# Vendor Risk Management Module

## RapidRatings Connector Administration Guide

Document Version: 2018.02.14 | February 2018

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# About this Guide

The purpose of this Administration Guide is to describe implementation steps necessary to configure and operationalize RapidRatings Connector for Vendor Risk Management Module.

This Administration Guide is intended to be used by technical stakeholders or Rsam administrators responsible for implementation of RapidRatings Connector.

# RapidRatings Connector Requirements

The following software is required to use the RapidRatings Connector.

## Supported Rsam Platform

Version 9.2 or higher.

## Supported Vendor Risk Management Module

Version 3.0 or higher.

# Setting up RapidRatings Connector

This section describes the high-level steps involved in setting up the RapidRatings Connector.

## Prerequisites

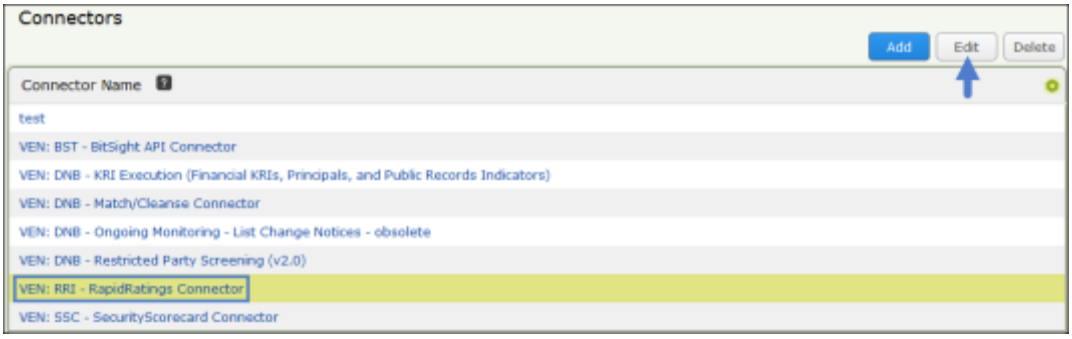
This guide assumes that the RapidRating Connector configuration has been installed in your Rsam environment.

Before setting up the connector, ensure that your Rsam web server's IP address has been whitelisted with RapidRatings. Contact your RapidRatings account manager for support.

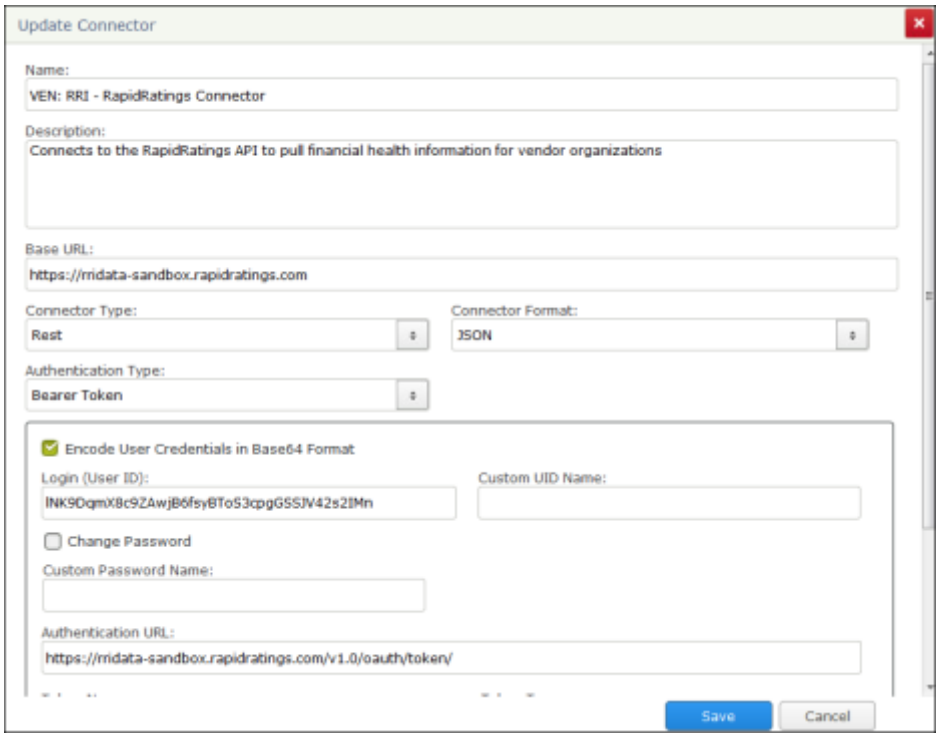
## Update RapidRatings Connector Settings

To update the RapidRatings connector:

1. In the Administration module, navigate to **Options** > **Connectors**.
2. Select **VEN: RRI - RapidRatings Connector** and click **Edit**. The **Update Connector** dialog appears.




