1. Title: Initiate a Sourcing Request

■1.■Question: Do you want to make changes to an existing Contract? (Yes/No)
■•■Options:
■•■Yes
■•■No
■•■Instruction:
■•■If “Yes,” the user needs to indicate the Contract Worker (CW) they want to change
■2.■Search Bar:
■•■Prompt:
■•■“Please select the contract you would like to work with”
■•■Search Criteria:
■•■Contract Name
■•■Contract ID
■•■Third Party
■•■Contract Manager
■3.■Additional Information:
■•■Contract Status:
■•■If the contract is expired, the user can request an extension/renewal within 1 mont
■•■If the contract is in draft amendment status, it must be published first before raisir
■•■Support Contact:
■•■Contact Chain IQ or Support Team if needed.
■4.■Navigation:
■•■Back Button
■•■Continue Button (Inactive until selection is made)

2. Title: Initiate a Sourcing Request

Section: Initiative Description

Link: See sourcing questions

Provides additional guidance or frequently asked questions related to the sourcing pr
Field: Title (max. 120 Characters)

Prompt:
"Please provide a short descriptive title following the Naming Convention."
Instruction:
The title should be concise and adhere to the UBS Naming Convention.
Tooltip:
The short description will be shared with GenIQ for their activities.
Field: Objectives & Deliverables (min. 255 Characters)

Prompt:
Please specify:
Business need

3. Title: What is the type of Good or Service?

■1.■Prompt:
■•■“Please make sure you select the correct type. If you are not sure and need further
■2.■Field: Select the appropriate Category
■•■Search Bar:
■•■Users can search for their category.
■•■Dropdown Menu:
■•■Lists various categories such as:
■•■Awards
■•■Legal
■•■LP Cloud Move Test - L1
■•■Market Data Services (MDS)
■•■Marketing & Comm.
■•■Money Managers Services
■•■Personnel Services
■•■Post Trades (Post Trade Providers)
■•■Real Estate and Logistics
■•■Test Postores01
■3.■Selection Example:
■•■Selected Category:
■•■IT Software > Application Service Providers - XaaS (IaaS, StaaS, etc.)
■•■Tooltip:
■•■There are two levels of selection:
■1.■IT Software
■2.■XaaS
■4.■Additional Information:
■•■Expected Amount:
■•■The expected amount will be automatically split by calendar year.
■•■Users can manually change the allocation if needed.
■•■Start & End Date:
■•■Should represent the foreseen time frame for the provision/contract.
■5.■Navigation:
■•■Field to Add Expected Amount:
■•■Users can specify the expected amount, currency, exchange rate, and total USD.

4. What is the type of Good or Service?

■1.■Selected Category:
■•■Example:
■•■Personnel Services > Employee benefits
■2.■Prompt:
■•■“At least one entry is required”
■•■Field: Type of Good/Services
■3.■Section: Deal Financials and Duration
■•■Prompt:

5. Deal Financials and Duration

■1.■Field: Deal Presenter
■•■Prompt:
■•■“Who presents in the approval forum the request”
■2.■Section: Deal Financials and Duration
■•■Prompt:
■•■“Provide your available money to spend”
■•■Fields:
■•■Start Date: DD.MM.YYYY (Required)
■•■End Date: DD.MM.YYYY (Required)
■•■Expected Amount: (Required)
■•■Year, Currency, Expected Amount, Exchange Rate, Total USD:
■•■Table format for entering multiple entries.
■•■Add Button: To add the financial details.
■3.■Fields:
■•■Funding Type:
■•■Dropdown with options such as:
■•■D & E (Development and Engineering)
■•■SD (Service Delivery)
■•■Tooltip: Glemo struggled a bit to find this code.
■•■Cost Center:
■•■Example:
■•■OU (Base):
■•■LKG-C - Process Design & Transformation
■•■Cost Center:
■•■RCE2 - Customer Buy Exp and SC Transform CH
■•■GCRS Company:
■•■CB40 - UBS BSA (CH Ops) - Zurich
■•■OU (Deployment):
■•■LKG-C - Process Design & Transformation
■•■Cost Center:
■•■RCE2 - Customer Buy Exp and SC Transform CH
■•■GCRS Company:
■•■CB40 - UBS BSA (CH Ops) - Zurich
■4.■Additional Information:
■•■Expected Amount:
■•■The expected amount will be automatically split by calendar year.
■•■Users can still change the allocation manually if needed.
■•■Start & End Date:
■•■Should represent the foreseen time frame for the provision/contract.

