# Skype Meeting 9/29/2017

- *Logistics:  11am – 12:00 separate meeting on October 6th QA session with senior developers (Skype), then afterwards lunch with Nic and Ryan*
  - Mike Hade:  Senior ServiceNow developer.
- Dahlberg: Set an alarm to indicate the vendor contract if it's about to expire, and give option about to renew or not.
  - Add an ability to add comments to the contract file.
  - Checkpoints as objects in object oriented code
- Nic: How is the company going to transfer data? End user portal? Provide or update information? Feedback (Quality of work)
  - Approves of the high level work flow shown, but wants a little more detail involving the different entities involved.
  - Contractors need a portal to interact with ServiceNow.
  - Contractors will be the end users.
  - Somebody in another party collecting information and validating information
  - Who did what in the task?
  - Every time a service has been completed. There is a survey that is sent out reviewing the service.
  - Set milestones, after each milestone, a survey can be sent out. ServiceNow is very task oriented.
  - Base model, templates different for each business
- Ryan: does vendor management come with ServiceNow when a company purchases it?
  - Ryan himself has not heard much of vendor management on ServiceNow at all.
  - Swim lanes?

## Goals

- Portal for different vendors (information sharing, ratings)
  - Training, events
  - Role based system (employers would see different things than the contractors)
- Step 1: create a profile on ServiceNow
- Step 2:  somebody create a need for a job
- Step 3: a vendor will get a notification based on the need
- Step 4: choose vendor
- Step 5:  evaluate the work that was provided
- Step 6: choose to renew contract or renegotiate
  - Look at indeed.com, how are jobs broken up? How to query for people Etc.
- For next week: a higher level, what does vendor management look like? Reference the powerpoint that Nic sent us. Modify the presentation that we did, and create swim lanes

horizontally about the vendors and include people involved (vendors, employers, executives)

- o Stakeholders, milestones