3. Update the Login (User ID) field with your unique RapidRatings' username.




4. Select the Change Password check box, and then enter your password for the RapidRatings connector in the Password and Confirm Password fields.

5. Update the connection token information. If you do not have the token information yet, contact your RapidRatings Account Manager.

> **Note on RRID:** If you already have a list of vendors you are managing, contact your RapidRatings Account Manager to obtain RRID for all entities in your portfolio and import them into Rsam using standard import procedure. Or, update this number for each supplier manually.

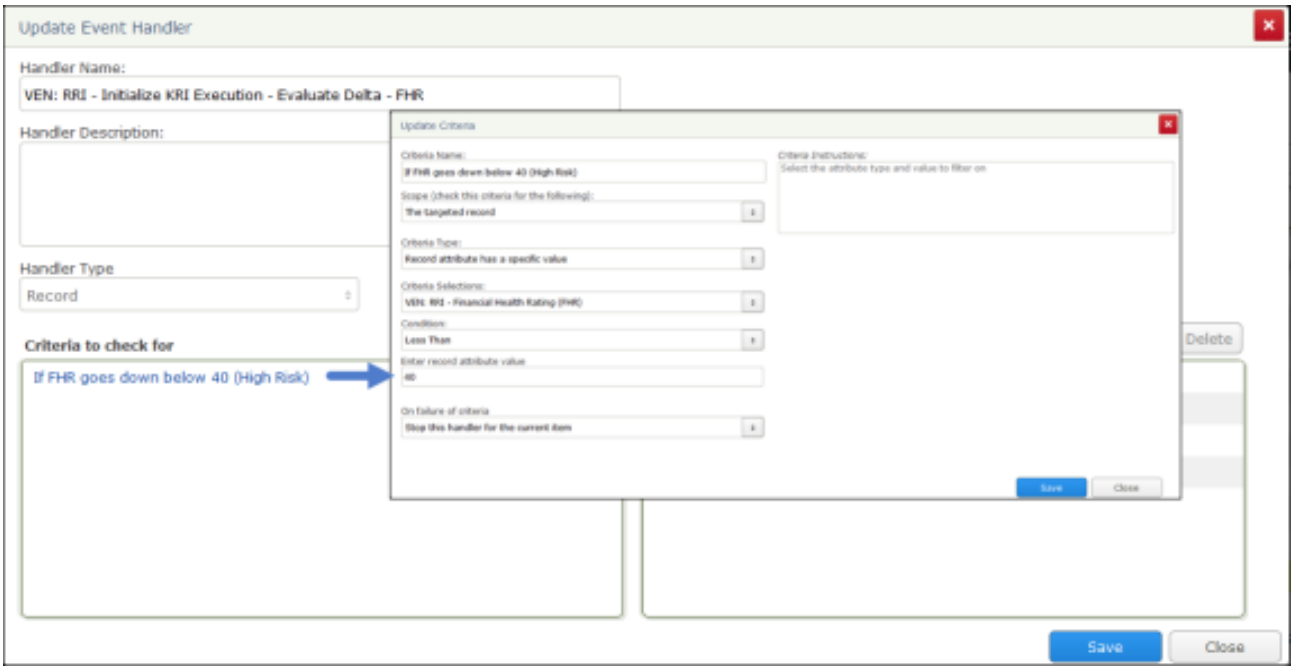
6. Click **Save**.

# Set up Thresholds to Create Alerts

Event handlers are created to generate alerts when scores go below the defined thresholds. In this section, you will get familiar with the event handlers and learn how to tailor them to your needs.