6. Cost Breakdown

■1.■Section: Cost Breakdown
■•■Prompt:
■•■“Provide the cost breakdown for mentioned Expected Amount”

7. Is the spend funded out of the integration budget?

■1.■Question:
■•■“Is the spend funded out of the integration budget?”
■•■Options:
■•■Yes
■•■No
■•■Tooltip:
■•■“A spend is funded out of integration budget when the costs will be charged to a d
■2.■Section: Additional Information for Global Software Asset Management (GSAM) T
■3.■Question:
■•■“Do we intend to replace an existing technology?”
■•■Options:
■•■Yes
■•■No
■4.■Field: Duration for Decommission
■•■Prompt:
■•■“What is the technology being replaced and the time line to decommission the exis

8. Title: AppDir: Application, UBS Products, and Vendor Products

■1.■Question:
■•■“Do you already know the software you are buying?”
■•■Options:
■•■Yes
■•■No
■•■Tooltip:
■•■For big new products, probably the answer is “No,” and there is a tender to be don
■2.■Instruction:
■•■“Once you have selected the software, it will need to be registered in the Applicati
■•■Link:
■•■Provides a link to the Application directory for registering the software.
■•■Note:
■•■“The application and Product ID will need to be provided latest at the Contract Mar

9. AppDir: Application, UBS Products, and Vendor Products

■1.■Question:
■•■“Do you already know the software you are buying?”
■•■Options:
■•■Yes
■•■No
■•■Tooltip:
■•■For big new products, probably the answer is “No,” and there is a tender to be don
■2.■Instruction:
■•■“Once you have selected the software, it will need to be registered in the Applicati

10. Title: AppDir: Application, UBS Products, and Vendor Products

■1.■Field: Vendor Product
■•■Prompt:
■•■“Please select all Vendor Products”
■•■Field:
■•■“Vendor Product *”
■•■Add Button:
■•■Adds the selected vendor product to the table below.
■2.■Table:
■•■Columns:
■•■Category
■•■IT Capability 1
■•■IT Capability 2
■•■Vendor
■•■Vendor Product
■•■Standard Status
■•■Action
■•■Example Entry:
■•■Category: Business Applications
■•■IT Capability 1: Supply Chain Management
■•■IT Capability 2: Procurement and Supply Chain
■•■Vendor: SAP
■•■Vendor Product: Procure-to-Pay (P2P)
■•■Standard Status: Standard

11. Title: Chain IQ Involvement

■1.■Section: Chain IQ Involvement
■•■Instruction:
■•■“For additional clarity, please refer to the Countries in scope and Category overvie
■•■Note:
■•■“Countries in scope” = PDF file
■•■“Category overview” = Excel file
■2.■Question:
■•■“Can you confirm that Chain IQ will be involved in the process?”
■•■Options:
■•■Yes
■•■No
■•■Additional Field if “No” is selected:
■•■Question:
■•■“Reason for not involving Chain IQ”
■•■Dropdown Options:
■•■Sensitive/Confidential Project
■•■Internal Consulting
■•■Below CIQ involvement threshold for the category/country not covered by CIQ

12. Title: Confirm/Change the Cost Commitment Approvers

■1.■Section: Confirm/Change the Cost Commitment Approvers
■•■Instruction:
■•■“Approvers are defaulted to the Contract manager reporting line (minimum ranks t
■•■Note:
■•■You can change the approver, and the list is already filtered for the right seniority.
■2.■Fields:
■•■Cost Commitment Approver 1
■•■Example: Lardera, Ludovica (43501188)
■•■Minimum Rank: Managing Director
■•■Cost Commitment Approver 2
■•■Example: Egger, Harald (00101069)
■•■Minimum Rank: Managing Director

13. Title: Business/Budget Owner outside the Contract Manager’s Segment

■1.■Section: Business/Budget Owner outside the Contract Manager’s Segment
■•■Question:
■•■“Which part of UBS is the business/budget owner?”
■2.■Fields:
■•■Division:
■•■Example: Group Functions
■•■Area:
■•■Example: Group Corporate Services
■•■Unit:
■•■Example: Grp Human Resources & Corporate Services
■•■Sector:
■•■Example: Supply Chain
■•■Segment:
■•■Example: Supply Chain (sg)
■3.■Section: Attachments
■•■Allows for adding attachments relevant to the request.
■4.■Additional Info:
■•■GCRS Info: “The information entered here will drive the business approval.”

