

Cade Killough

The Game Changer: Streamline Vendor Management



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Disclaimer

A FEW THINGS FIRST

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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



4



Game Changers

In our Lives

5

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.**

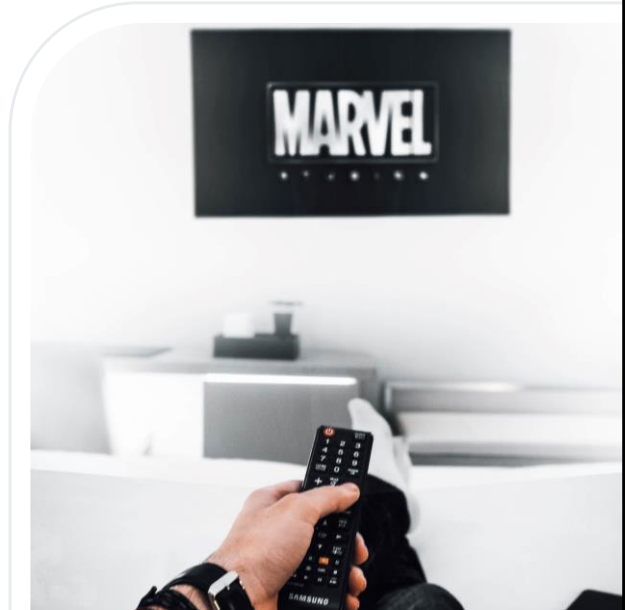


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TV Remotes



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



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Vendor Requests

Making your life easier

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Vendor Requests

Vendor Management

Tandem Financial
Lubbock, TX

General ABC Company, Inc. < + Open

Dashboard
Services
Contact Information
Responsibility
Contracts
Documents
Reviews
Requests
References
Tasks
Notes
Incidents
Download Documents
Knowledge Base

ABC Company, Inc. Actions

Vendor Requests

Submission Received
-All- Include Archived

+ Create Request

Displaying 1 - 6 of 6

Requester	Date	Title	Responses	Progress	Archived
Brady Cook	08/07/2020	Due Diligence Request (Critical Vendor)	0	<div></div>	<input type="checkbox"/>
Lindsey McReynolds	07/07/2020	Due Diligence Request (Critical Vendor)	1	<div></div>	<input type="checkbox"/>
Alyssa Pugh	03/11/2020	Due Diligence Request (Critical Vendor)	1	<div></div>	<input type="checkbox"/>
Brady Cook	09/10/2019	Due Diligence Request (Critical Vendor)	0	<div></div>	<input type="checkbox"/>
Lindsey McReynolds	07/09/2019	Due Diligence Request (Critical Vendor)	1	<div></div>	<input type="checkbox"/>
Jonathan Garner	08/23/2018	Insurance Request	1	<div></div>	<input type="checkbox"/>

VM > [Vendor Record] > Request

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Multiple Contacts



Requests are more like tests than group projects.

Services

<input type="checkbox"/>	Service	Status
<input type="checkbox"/>	Anti-Malware & Endpoint Security	Active
<input type="checkbox"/>	Email Encryption	Active
<input type="checkbox"/>	Information Security Consulting	Active
<input type="checkbox"/>	IT Consulting	Active
<input type="checkbox"/>	Web Hosting	Active

Recipients *

	Type	Recipient
	Vendor Contact	Michael Cooper
	Vendor Contact	Samantha Martin
	Employee	Austin Lee

+ Recipient

Categories

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Vendor Management

General ABC Company, Inc. x + 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)
▼	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 Wiggins	SOC Report & Review
▼	Baker Group Software Solutions, Inc.	03/23/2017	Leticia Salid	Request for form completion
▼	Baker Group Software Solutions, Inc.	02/08/2017	Leticia Salid	Baker Request
▼	CoNetrix	11/12/2014	Brad Landis	

VM > General > Reports > Vendor Requests

Send to Multiple Vendors

Hidden in the Reports



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Vendor Management

General ABC Company, Inc. x + Open

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

13

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	
mQativ	

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Vendor Management

General ABC Company, Inc. x + 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. x + 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.**

Create Vendor Document

Name *

Document Types *

Type

+ Type

Document Date *

Expiration Date ⓘ

File Location ⓘ

Attachments

+ Select a file or drop a file here to upload

Test.docx
11.8 KB

Services Covered *

☐ All (current services and any added in the future)

☒ Anti-Malware & Endpoint Security

☒ Email Encryption

☒ Information Security Consulting

☒ IT Consulting

☒ Managed Security (firewall, IPS)

☒ Web Hosting

Replacement Status

None

Notes

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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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Speaking of Templates...