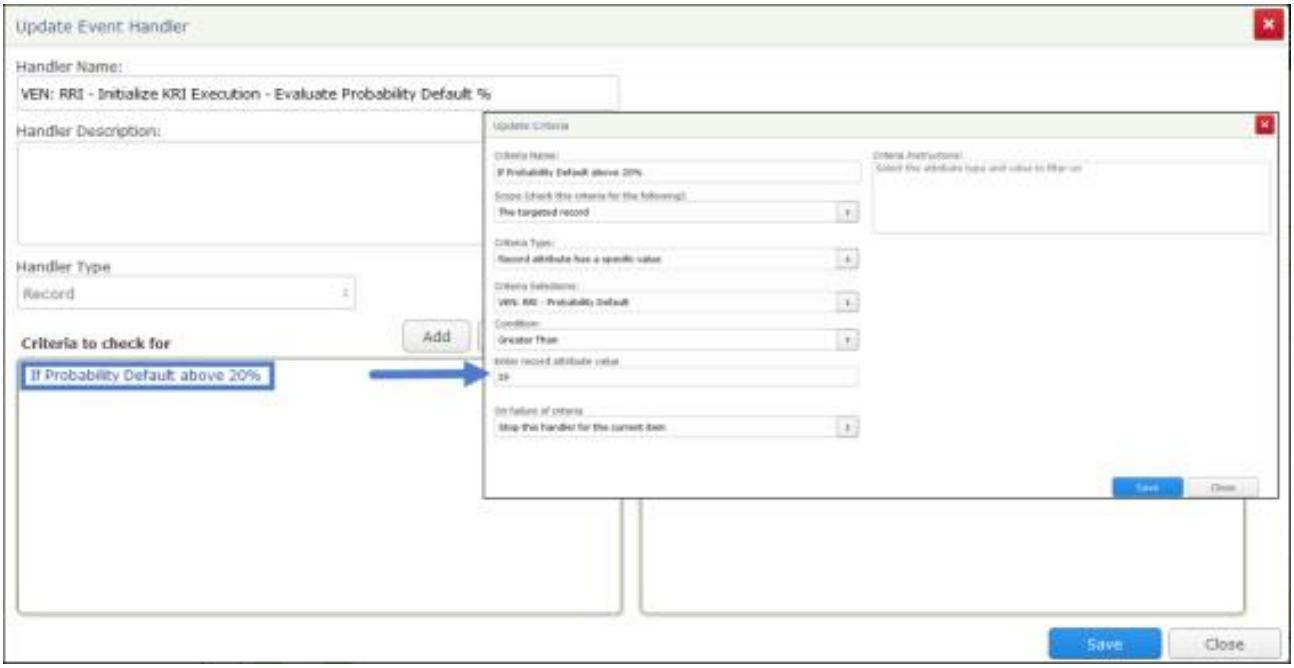
## Financial Health Rating

The **VEN: RRI – Initialize KRI Execution – Evaluate Delta – FHR** event handler will produce an alert if the vendor's Financial Health Rating (FHR) value (record attribute value) goes below the threshold value entered for the record attribute value in the event handler criteria.




## Probability Default Rating

The **VEN: RRI – Initialize KRI Execution – Evaluate Probability Default %** event handler will produce an alert if the vendor's Probability Default Rating goes below the threshold value entered for the record attribute value in the event handler criteria.



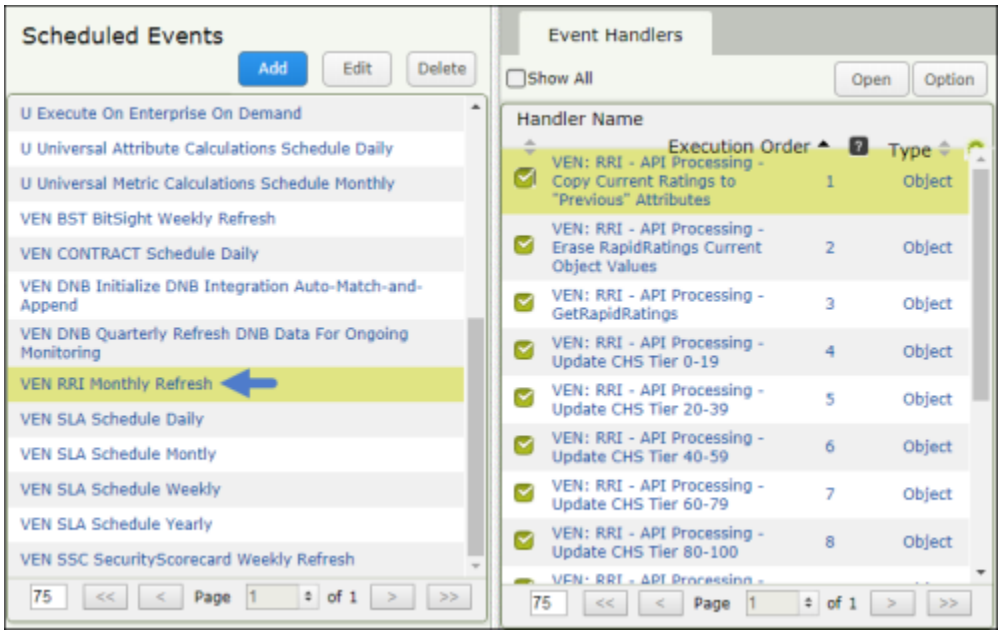
To adjust a threshold:

1. In the Administrator module, navigate to **Workflow** > **Risk Analytics Handlers**.
2. Search for the event handler you wish to edit.
3. Select the event handler and click **Edit**.
4. Select the criteria and click **Edit**.
5. Modify the Enter record attribute value attribute and click **Save**.
6. Click **Save** to exit the **Update Event Handler** dialog.

