Define Problem

# Statement

The vendor management system is a plugin for ServiceNow, an all-in-one platform for business management. Currently, it lacks a good solution that entails the entirety of vendor management, an important section of any business. Thus, this system is design with the goal to ease the tedious paperwork, and to offer organizations, whether private or public, a simple way to work with others.

Organizations lack a streamlined process for managing external vendors, which leads to duplicative work performed on the vendor side but also within the organizations themselves. Organizations oftentimes manage vendors using disparate systems that lack workflow automation and reporting/analytics to facilitate a more efficient and accurate vendor management process.

Refer to detailed design for timeline/sprints

# Problem

There are three aspects for vendor management.

1. Vendor acquisition: A company or organization needs to have a simple method for vendors to register themselves. The easier the process is, the more willing a vendor will be. There should be a unified form for vendors to complete. The form should envelope all aspects regarding the vendor. The details of the form are included in the data dictionary.
2. Job selection: Currently, there is no standard for vendors to apply to job postings. For example, there are a different number of requirements for government vs private contracts such as NAICs codes, company information.
3. Organization: Currently there is no convenient way to organize current and past vendors/contracts. The plugin will include a role based system for each entity involved. (ex: Vendor, Vendor Manager, Business). The vendor manager will organize the entire contract/vendor acquisition process.

# Business requirements

The system should work out-of-the-box for a variety of organizations, such as private companies and governmental agencies.

A convenient, easy to access tool that makes vendor management/ contract negotiation process streamlined and simple. The tool will include workflow automation, analytics, vendor self-organization, and contract vehicles.

# Constraints

* Must be built in the ServiceNow environment.

# Stakeholders

* Vendor: provides goods/services to the Business
* Vendor Manager: oversees the vendors and their interactions with the Businesses
* Business: posts jobs and seeks vendors to fulfill contracts