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You can create Request Templates!



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

Request Templates

+ Add Request Template

Displaying 1 - 4 of 4

Title
Contact Information
Due Diligence Request (Critical Vendor)
Insurance Request
SOC Report & Review

VM > General > Settings > Request Templates

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Contract, Document, and General Reviews

We are just trying to be Helpful

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Speaking of, Speaking of Templates...

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Review Templates

Create all your Review Templates here!



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 Templates

+ Add Review Template

Displaying 1 - 10 of 10

Title
BCP Review
Contract Review
Document Review
Financial Statement Review
FinTech Review
Security Testing Review
SOC Review
Subcontractors Review
Termination Contingency Plan
Vendor Review

Displaying 1 - 10 of 10


VM > General > Settings > Review Templates

Tandem © 2022 Tandem

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Review Templates

Create all your Review Templates here!



Vendor Management

General ABC Company, Inc. × [+ Open](#)

- Dashboard
- Vendors
- Third Parties
- Contacts
- Services
- Reports
- Download Documents
- Knowledge Base
- Settings**

Create Review Template

Title *

☒ Active

Description

Association *

-Select One-

Categories

Name
Review

[+ Category](#)

Questions *

[+ Question](#)

☐ Include Overall Rating

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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](#)

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
ADA Compliance
BCP Documentation
Examination Report
Financial Statement
Identity Theft Prevention Program
Incident Response Plan
Information Security Policy
Insurance Summary
Non-Disclosure/Confidentiality Agreement
Other Due Diligence Documents
Security Testing
Service Level Agreement

Document Responsibility

Notified and Reviewed

VM > General > Settings > Document Types

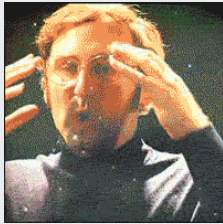


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Notified and Reviewed



Get notified when a new document gets added.



The screenshot shows the 'Edit Document Type' window. The title field is 'Financial Statement'. The 'Active' checkbox is checked. The 'Expires After' field is set to '1 year'. A yellow box highlights the 'Responsibility' section, which contains a table with columns 'Type' and 'Name'. The table has one row with 'Position' and 'Chief Financial Officer'. Below the table is a '+ Responsibility' link. The 'Review Templates' section shows 'Document Review'. At the bottom are 'Save' and 'Cancel' buttons.

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Hidden Features

Little Crumbs of Knowledge

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Tasks

A simple reminder.



Vendor Management

General ABC Company, Inc. × + Open

- Dashboard
- Services
- Contact Information
- Responsibility
- Contracts
- Documents
- Reviews
- Requests
- References
- Tasks**
- Notes
- Incidents
- Download Documents

ABC Company, Inc. Actions ▾

Vendor Tasks

Keyword

Assigned To Ⓢ

-Select One-

Q Search

Status

Start Date

+ Task

Displaying 1 - 34 of 34

Name	Due Date ▾	Recurrence Pattern
Test Core Backup	01/20/2023	Day 20 of January
Review Call Report Contract	09/20/2022	Third Tuesday of September
Review Security Testing	05/03/2022	First Tuesday of May
Six Month Review	05/02/2022	First Monday of May
Test Backup Tapes	04/04/2022	First Monday of April
Contact Managers for Updates	04/01/2022	Day 1 of every 3 months

VM > [Vendor Record] > Tasks

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General ABC Company, Inc. × + Open

- Dashboard
- Services
- Contact Information
- Responsibility
- Contracts
- Documents
- Reviews
- Requests
- References
- Tasks**
- Notes
- Incidents
- Download Documents

Edit Task

Details

📍 Recurring Task Instance

This is an instance of a recurring task. [Click here](#) to edit the parent task and all future occurrences.

Name *

Assigned to

Type	Name
Position	Chief Financial Officer

+ Assignee

Reminder Notifications

+ Reminder Notification

Associations

Type	Name
Third Party	ABC Company, Inc.