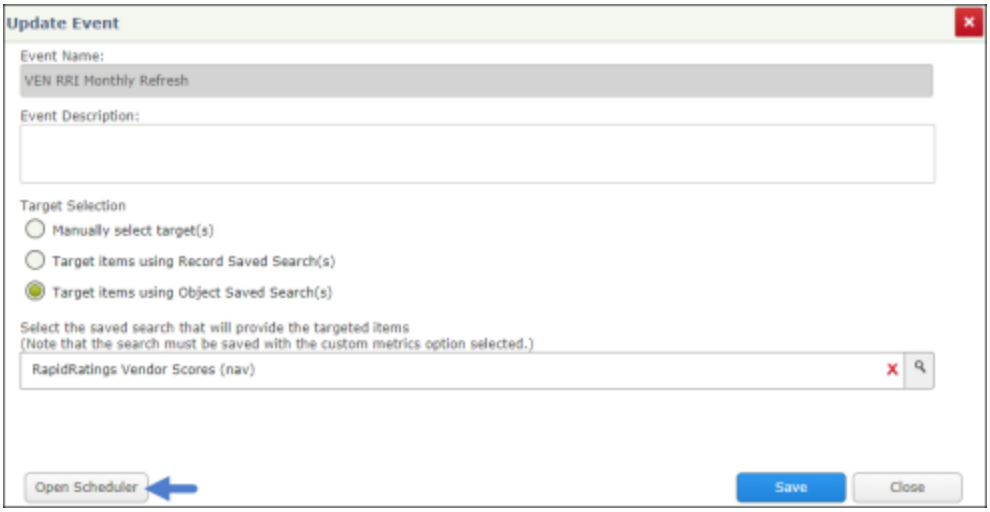
## Set up the Scheduler

The **VEN RRI - Ongoing Monitoring (Monthly)** schedule executes the **VEN RRI Monthly Refresh** scheduled event and pulls latest RapidRatings automatically for a set of vendors without any intervention for unattended use. This event is scheduled to run monthly. If you want to adjust the schedule, follow the steps given below.

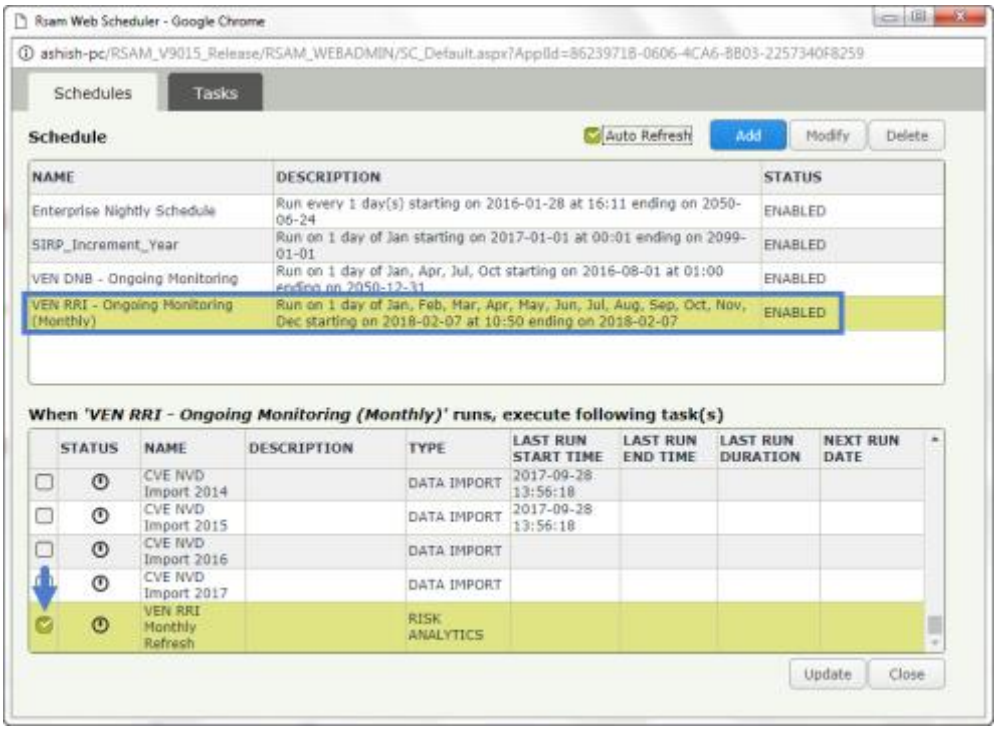
1. In the Administration module, navigate to **Workflow** > **Risk Analytics Schedule Events**.
2. Double-click the **VEN RRI Monthly Refresh** scheduled event to open the **Update Event** dialog.




3. Click **Open Scheduler**.




4. Select the **VEN RRI - Ongoing Monitoring (Monthly)** schedule. By default, this schedule runs on the first of every month.




5. Click **Modify** if you want to change the schedule and run the event to your needs.

6. When finished making the changes, click **Save**.

# Working with the RapidRatings Connector

This section will walk you through the use cases, dashboards, and the procedure to respond alerts.