14. Title: Attachments

■1.■Section: Attachments
■•■Prompt:
■•■“Provide supporting documents for your request.”
■2.■Fields:
■•■Description:
■•■Add a brief description of what the document relates to.
■•■File Upload:

15. Title: Risk Applicability

■1.■Section: Risk Applicability
■•■Request ID:
■•■Example: Test GL 1306 (Request ID: 365500)
■•■Guidance Links:
■•■ROCC, BCM, Records Management, Intermediary Service, Data Handling, 3PISA, S
■2.■Subsection: Outsourcing
■•■Regulatory Outsourcing Control Check (ROCC)
■•■“Because you have picked the categories noted below, you are required to comple
■•■Table:
■•■Columns: L1, L2, L3, L4, Outsourcing Relevant
■•■Example Entry: IT Software, Application Service Providers, Yes
■3.■Questions:
■•■“Does the service fall under any of the following categories that are typically not c
■•■Options:
■•■Third Party staff augmentation, staff operating on UBS premises under UBS’s dire
■•■Relationships with correspondent banks, agents, and custodians (internal and ext
■•■Clearing and settlement arrangements between clearing houses, central counterpa
■•■Market information services (e.g., Bloomberg, Moody’s, Standard & Poor’s) and co
■•■Functions that are legally required to be performed by external providers (e.g., sta
■•■Purchasing of goods; facilities management (consisting of the following services:
■•■Law firms and consultants providing advice; health insurance
■•■Telecommunication services and public utilities
■•■None of the above
■4.■Additional Questions:
■•■“Does the service fall under any of the types of activities that are considered as in
■•■Options: Yes, No
■5.■Data Inconsistencies Popup:
■•■Message:
■•■“While the category selected is considered outsourcing relevant, your response in
■•■Buttons:
■•■ROCC Support Team, Close
■•■Tooltip:
■•■“This is a double check; if you flag ‘Yes,’ this pop-up appears.”

16. Title: Regulated Activity / Internal Control Function / Risk Function

■1.■Section: Regulated Activity / Internal Control Function / Risk Function
■•■Question:
■•■“Does the outsourcing include a regulated activity, parts of a UBS control functior
■•■Options:
■•■Yes
■•■No
■•■Tooltip:
■•■Following questions appear if “No” is selected.

17. Additional Outsourcing Questions

■1.■Question:
■•■“Does the outsourcing involve managed services including transfer of knowledge
■•■Options:
■•■Yes
■•■No
■•■Other
■2.■Question:
■•■“Will the cost to run the outsourced process and service become a barrier to exit t
■•■Options:
■•■Very likely
■•■Likely
■•■Unlikely
■3.■Question:
■•■“Is the estimated cost to insource the service/process (transition/change-the-bank
■•■Options:
■•■Transition cost to insource will be ≥ 3 times the annual vendor fees to provide the
■•■Transition cost to insource will be 1-3 times the annual vendor fees to provide the
■•■Transition cost to insource will be < 1 times the annual vendor fees to provide the
■4.■Question:
■•■“How long will it take to internalize the process/service covered by this sourcing r
■•■Options:
■•■≥ 12 months
■•■7-11 months
■•■6 months or less

18. Business Continuity Management (BCM)

■1.■Section: Business Continuity Management (BCM)
■•■Fields:
■•■BCM Critical: Yes/No
■•■BCM Tier: NA
■2.■Section: Business Activity and DRP Dependency
■•■Instruction:
■•■“Please select all the UBS Business Activities and DRPs that the third party contra
■•■Note:
■•■DRP = Departmental Recovery Plan
■•■Users will need help from the BCM team to get clarifications to fill this part of the c
■3.■Fields:
■•■Region
■•■Country
■•■City
■•■Division
■•■Example: Group Functions
■•■Unit
■•■Example: Org Human Resources & Corporate Servi

19. Data Handling

■1.■Section: Data Handling
■•■Instruction:
■•■“Select the category of UBS data that the vendor/third party is supposed to proces
■•■Dropdown Options:
■•■Strictly Confidential
■•■Confidential
■•■Internal
■•■Public/None
■•■Note:
■•■Different flags appear below depending on the selected item.
■2.■Questions:
■•■“Select all applicable categories of data which the third party will process (incl. ac
■•■Options:
■•■Client Identifiable Data (CID)
■•■Yes
■•■No
■•■If Yes:
■•■Type of clients the CID relates to:
■•■Individual/Natural person clients
■•■Institutional/Corporate clients
■•■Prospective clients
■•■Business Division Owning the data:
■•■Group Functions
■•■Wealth Management
■•■Wealth Management Americas
■•■Personal & Corporate Banking
■•■Investment Bank
■•■Asset Management
■•■CID Type:
■•■Category A: Direct CID
■•■Category B: Indirect sensitive IDs for CID
■•■Category C: Combination of multiple attributes which may result to CID
■•■Category D: Non-sensitive identifiers (NSI) substituting Category A and/or Categor
■•■Employee Identifiable Data (EID)
■•■Yes
■•■No
■•■Unpublished Price Sensitive Information (UPSI)
■•■Yes
■•■No
■3.■Additional Information:
■•■Note:
■•■Guidance in infoboxes and additional links to deep dive.
■•■Provided indicative assessments on the above data points, to the best of your und

