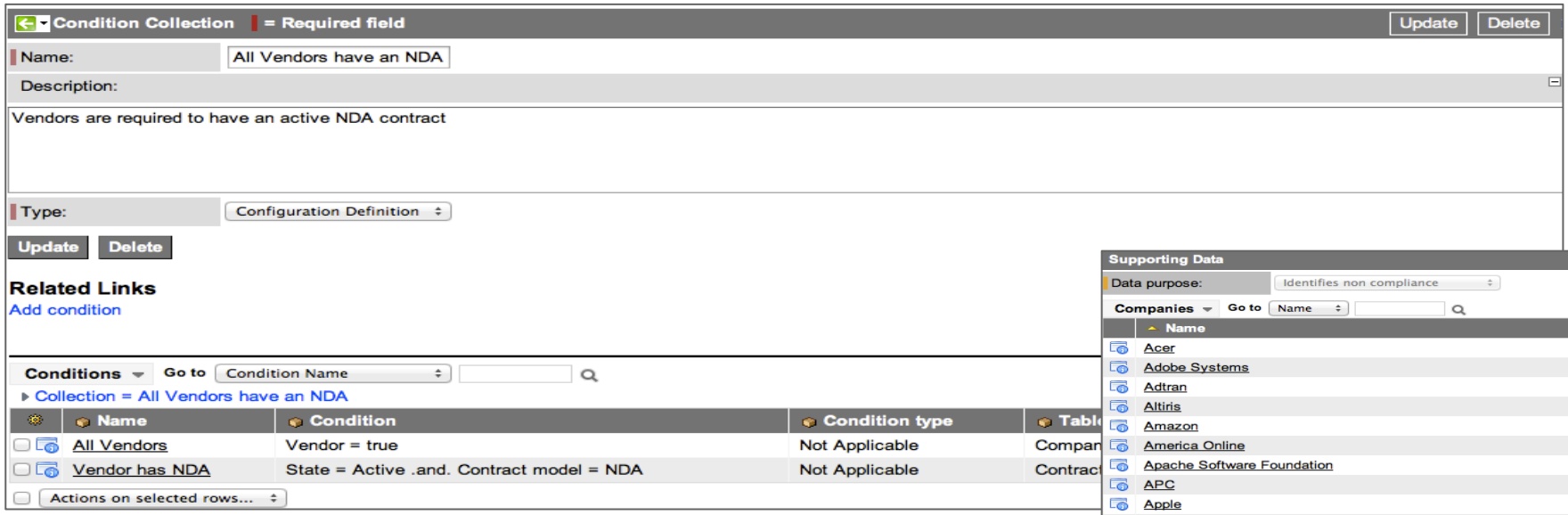
	Not Applicable	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

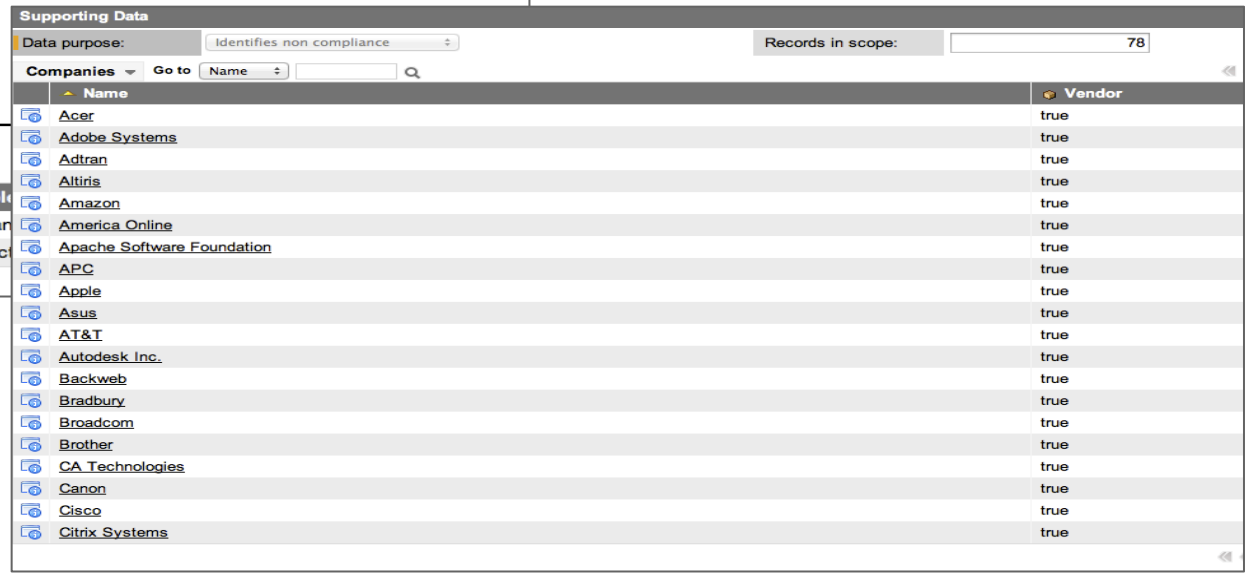
Vendor Assessment Questionnaire

Allows vendor performance to gather essential from employees familiar with the vendor. Intelligence is built into the system so that respondents are only asked questions about the vendors they are familiar with and the type of subject categories they know how to answer.

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Vendor Compliance – using IT GRC





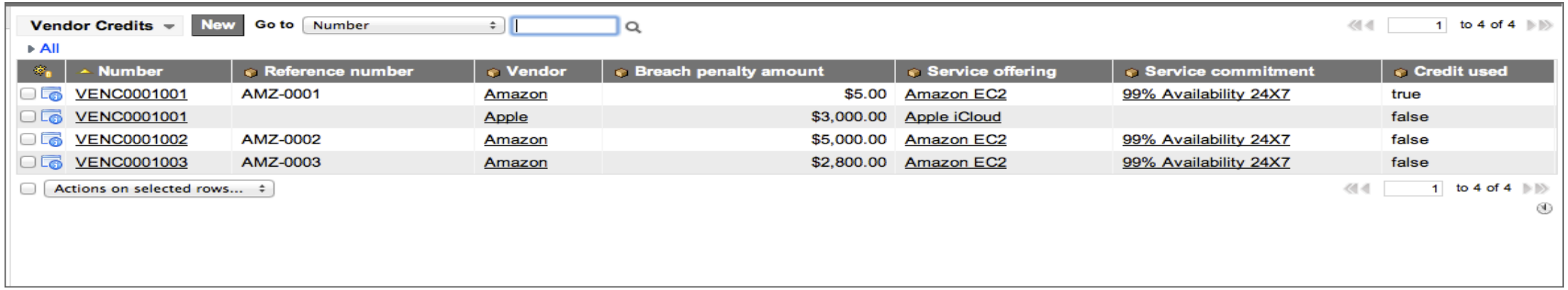
Not covered in the lab

Vendor Compliance – using IT GRC

Leverages our IT GRC app in an integrated manner so that you can governance any number of policies around vendor compliance.

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Vendor Credits



Vendor Credits

Vendor or Service Credits is a record that the vendor owes the customer compensation for breaching an agreement or contract. It is often expressed in either money or time. You can track vendor credits in ServiceNow and when you use them so that the compensation amount is not wasted.

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Demonstration of Vendor Performance Management

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Top Takeaways

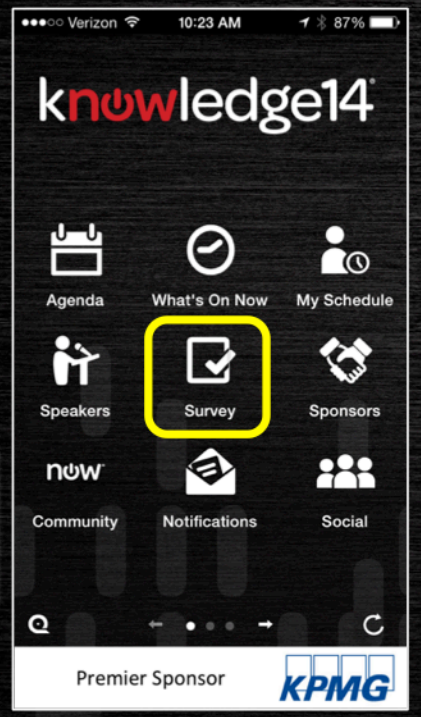
1 Vendor Performance Management is NOT Vendor Management

2 The more ServiceNow solutions you use, the more value you get from VPM

3 It's easy to extend and enhance VPM to meet your specific needs

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Tell us what you think!



Click on the survey link in your Knowledge14 mobile app. Help us make Knowledge 15 even more valuable!

Thank You

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