## RapidRatings Connector Use Cases

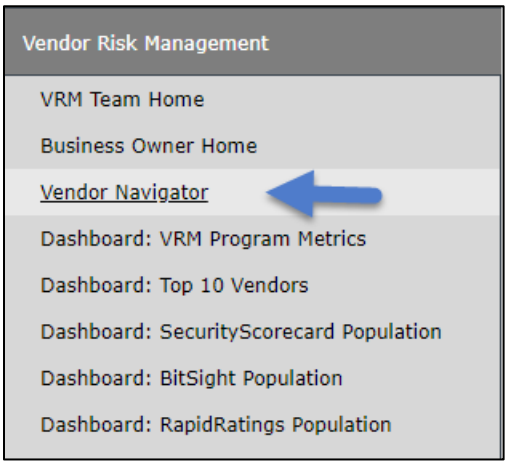
The RapidRatings Connector supports both attended and unattended use cases.

### RapidRatings Data within Vendor/Service Profile – Attended Use

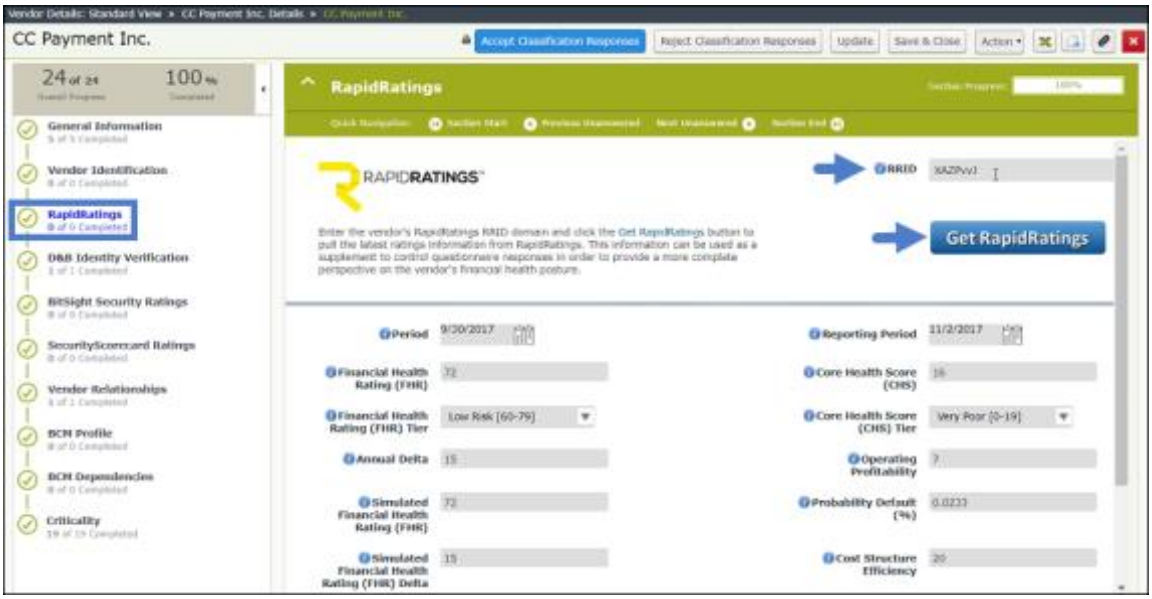
In the attended use case, you will actively engage with a vendor/service object to get RapidRatings data. This interaction is possible from within an individual vendor/service profile view or by selecting multiple vendors/services in a list.

To get latest RapidRatings data within a vendor/service:

1. In your Rsam instance, navigate to **Vendor Risk Management** > **Vendor Navigator View**.

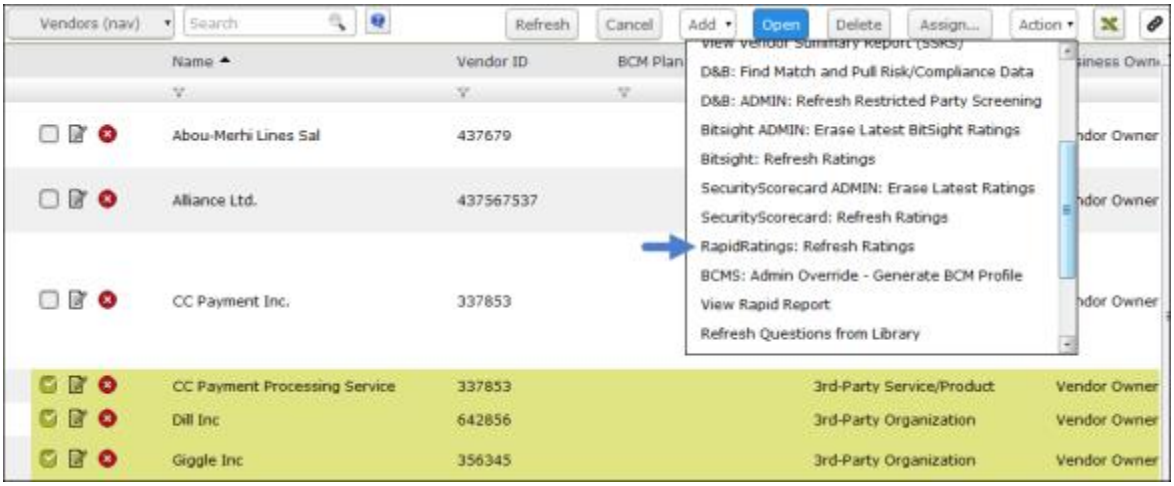



2. Double-click a vendor to open its details.
3. Open the questionnaire and click the **Rapid Ratings** section on the left.
4. Ensure the vendor's RapidRatings RRID is populated. RRIDs should be obtained from RapidRatings. RRID can be populated manually for each vendor or for multiple vendors at once using Rsam's import engine.
5. Click **Get Rapid Ratings**. Rsam will now pull the latest ratings information from RapidRatings.




To get the latest RapidRatings data for multiple vendors / services:

1. In your Rsam instance, navigate to **Vendor Risk Management** > **Vendor Navigator View**.
2. Select the check box for each vendor/service you wish to get the latest RapidRatings data for.
3. Click **Action** and select **RapidRatings: Refresh Ratings**. The ratings are refreshed.

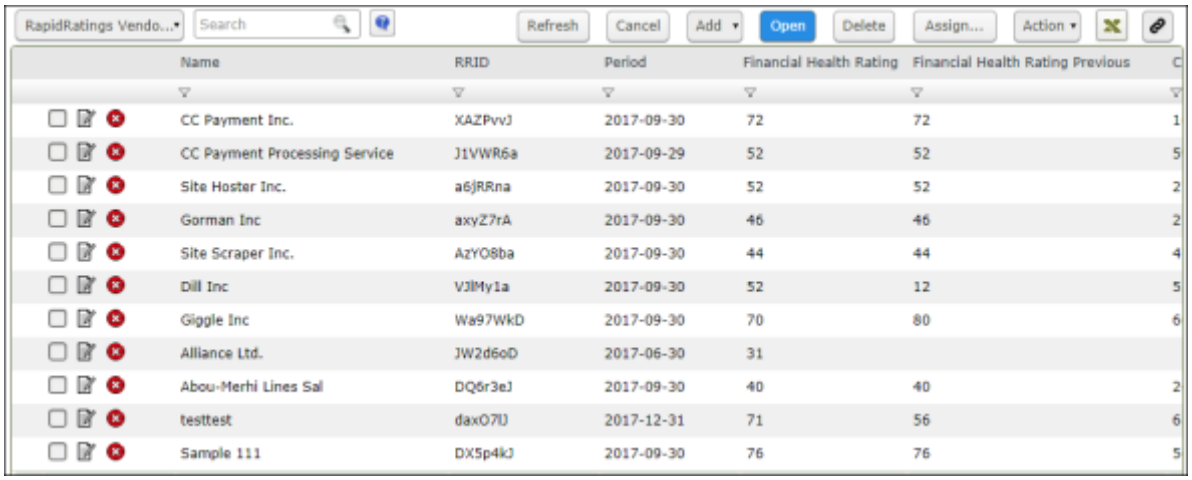


## RapidRatings Data within Vendor/Service Profile – Unattended Use

In the unattended use case, the RapidRatings Connector is scheduled to run for a pre-defined set of vendors. Without user intervention, the scheduler results are available on the RapidRatings Vendor Scores (nav) object search to help you monitor scores.

To access the RapidRatings Vendor Scores view:

In your Rsam instance, navigate to **Vendor Navigator** > **Vendor Data - RapidRatings Scores (RRI).**




| Name | RRID | Period | Financial Health Rating | Financial Health Rating Previous | C |
|---|---|---|---|---|---|
| CC Payment Inc. | XAZPvvJ | 2017-09-30 | 72 | 72 | 1 |
| CC Payment Processing Service | J1VWR6a | 2017-09-29 | 52 | 52 | 5 |
| Site Hoster Inc. | a6jRRna | 2017-09-30 | 52 | 52 | 2 |
| Gorman Inc | axyZ7rA | 2017-09-30 | 46 | 46 | 2 |
| Site Scraper Inc. | AzYO8ba | 2017-09-30 | 44 | 44 | 4 |
| Dill Inc | VJlMy1a | 2017-09-30 | 52 | 12 | 5 |
| Giggle Inc | Wa97WkD | 2017-09-30 | 70 | 80 | 6 |
| Alliance Ltd. | JW2d6oD | 2017-06-30 | 31 | | |
| Abou-Merhi Lines Sal | DQ6r3eJ | 2017-09-30 | 40 | 40 | 2 |
| testtest | daxO7lJ | 2017-12-31 | 71 | 56 | 6 |
| Sample 111 | DX5p4kJ | 2017-09-30 | 76 | 76 | 5 |

