DNB Supplier Onboarding – BWL Test Project

Phase 1

The following document contains the requirements necessary to create a system that will help with onboarding suppliers.

Full Application Overview

DNB wants to collaborate with the BWL team in order to construct a system in which the Onboarding process of a potential supplier or for a customer is far more streamlined, and leverages the great amount of data that DNB currently keeps on companies worldwide. At a high level, anytime a supplier wants to become a supplier for a given operator (ex. Husky, Enbridge, etc), they must go through a qualification process in which they input their company data, and other data that is available to them, such as the data kept by DNB, is added to the screening process. The point of this is to ensure qualified, trusted suppliers are being dealt with, and risk of detriment to the operator is minimized.

Currently, this is a manual long process in which the supplier has to input all this information manually, despite DNB already having a large amount of it. Afterwards, operators have to cross reference this with DNB's database based on the supplier's DUNS number in order to find more detailed information on the company that most would not be willing or able to provide. By utilizing the ServiceNow platform, DNB is hoping to create a solution that speeds up both the onboarding process for suppliers, while also giving operators easy access to the data they require to make correct decisions on contract awarding.

This full solution will require integration with the DNB data source in order to provide the necessary data for this. For example:
http://www.huskyenergy.ca/operations/new-supplier-submission.asp

https://www.enbridge.com/~/media/Enb/Documents/Work%20with%20Enbridge/Request%20for%20New%20Supplier%20Profile.pdf?la=en

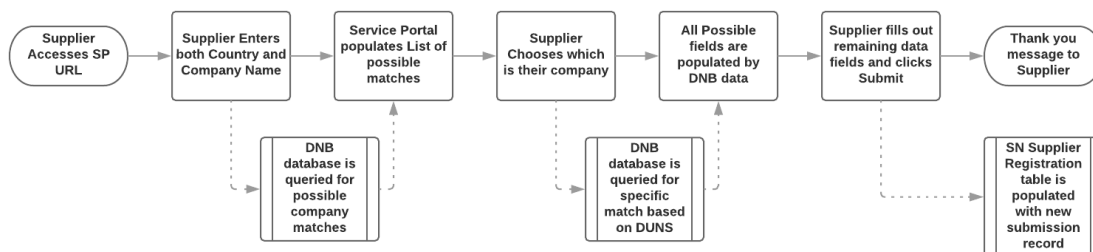https://www.encana.com/business/contractors/questionnaire

Phase 1 Overview

For Phase 1 hat needs to be produced in order to show prospective clients the future functionality, there will be considerable limitations taken on the system in order to speed the process of interest.

High Level Phase 1 Feature Set

The base flow that Phase 1 has to support is from two perspectives: Prospective Suppliers (Suppliers) and Operators potentially buying their offerings (Operators). Correct role access is not important for Phase 1, so using a singular portal and having Operators access the data via the base SN platform should suffice in order to get the idea across, though the decision may be made later to display this in a more suitable format.

Supplier Flow

The supplier needs to be able to accomplish the following flow in order for Phase 1 to be considered successful:
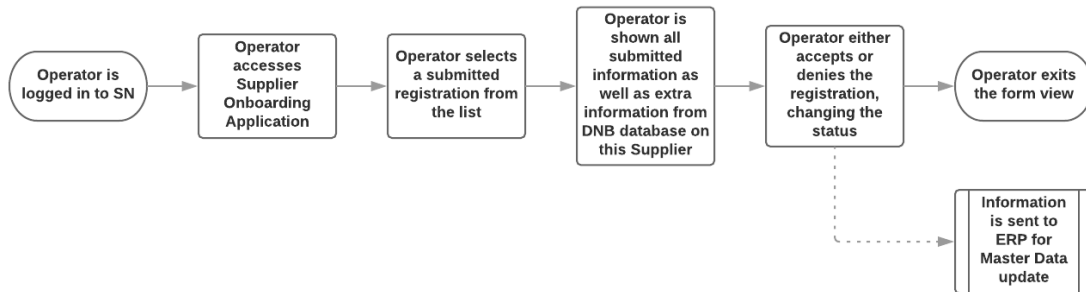

Note that the bottom database integration process will be omitted for Phase 1 except for the last one, in order to not require API integration.

For the supplier, it is **important to consider** that the supplier needs to be able to access this website (webpage) without the need to have a SN account or have to login at all.

Operator Flow

The Operator needs to be able to accomplish the following flow in order for Phase 1 to be considered successful:
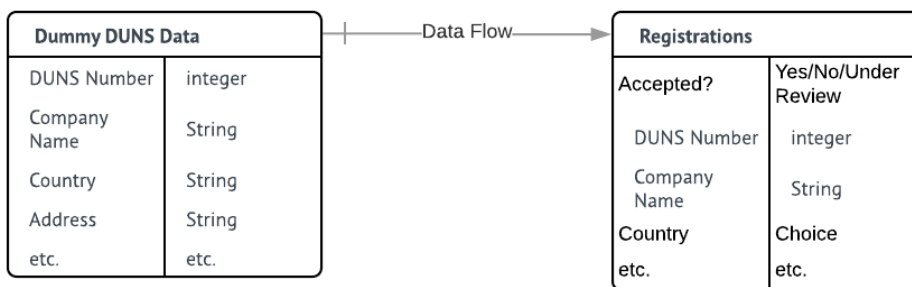

Note that the bottom ERP Integration is for full release, not for phase 1.

Both of these flows can be used consecutively to demonstrate the general overall use case of the product.

Data Model

As stated above, there will be no integrations constructed for this phase 1, and instead dummy data already in the SN system will be used to show this functionality. As a result, there are only two tables being used to hold the dummy data for the given supplier, and one to hold full registration data. For the full product it would be useful to change the dummy data table into a staging table for the integration. Due to the non-persistent nature of that table, it would be impossible to simply reference the data, and it is instead pushed to the new table on a need to need basis.

Note the Etc. to indicate all of the additional fields that would need to be added to a single dummy data and registration record.

Functional Requirements

1. Supplier Facing
   1.1. First screen should be a form looking similar to the supplied examples above
       1.1.1. Form is a View that may or may not contain all the fields the Operator themselves gets to see (i.e. Terrorist Watchlist status)
   1.2. Above the form should be a another 2 field form with Country and Company Name fields and a search button
       1.2.1. Entering a Country and Company name and searching should bring up a shortlist of possible matches
   1.3. Able to select from shortlist of matches
   1.4. Able to manually change fields that are automatically filled
   1.5. Able to manually change fields that are not automatically filled
   1.6. Submission should take to a Thank You page

2. Supplier Onboarding Field Fill
   2.1. Once a Supplier selects which company is theirs, all possible fields that can be filled from existing data should be filled
   2.2. Fields that only the Operator can see (see 1.2.1) should still fill the record, just not visible to the Supplier
   2.3. Should be done by calling a script to fill from Dummy Data table based on DUNS number (may use sys_id in the background but utilize DUNS for display value)
   2.4. Values should be COPIED from the Dummy Database to simulate integration, not referenced by the registration record.
       2.4.1. Prevents the future design of having to upload the entire DNB database

3. Operator Registration View/Accept
   3.1. A module in the SN platform should access the Registrations table, showing all submitted registration records
   3.2. Opening a record should give a form View of ALL of the fields, including ones previously hidden to suppliers that were populated by DNB (dummy) data
   3.3. Operators should be able to either Accept or Reject a potential supplier based on what they see

ServiceNow Requirements

-Has to be built on ServiceNow Madrid version

Phase 2

Phase 2 will be further explained once phase 1 is complete. However, to keep in mind while developing Phase 1, it will require full API integration with Duns and Bradstreet API. So, instead of using dummy data like Phase 1, it will be real validation and data.