



Implementation of **ServiceNow** Third-Party Risk Management

Background

NTT Data, a prominent global technology services provider, increasingly relies on third-party vendors and suppliers to support its expansion, facilitating instantaneous transactions, seamless access to information, and optimized user experiences. While these partnerships are vital for business operations, they also introduce potential risks. Previously, NTT Data managed vendor information using spreadsheets and email methods that were susceptible to human error. Consequently, the organization sought to consolidate vendor data management onto a unified platform and establish a distinct vendor portal to safeguard internal data from external parties. The project scope included implementing a due diligence and sanction process, incorporating the Inherent Risk Questionnaire (IRQ) and IRQ Triage before the final assessment submission for third-party vendors. Furthermore, NTT Data requested that a catalog form in ServiceNow be created to streamline the process of requesting new third parties or engagements before initiating business with an organization.

Solution

Nihilent, a prominent global consulting and solutions integration firm, was engaged in deploying the ServiceNow Third-Party Risk Management (TPRM) system for NTT. This implementation aimed to consolidate the management of all third-party vendors into a unified platform, thereby optimizing and streamlining the associated processes.

Assessment and Workshops:

The implementation commenced with a comprehensive analysis of NTT's vendor management procedures. Nihilent collaborated closely with the client to pinpoint issues, identify deficiencies, and determine potential areas for enhancement. Following the finalization of requirements, the team initiated the implementation phase.

Design and Implementation:

Based on the assessment, Nihilent developed and executed a tailored Third-Party Risk Management (TPRM) solution that aligns with NTT's business objectives and strategic goals.

ServiceNow TPRM Implementation:

Transform Map Creation: Developed a Transform Map to facilitate the import of third-party vendors along with their primary contacts.

- **Catalog Form Development:** Established a Catalog form to enable requests for new third parties and engagements within the ServiceNow platform.
- **Process Customization:** Tailored the out-of-the-box (OOB) sanction and due diligence processes to align with NTT's business objectives.
- **Internal Triage Assessment:** Implemented an internal triage assessment that must be completed before dispatching the questionnaire to third-party vendors.
- **Risk Domain Questionnaire:** Created a comprehensive 7 Risk Domain Questionnaire for vendors, encompassing health and safety, environmental, social, and governance (ESG) factors, sustainability, and business integrity.
- **Risk Rating Customization:** Adjusted the risk rating criteria based on the questionnaire results.
- **Vendor Management Workspace:** Customized the vendor management workspace to enhance functionality for internal users.
- **Vendor Portal Customization:** Adapted the vendor portal to allow third-party contacts to review all their assessments.
- **Signature Page Customization:** Modified the vendor and reviewer signature pages to better align with NTT's strategic goals.
- **UI Action Button Implementation:** A user interface (UI) action button was implemented on the vendor profile for the German Vendor Ownership Team. This functionality facilitates the automated creation of a Vendor Risk Assessment record within the Supplier Chain Due Diligence Assessment (SCDDA) framework.

Testing:

The solution underwent rigorous end-to-end testing to verify its functionality and alignment with the client's specifications. A thorough User Acceptance Testing (UAT) process was subsequently conducted to confirm that the solution met all established requirements.

Rollout:

Nihilent collaborated with the client to implement the Third-Party Risk Management (TPRM) solution across their global workforce, ensuring continued support and maintenance.

Results:

Implementing the ServiceNow Third-Party Risk Management (TPRM) process enabled NTT to consolidate the management of all third-party vendors onto a unified platform. This transition eliminated the reliance on spreadsheets for data handling, thereby minimizing the potential for human error.

Increased Efficiency:

By implementing the ServiceNow Third-Party Risk Management (TPRM) solution, NTT significantly enhanced its ability to manage and prioritize risks more efficiently. This implementation also enabled NTT to mitigate potential threats, including data breaches, cyber-attacks, the misuse of customer information, financial losses, customer attrition, and reputational harm.

Improved Vendor Manager and Vendor Contact Experience:

The customization of the vendor management workspace significantly enhanced the efficiency with which vendor managers oversee their vendor portfolios. Likewise, the tailored modifications to the vendor assessment portal allowed vendor contacts to consolidate and access all their engagements and assessments through a unified platform.



Conclusion

Nihilent's implementation of ServiceNow's Third-Party Risk Management (TPRM) system significantly enhanced NTT's vendor management processes, particularly regarding efficiency and data security. The ServiceNow TPRM solution addressed the challenges of managing critical vendors by enabling NTT to streamline oversight and administration of these relationships. Moreover, the system provided vendor representatives with a unified platform to address all concerns about their organizational engagements, fostering more effective communication and collaboration.