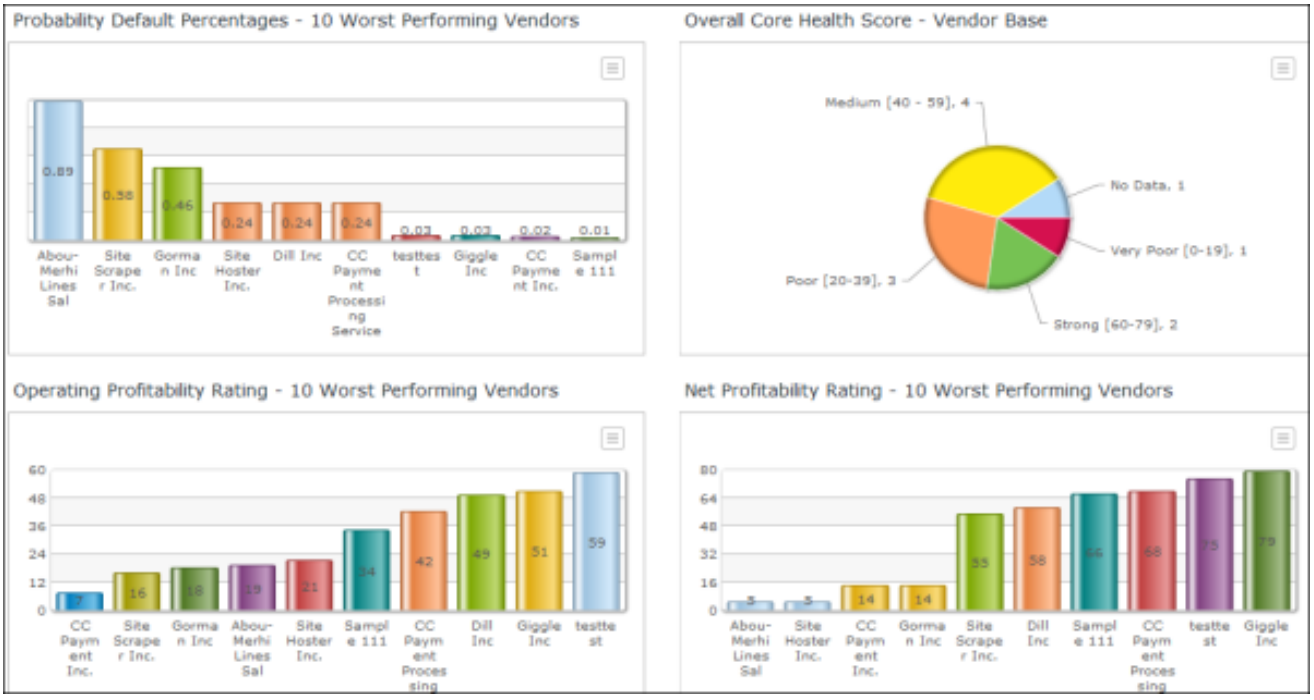
# RapidRatings Dashboards and Views

This section provides an overview of the dashboards and views available for the RapidRatings Connector.

## Dashboard: RapidRatings Population

This dashboard contains charts that illustrate the scores across all of your vendors. Typically, it provides scores for 10 worst performing vendors.

To access this dashboard, navigate to **Vendor Risk Management** > **Dashboard: RapidRatings Population**.




## Monitoring Alerts

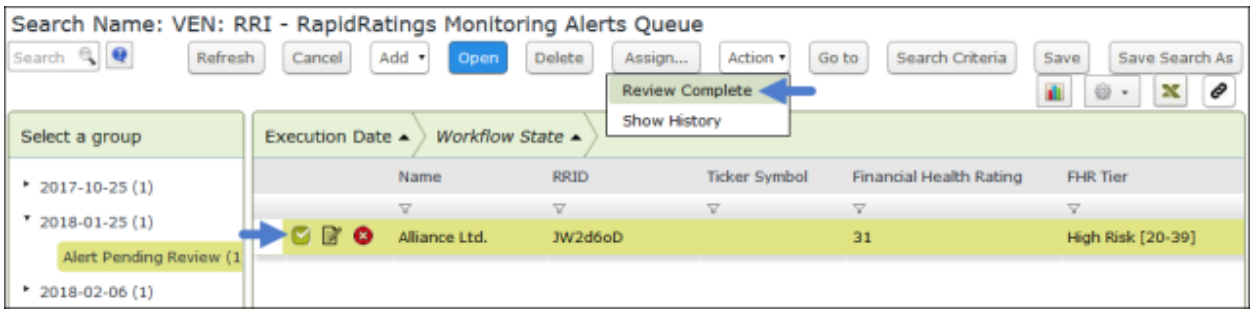
When scores go below the threshold values, alerts are created as records.

To review alerts:

1. In your Rsam instance, navigate to **Vendor Risk Management** > **Dashboard: RapidRatings Population**.

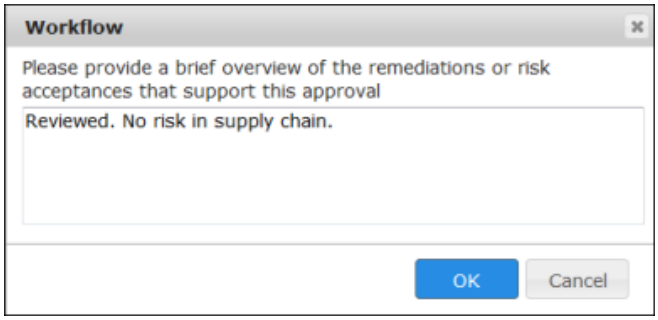
2. Click on the data bar (in light blue) illustrating the alerts pending for review. The **VEN: RRI - RapidRatings Monitoring Alerts Queue** search details open.

3. Select the alert record in the **Alert Pending Review** state.




4. Click **Action** and select **Review Complete**. The **Workflow** dialog appears.

5. Enter an overview of the review and click **OK**.



# Appendix: Rsam Documentation

## Vendor Risk Management Tutorial

For a detailed walk-through of the Vendor Risk Management user experience, please refer to the *Vendor Risk Management Step-by-Step Tutorial*. You should have received the *Vendor Risk Management Step-by-Step Tutorial* along with the Vendor Risk Management instance. If not, contact your Rsam Representative to obtain an electronic copy of the *Vendor Risk Management Step-by-Step Tutorial*.

## Inline Help

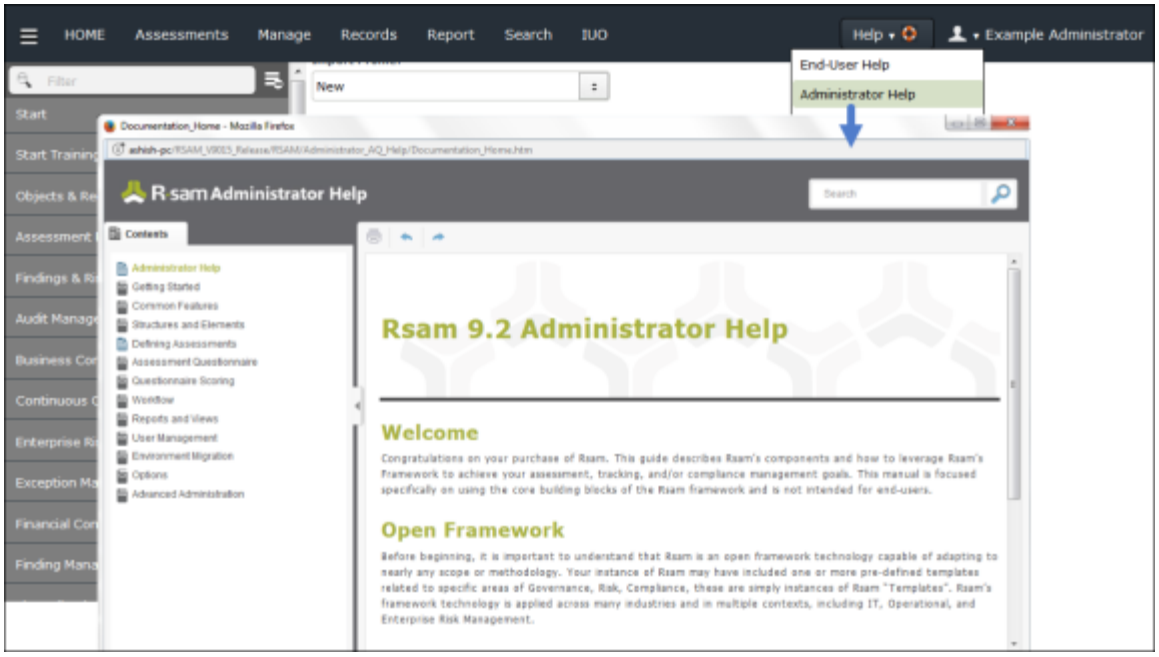
To get familiar with the specific Rsam features used in this configuration, refer the Rsam End-User Help, Rsam Administrator Help, or both. The Online help you can access depends on your user permissions.

**Procedure**:

1. Sign in to your Rsam instance. For example, sign in as **Example Administrator** user. Enter Username as **r_admin** and Password as **password**.

2. Mouse hover over **Help** and select an Online help in the menu that appears. Depending on your user permissions, you will be able to access the Rsam End-User Help, Rsam Administrator Help, or both.

   The following image shows the Rsam Administrator Help, opened from the **Example Administrator** user account.


HOME
Assessments
Manage
Records
Report
Search
IUO
Help
Example Administrator
End-User Help
Administrator Help
New
Rsam Administrator Help
Contents
Rsam 9.2 Administrator Help
Welcome
Open Framework