20. Data Handling (Public/None)

■1.■Section: Data Handling
■•■Instruction:
■•■“Select the category of UBS data that the vendor/third party is supposed to proces
■•■Dropdown Options:
■•■Strictly Confidential
■•■Confidential
■•■Internal
■•■Public/None
■•■Note:
■•■If “Public/None” is selected, the checkboxes for selecting data categories are disa
■2.■Questions:
■•■“Select all applicable categories of data which the third party will process (incl. ac
■•■Options:
■•■Client Identifiable Data (CID)
■•■Yes (Disabled if “Public/None” is selected)
■•■No (Disabled if “Public/None” is selected)
■•■Employee Identifiable Data (EID)
■•■Yes (Disabled if “Public/None” is selected)
■•■No (Disabled if “Public/None” is selected)
■•■Unpublished Price Sensitive Information (UPSI)
■•■Yes (Disabled if “Public/None” is selected)
■•■No (Disabled if “Public/None” is selected)
■3.■Additional Information:
■•■Note:
■•■Provided indicative assessments on the above data points, to the best of your und

21. Information Security (3PISA)

■1.■Section: Information Security (3PISA)
■•■Note:
■•■3PISA = Old name of OCRA.
■•■Instruction:
■•■Explanation about data accessibility based on environment control.
■2.■Questions:
■•■“Is the service or product provided by the third party supplied solely from UBS pre
■•■Options:
■•■Yes
■•■No
■•■“Will the third party access, transport, store, archive, process or destroy UBS data
■•■Options:
■•■Yes
■•■No
■•■“Will the service or product involve the use of a third party application or permane
■•■Options:
■•■Y

22. Records Management (RM)

■1.■Section: Records Management (RM)
■•■Instruction:
■•■“Please evaluate whether specific records management requirements must be foll
■•■Questions:
■•■“What is the purpose of the contract and will records be processed?”
■•■“Will the request contain the purchase of solely physical goods or supply of a serv
■•■Options:
■•■Yes
■•■No
■•■Note:
■•■If “No” is selected, additional questions appear.
■2.■Additional Questions (if “No” is selected):
■•■“Please select the applicable option:”
■•■Options:
■•■Final work product from the service (e.g., office files, PDF document) qualifies as a
■•■Supply of a service using UBS infrastructure where UBS records will be created, p
■•■Supply of a service using vendor infrastructure. UBS records will be created, proc
■3.■Additional Information:
■•■Support:
■•■For further assistance, consult the Records Management Guidelines or watch the v
■•■What qualifies as a Record?
■•■Records are a subset of information that memorialize and provide objective eviden
■•■How to identify Records?
■•■CASIR is your digital companion for assessing your information asset for mandato
■•■Note:
■•■RM is not segmentation relevant - within UBS, we segment contracts and the resul

23. Intermediary Service

■1.■Section: Intermediary Service
■•■Question:
■•■“Will the vendor act as an Intermediary or provide any Intermediary services on be
■•■Definition:
■•■Intermediaries are individuals or entities that provide services which involve intera
■•■Options:
■•■Yes
■•■No
■•■Note:
■•■This section is not segmentation relevant.