Attachments

+ Select a file or drop a file here to upload

✓ Save
✕ Cancel

Tasks

A simple reminder.



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Tandem Financial
Lubbock, TX

Download Help Notifications

+ Open

Edit Vendor Management Settings

Notifications
Document Types
Significance Questions
Risk Categories
Request Templates
Review Templates
Review Rating Levels
Access
Compliance Categories

Significance Questions

The following questions are asked for all vendor services on the **Edit Vendor Service** page. The answers to these questions determine the significance of the vendor service and vendor.

Status: -All-

Active: -All-

Search

+ Add Significance Question

Question	Status	Active	
✎ Does the vendor store customer information?	Proposed	Yes	Edit Answers
✎ Does the vendor perform critical functions or provide critical services?	Proposed	Yes	Edit Answers
✎ Does the vendor use subcontractors in the performance of critical functions?	Proposed	Yes	Edit Answers
✎ Does the vendor market or originate bank products or services?	Proposed	No	Edit Answers
✎ Does the vendor provide a product or perform a service involving subprime lending or card payment transactions?	Proposed	Yes	Edit Answers
✎ Does the vendor pose risks that could significantly affect earnings or capital?	Proposed	Yes	Edit Answers
✎ Does the relationship have a material effect on the bank's revenues or expenses?	Proposed	Yes	Edit Answers
✎ Does the vendor open or access covered accounts on behalf of the bank?	Proposed	Yes	Edit Answers
✎ Does the third party require software or hardware to be installed on company system(s)?	N/A	Yes	Edit Answers
✎ Would the bank be significantly affected if the vendor's services were temporarily unavailable?			
✎ Would the bank be significantly affected if the vendor went out of business?			
✎ Does the vendor transmit, process or disclose of sensitive bank or customer information?	Proposed	Yes	Edit Answers

VM > General > Settings > Significance Questions

KEYS
CONFERENCE

Edit Answers
Quickly Answer Significance Questions

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All your Significance Questions in one place!

Edit Significance Question Answer

Does the vendor store customer information?

Service Status

Active × Pending × Evaluating ×

Search

Save

Cancel

Vendor	Service	Answer
ABC Company, Inc.	Anti-Malware & Endpoint Security	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
ABC Company, Inc.	Email Encryption	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
ABC Company, Inc.	Information Security Consulting	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
ABC Company, Inc.	IT Consulting	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
ABC Company, Inc.	Web Hosting	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Alarm Security Company	Alarm System	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
Alarm Security Company	Attorney	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
Alarm Security Company	Security	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
Aspire Cloud Networking	Internet Service	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
AT&T	Telephone	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
AT&T	Wireless Internet	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Baker Group Software Solutions, Inc.	Attorney	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
Baker Group Software Solutions, Inc.	IT Compliance	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Cisco Systems, Inc.	Virtual Private Network (VPN)	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
CoNetrix	Audit, IT	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A
CoNetrix	Compliance Monitoring Software	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
CoNetrix	Security	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

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Vendor Management

General
ABC Company, Inc. ×
+ Open

Easy to Keep up With

Document Types

- 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

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Document Types

This will help you stay up to date with all your Vendor Documents.

This will help you stay up to date with all your Vendor Documents.

Edit Document Type

Title *

☒ Active

Expires After

18
months

Responsibility ⓘ

Type	Name
Employee	Alexandria Fontana

+ Responsibility

Review Templates

- SOC Review

Save
Cancel

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Notifications



Employees to Receive Notifications for All Vendors

Employees
Brady Cook
Leticia Said

+ Employee

New Contract Added Notification

Type	Name
Employee Alyssa Pugh	
Employee Brady Cook	

+ Recipient

Save

Contract Expiration

Vendor Service Significance	Days Before
Critical 60	
Significant 50	
Insignificant 30	

+ Reminder Notifications

Contract Termination

Vendor Service Significance	Days Before
Critical 60	
Significant 30	

+ Reminder Notifications

Document Expiration

Vendor Service Significance	Days Before
Critical 60	
Significant 30	
-All- 10	

+ Reminder Notifications

Next Review

Vendor Significance	Days Before
Critical 14	

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Tags

“Tags are the best kept secret of Tandem.”

– Cade Killough



Vendor Management

General ABC Company, Inc. ×

+ Open

- Dashboard
- Services
- Contact Information
- Responsibility
- Contracts
- Documents
- Reviews
- Requests
- References
- Tasks
- Notes
- Incidents
- Download Documents
- Knowledge Base

ABC Company, Inc. Actions

Executive Summary

This vendor provides managed IT and information security services. The relationship was reviewed by senior management in last quarter's meeting and falls within the organization's risk appetite. Normal oversight and procedures can be followed.

Summary

Tags
Cloud × GLBA × OFAC Watchlist × + Tag

Relationship Significance

Critical

Vendor Status

Active

Services by Status

Status	Total
Active	5
Pending	0
Evaluating	0
Terminated	1
Not Selected	0

VM > [Vendor Record] > Dashboard > +Tag

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Vendor Management

Tandem

ABC Company, Inc. x

+ Open

Dashboard

Vendors

Third Parties

Contacts

Services

Reports

Download Documents

Knowledge Base

Settings

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

The Best Kept Secret

Filter Any Report

KEYS CONFERENCE

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Vendor Management

General

ABC Company, Inc. x

+ 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 x Pending x

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

The Best Kept Secret

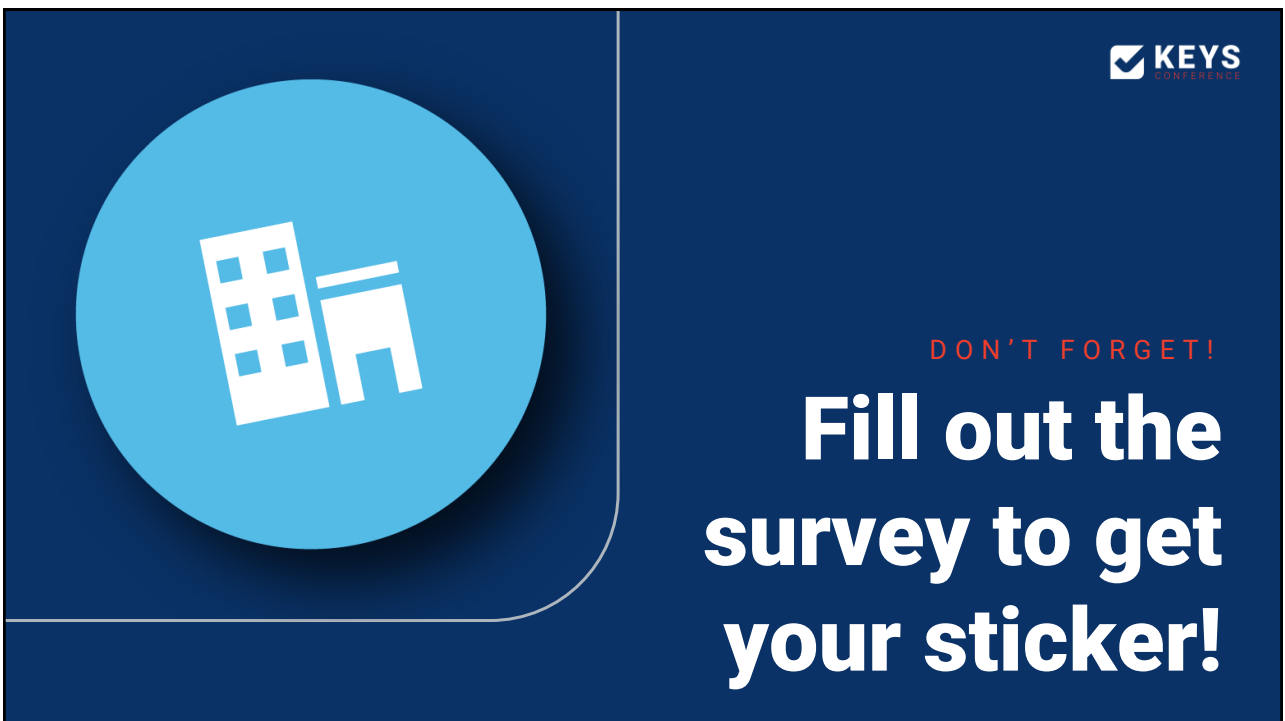
Create a Custom Doc

KEYS CONFERENCE

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KEYS
CONFERENCE

THANKS FOR JOINING!

The Game Changer

Cade Killough
Software Specialist

 Vendor Management

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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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