Cade Killough

The Game Changer: Streamline Vendor Management

KEYS CONFERENCE

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Disclaimer

A FEW THINGS FIRST

This presentation is for information only.
Evaluate risks before acting based on ideas from this presentation.

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Cade Killough

Software Specialist

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Agenda

1 Game Changers

2 Vendor Requests

3 Contract , Document, and General Reviews

4 Hidden Features

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Game Changers

In our Lives

5

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Smart Phones

From 2007 to 2018 Apple sold over 2.3 billion iPhones.

6

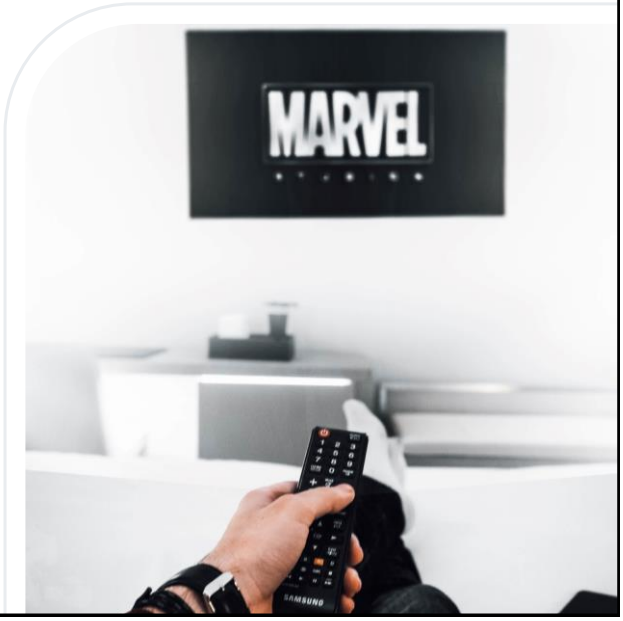
Laundry Machines

The first “modern” washing machine was invented in 1868.

7

TV Remotes

The average TV watcher will spend 3 weeks looking for the remote.



8

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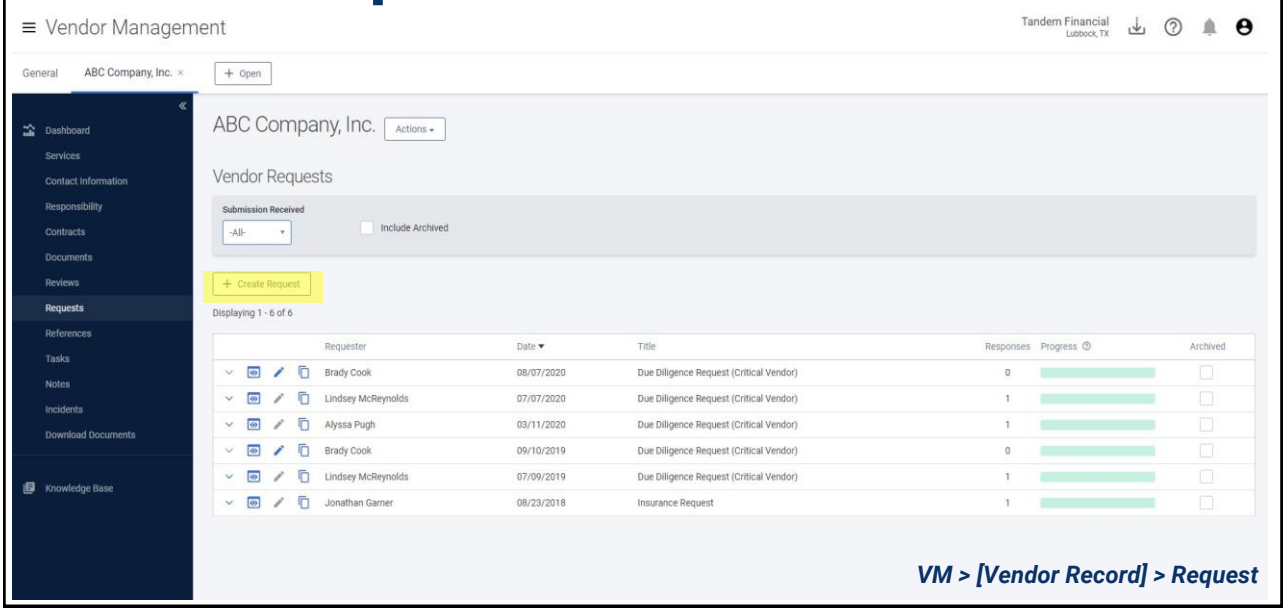
Vendor Requests

Making your life easier

9

Vendor Requests

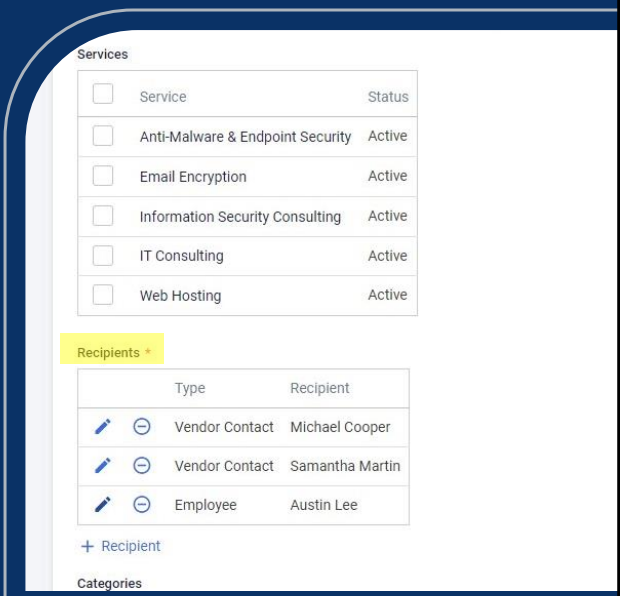


VM > [Vendor Record] > Request

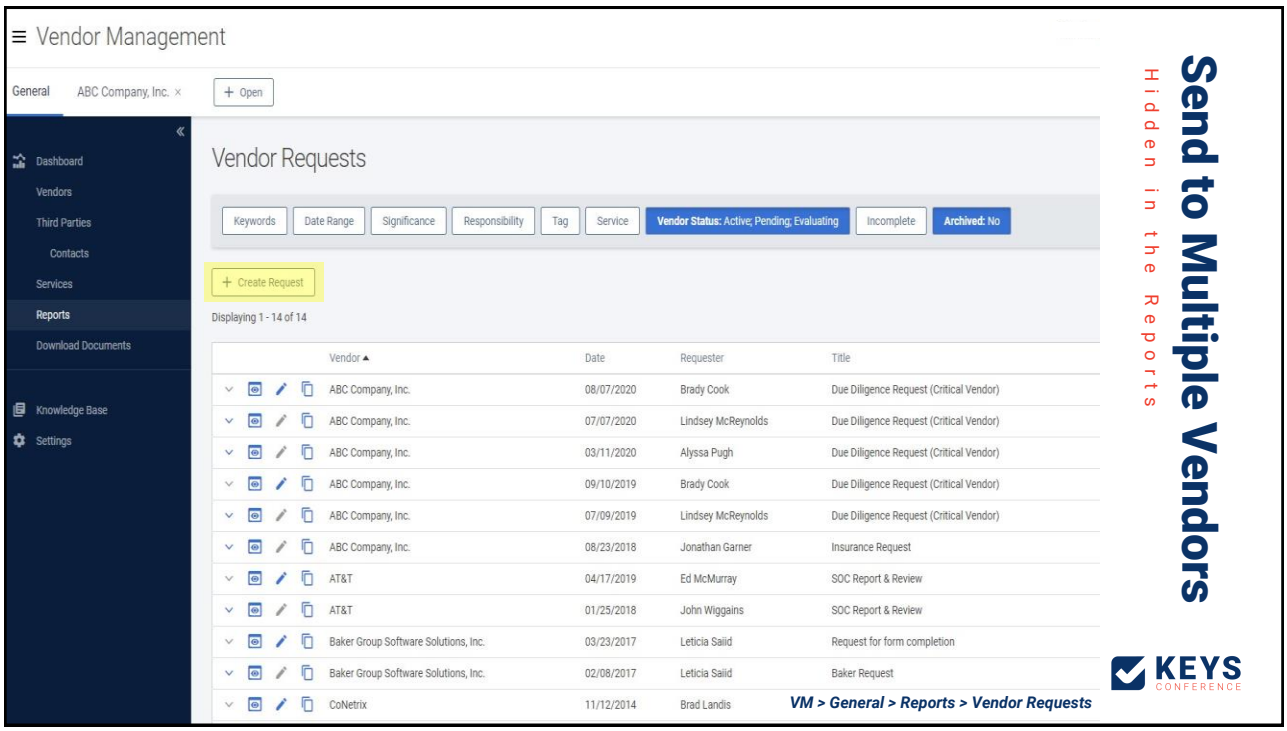
10

Multiple Contacts

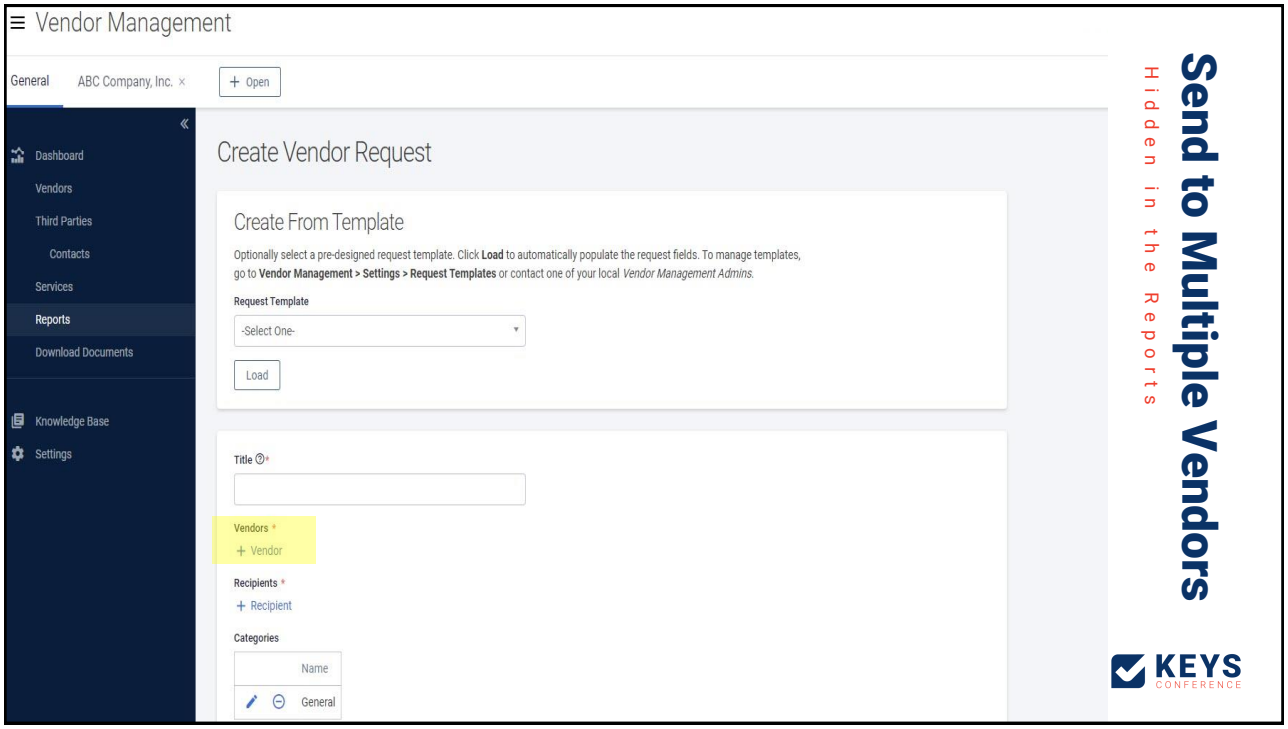
Requests are more like tests than group projects.



11



12


Vendor Management
General
ABC Company, Inc.
Open
Dashboard
Vendors
Third Parties
Contacts
Services
Reports
Download Documents
Knowledge Base
Settings
Create Vendor Request
Create From Template
Optionally select a pre-designed request template. Click Load to automatically populate the request fields. To manage templates, go to Vendor Management > Settings > Request Templates or contact one of your local Vendor Management Admins.
Request Template
-Select One-
Load
Title
Vendors
Vendor
Recipients
Recipient
Categories
Name
General
Send to Multiple Vendors
Hidden in the Reports
KEYS
CONFERENCE

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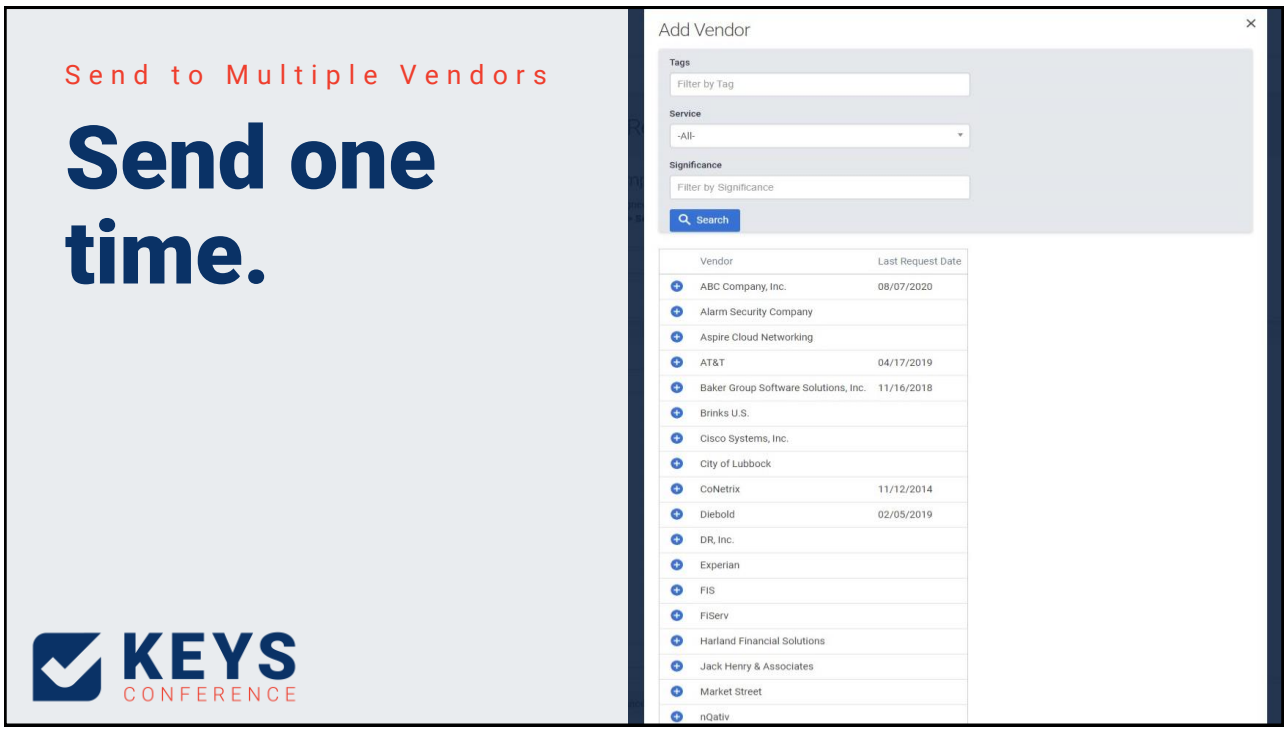
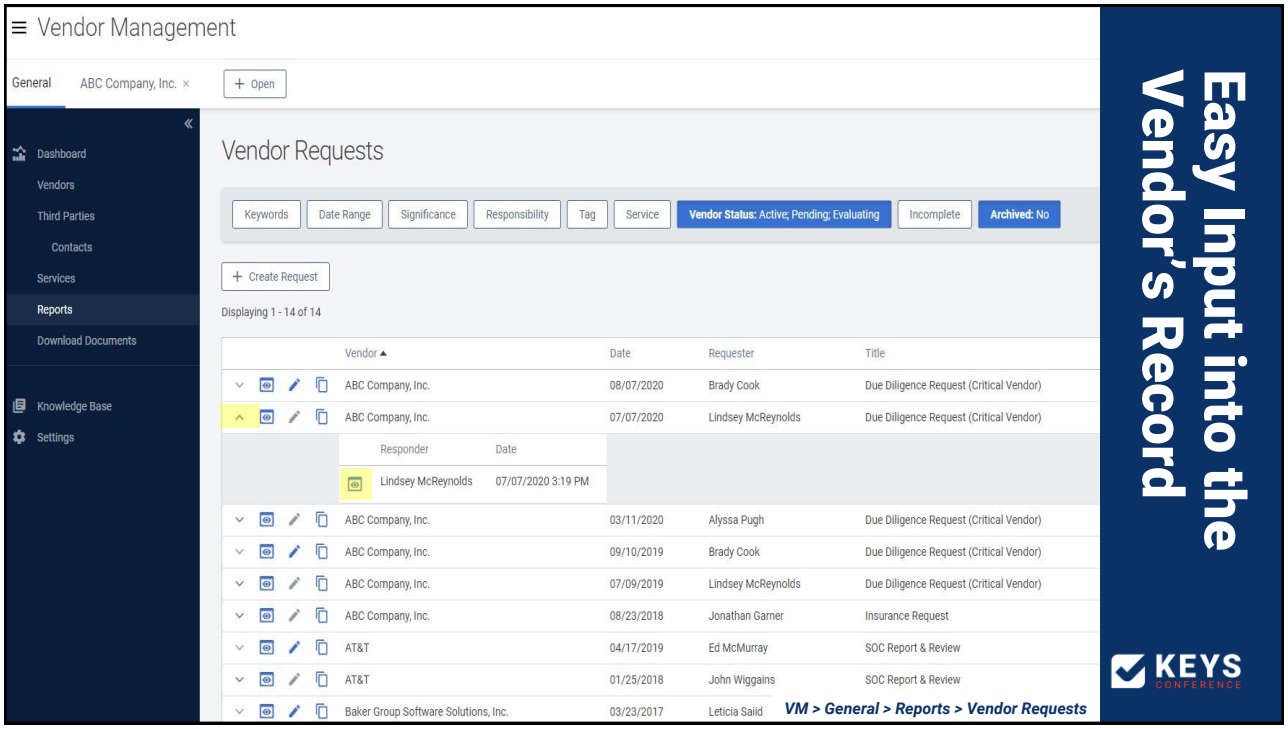

Send to Multiple Vendors
Send one time.
KEYS
CONFERENCE
Add Vendor
Tags
Filter by Tag
Service
-All-
Significance
Filter by Significance
Search
Vendor
Last Request Date
ABC Company, Inc. 08/07/2020
Alarm Security Company
Aspire Cloud Networking
AT&T 04/17/2019
Baker Group Software Solutions, Inc. 11/16/2018
Brinks U.S.
Cisco Systems, Inc.
City of Lubbock
CoNetrix 11/12/2014
Diebold 02/05/2019
DR, Inc.
Experian
FIS
FiServ
Harland Financial Solutions
Jack Henry & Associates
Market Street
nQativ

14


Vendor Management
General
ABC Company, Inc.
Open
Dashboard
Vendors
Third Parties
Contacts
Services
Reports
Download Documents
Knowledge Base
Settings
Vendor Requests
Keywords
Date Range
Significance
Responsibility
Tag
Service
Vendor Status: Active; Pending; Evaluating
Incomplete
Archived: No
Create Request
Displaying 1 - 14 of 14
Vendor
Date
Requester
Title
ABC Company, Inc. 08/07/2020 Brady Cook Due Diligence Request (Critical Vendor)
ABC Company, Inc. 07/07/2020 Lindsey McReynolds Due Diligence Request (Critical Vendor)
Responder
Date
Lindsey McReynolds 07/07/2020 3:19 PM
ABC Company, Inc. 03/11/2020 Alyssa Pugh Due Diligence Request (Critical Vendor)
ABC Company, Inc. 09/10/2019 Brady Cook Due Diligence Request (Critical Vendor)
ABC Company, Inc. 07/09/2019 Lindsey McReynolds Due Diligence Request (Critical Vendor)
ABC Company, Inc. 08/23/2018 Jonathan Garner Insurance Request
AT&T 04/17/2019 Ed McMurray SOC Report & Review
AT&T 01/25/2018 John Wiggains SOC Report & Review
Baker Group Software Solutions, Inc. 03/23/2017 Leticia Saiid
VM > General > Reports > Vendor Requests
Easy Input into the Vendor's Record
KEYS CONFERENCE

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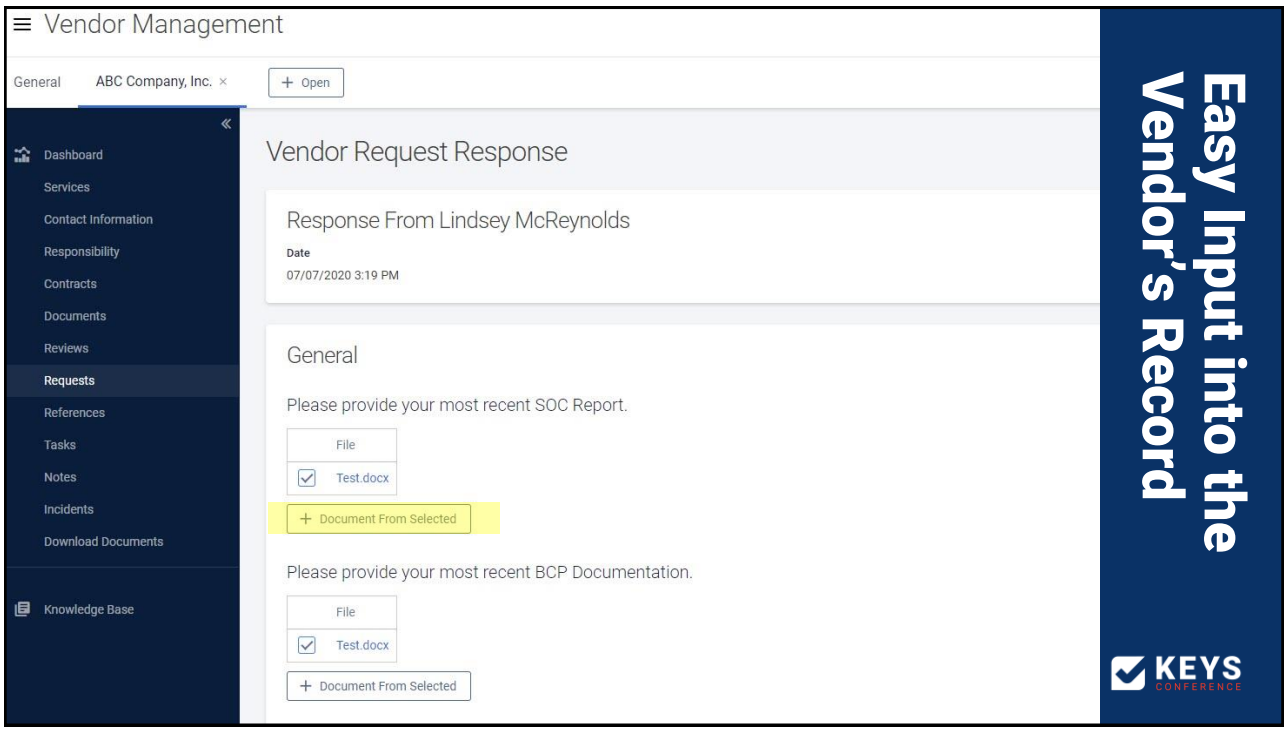
Vendor Management
General
ABC Company, Inc.
Open
Dashboard
Services
Contact Information
Responsibility
Contracts
Documents
Reviews
Requests
References
Tasks
Notes
Incidents
Download Documents
Knowledge Base
Vendor Request Response
Response From Lindsey McReynolds
Date
07/07/2020 3:19 PM
General
Please provide your most recent SOC Report.
File
Test.docx
Document From Selected
Please provide your most recent BCP Documentation.
File
Test.docx
Document From Selected
Easy Input into the Vendor's Record
KEYS CONFERENCE

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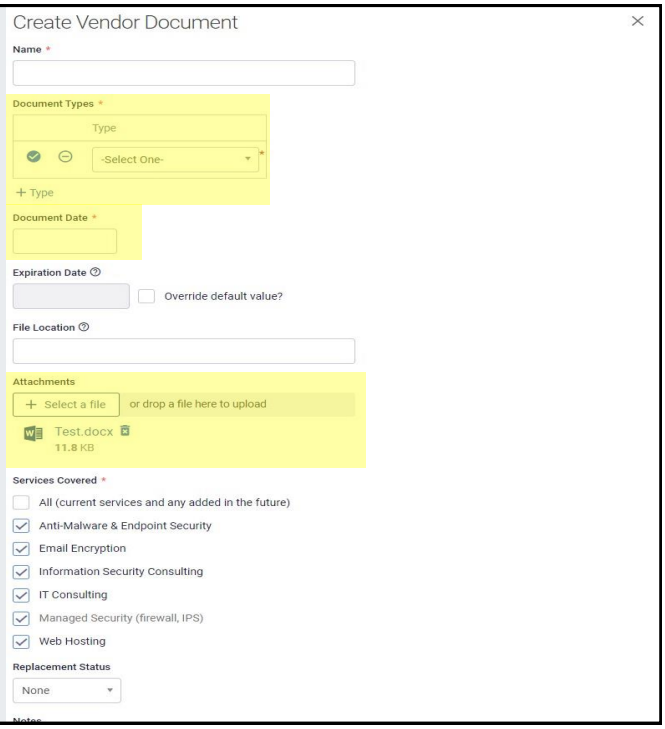
Easy Input

Put the document straight into the Vendor's Record.



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Vendor Requests

Let your Vendors know if you are going to send them a request!

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Hello,

[OrganizationName] has subscribed to Tandem Vendor Management to assist with gathering and organizing our vendor due diligence information.

Knowledge Base > VM > Vendor Requests > Notify Your Vendors

protected by our Tandem software agreement. The agreement prohibits Tandem from disclosing the information or using it for any purpose other than to provide the contracted services to [OrganizationName].

Using Tandem to gather due diligence documents will streamline our vendor management processes and we appreciate your assistance. If you have any questions, please let me know.

Thank you,

A Template for You

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KEYS CONFERENCE

Speaking of Templates…

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You can create Request Templates!

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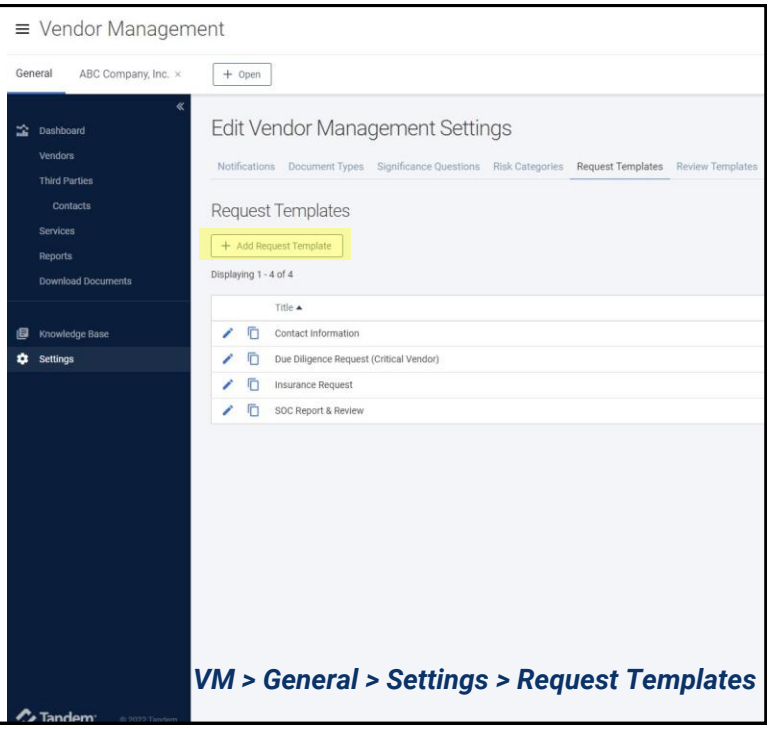

VM > General > Settings > Request Templates

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Contract, Document, and General Reviews

We are just trying to be Helpful

22

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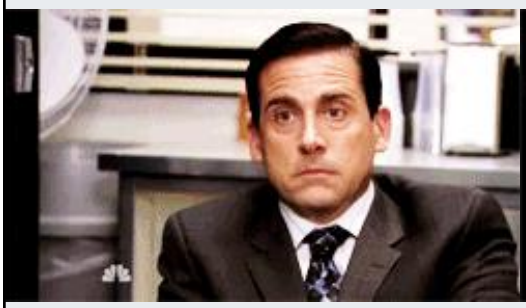


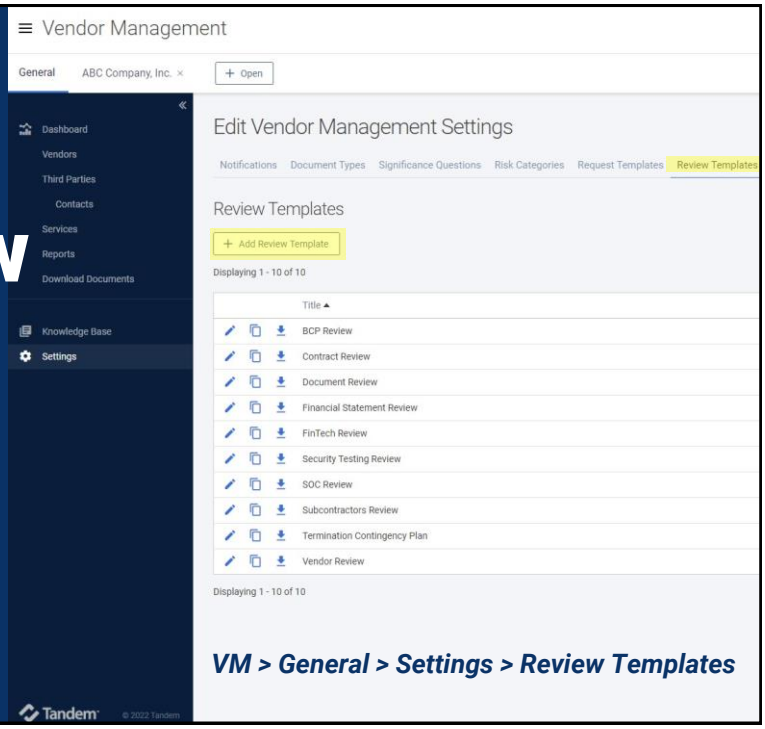
Speaking of, Speaking of Templates…

23

Review Templates

Create all your Review Templates here!

KEYS CONFERENCE



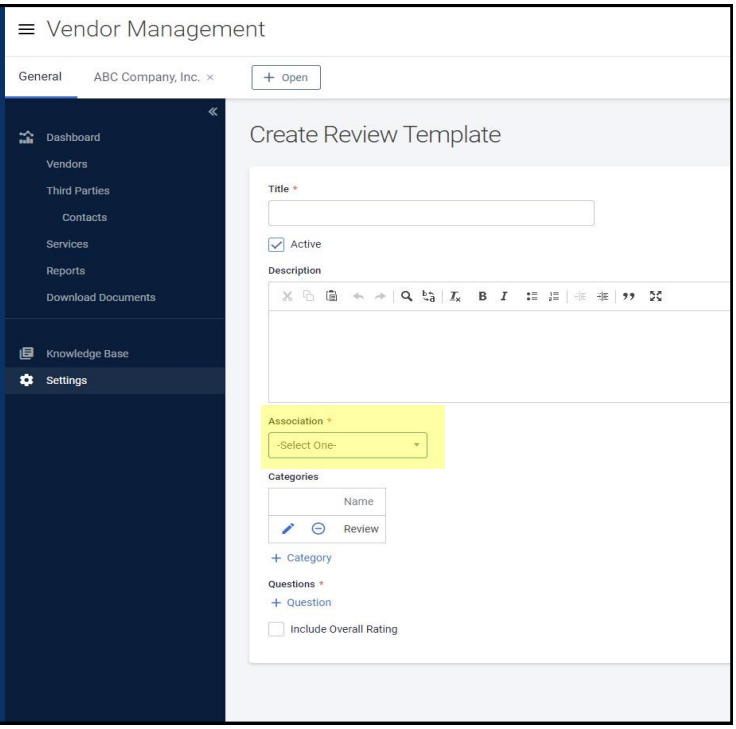
VM > General > Settings > Review Templates

24

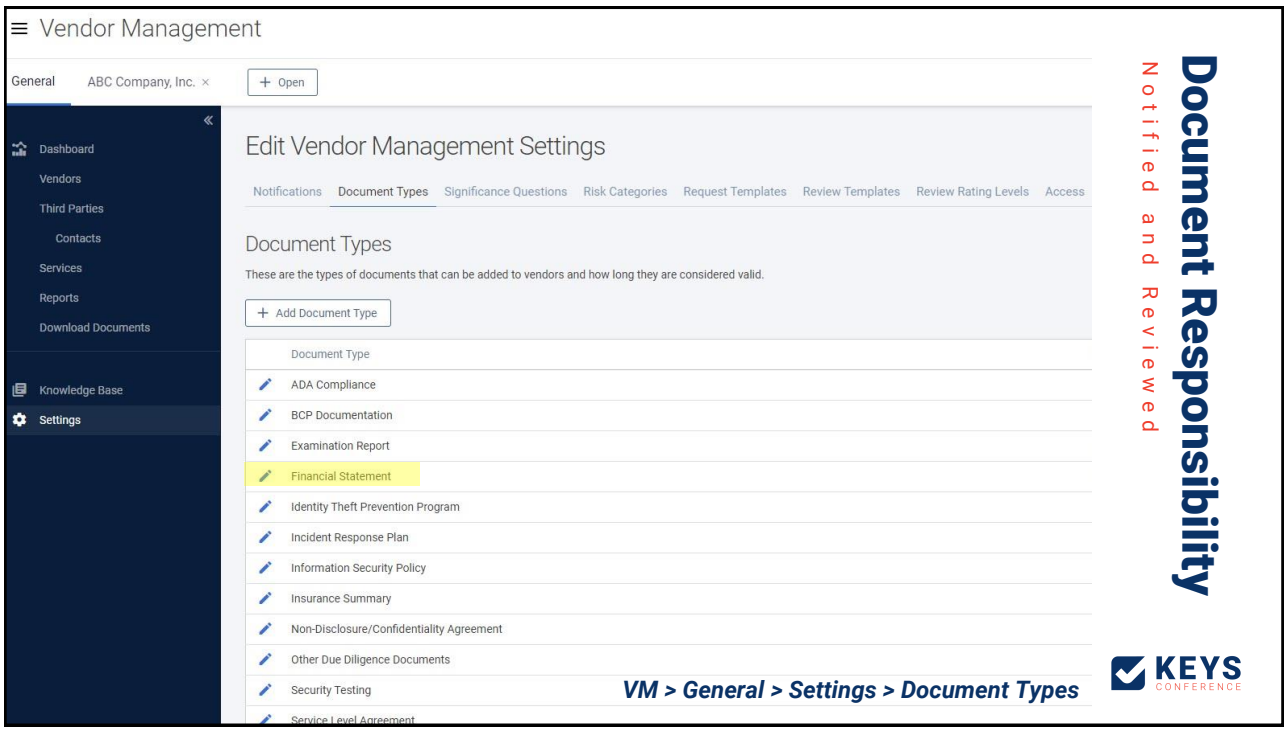
Review Templates

Create all your Review Templates here!

KEYS CONFERENCE



25



Document Responsibility

Notified and Reviewed

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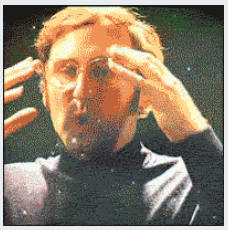
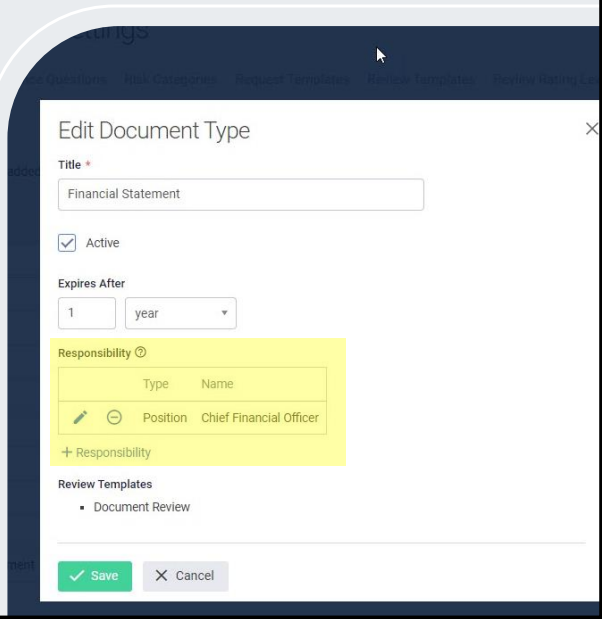
Notified and Reviewed

Get notified when a new document gets added.





27

Hidden Features

Little Crumbs of Knowledge

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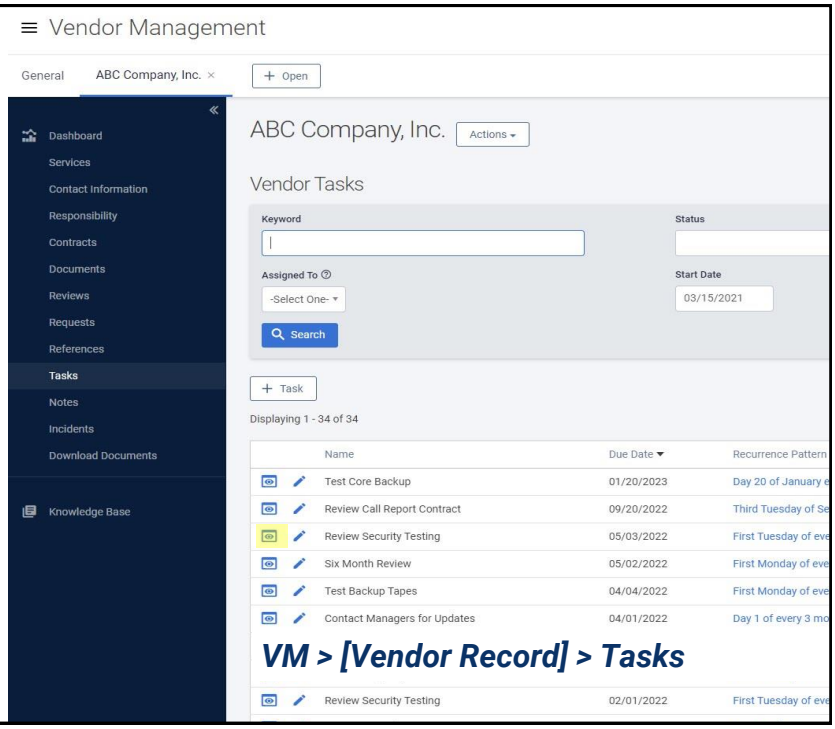
Tasks

A simple reminder.



KEYS CONFERENCE

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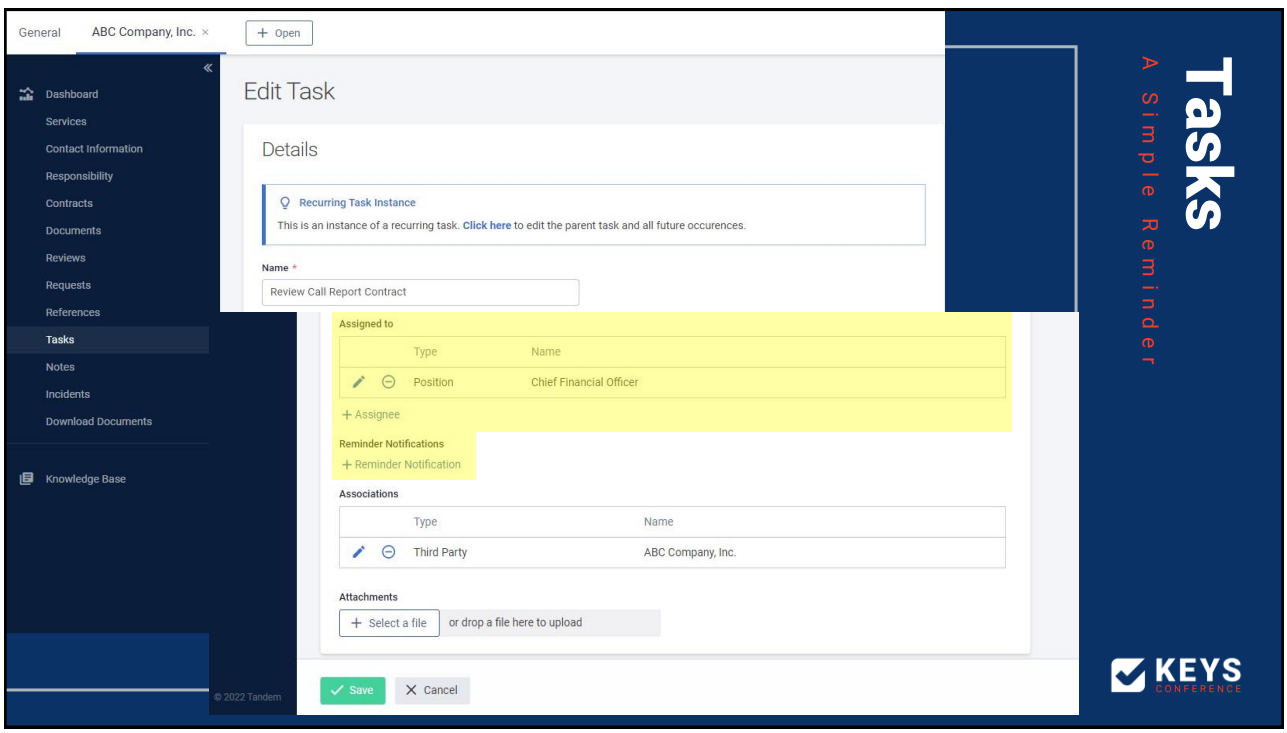
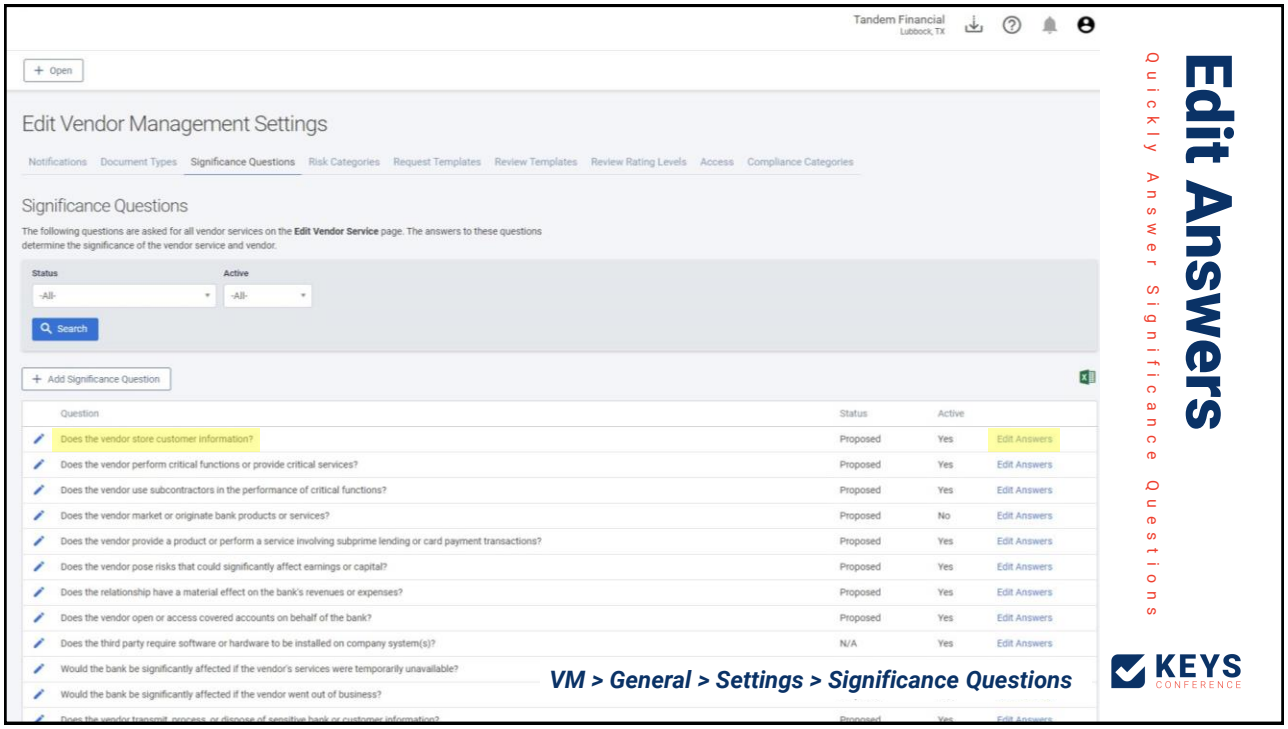


30



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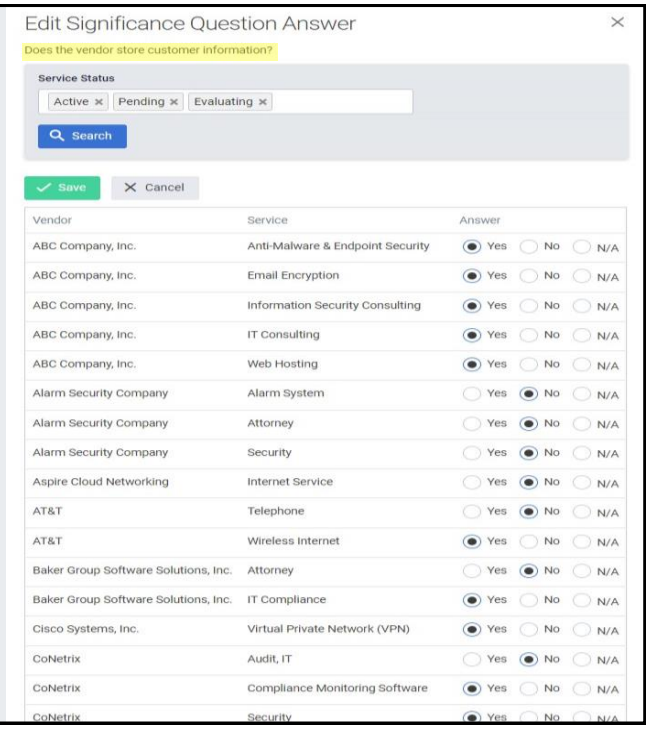
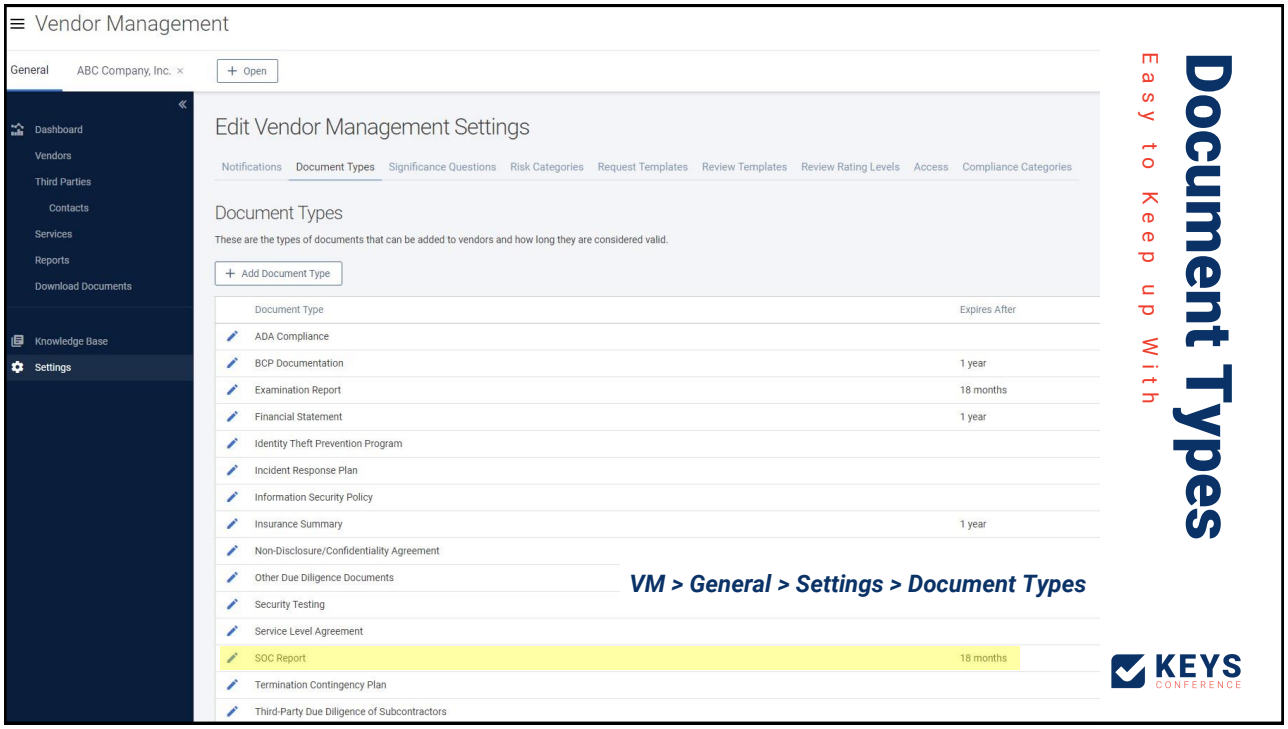
Edit Answers

All your Significance Questions in one place!



32


Vendor Management
General
ABC Company, Inc.
Open
Dashboard
Vendors
Third Parties
Contacts
Services
Reports
Download Documents
Knowledge Base
Settings
Edit Vendor Management Settings
Notifications
Document Types
Significance Questions
Risk Categories
Request Templates
Review Templates
Review Rating Levels
Access
Compliance Categories
Document Types
These are the types of documents that can be added to vendors and how long they are considered valid.
Add Document Type
Document Type
Expires After
ADA Compliance
BCP Documentation
1 year
Examination Report
18 months
Financial Statement
1 year
Identity Theft Prevention Program
Incident Response Plan
Information Security Policy
Insurance Summary
1 year
Non-Disclosure/Confidentiality Agreement
Other Due Diligence Documents
Security Testing
Service Level Agreement
SOC Report
18 months
Termination Contingency Plan
Third-Party Due Diligence of Subcontractors
VM > General > Settings > Document Types
Document Types
Easy to Keep up With
KEYS
CONFERENCE

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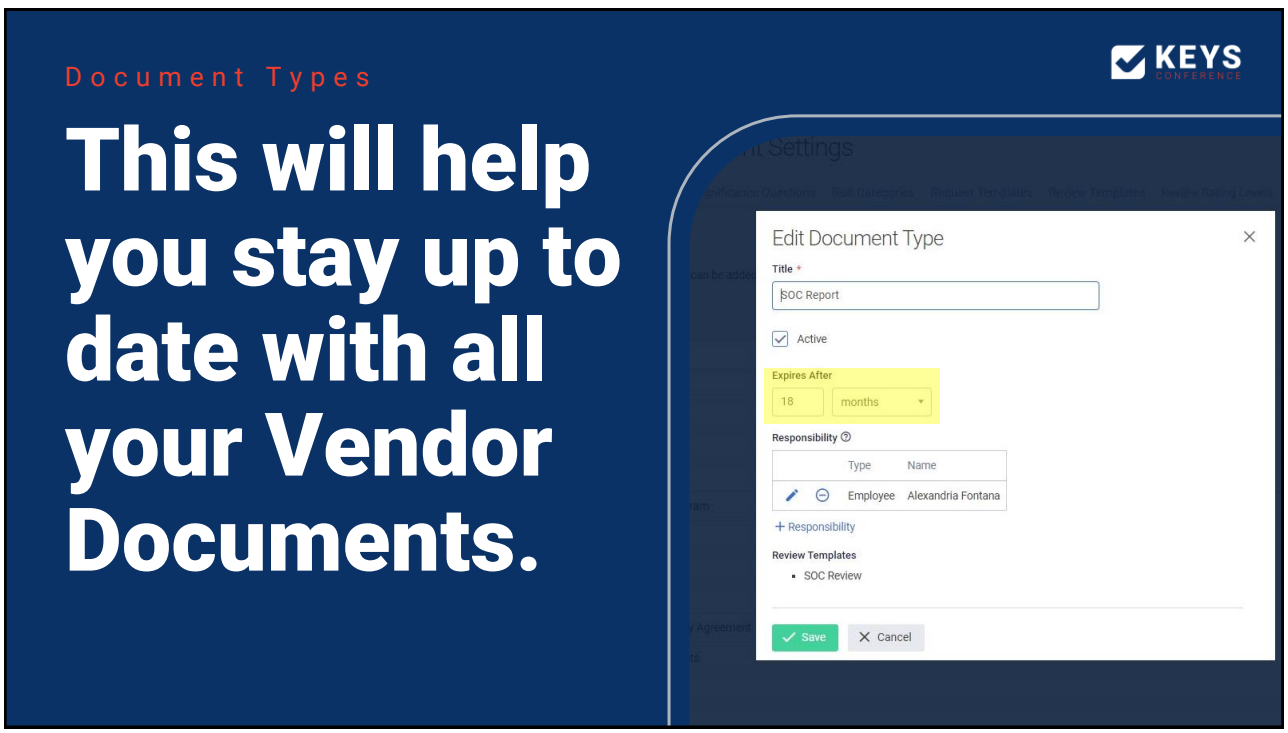
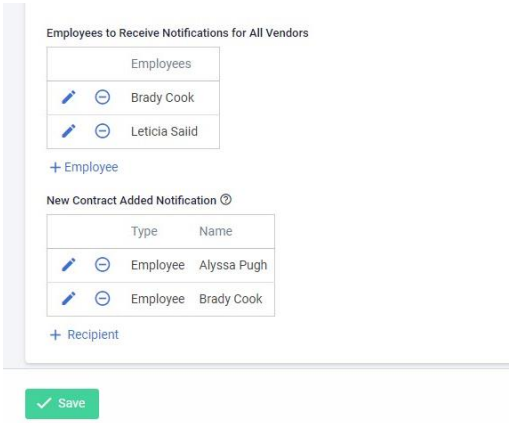
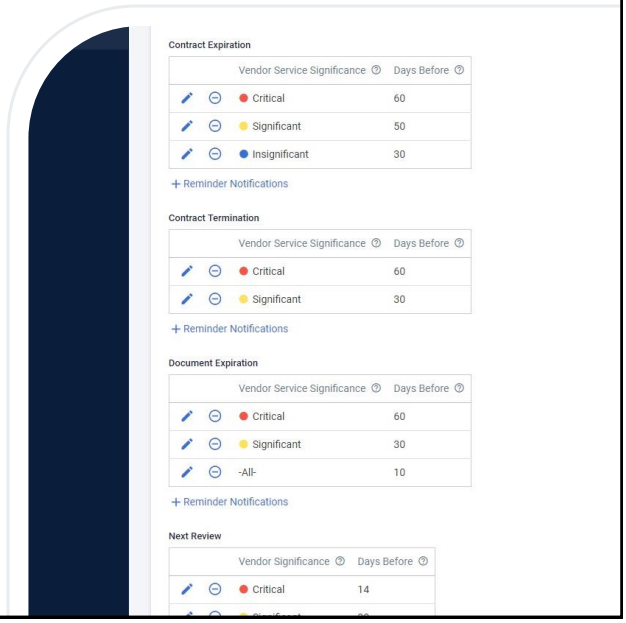

Document Types
This will help you stay up to date with all your Vendor Documents.
KEYS
CONFERENCE
Edit Document Type
Title *
SOC Report
Active
Expires After
18
months
Responsibility
Type
Name
Employee
Alexandria Fontana
+ Responsibility
Review Templates
SOC Review
Save
Cancel

34

Notifications





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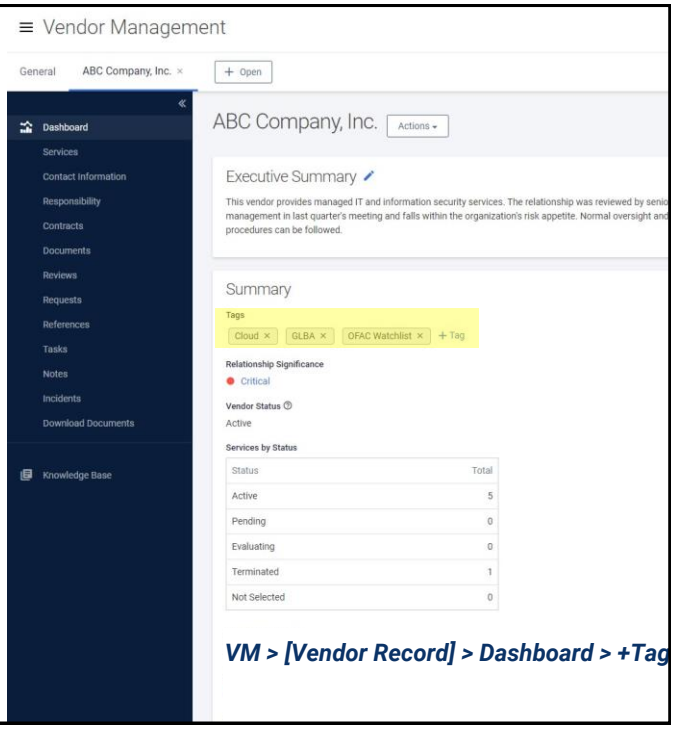
Tags

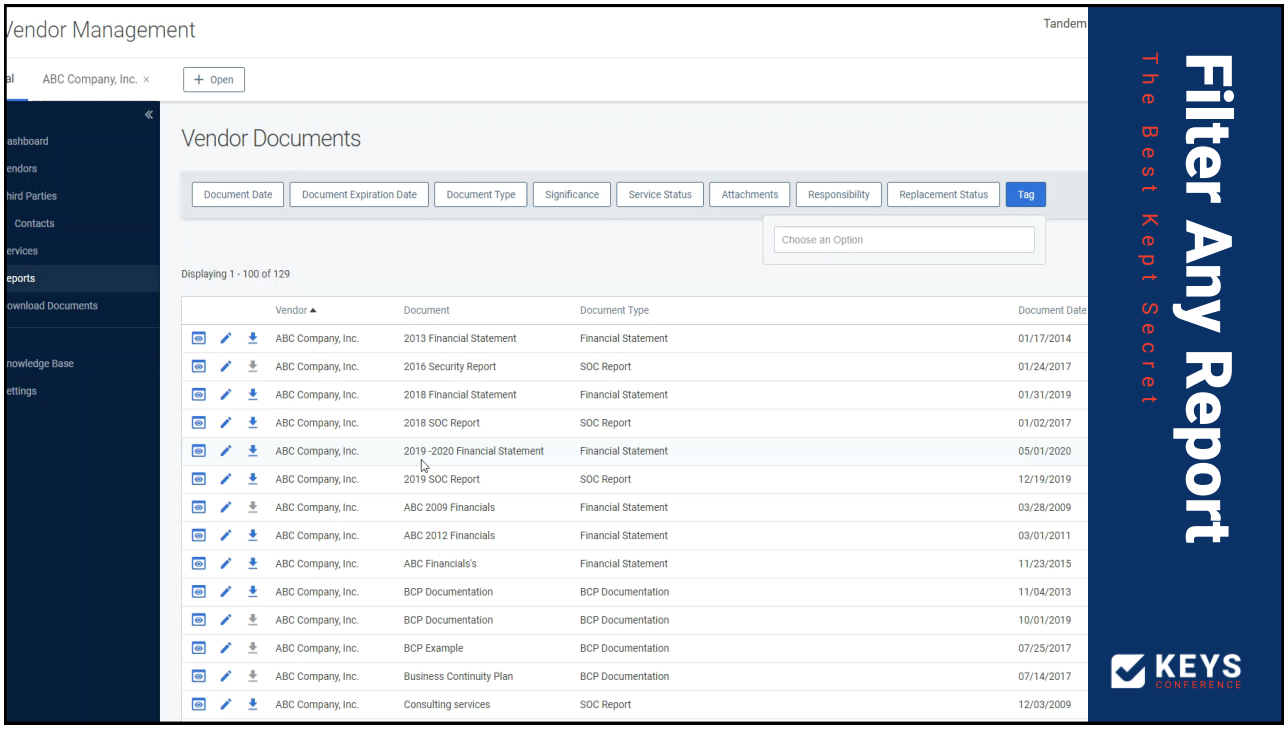
"Tags are the best kept secret of Tandem."

– Cade Killough



VM > [Vendor Record] > Dashboard > +Tag

36


Vendor Management
Tandem
ABC Company, Inc.
Open
Vendor Documents
Document Date
Document Expiration Date
Document Type
Significance
Service Status
Attachments
Responsibility
Replacement Status
Tag
Choose an Option
Displaying 1 - 100 of 129
Vendor
Document
Document Type
Document Date
ABC Company, Inc. 2013 Financial Statement Financial Statement 01/17/2014
ABC Company, Inc. 2016 Security Report SOC Report 01/24/2017
ABC Company, Inc. 2018 Financial Statement Financial Statement 01/31/2019
ABC Company, Inc. 2018 SOC Report SOC Report 01/02/2017
ABC Company, Inc. 2019 -2020 Financial Statement Financial Statement 05/01/2020
ABC Company, Inc. 2019 SOC Report SOC Report 12/19/2019
ABC Company, Inc. ABC 2009 Financials Financial Statement 03/28/2009
ABC Company, Inc. ABC 2012 Financials Financial Statement 03/01/2011
ABC Company, Inc. ABC Financials's Financial Statement 11/23/2015
ABC Company, Inc. BCP Documentation BCP Documentation 11/04/2013
ABC Company, Inc. BCP Documentation BCP Documentation 10/01/2019
ABC Company, Inc. BCP Example BCP Documentation 07/25/2017
ABC Company, Inc. Business Continuity Plan BCP Documentation 07/14/2017
ABC Company, Inc. Consulting services SOC Report 12/03/2009
Filter Any Report
The Best Kept Secret
KEYS CONFERENCE

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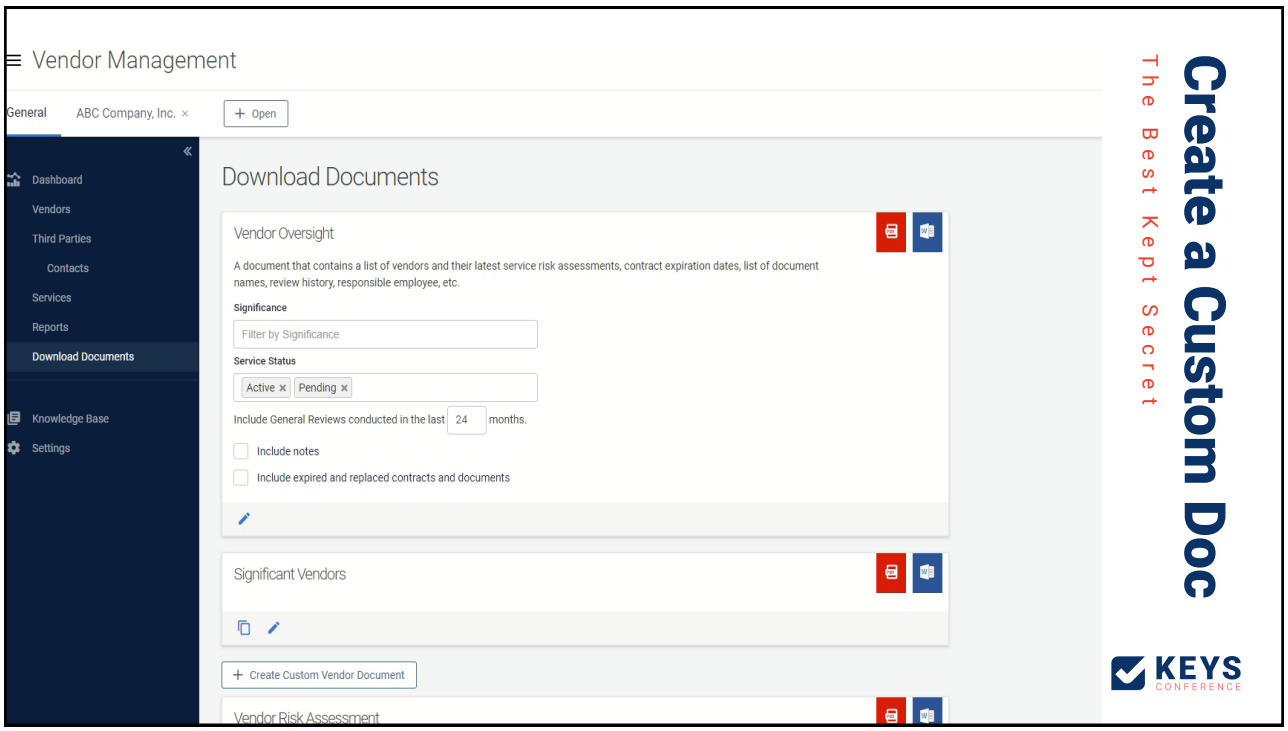
Vendor Management
General
ABC Company, Inc.
Open
Dashboard
Vendors
Third Parties
Contacts
Services
Reports
Download Documents
Knowledge Base
Settings
Download Documents
Vendor Oversight
A document that contains a list of vendors and their latest service risk assessments, contract expiration dates, list of document names, review history, responsible employee, etc.
Significance
Filter by Significance
Service Status
Active
Pending
Include General Reviews conducted in the last 24 months.
Include notes
Include expired and replaced contracts and documents
Significant Vendors
Create Custom Vendor Document
Vendor Risk Assessment
Create a Custom Doc
The Best Kept Secret
KEYS CONFERENCE

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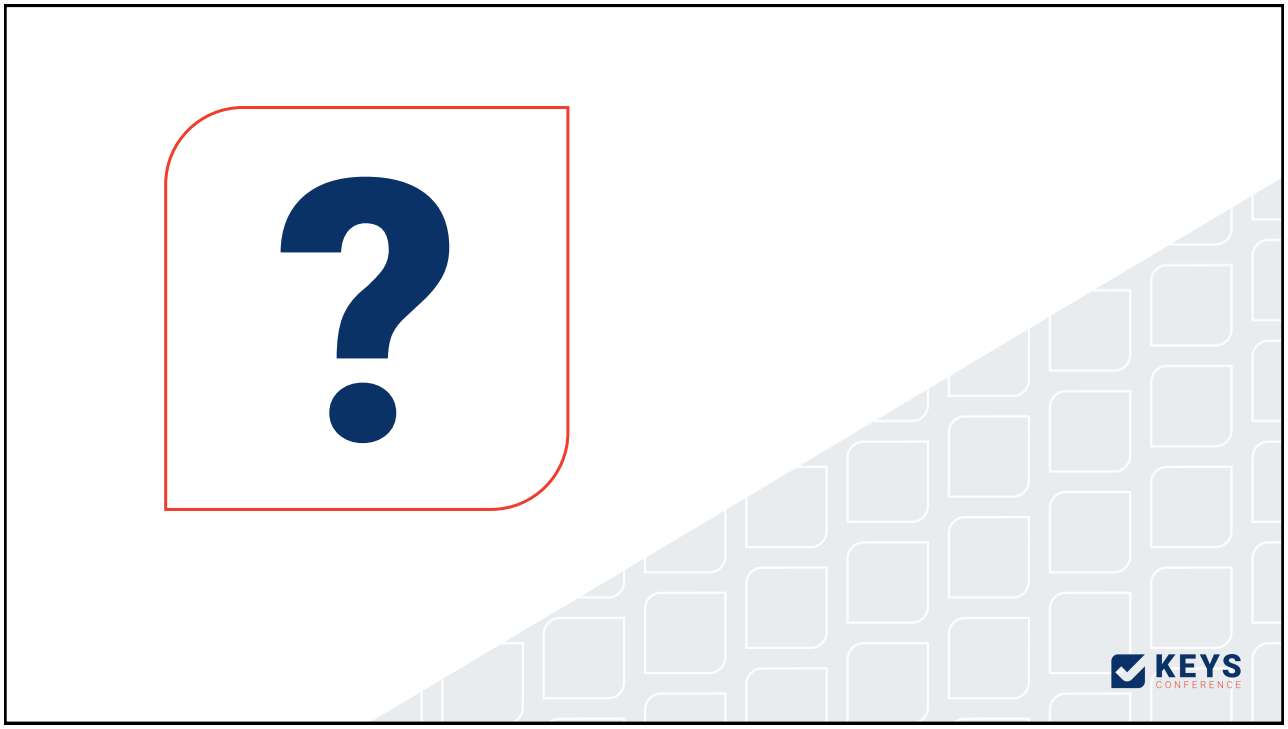
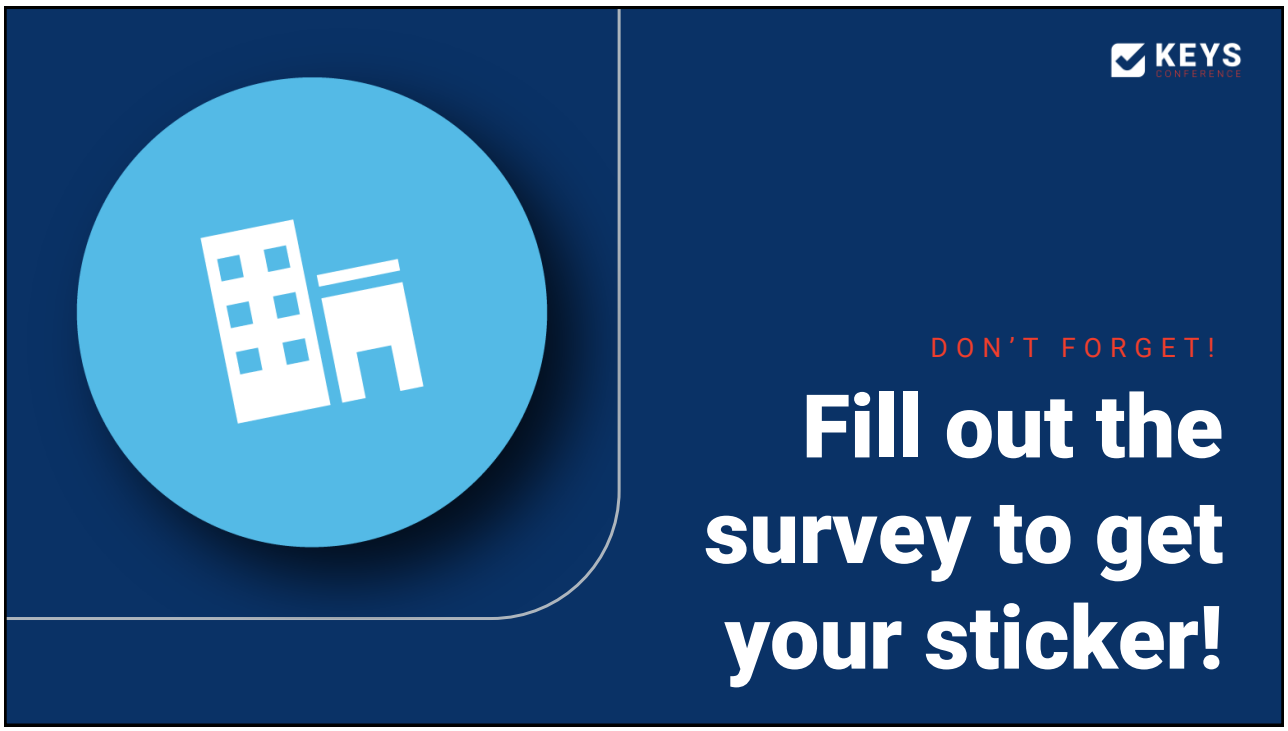

?
KEYS
CONFERENCE

39


KEYS
CONFERENCE
DON'T FORGET!
Fill out the survey to get your sticker!

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KEYS CONFERENCE

Vendor Management

THANKS FOR JOINING!

The Game Changer

Cade Killough

Software Specialist

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Upcoming Sessions

TANDEM

Testing, B-C-P

Savannah Richardson, Tandem

RISK & COMPLIANCE

Problem Solving vs. Problem Finding: Responding to IT/GLBA Exam and Audit Findings

Joseph Ellis, CoNetrix Security

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