24. Risk Applicability Summary

■1.■Section: Risk Applicability Summary
■•■Details:

25. Risk Applicability Summary (Continuation)

■1.■Section: Risk Applicability Summary (Continuation)
■•■Details:
■•■Summary of various risk assessment fields and their statuses.
■2.■Fields:
■•■EID Access
■•■Status:
■•■Yes
■•■Instructions:
■•■Applicable clauses/exhibits will be included in the contract by Chain IQ. If Chain IQ
■•■Personal Data
■•■Status:
■•■Yes
■•■UPSI (Unpublished Price Sensitive Information)
■•■Status:
■•■Yes
■•■Instructions:
■•■Applicable clauses/exhibits will be included in the contract by Chain IQ. If Chain IQ
■•■Data Classification
■•■Status:
■•■Internal
■•■Records Management
■•■Status:
■•■No
■•■Intermediary Service
■•■Status:
■•■No
■•■SLA Required
■•■Status:
■•■Yes
■•■Instructions:
■•■An SLA is required and must be included in the contract by Chain IQ. If Chain IQ is
■•■Subcontractor Assessment Required
■•■Status:
■•■Yes
■•■Instructions:
■•■If Chain IQ is not involved, ask the vendor to fill out the subcontractor questionnai
■3.■Actions:
■•■Buttons:
■•■Save & Close
■•■Edit
■•■Submit

26. Risk Applicability Summary
Explanation:

28. Approver Side - Demand Approval Process
Explanation:
Purpose: This screen shows the steps in the demand approval process and the status
Sections:
Submit Request: This is the initial submission of the request.
Cost Commitment Approvals by Finance Policy: The first cost commitment approver r
Form Change: This indicates any necessary changes or corrections to the form.
Supply Chain Steps: Subsequent steps handled by the supply chain team.
Details:
Process Step: Describes the current step in the process.

Activity: Specific actions taken in each process step.

Owner: Person responsible for the action.

Completion Date: Date when the action was completed.

Status: Current status of the action, such as "Returned" or "Pending".

Days: Number of days taken for the step.

Returned Status: Indicates that the request was returned by the approver for further e

Pending Status: Indicates that the request is currently awaiting action.

The information provided in this step-by-step guide details the submission, approval, a

29. Approver Dashboard - Overview
Explanation:
Purpose: This screen shows the approver's dashboard where they can view and mana
Sections:
Pending: Requests awaiting approval.
Approved: Requests that have been approved.
Rejected: Requests that have been rejected.
Details:
Search Bar: Allows the approver to search for specific requests using various filters s
Download Table: Provides an option to download the table data as an Excel file for fur
Request List: Displays details of each request including:
Request ID: Unique identifier for the request.
Request Details: Brief description or title of the request.
L1 Category: High-level category of the request.
Workflow Template: Template used for the workflow of the request.
Approval Step: Current step in the approval process.
Initiation Date: Date when the request was initiated.

30. Approver View - Cost Commitment Approval
Explanation:
Purpose: This screen shows the detailed view for cost commitment approval within th
Sections:
Cost Commitment: Section where the cost commitment approvals are managed.
First Cost Commitment Approver: Displays the first approver's name, status, and deci
Second Cost Commitment Approver: Displays the second approver's name, status, an
Business Approvers: Section for business role-based approvers.
Details:
Approval Type: Indicates the type of approval required (Cost Commitment, Business,
Approver: Shows the name and ID of the approver.
Decision: Dropdown menu for the approver to choose between "Approve" and "Return
General Comment: A field for the approver to provide additional comments or feedbac
Insights:
Parallel Approvals: Multiple approvers can review and approve the request in parallel,
Decision Options: Approvers can either approve the request or return it to the request
Stage Control: Depending on the stage of the process, a returned request can either g
This detailed view for cost commitment approval allows approvers to efficiently manag

31. Overview - Approval Process
Explanation:
Purpose: This screen provides an overview of the approval process for a sourcing req
Sections:
Demand Approval:

Submit Request:
Owner: Requestor (Locci, Glemo)
Completion Date: 13.06.2024
Status: Submitted
Cost Commitment Approvals by Finance Policy:
First Cost Commitment Approver: Lardera, Ludovica
Second Cost Commitment Approver: Kamm, Adrian
Status: Pending
Contracting:

Draft Contract (Supply Chain):
Draft Contract Upload by Sourcer: Multiple owners, status: Upcoming
Contract Manager Confirmation: Locci, Glemo, status: Upcoming
Risk Assessments:

Pre-contract Risk Checks as Required by TPRM:
Operational Consolidated Risk Assessment: sh-ocra@ubs.com, status: Not Passed
Legal Contract Check: Multiple owners, status: Upcoming
Pre-Signature Compliance Check: Multiple owners, status: Upcoming
Contract Approval

32. Approver Process Summary
The approver process in the UBS sourcing system involves multiple steps and roles to

1. Submit Request
Initiator: Requestor
Activity: Submitting the sourcing request.
Completion: Requestor completes and submits the initial request form.
Status: Submitted
2. Cost Commitment Approvals
First Cost Commitment Approver
Role: First-level approver responsible for reviewing the financial aspects of the reques
Approver Example: Ludovica Lardera
Activity: Reviewing and approving the cost commitment.
Status: Pending or Approved
Second Cost Commitment Approver
Role: Second-level approver, typically with a higher authority or different focus.
Approver Example: Adrian Kamm
Activity: Further review and approval of the cost commitment.
Status: Pending or Approved
3. Contracting
Draft Contract Upload by Sourcer
Initiator: Sourcer
Activity: Uploading the draft contract for the sourcing request.
Status: Upcoming or Completed
Contract Manager Confirmation
Role: Contract Manager
Activity: Confirming the uploaded contract.
Status: Upcoming or Confirmed
4. Risk Assessments
Pre-contract Risk Checks (TPRM)
Role: Multiple roles, including operational, legal, and compliance teams.
Activities:
Operational Consolidated Risk Assessment: Performed by operational risk team.
Legal Contract Check: Performed by legal team.
Pre-Signature Compliance Check: Performed by compliance team.
Status: Not Passed, Upcoming, or Passed
5. Contract Approvals
Final Contract Reviews and Approvals
Role: Multiple approvers, including GSAM, commercial teams, and other relevant stak
Activities:
GSAM Approval: Review by GSAM team.
Commercial Approval: Review by commercial team.
CAF (Commercial Approval Forum) Greater than $100K: Review for high-value contrac
Other Stakeholders: As required.
Status: Upcoming, Approved, or Rejected
6. Sourcing Overview
Assigned Sourcer

33. Summary of All Steps:

1. Initiate a Sourcing Request

Questions:

Do you want to make changes to an existing Contract? (Yes/No)

Select the contract to work with.

Additional Info:

Contract expiration, extension, and amendment details.

2. Initiative Description

Fields:

Title

Objectives & Deliverables

Additional Info:

UBS Naming Convention.

3. What is the type of Good or Service?

Instructions:

Select the appropriate Category.

Seek advice if needed.

4. Category Selection Confirmation

Popup Message:

Importance of correct category choice.

5. Deal Financials and Duration

Fields:

Deal Presenter

Start Date, End Date

Expected Amount

Funding Type, Cost Center, PPM Program Code

Additional Info:

Details on amount splitting and date selection.

6. Cost Breakdown

Instructions:

Select spend type, date, and cost.

Click "Add."

Fields:

Spend Type

Expected Delivery Date

Cost

Additional Info:

Frozen amount information.

7. Integration Budget

Questions:

Is the spend funded out of the integration budget? (Yes/No)

Do we intend to replace existing technology? (Yes/No)

Fields:

Duration for Decommission.

8. AppDir: Application, UBS Products, and Vendor Products

Questions:

Do you know the software you are buying? (Yes/No)

34. Detailed Process Breakdown
1. Initiation:
User initiates a request through the chatbot.
Chatbot asks for initial details such as project name, category, and description.
2. Vendor Product Selection:
Chatbot prompts the user to select vendor products.
User provides vendor product details.
3. Chain IQ Involvement:
Chatbot asks if Chain IQ will be involved.
Based on the user's response, additional questions may be asked or certain steps ski
If "No": Chatbot asks for the reason for not involving Chain IQ.
If "Yes": Chatbot proceeds to ask about the contract manager.
4. Cost Commitment Approvers:
Chatbot requests cost commitment approvers' details.
User provides approver details.
5. Business/Budget Owner:
Chatbot asks for details about the business/budget owner.
User provides the necessary information.
If "Yes" to outside contract manager's segment: Chatbot asks for the specific busines
If "No": Chatbot proceeds to ask for attachments.
6. Attachments:
Chatbot prompts the user to attach any relevant documents.
User uploads the documents or provides links.
7. Risk Applicability:
Chatbot guides the user through a series of risk-related questions to determine applic
User responds to questions about outsourcing, data handling, intermediary services,
8. Review and Submit:
Chatbot reviews all collected information with the user.
User confirms and submits the request.
9. Exception Handling:
If the request is returned or a risk assessment fails, the chatbot notifies the user and
User makes the necessary changes based on the feedback and resubmits.
User Guidance and Edge Case Handling
Uncertain Responses:

For questions where the user might be unsure, the chatbot offers options to select "I
Yes/No Decision Points:

Each Yes/No question is followed by tailored prompts to gather additional necessary i
Document Uploads:

If the user has documents to upload, the chatbot guides them through the process an
Risk Assessments:

The chatbot asks detailed questions about different risk aspects, ensuring all necess
Review and Confirmation: