Vendor Performance

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Introduction

Vendor Performance

Note: *This article applies to Fuji and earlier releases. For more current information, see Vendor Performance* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

The Vendor Performance application helps an organization manage, evaluate, and compare the companies that are labeled as vendors in ServiceNow. Many of the following vendor performance features depend on assessment functionality:

- **Vendor assessments:** Evaluate, score, and rank any vendor in the system.
- **Manage specific vendors:** Identify vendor managers for specific vendors. These managers can see the list of their vendors and the results of vendor assessments.
- **Vendor scorecards:** View current summary information about a vendor's performance, including related incidents, assets, purchase agreements, discounts, outages, breaches, and other information that vendor managers need.
- **Vendor decision matrixes:** View a two-axis graph that plots assessment results for multiple vendors. Use decision matrixes to determine the relative standing of vendors in two or more selected categories.
- **Vendor bubble charts:** View a three-axis graph that plots assessment results for multiple vendors. Use bubble charts to determine the relative standing of vendors in three selected categories, with an emphasis on one category. Bubble charts are available starting with the Eureka release.
- **Vendor contacts:** Create vendor contacts for individuals who provide support on behalf of the vendor, such as customer service representatives, support technicians, and vendor contractors.
- **Vendor activities:** Track important vendor events, such as demos, trade show interactions, and meetings.

Vendor performance also includes information from vendor ticketing, if this feature is enabled.

The Vendor Performance application is available starting with the Dublin release.

Vendor Performance Process

To get the most out of vendor performance, assign appropriate user roles, set up vendor data, and set up vendor assessments. After the initial setup, keep vendor data up to date and maintain an assessment cycle that works for your organization. Evaluate your vendors periodically to help make better business decisions based on vendor performance statistics.

Assign Roles

Assign the vendor_manager role to users who are involved with your organization's vendor management process and who need to use vendor performance modules. Assign the assessment_admin role to users who you need to set up vendor assessments. Vendor managers cannot view the Assessments application menu or modules, though they can view vendor assessment records by navigating directly to the tables. You may want to assign both the vendor_manager and assessment_admin roles to certain users so they can manage vendor assessments as well as other vendor information.

Set Up Vendor Data

In ServiceNow, vendors are company records that have the **Vendor** check box selected. Ensure that each vendor is properly defined on the Company form. Navigate to **Vendor Performance > Vendors** to view all companies designated as vendors and ensure that the companies you want to evaluate in vendor performance are present on the list. You can create vendor types to help classify vendors. Create new vendors and add information, such as vendor type, to existing vendors as necessary. Vendor performance adds the Vendor view of the Company form, which contains fields that are not visible in other views by default. Though not required, you can assign users as vendor managers for specific vendors. These users can quickly view a filtered list of vendors for which they are vendor managers.

Also consider creating vendor contacts and vendor activities to keep track of important people and events related to vendors.

Set Up Vendor Assessments

Have an assessment administrator configure vendor assessments so you can evaluate vendors using questionnaires and scripted database queries. Examples of setup tasks include setting an assessment generation schedule for recurring assessments, associating users to categories or vendors they are knowledgeable about, and creating decision matrixes.

Evaluate Vendors

After the initial setup, generate assessments. Users complete questionnaires and the system runs scripted queries to obtain results for vendors. When you have assessment results, view vendor decision matrixes, bubble charts, and scorecards, tools to help visualize vendor performance over time and relative to other vendors. The information presented in decision matrixes, bubble charts, and scorecards updates dynamically to reflect current data.

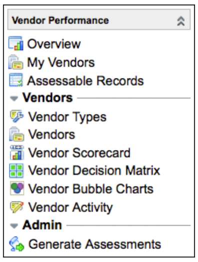
Roles

The Vendor Performance application uses the following roles.

Role Title	Role Name	Description
Vendor manager	vendor_manager	Vendor managers are involved with the organization's vendor management process, configure vendor records, and need to access the key performance information generated in vendor performance assessments.
ITIL user	itil	ITIL users perform basic technician operations in the system. In the Vendor Performance application, ITIL users can use the Vendor Activity module to track important vendor-related events. ITIL users can also view vendor scorecards and decision matrixes using the related links on the Company form.
Assessment administrator	assessment_admin	Assessment administrators configure assessments to evaluate vendors.
Administrator	admin	Administrators have access to all aspects of the vendor performance and assessment processes. Only administrators can set up vendor assessment schedules.

Menus and Modules

Activating the plugin adds the Vendor Performance application menu to the application navigator, with the following modules.



- **Overview:** View an overview page with various vendor performance gauges.
- **My Vendors:** View, create, and edit vendors for which you are a vendor manager.
- **Assessable Records:** View assessable records for associated vendors, which are evaluated in vendor assessments.
- **Vendors**
  - **Vendor Types:** View, create, and edit vendor types to group vendors that offer similar goods or services.
  - **Vendors:** View, create, and edit vendors.
  - **Vendor Scorecard:** View key performance information for each vendor on its vendor scorecard.
  - **Vendor Decision Matrix:** Compare the performance of multiple vendors on vendor decision matrixes.
  - **Vendor Bubble Charts:** Compare the performance of multiple vendors on vendor bubble charts (starting with the Eureka release).
  - **Vendor Activity:** View, create, and edit vendor activities: significant events or interactions related to vendors. This is the only vendor performance module that ITIL users can access.
- **Admin**
  - **Generate Assessments:** Automatically generate assessments for vendor assessable records. This module is available to administrators only.

Note: *Activating the vendor ticketing feature adds the Vendor Credits module to this menu.*

Activating Vendor Performance

An administrator can activate the Vendor Performance plugin to access the application.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

Enhancements

Eureka

- Bubble charts provide a way for vendor managers to compare vendor performance in three different categories at a time.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/vendor-performance/concept/c_VendorPerformance.html

Installed Vendor Performance Components

Overview

The following components are installed with vendor performance:

- Tables
- Plugins
- User Roles
- Business Rules

Demo data is available with vendor performance. The demo data provides sample vendors and related data, including configuration items, incidents, assessable records, and vendor categories.

Tables

Vendor performance adds the following tables.

Table	Description
Vendor Activity [vm_vendor_activity]	Stores vendor activity records, which help vendor managers track significant events and interactions with vendors.
Vm Vendor Contact [vm_vendor_contact]	Stores vendor contact records, which contain contact information for individuals who provide useful information or support on behalf of vendors.

Plugins

Vendor performance activates the following plugin if it is not already active. The Assessment plugin is active by default starting with the Eureka release.

Plugin Name	Plugin ID	Description
Assessment	com.snc.assessment_core	Provides functionality to use vendor assessments. For more information about assessment components used in vendor performance processes, see Installed with Assessments.

User Roles

Vendor performance adds the following user role.

Role	Contains Roles	Description
vendor_manager	itil	Vendor managers can: • View and customize the Overview module. • View assessable records, vendor scorecards, and decision matrixes. • View, create, edit, and delete vendor types, vendors, vendor contacts, and, starting with the Eureka release, bubble charts. • View vendor assessment records by directly navigating to the tables. If vendor ticketing is activated, vendor managers can also view, create, edit, and delete vendor credits and vendor tickets.

Business Rules

Vendor performance adds the following business rules.

Name	Table	Description
Auto business rule for Assessments	Company [core_company]	Monitors the Company [core_company] table. When someone adds a record that meets the Vendor metric type conditions, this business rule generates an assessable record. If someone changes the Vendor metric type's table or conditions, the system automatically updates the business rule script to reflect the changes. Existing assessable records associated with the metric type are not affected.
Auto deletion rule for Assessments	Company [core_company]	Prevents users from deleting a record on the Company table if it is associated to metric or category results. If the company record has no associated results and a user deletes it, this business rule deletes any associated assessable records.

Using

Overview Module

Overview

The vendor performance Overview module displays various gauges that provide vendor performance statistics. These gauges display information about vendor assessment results, assets, SLAs, and other useful items.

The Overview module is a type of homepage. For details about editing gauges on homepages, see Adding Existing Gauges to a Homepage.

Roles

Only users with certain roles have access to the Overview module. Users with the vendor_manager or admin role can view the overview page and refresh, add, delete, and rearrange gauges.

Using the Vendor Performance Overview Module

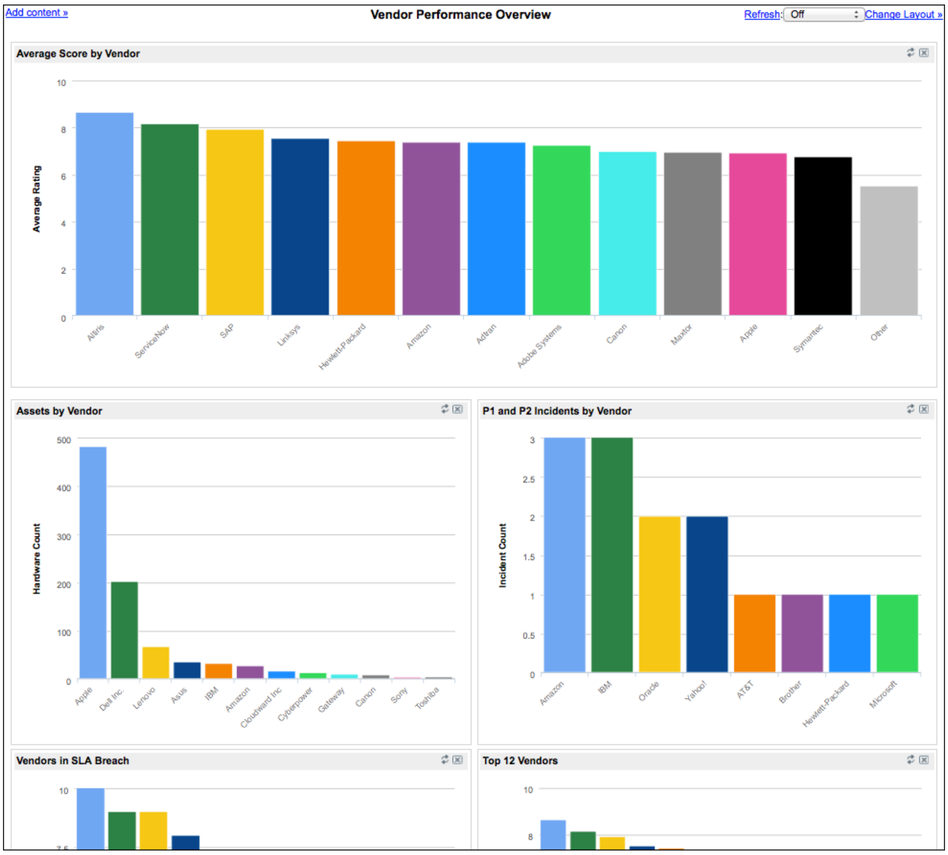
To use the vendor performance Overview module:

1. Navigate to **Vendor Performance > Overview**.
2. Click elements within the gauges to obtain more information.

The following gauges are included by default:

- Asset Cost by Vendor
- Assets by Vendor
- Average Score by Vendor
- CIs by Vendor
- Live feed recent activity on all vendor feeds
- Open Vendor Tickets (available with Vendor Ticketing)
- P1 and P2 Incidents by Vendor (available with Vendor Ticketing)
- Residual Value by Vendor
- Top 12 Vendors
- Vendors in SLA Breach

For more information about the reports used by the gauges, see Vendor Reporting.



Using Vendor Performance

Note: *This article applies to Fuji and earlier releases. For more current information, see Use Vendor Performance* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

Vendor managers use the Vendor Performance application to manage and compare the vendors their organization works with. Use the Vendor Performance application with information from the Assessments application to rank the importance of your vendors and to detect possible problem areas, such as contract breaches and incidents. Create vendor contacts and activities to keep track of important people and events related to vendors.

If you are new to using Vendor Performance, see Vendor Performance Process for usage suggestions.

Vendor Assessments

Vendor assessments enable organizations to evaluate, score, and rank any vendor in the system using custom questionnaires for users to complete and using scripts that query the database directly. Assessments are not required, but greatly enhance what you can do with the Vendor Performance application. For example, a vendor scorecard, which contains summary information about a vendor and visual breakdowns of that vendor's performance, displays additional information when there are assessment results for a vendor. Vendor decision matrixes, which are graphs of assessment results for multiple vendors, can be created in the Assessments application only.

In the Assessments application, *metric types* define sets of records for evaluation. Within each metric type, *metric categories* represent themes, which contain *metrics*, the individual traits or values to evaluate. Vendor performance adds the **Vendor** metric type, several categories, and metrics to the Assessments application. An assessment administrator should review these components, especially the **Vendor** metric type, edit them to meet the organization's needs, and create additional categories or metrics as needed.

An assessment administrator can quickly start using vendor assessments with minimal configuration by following these steps:

1. Set the **Schedule type** field on the **Vendor** metric type record to **On demand**.

   On-demand assessments enable you to create questionnaires about individual vendors quickly, and require significantly less setup than scheduled assessments, which have more advanced configuration options. You may want to use scheduled vendor assessments when you are familiar with the on-demand process.
2. Generate assessable records for the **Vendor** metric type.
3. Create on-demand assessments, ideally about different vendors so vendor managers can preview vendor comparison features.

   Use the default categories and metrics to practice. You can assign on-demand assessments to any user in the system.
4. Have users complete their assessment questionnaires.

   The system collects results from completed questionnaires and scripted metrics. Vendor managers can view assessment results on vendor scorecards, which display updated results each time someone completes an assessment.

Assessment administrators can also:

- Create decision matrixes and bubble charts to compare the vendors evaluated.
- Set up scheduled assessments.

  Scheduled assessments enable you to set a schedule for recurring automatic assessment generation and to associate users with categories and vendors they know about so they receive questions only about those areas.

Vendor Managers

Users with the vendor_manager role can create and modify vendor records, vendor types, vendor contacts, vendor activities, and bubble charts. Vendor managers use the information in scorecards, decision matrixes, and bubble charts to examine and make decisions about vendors. Vendor managers can also view the assessable records that connect vendor records to the **Vendor** metric type.

You can assign vendor managers to specific vendors on the vendor record. Individual vendor managers can view their assigned vendors in the My Vendors module.

Vendor Types

Vendor types group vendors that offer similar goods and services. You can classify one vendor under multiple vendor types from the vendor record. By default, decision matrixes filter data by vendor type so you can compare vendors in the same vendor type. Vendor performance provides these vendor types by default:

Vendor Type	Description
Applications	Vendors that provide enterprise applications, such as enterprise resource planning software.
Hardware	Vendors that provide hardware products, such as computers or cell phones.
Services	Vendors that provide services, such as catering or custodial duties.
Software	Vendors that provide software, such as word processors or email programs.

You can create new vendor types to further organize vendors. For example, if your organization purchases office supplies from numerous vendors, you might create an **Office supplies** vendor type.

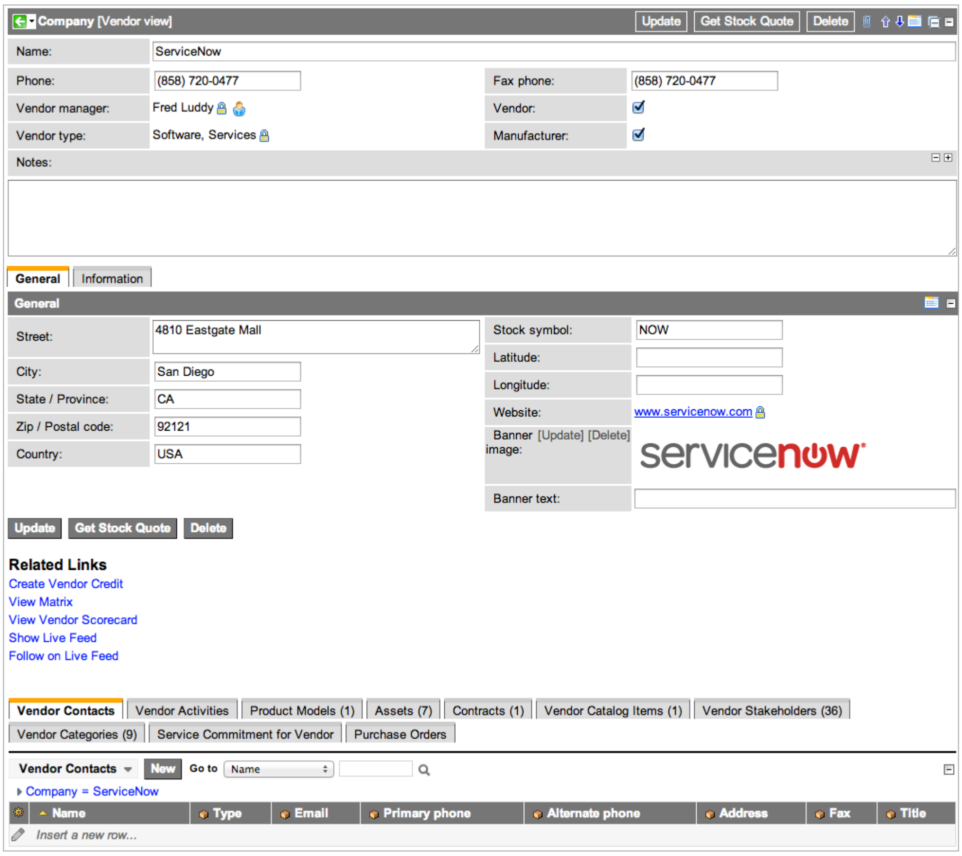
1. Navigate to **Vendor Performance > Vendors > Vendor Types**.
2. Click **New**.
3. Fill in the **Name** field and save the Vendor Type form.

Vendors

Define the vendors you want to evaluate by creating new vendor records or adding information to existing vendor records. The Vendor view of the Company form contains fields and related lists that are useful to vendor managers.

1. Navigate to **Vendor Performance > Vendors > Vendors**.
2. Click **New**.

   The Company form opens in the Vendor view.
3. Fill in the fields, as appropriate (see table).



Field	Description
Name	Enter the name of the company.
Phone	Enter the vendor's primary contact phone number.
Vendor manager	Click the lock icon ( ) to add users as vendor managers. **Note:** Users must have the vendor_manager role to use Vendor Performance, even if you add them as vendor managers on a vendor record.
Vendor type	Click the lock icon to add types that apply to the vendor. This field is visible only when the **Vendor** check box is selected.
Fax phone	Enter the fax number for the vendor's primary contact.
Vendor	Leave the check box selected. When the check box is cleared, the company is not recognized as a vendor by the system and is not included in vendor assessments, decision matrixes, bubble charts, and scorecards.
Manufacturer	Select the check box if the company is a manufacturer.
Notes	Enter any information about the vendor that would be helpful for others to know.
General Section	
Street	Enter vendor's street address. This may be for the corporate headquarters, a local branch, or another relevant address.
City	Enter the city where the vendor is located.
State / Province	Enter the state or province where the vendor is located.
Zip / Postal code	Enter the vendor's zip or postal code of the vendor.
Country	Enter the name of the country where the vendor is located.
Stock symbol	Enter the three or four letter stock symbol for the vendor, if any.
Latitude	Enter latitude coordinates of this vendor's location.
Longitude	Enter longitude coordinates of this vendor's location.
Website	Click the lock icon to enter URL for the vendor's website.
Banner image	Click **Click to add** to upload an image for the vendor scorecard, usually the company logo. The image should be approximately 60-70 pixels high, and in one of these file formats: .jpg, .png, .bmp, .gif, .jpeg, and .ico. The image appears in the scorecard header section.
Banner text	Enter up to 100 characters of text for the vendor scorecard. Frequently, this contains the company slogan. The banner text appears below the vendor name in the scorecard header section.
Information Section *(available starting with the Dublin release)*	
Profits	Enter the vendor's total profits in decimal format and select the correct currency. Click **Edit** to open the Currency Instance to view the amount converted to U.S. dollars (USD).
Revenue per year	Enter the vendor's revenue per year in decimal format and select the correct currency. Click **Edit** to open the Currency Instance to view the amount converted to USD.
Stock price	Enter the vendor's current stock price. If there is a valid stock symbol specified, after the record has been saved, click **Get Stock Quote** to automatically populate this field. This functionality is owned by Yahoo Inc. and is subject to change without notice. Use this feature at your own discretion.
Market cap	Enter the market capitalization value, if the vendor is a publicly traded company, and select the correct currency. Click **Edit** to open the Currency Instance to view the amount converted to USD.
Number of employees	Enter the number of employees for the vendor.
Publicly traded	Select the check box if the vendor is a publicly traded company.

Rank tier	Select the overall ranking for this vendor's products and services, such as **Valued Partner** or **Blacklisted Supplier**. This field can be edited only by users with the vendor_manager role and represents the organization's opinion of the vendor's offerings. The **Rank tier** field appears on the Catalog Items form and on the Product Model form in the Vendor Catalog Items related list. This ranking helps the catalog_admin user decide whether to promote or discontinue this vendor's products.
Discount	Enter the general discount the vendor promised for the contracted commitment. You can enter a whole number or a decimal value. This is not the discount displayed in the scorecard summary, which is derived from purchase agreement contracts.
Fiscal year	Click the calendar icon to select the date on which the vendor's fiscal year ends.
Related Links	
Create Vendor Credit	Click to create a vendor credit for this vendor. This related link is available only when vendor ticketing is active.
View Matrix	Click to view the default decision matrix. Decision matrixes allow you to compare vendors in selected categories.
View Vendor Scorecard	Click to view the scorecard for this vendor. Scorecards allow you to view a variety of rating summaries for a vendor. This related link is available only if there is an assessable record for the vendor.
Show Live Feed	Click to view the live feed group for this vendor.
Follow on Live Feed	Click to join the live feed group for this vendor.
Related Lists	
Vendor Contacts	Lists contacts for this vendor, by role, and their contact information.
Vendor Activities	Lists vendor activities related to the vendor.
Product Models	Lists models related to the vendor. This related list is available only for vendors designated as manufacturers.
Assets	Lists assets related to the vendor.
Incident	Lists incidents opened with this vendor. This related list is available when vendor ticketing is active.
Contracts	Lists contracts related to the vendor.
Vendor Catalog Items	Lists vendor catalog items related to the vendor. This related list is available when vendor ticketing is active.
Vendor Stakeholders	Lists stakeholders related to the vendor. These are the users who answer specific categories of questions when assessing this vendor.
Vendor Categories	Lists metric categories related to the vendor.
Service Offerings	Lists all service offerings from this vendor. This related list is available when vendor ticketing is active.
Service Commitments for Vendor	Lists all service commitments for this vendor's offerings. This related list is available when vendor ticketing is active.
Purchase Orders	Lists purchase orders related to the vendor. This related list is available when procurement is active.

Vendor Contacts

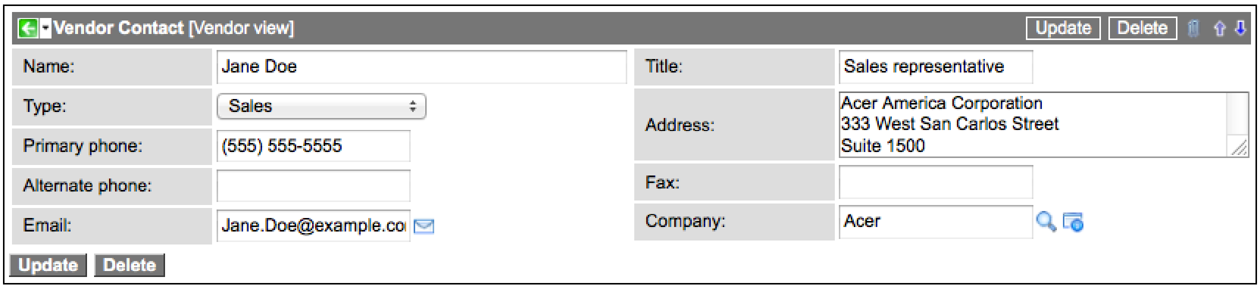
Vendor contacts are vendor employees you can contact to request assistance, report issues, or resolve problems. Vendor contact records provide contact information for these individuals and specify their roles in the vendor's organization. View and edit vendor contacts from the related list on a vendor record. This is an optional, quick reference list and is not used by the system in other processing.

Note: *Creating vendor contacts does not create new users in the system.*

To create a vendor contact:

1. On a vendor record, open the **Vendor Contacts** related list.
2. Click **New**.

   The Vendor Contact form appears.
3. Fill in the fields, providing as much contact information as necessary (see table).



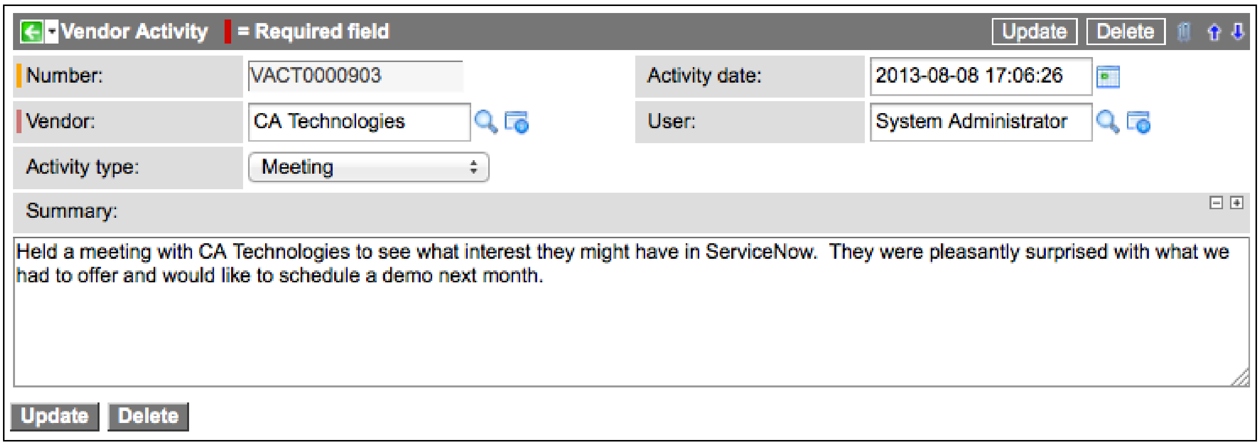
Field	Description
Name	Enter the contact's name.
Type	Select the contact's role in the vendor's organization. The available choices are: **Primary**, **Account Rep**, **Technical**, **Sales**, and **Marketing**. The **Primary** contact is displayed on the vendor scorecard with an email link.
Primary phone	Enter the best phone number for calling the contact.
Alternate phone	Enter a secondary phone number for calling the contact.
Email	Enter the contact's email address.
Title	Enter the contact's job title.
Address	Enter the contact's street address.
Fax	Enter the fax number for the contact.
Company	Select the company for which this person is a contact. The system automatically populates this field when you create a new vendor contact from the related list on the Company form.

Vendor Activities

Vendor activities enable vendor managers and ITIL users to record and track significant vendor-related activities. Vendor activities are not related to vendor assessments.

1. Navigate to **Vendor Performance > Vendors > Vendor Activity** and click **New**.

   The Vendor Activity form appears.
2. Fill in the fields, as appropriate (see table).



Field	Description
Number	[Read-only] Automatically generated record number.
Vendor	[Required] Select the vendor associated with the activity.
Activity type	Select the type of interaction with the vendor. The available choices are: **Conversation**, **Demo**, **Meeting**, and **Trade show**.
Activity date	Select the date and time when the activity occurs. You can select a past, present, or future date.
User	Select the user who is involved with the activity. For example, if the activity type is a conversation, select the user who spoke with the vendor.
Summary	Enter information about the activity, such as location, additional parties involved, and purpose of the interaction.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/vendor-performance/concept/c_UseVendorPerformance.html

Vendor Scorecards

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Overview

Vendor performance prepares a printable *scorecard* containing a comprehensive vendor summary and different views of a vendor's ratings, based on assessment results. The vendor scorecard displays the vendor logo and name, a summary of the vendor's information from the system, and the vendor's ratings. A scorecard compares a vendor's current assessment results to previous results or to the results of other vendors, and shows a live feed for the vendor. Vendor scorecard information is calculated when you view the scorecard to show the most current information.

Viewing Scorecards

The vendor scorecard is a view of the Company form. Use either of these paths to access a scorecard:

- Navigate to **Vendor Performance > Vendors > Vendor Scorecard** and select a vendor to open the scorecard.
- Navigate to **Vendor Performance > Vendors > Vendors** and select a vendor to open the record. Under **Related Links**, click **View Vendor Scorecard**.

Vendor scorecards are composed of these sections:

- **Header**
- **Vendor summary**
- **Ratings**

Header

The header section, which appears at the top of the scorecard, displays the following basic information from the vendor record:

- Vendor name, from the **Name** field.

  Click the name to view the vendor record.
- Banner text, if there is a value in the **Banner text** field.
- Vendor image, if there is a picture uploaded in the **Banner image** field.

Vendor Summary

The summary section contains a summary of the vendor's financial information and details of that vendor's engagement with your organization. Use the links in the summary panel to access specific records.

Type:	Hardware, Services, Software	**Vendor Managers:**	Allyson Gillispie, Fred Kunde	**Stock:**	AMZN 258.09
Rank/Tier:	Valued Partner	**Contacts:**	Sharman Whipple...	**Revenue:**	61.1B
Assets:	238	**Asset Value:**	77381.0	**Market Cap:**	123.38B
Incident Breaches:	0	**Spend:**	0	**Employees:**	88400
Incidents:	0	**Commitment:**	15000.00	**Actual Discount:**	0%
Commitment End Date:	2013-06-26	**Remaining Commitment:**	15000.0	**Agreed Discount:**	8.33%
Awaiting Vendor:	0	**Avail. Breaches:**	0	**Credits:**	2

The vendor summary includes this information:

Field	Description
Type	Vendor types configured for this vendor. A vendor can have multiple types, such as **Hardware**, **Services**, and **Software**. Click a vendor type to display the decision matrix for that type. Click the vendor name in the decision matrix to return to the scorecard.
Rank/Tier	Overall ranking for this vendor's products and services, such as Valued Partner or Blacklisted Supplier. This ranking helps the catalog_admin user decide whether to promote or discontinue this vendor's products.
Assets	Count of assets from this vendor. Assets in a state of **Retired** or **Missing** are not counted.
Incident Breaches	Count of incident SLA breaches attributed to this vendor's products or services.
Incidents	Count of open incidents associated to this vendor. The calculation of this value depends on whether vendor ticketing is active. • **Active:** Number of incidents in which the **Vendor** in the Incident form is this vendor. • **Not active:** Number of incidents in which the **Vendor** on the configuration item record is this vendor.
Commitment End Date	The end date of the current purchase agreement with this vendor, which is the day the commitment must be fulfilled. If there are multiple active purchase agreements, this field shows the commitment with the earliest end date. This information is visible only if there is an active purchase agreement.
Awaiting Vendor	Count of open incidents in the **Awaiting Vendor** state that are associated with this vendor's products and services. This information is available only when the vendor ticketing is active.
Vendor Managers	One or more users in your organization who manage the business relationship with this vendor. These names come from the **Vendor manager** field of the company record (Vendor view).
Contacts	Displays the first **Primary** contact for this vendor if more than one primary contact exists. If no primary contact exists, this field displays the last contact of any type that was created. Click on the contact to see a list of all contacts for this vendor. Click the email icon to send a message to the contact.
Asset Value	Value of all active assets for this vendor that are not retired or missing.
Spend	Amount of money spent on products and services for this vendor. The calculation of this value depends on whether procurement is active. • **Active:** Calculated from the purchase orders submitted for the current contract with this vendor. • **Not active:** Estimated amount spent based on the cost and installation date from the asset record. ServiceNow calculates **Spend** for the last year (TTM), unless **Commitment** shows that there is a purchase agreement contract, in which case the system uses the date range of the purchase agreement.
Commitment	Total monetary commitment to this vendor for all active purchase agreement contracts. The system uses all contracts whose date range includes the current date to calculate the commitment.
Remaining Commitment	The value of the contract remaining after subtracting the **Spend** value from the **Commitment** value. This value appears only when procurement is active and there is an active purchase agreement. If the **Spend** value for this vendor is greater than the **Commitment** value, the value in this field is 0.
Availability Breaches	Monthly count of service availability SLA breaches for service offerings from this vendor. This information appears only when vendor ticketing is active.

Stock	The vendor's stock symbol and the current share price.
Revenue	The vendor's published yearly revenue.
Market Cap	The vendor's current market cap.
Employees	The number of employees working for this vendor.
Actual Discount	Actual discount realized, calculated from the difference between the total cost of the purchase order line items and the total list price. This link appears only when procurement is active.
Agreed Discount	The discount from the purchase agreement with this vendor. When there are multiple active purchase agreements, this value is a weighted average of all promised discounts from the purchase agreements with this vendor. This link appears only when procurement is active and a current purchase agreement is active.
Credits	Number of unused vendor credits caused by breached business service contracts. This information appears only when vendor ticketing is active.

Ratings

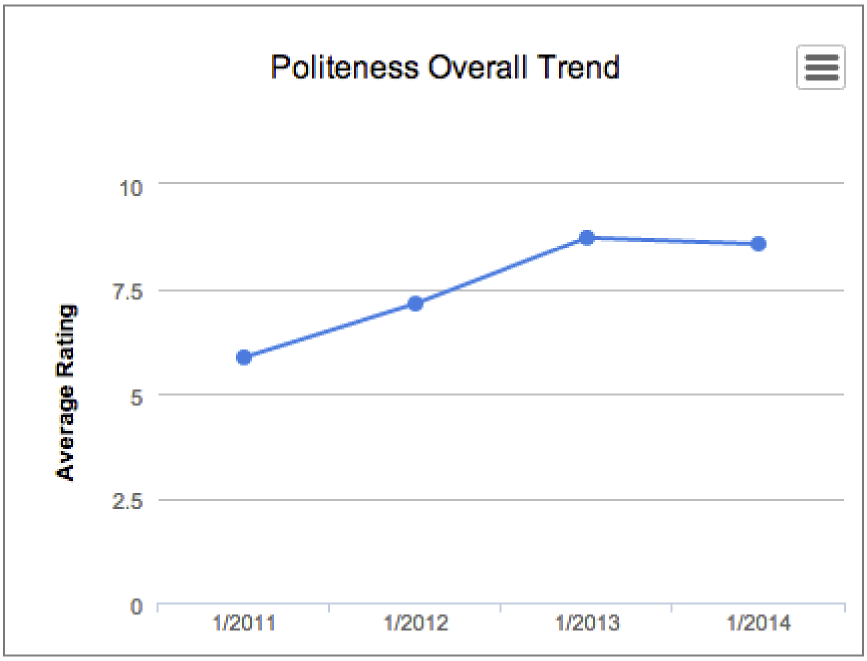
The scorecard ratings section displays various ratings for the vendor. Select the view that presents the ratings of current interest:

- Averages by Vendor Type
- Categories
- Category Metrics
- Head to Head Compare
- History
- Live Feed

Some views display an overall rating column, which displays a weighted average of categories used to evaluate the vendor. Only categories in which the vendor has been evaluated appear on the scorecard. If the ratings section does not display any data, one of the following has been deleted for that vendor:

- Assessable record
- Category results

Click a category to view the metric category record. Point to a metric category in any view to display a line chart that shows the rating trend for that category.

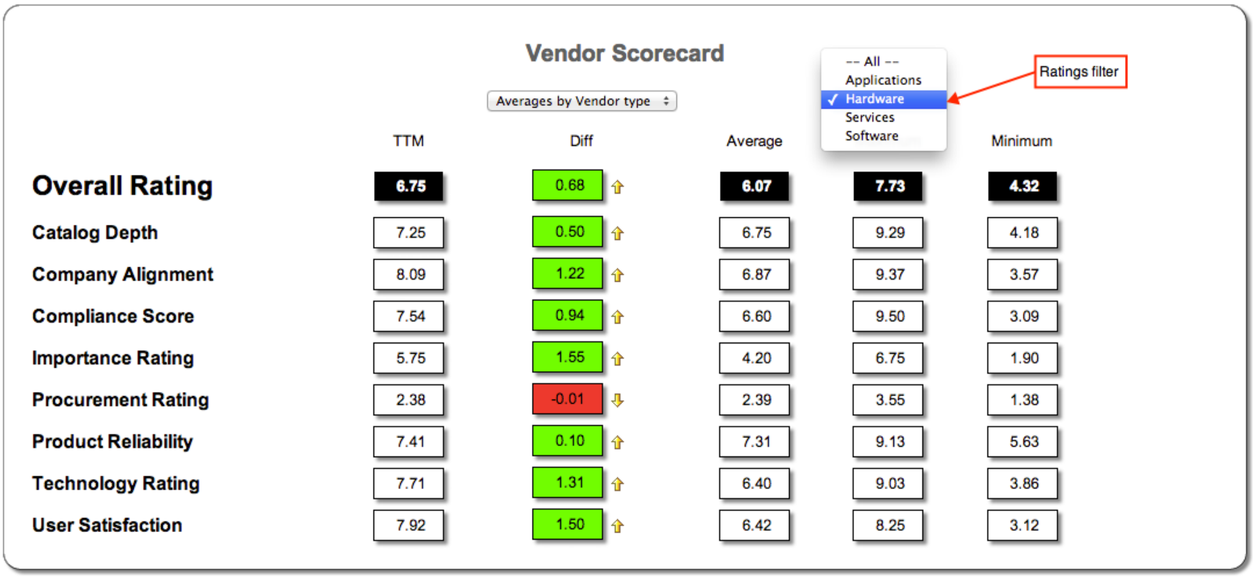


Averages by Vendor Type

The Averages by Vendor Type view compares the current ratings for a vendor in each metric category with the average, maximum, and minimum values for all vendors of a certain type. All ratings are from assessments generated over the trailing twelve months (TTM). Rating variances are highlighted as follows:

- **Red**: Indicates that the vendor is below average in this category. The **Diff** value is displayed as a negative number.
- **Green**:Indicates that the vendor is above average in this category. The **Diff** value is displayed as a positive number.
- **White**: Indicates that the vendor is average in this category. The **Diff** value is **0.0**.

Select a filter option to compare the current vendor against vendors from the selected vendor type, such as **Hardware** or **Software**. This is the default filter for this view, but you can configure a different **Filter field** in the Assessment Metric Type form.

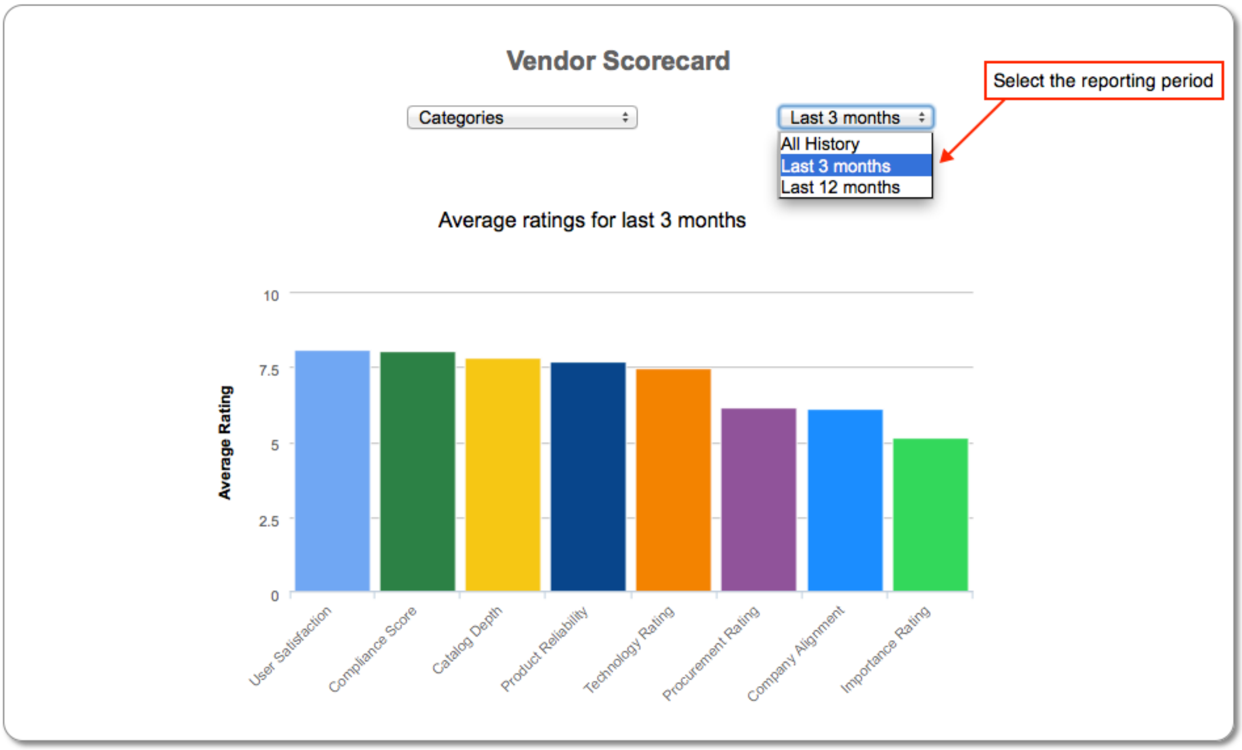


	TTM	Diff	Average		Minimum
Overall Rating	6.75	0.68	6.07	7.73	4.32
Catalog Depth	7.25	0.50	6.75	9.29	4.18
Company Alignment	8.09	1.22	6.87	9.37	3.57
Compliance Score	7.54	0.94	6.60	9.50	3.09
Importance Rating	5.75	1.55	4.20	6.75	1.90
Procurement Rating	2.38	-0.01	2.39	3.55	1.38
Product Reliability	7.41	0.10	7.31	9.13	5.63
Technology Rating	7.71	1.31	6.40	9.03	3.86
User Satisfaction	7.92	1.50	6.42	8.25	3.12

Categories

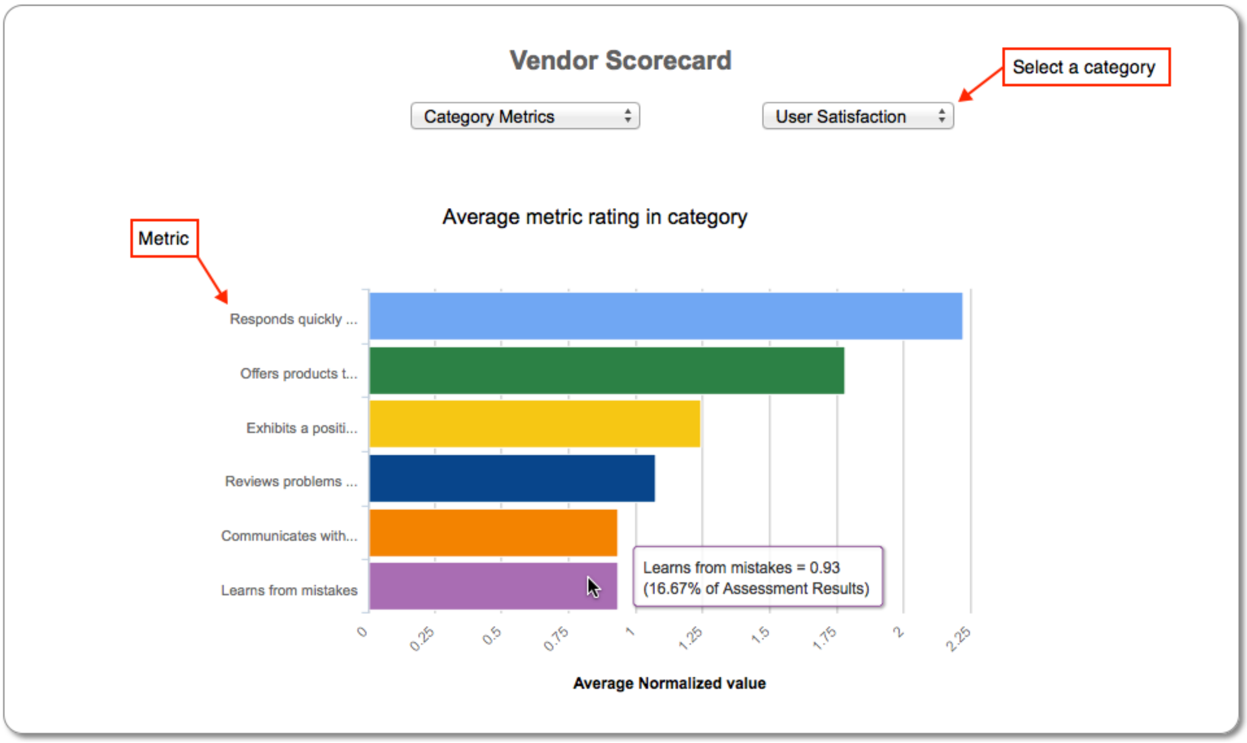
The Categories view displays a bar chart showing the average ratings for each metric category in the selected time interval. Select from these reporting periods:

- All History
- Last 3 Months
- Last 12 Months



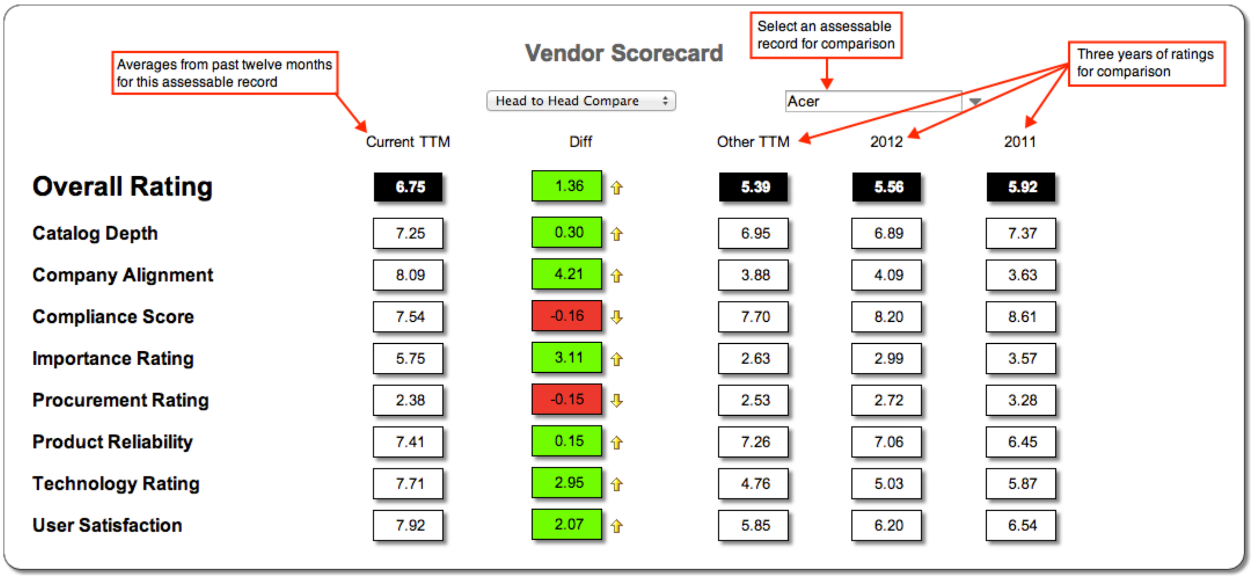
Category Metrics

The Category Metrics view displays the weighted average results for each metric within a category. Select a category from the choice list to display the chart. If no metrics are available, the metric results have been deleted. To view metric results, navigate to **Assessments > Results > Metric Results** and look for records in the **Source** column that begin with **Vendor**.



Head to Head Compare

The Head to Head Compare view allows you to compare the ratings of two vendors. Select a vendor from the choice list to compare against the current vendor's trailing twelve month (TTM) ratings. The **Diff** column displays the difference between each vendor's most recent TTM ratings. The scorecard displays 3 years of ratings for the comparison record. All ratings are expressed as averages.



	Current TTM	Diff	Other TTM	2012	2011
Overall Rating	6.75	1.36	5.39	5.56	5.92
Catalog Depth	7.25	0.30	6.95	6.89	7.37
Company Alignment	8.09	4.21	3.88	4.09	3.63
Compliance Score	7.54	-0.16	7.70	8.20	8.61
Importance Rating	5.75	3.11	2.63	2.99	3.57
Procurement Rating	2.38	-0.15	2.53	2.72	3.28
Product Reliability	7.41	0.15	7.26	7.06	6.45
Technology Rating	7.71	2.95	4.76	5.03	5.87
User Satisfaction	7.92	2.07	5.85	6.20	6.54

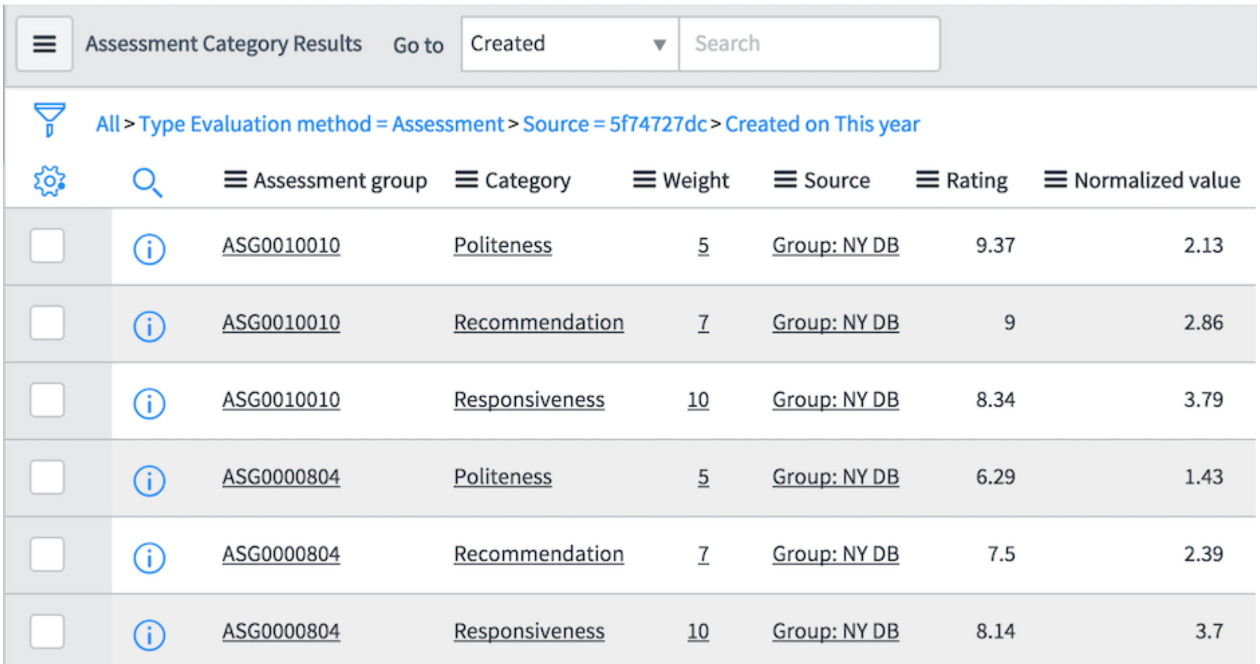
Overall Rating

The **Overall Rating** is calculated as:

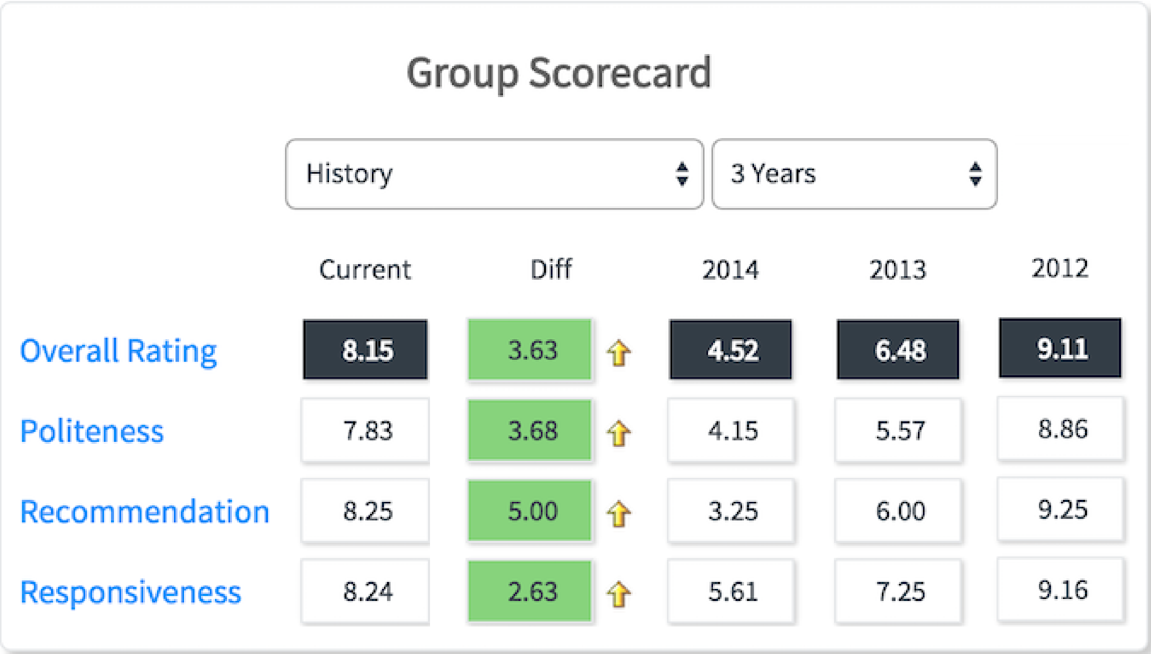
(sum of normalized values in category result) / (number of assessment groups)

In the following example, the calculation is:

```
(2.13 + 2.86 + 3.79 + 1.43 + 2.39 + 3.7) / 2 = 8.15
```



Assessment group	Category	Weight	Source	Rating	Normalized value
ASG0010010	Politeness	5	Group: NY DB	9.37	2.13
ASG0010010	Recommendation	7	Group: NY DB	9	2.86
ASG0010010	Responsiveness	10	Group: NY DB	8.34	3.79
ASG0000804	Politeness	5	Group: NY DB	6.29	1.43
ASG0000804	Recommendation	7	Group: NY DB	7.5	2.39
ASG0000804	Responsiveness	10	Group: NY DB	8.14	3.7

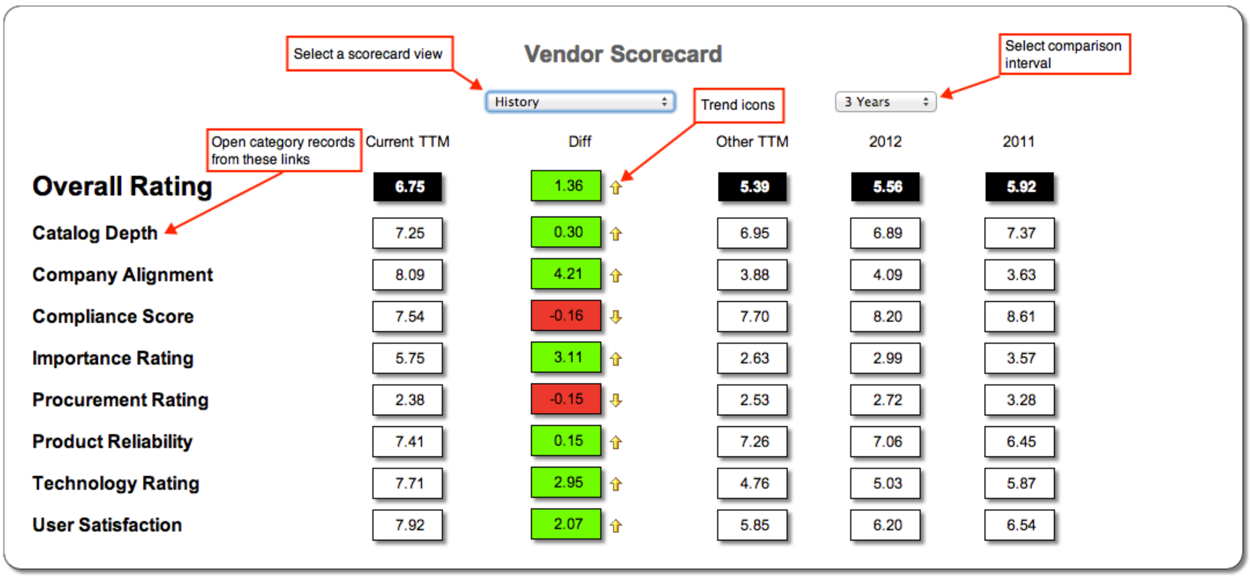


	Current	Diff	2014	2013	2012
Overall Rating	8.15	3.63	4.52	6.48	9.11
Politeness	7.83	3.68	4.15	5.57	8.86
Recommendation	8.25	5.00	3.25	6.00	9.25
Responsiveness	8.24	2.63	5.61	7.25	9.16

History

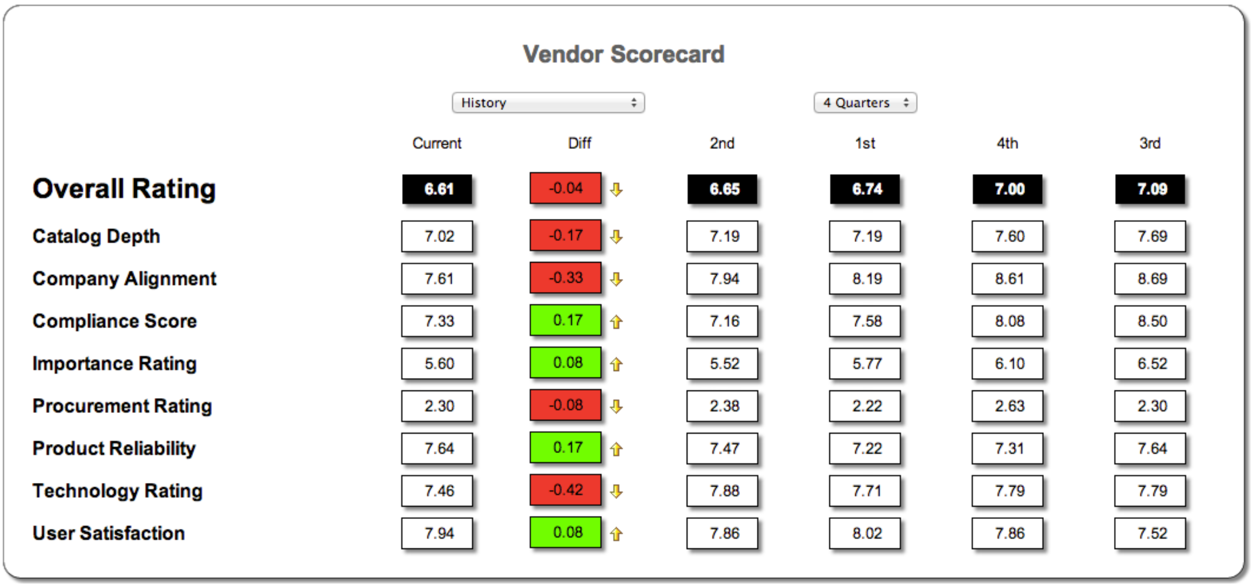
The History view compares the current ratings for each metric category with ratings from the previous 3 years or 4 quarters. Ratings that have dropped are highlighted in red and display negative numbers. Ratings that have improved appear in green with positive numbers. Arrow icons beside the values in the **Diff** column indicate the trend of the current assessment against the previous assessment. The **Overall Rating** is calculated as in the Head to Head Compare view.

- **3 Years:** To calculate the current ratings, the system averages the ratings from the trailing twelve month (TTM) period. The **Diff** column shows the discrepancy between the current ratings and the previous calendar year's ratings.



	Current TTM	Diff	Other TTM	2012	2011
Overall Rating	6.75	1.36	5.39	5.56	5.92
Catalog Depth	7.25	0.30	6.95	6.89	7.37
Company Alignment	8.09	4.21	3.88	4.09	3.63
Compliance Score	7.54	-0.16	7.70	8.20	8.61
Importance Rating	5.75	3.11	2.63	2.99	3.57
Procurement Rating	2.38	-0.15	2.53	2.72	3.28
Product Reliability	7.41	0.15	7.26	7.06	6.45
Technology Rating	7.71	2.95	4.76	5.03	5.87
User Satisfaction	7.92	2.07	5.85	6.20	6.54

- **4 Quarters:** Quarterly assessments compare the average rating for each category in the current quarter against the previous 4 quarters. The **Diff** column shows the discrepancy between the current ratings and the previous quarter's ratings. The column labels count backward, by quarter, from the current quarter. For example, if the current quarter is the **3rd** quarter of 2013, then the previous quarters appear as **2nd** [2013], **1st** [2013], **4th** [2012], and **3rd** [2012]. The columns for all four of the previous quarters appear, whether or not there were any ratings for those quarters.

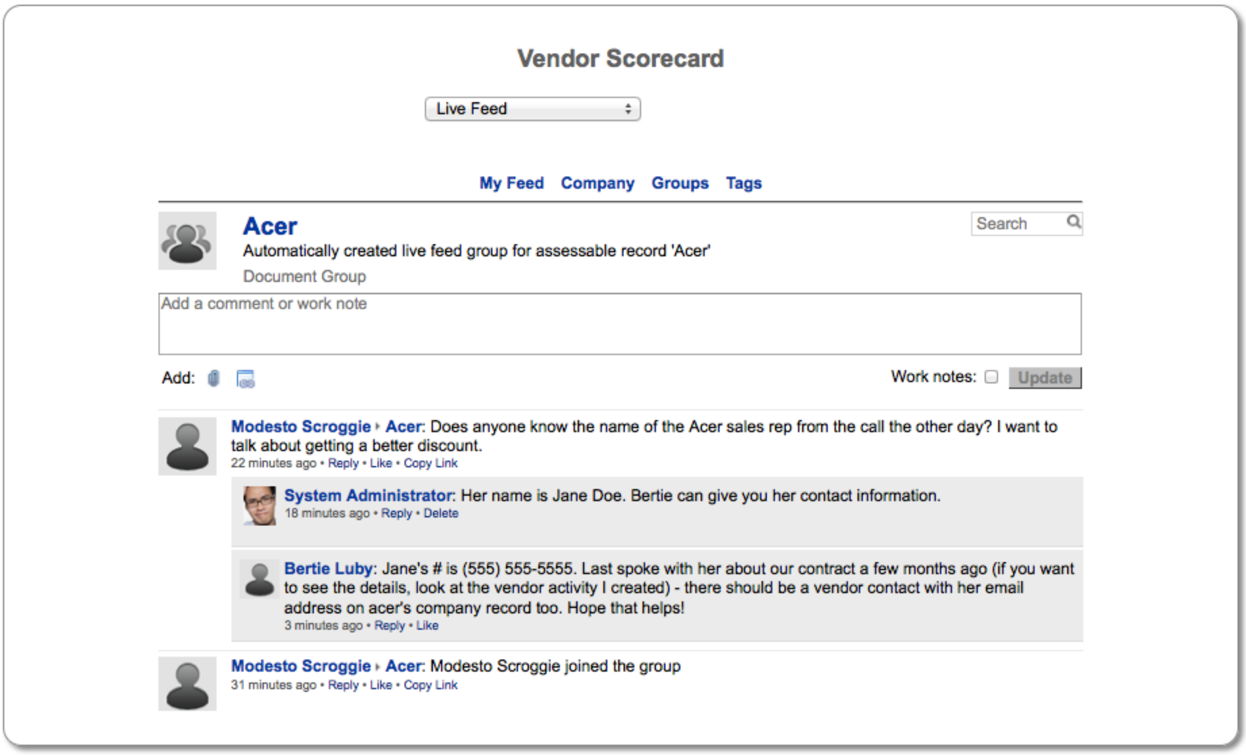

Vendor Scorecard

History | 4 Quarters

	Current	Diff	2nd	1st	4th	3rd
Overall Rating	6.61	-0.04	6.65	6.74	7.00	7.09
Catalog Depth	7.02	-0.17	7.19	7.19	7.60	7.69
Company Alignment	7.61	-0.33	7.94	8.19	8.61	8.69
Compliance Score	7.33	0.17	7.16	7.58	8.08	8.50
Importance Rating	5.60	0.08	5.52	5.77	6.10	6.52
Procurement Rating	2.30	-0.08	2.38	2.22	2.63	2.30
Product Reliability	7.64	0.17	7.47	7.22	7.31	7.64
Technology Rating	7.46	-0.42	7.88	7.71	7.79	7.79
User Satisfaction	7.94	0.08	7.86	8.02	7.86	7.52

Live Feed

The Live Feed view enables shows live feed conversations that apply to the current vendor and to respond to comments. To configure the Live Feed view, an assessment administrator selects the **Live feed** check box in the Assessable Record form and saves the record. ServiceNow automatically creates a public live feed group, named for the vendor. Live feed is available on the scorecard even if there are no category results for the other views.



The Live Feed view provides these viewing options:

- **My Feed:** Displays the user's My Feed preferences.
- **Company:** Displays the user's company feed.
- **Groups:** Displays all available groups and gives the logged in user the option to leave or join a group. Select a group to display that group's conversations.

- **Tags:** Displays all the tags found in live feed comments. Click a tag to display the conversations containing that tag.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/vendor-performance/concept/c_VendorScorecards.html

Vendor Decision Matrixes

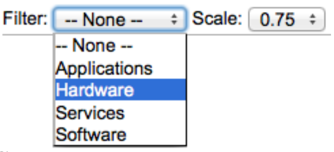
Overview

In the Vendor Performance application, a *decision matrix* is a graph that plots assessment results for multiple vendors. Decision matrixes are dynamically updated as vendors are assessed, and use data from a trailing twelve month (TTM) period. After an assessment administrator has created decision matrixes, vendor managers can use them to compare vendors' relative standing in selected categories.

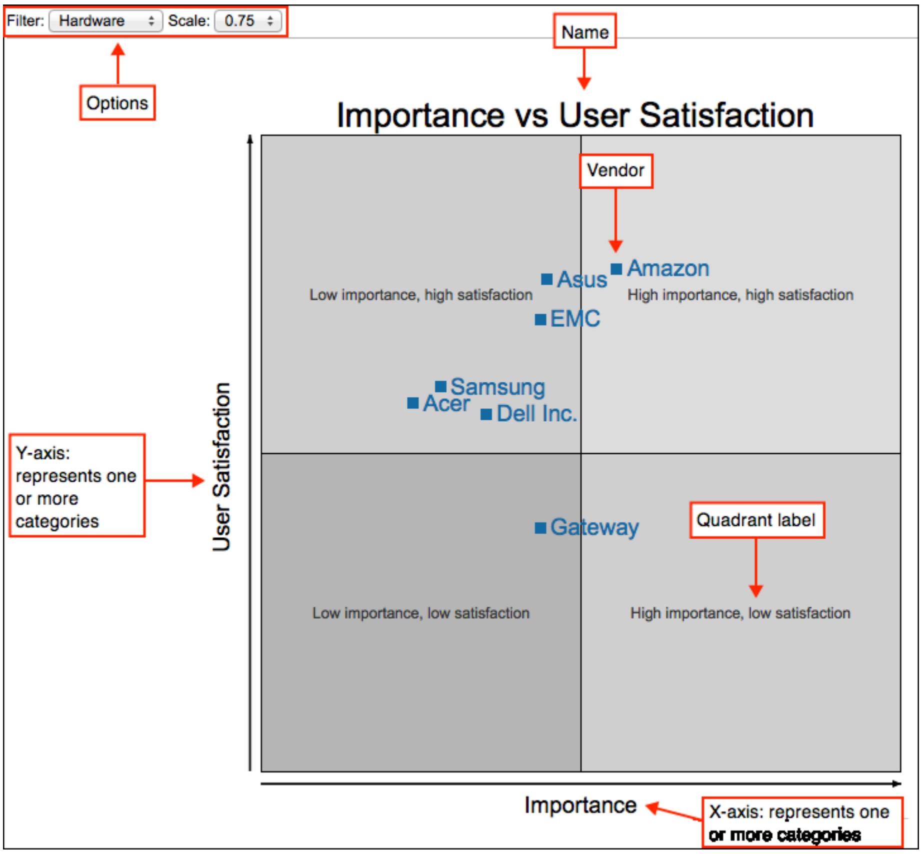
Viewing Decision Matrixes

To view a vendor decision matrix, navigate to **Vendor Performance > Vendors > Vendor Decision Matrix** and click a **Name**. The decision matrix page has these components:

- **Options**
  - **Filter:** Select the subset of vendors for the decision matrix. By default, you can filter by vendor type.



  - **Scale:** Select the display size scale for the decision matrix. The greater the scale, the larger the decision matrix appears.
- **Decision matrix**
  - **X- and Y-axes:** Each axis represents one or more categories, or themes used to evaluate vendors.
  - **Plotted items:** The labeled points you see on a decision matrix, called plotted items, represent averages of category scores for vendors. Point to a vendor name to view the vendor's rating summary. Click a vendor name to view the vendor scorecard.

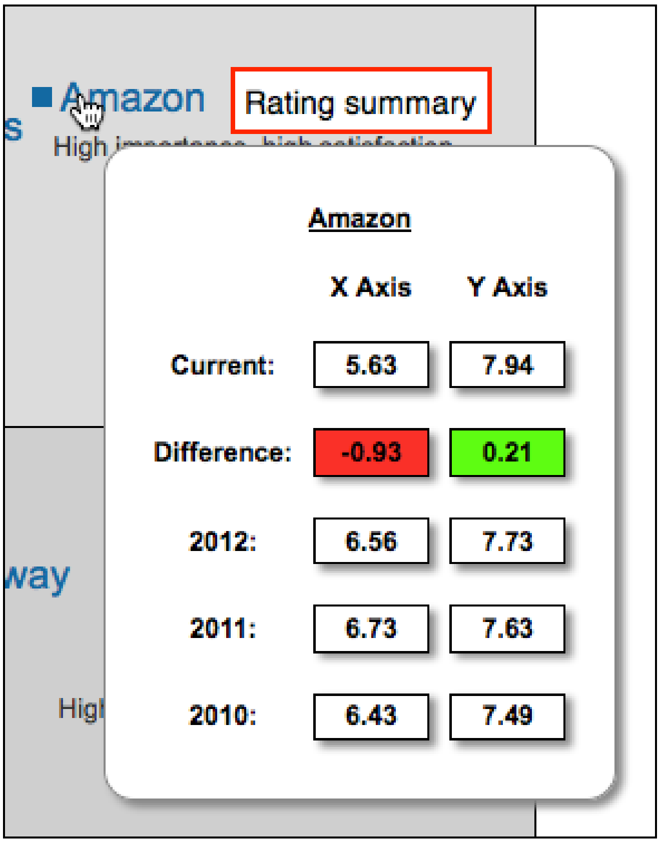


Plotted Item Rating Summaries

When you point to a vendor name on a decision matrix, a pop-up rating summary displays the vendor's average ratings for each axis. If an axis represents one category, the ratings are calculated averages from results for that category. If an axis represents multiple categories, the ratings are calculated averages from results for all of the categories.

The rating summary shows:

- Current rating
- Difference between the current rating and the previous year's rating
- Ratings from each of the three previous years, if available



Vendor Bubble Charts

Overview

A *bubble chart* is a dynamically updated graph that plots assessment results for multiple vendors. Vendor managers can create and use bubble charts to compare the relative standing of vendors in three categories. The X- and Y-axes each represent a different category. Vendors are plotted on the chart as circular markers, or *bubbles*, which vary in size according to scores for the third category, or Z-axis.

Bubble charts are available starting with the Eureka release.

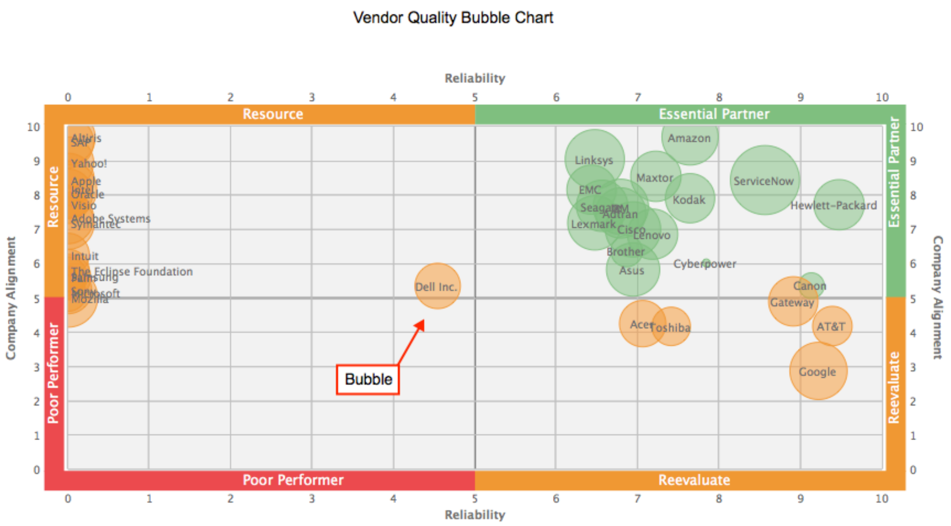
Viewing Bubble Charts

To view a vendor bubble chart:

1. Navigate to **Vendor Performance > Vendors > Vendor Bubble Charts**.
2. Click a **Name**.
3. Under **Related Links**, click **View Bubble Chart**.

The bubble chart page has these components:

- **Bubble chart**
  - **X- and Y-axes:** Each axis represents a category.
  - **Bubbles:** Each labeled bubble represents an average of category scores for a vendor. Point to a bubble to view a vendor score summary. Click a bubble or bubble label to view the scorecard for the vendor.
- **Vendor list:** Lists all active vendors. Note that the bubble chart only plots vendors for which there are assessment results.



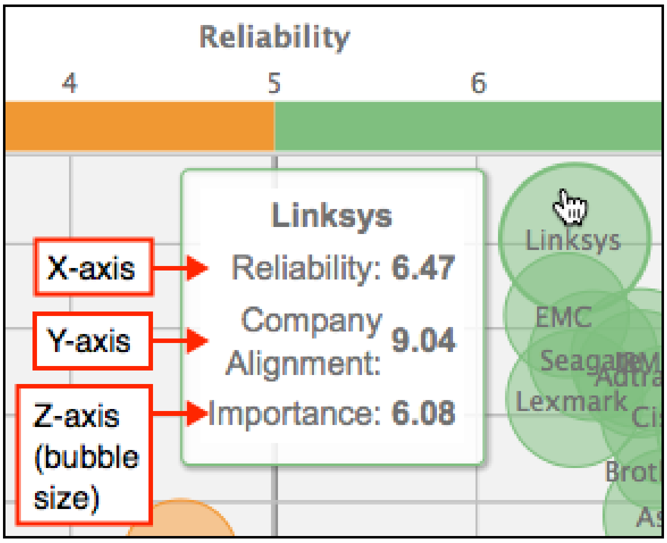
Companies
All > Vendor = true
Vendor list
1 to 10 of 78

Name	Street	City	Zip / Postal code	Phone	Updated
Acer	333 W. San Carlos St.,Ste. 1500	San Jose	95110	(408) 533-7700	2013-06-05 08:47:42
Adobe Systems	345 Park Avenue	San Jose	95110-2704	408-536-6000	2013-05-09 13:30:25
Adtran	901 Explorer Boulevard	Huntsville	35806-2807	(256) 963-8000	2013-06-05 15:29:17
Altiris	350 Ellis Street	Mountain View	94043	(650) 527-8000	2013-05-08 10:50:49
Amazon	1200 12th Ave. South, Ste. 1200	Seattle	98144-2734	(866) 216-1072	2013-05-07 10:18:47
America Online	770 Broadway	New York, NY 10003	10003	(800) 827-6364	2013-05-08 10:54:37
Apache Software Foundation	2000 Post Oak Boulevard, Suite 100	Houston	77056-4400	(713) 296-6000	2013-05-08 11:00:57
APC	520 8th Ave., 21st Floor	New York	10018	(212) 594-9333	2013-05-09 13:33:25
Apple	1 Infinite Loop	Cupertino	95014	(408) 996-1010	2013-05-07 10:21:57
Asus	800 Corporate Way	Fremont	94539	(510) 739-3777	2013-05-09 13:35:52

1 to 10 of 78

Bubble Score Summaries

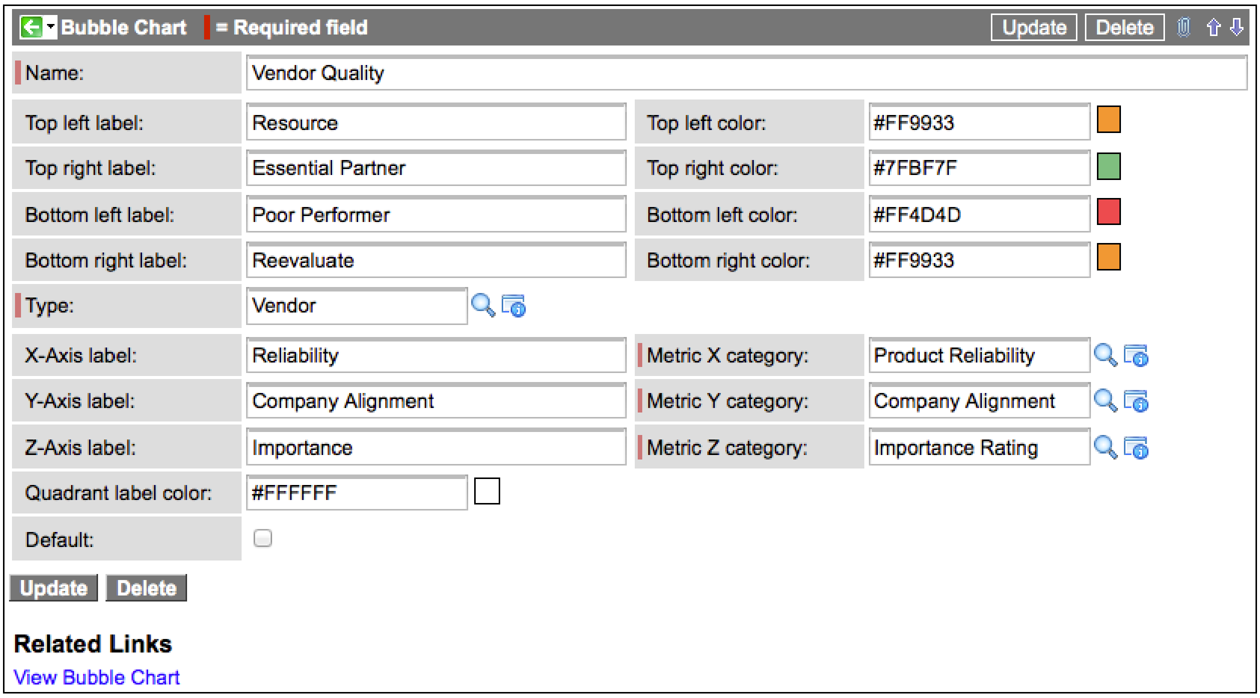
Point to a bubble to display a score summary for the vendor the bubble represents. The summary displays the vendor's average score for each category in the following order: X-axis category, Y-axis category, Z-axis category. The scores are based on data from the last 12 months.



Creating Vendor Bubble Charts

To create a vendor bubble chart, navigate to **Vendor Performance > Vendors > Vendor Bubble Charts** and create a record (see table for field descriptions).

Note: *For color fields, either HTML color names* [1] *or hexidecimal (hex) values* [2] *are acceptable. For hex values, the* **#** *character is optional. Values are not case-sensitive. For example, all of the following values are valid: LightGray, lightgray, #D3D3D3, d3d3d3.*



Field	Description
Name	Descriptive name for the bubble chart. **Bubble Chart** is appended to the name when you view the bubble chart.
Top left label Top right label Bottom left label Bottom right label	Label text for the top left, top right, bottom left, and bottom right quadrants, respectively. Choose labels that help interpret results. For example, a bubble chart might have the following quadrant labels, where vendors in the top right quadrant have the best scores: • **Top left label:** *Resource* • **Top right label:** *Essential Partner* • **Bottom left label:** *Poor Performer* • **Bottom right label:** *Reevaluate*
Top left color Top right color Bottom left color Bottom right color	Border colors for the top left, top right, bottom left, and bottom right quadrants, respectively. Bubbles are the color of the quadrant they are in.
Type	Metric type associated with this bubble chart. The type must be **Vendor** to display vendor assessment results.
X-Axis label Y-Axis label Z-Axis label	Label text for the X-, Y-, and Z-axis categories of the bubble chart. These labels appear along the X- and Y-axes, if applicable, and in bubble score summary windows. The category name is usually a good label. If these fields are left empty, the bubble chart automatically displays the selected category names as the labels.

Metric X category Metric Y category Metric Z category	Vendor metric category each axis represents. Results for the Z-axis category determine the size of each bubble. The Z-axis should generally represent the most important category out of the three.
Quadrant label color	Color of the label text for the quadrant borders.
Default	Not used for vendor bubble charts.

References

[1] http://www.w3.org/TR/css3-color/#svg-color
[2] http://www.w3schools.com/tags/ref_colorpicker.asp

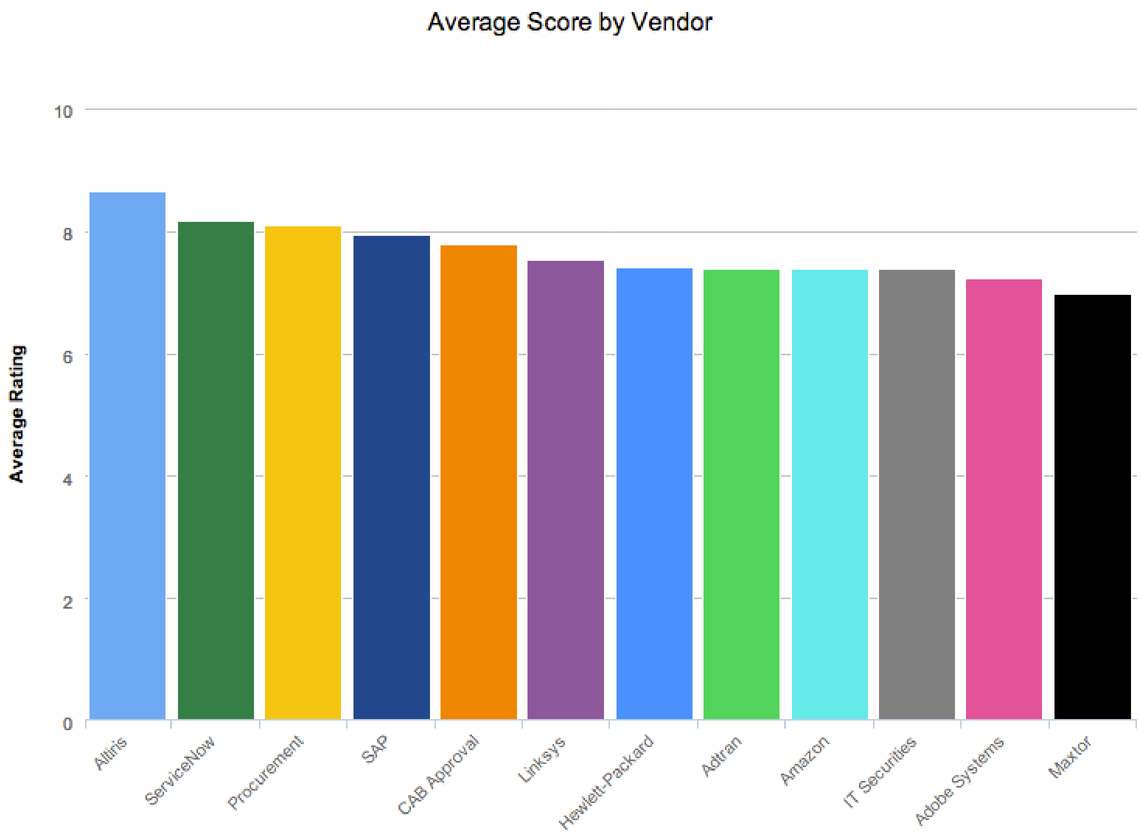
Vendor Reporting

Overview

ServiceNow provides several reports to analyze vendor response and performance. You can share these reports with specific users or groups or change the display options. For detailed field information and reporting options, click the link for the chart **Type** in these tables. To view the reports in ServiceNow, navigate to **Reports > View / Run**. Reports are grouped by category.

Vendor Performance Reports

These reports are available with the Vendor Performance application.



Report	Description	Category
Asset Cost by Vendor	The total cost of all assets from this vendor. • **Type:** Bar chart • **Table:** Hardware [alm_hardware]	Hardware
Asset Expenses by Vendor	The total of all expense lines for each vendor. Use this report to determine the greatest expenditures by vendor, as recorded on expense lines. • **Type:** Bar chart • **Table:** Expense Line [fm_expense_line]	Expense Line
Assets by Vendor	Number of assets from each vendor. Use this report to determine which vendors provide the majority of your organization's assets. • **Type:** Bar chart • **Table:** Hardware [alm_hardware]	Hardware
Average Score by Vendor	An average of all assessment scores for all categories, by vendor. Use this report to determine which vendors have the highest assessment scores. This report appears on the Vendor Performance Overview page by default. • **Type:** Bar chart • **Table:** Assessment Category Result [asmt_category_result]	Assessment Category Result
CIs by Vendor	Number of CIs that are associated with a vendor. Use this report to determine which vendors provide most of your organization's CIs. • **Type:** Bar chart • **Table:** Configuration Item [cmdb_ci]	Configuration Item
Consumable Asset Counts by Vendor	Number of consumable assets purchased from each vendor. • **Type:** Bar chart • **Table:** Consumable [alm_consumable]	Consumable

Hardware Asset Counts by Vendor	Number of hardware assets of any type, by vendor. • **Type:** Bar chart • **Table:** Hardware [alm_hardware]	Hardware
Hardware Asset Value by Vendor	Value of all hardware assets for each vendor. • **Type:** Bar chart • **Table:** Hardware [alm_hardware]	Hardware
Hardware Product Diversity across Vendors	The most common hardware models stacked by vendor. This report shows product diversity by vendor and enables an organization to make better decisions about product and vendor consolidation. • **Type:** Bar chart • **Table:** Hardware [alm_hardware]	Hardware
Hardware Product Diversity by Category by Vendor Detailed	Total quantity of active hardware assets of each common model from each vendor. Use this report to make better decisions about product and vendor consolidation by showing vendor product diversity in your organization. • **Type:** Pivot Table • **Table:** Hardware [alm_hardware]	Hardware
Live feed recent activity on all vendor feeds	Number of live feed messages per vendor during the last week. • **Type:** Bar chart • **Table:** Live Feed Message [live_message]	Live Feed Message
Overall Asset Value by Vendor	Value of all active assets, by vendor. Excludes assets that are in a state of **On Order**, **Retired**, or **Missing**. • **Type:** Bar chart • **Table:** Asset [alm_asset]	Asset
Residual value by Vendor	Sum of the residual value of all assets purchased from each vendor. • **Type:** Bar chart • **Table:** Hardware [alm_hardware]	Hardware
Top 12 Vendors	The top vendors based on their assessment results. • **Type:** Bar chart • **Table:** Assessment Category Result [asmt_category_result]	Assessment Category Result
Vendors in SLA Breach	Vendors that are responsible for the largest number of SLA breaches, as measured by service availability count. • **Type:** Bar chart • **Table:** Task SLA [task_sla]	Task SLA

Vendor Ticketing Reports

These reports are available with vendor ticketing.

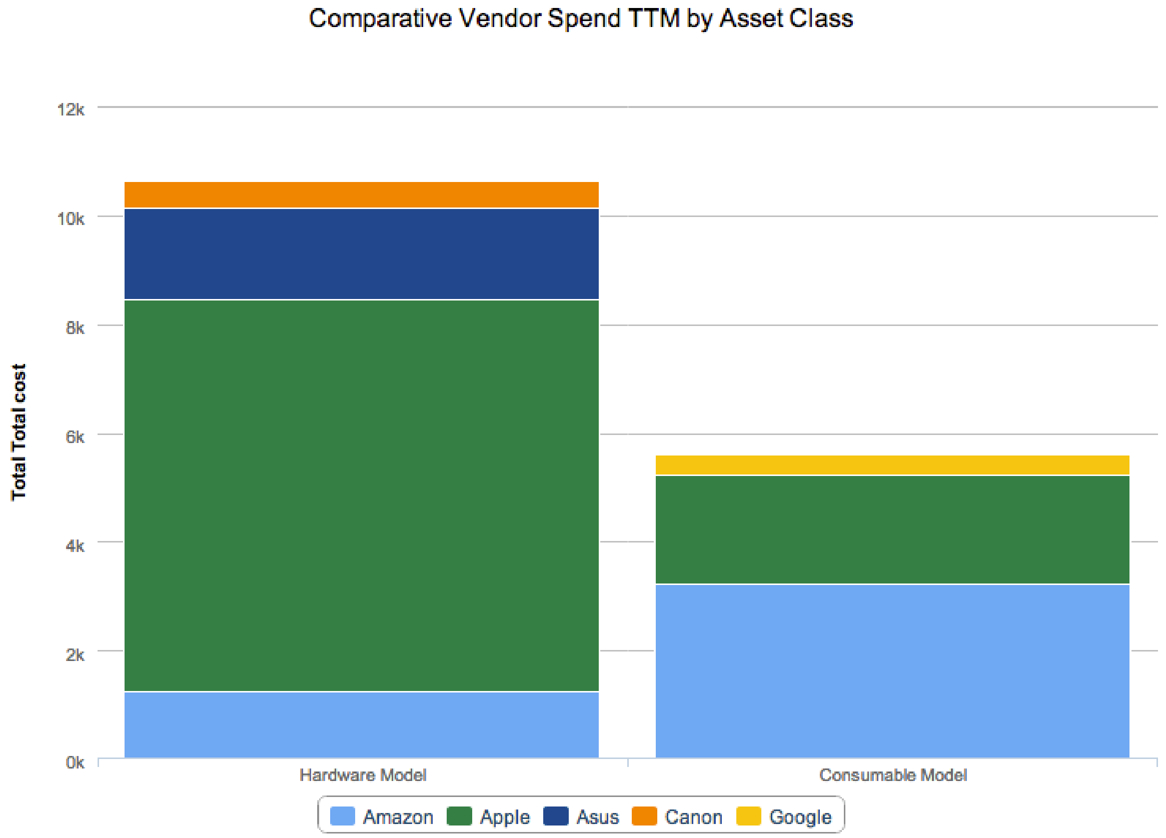
Missed Commitments

	Service commitment			
Vendor	Amazon EC2 95% Uptime	Apple iCloud 95% Uptime	Hewlett-Packard Cloud Solutions 95% Uptime	Total
Amazon	1	0	0	1
Apple	0	1	0	1
Hewlett-Packard	0	0	1	1
Total	1	1	1	3

Report	Description	Category
Average Incident Duration from Open to Closed by Vendor	Displays the average duration of a vendor's incidents, from open to closed, that were resolved during last year. The purpose of this report is to understand and compare a vendor's performance as a service provider. • **Type:** Bar chart • **Table:** Incident [incident]	Incident
Incidents by Model	Number of open incidents by model ID. Excludes incidents that are not associated to configuration items (CIs) or that are associated to CIs that have empty or unknown model ID values. Use this report to determine which models are most problematic. • **Type:** Bar chart • **Table:** Incident [incident]	Incident
Missed Commitments	Displays a count of missed service commitments by vendor and provides a grand total for all vendors. • **Type:** Pivot Table • **Table:** Service Availability [service_availability]	Service Availability
Missed Commitments by Vendor and Type	For each vendor, shows the failed commitments by service availability type, such as days, weeks, and months. • **Type:** Bar Chart • **Table:** Service Availability [service_availability]	Service Availability
Missed Commitments by Vendor Detailed	For each vendor, shows the number of failed commitments by service availability type, such as days, weeks, and months. This report expresses the same data as the Vendor Performance: Missed Commitments by Vendor and Type report, but in a pivot table. • **Type:** Pivot Table • **Table:** Service Availability [service_availability]	Service Availability
Open Vendor Tickets	Number of incidents, organized by vendor, in a state that is not **Resolved** or **Closed**. • **Type:** Bar chart • **Table:** Incident [incident]	Incident
P1 and P2 Incidents by Vendor	Number of incidents, organized by vendor, with a priority of **1 - Critical** or **2 - High**. • **Type:** Bar chart • **Table:** Incident [incident]	Incident
Vendor Incidents by Model	Number of incidents that are linked to vendors, by model ID. Excludes incidents that are not associated to CIs or that are associated to CIs that have empty or unknown model ID values. Use this report to determine which vendors are associated with the most problematic models. • **Type:** Bar chart • **Table:** Incident [incident]	Incident
Vendor Incidents Closed and Resolved by Vendor	Number of incidents, organized by vendor, in a state of **Closed** or **Resolved**. Run this report with the Vendor Performance: Average Incident Duration from Open to Closed by Vendor report for a more meaningful view of vendor performance and incident resolution. You can correlate the average duration for resolution with the number of incidents used to calculate this average. • **Type:** Bar chart • **Table:** Incident [incident]	Incident

Other Vendor Reports

These additional vendor-specific reports are also available starting with the Dublin release.



Report	Description	Category
Asset Portfolio Broken Down by Class and Vendor	The total value of assets in each asset class by vendor. This report only includes assets with a class of **Hardware**, **Software**, or **Consumable**. The purpose of this report is to understand the relative strength of vendors in the respective classes. • **Type:** Stacked bar chart • **Table:** Asset [alm_asset] This report is available in the base system starting with the Dublin release.	Asset
Comparative Vendor Spend TTM	The total value of each vendor's purchase orders in the past 12 months (trailing twelve months). • **Type:** Bar chart • **Table:** Purchase Order [proc_po] This report is installed with Procurement starting with the Dublin release.	Purchase Order
Comparative Vendor Spend TTM by Asset Class	Total expenditures for each product, by vendor, in the past 12 months (trailing twelve months). • **Type:** Stacked bar chart • **Table:** Purchase order line items [proc_po_item] This report is installed with Procurement starting with the Dublin release.	Purchase order line items
Discount Achieved by Vendor YTD	Average discounts, by vendor, for all purchase order line items, year-to-date. • **Type:** Bar chart • **Table:** Purchase order line items [proc_po_item] This report is installed with Procurement starting with the Dublin release.	Purchase order line items

Hardware Asset Residual Value by Vendor	The total residual value of hardware assets by vendor. This report only includes assets with a class of **Hardware**. The purpose of this report is to understand the relative strength of vendors in the respective classes. • **Type:** Bar chart • **Table:** Asset [alm_asset] This report is available in the base system starting with the Dublin release.	Asset
Number of POs by Vendor YTD	Number of purchase orders for each vendor, year-to-date. • **Type:** Pie chart • **Table:** Purchase Order [proc_po] This report is installed with Procurement starting with the Dublin release.	Purchase Order
Vendor Spend by Rank Tier	Purchases over the last year by vendor rank tier. This report helps vendor managers understand whether the organization is benefitting from vendors ranked as *valued* or *strategic*. • **Type:** Bar chart • **Table:** Purchase order line items [proc_po_item] This report is installed with Procurement starting with the Dublin release.	Purchase order line items
Vendor Spend by Rank Tier Grouped By Vendor	Purchases over the last year by vendor rank tier and stacked by vendor. This report helps vendor managers understand whether the organization is benefitting from vendors ranked as *valued* or *strategic*. • **Type:** Bar chart • **Table:** Purchase order line items [proc_po_item] This report is installed with Procurement starting with the Dublin release.	Purchase order line items

Vendor Ticketing

Vendor Ticketing

Note: *This article applies to Fuji and earlier releases. For more current information, see Vendor Ticketing* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

Vendor ticketing helps establish stronger relationships between vendors, incidents, and SLAs by providing:

- An easy way to pause contract or service commitment SLAs and start vendor-oriented SLAs from the Incident form.
- A view of all incidents opened against a vendor's services or products on the vendor record.
- The ability to start vendor-oriented SLAs from different vendor events on the Incident form.

Additionally, vendor ticketing adds the Vendor Credits module to the Vendor Performance application menu. This module enables vendor managers to track credits that a vendor owes due to breached service contracts, and to view any unused credits.

Vendor ticketing is available starting with the Dublin release.

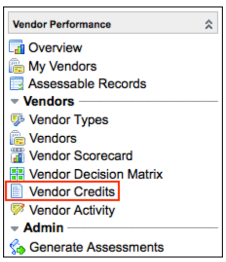
Roles

Users with the following roles can use vendor ticketing features.

Role Title	Role Name	Description
Vendor manager	vendor_manager	Vendor managers are involved with an organization's vendor management process and can configure vendor records. They can also manage vendor credits.
ITIL user	itil	ITIL users perform basic technical operations in the system and can add vendor information to incidents.
Portfolio administrator	portfolio_admin	Portfolio administrators, activated by Service Portfolio Management, can view, create, and delete SLA records and use all vendor ticketing features included with SLAs.

Menus and Modules

Vendor ticketing adds the following module to the Vendor Performance application menu. For descriptions of the other modules in this menu, see Vendor Performance.



- **Vendor Credits:** tracks credit that a vendor owes the organization as a result of breached business service contracts.

Activating Vendor Ticketing

An administrator can activate the Vendor Ticketing plugin to access the functionality. Additional plugins will be activated if they are not already active.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/vendor-performance/concept/c_VendorTicketing.html

Installed Vendor Ticketing Components

Overview

The following components are installed with Vendor Ticketing:

- Tables
- Plugins
- UI Policies
- Script Includes
- Client Scripts
- Business Rules

Demo data is available with Vendor Ticketing.

Tables

Vendor Ticketing adds the following table.

Table	Description
Vendor Credit [vndr_credit]	Stores vendor credit records for vendors that breach SLAs.

Plugins

Vendor Ticketing activates the following plugins, if they are not already active.

Plugin Name	Plugin ID	Description
Service Portfolio Management	com.snc.service_portfolio	Allows an organization to document the business services it provides using a standardized, structured format. Performance against availability commitments is calculated and can be displayed in a homepage.
Service Portfolio Management - SLA Commitments	com.snc.service_portfolio.sla	Adds SLA Commitment support to Service Portfolio Management.
Task-Outage Relationship	com.snc.task_outage	Allows users to create an outage from an incident or problem. Incidents and problems have a many-to-many relationship with outages.
Vendor Performance	com.snc.vendor_performance	Provides the core vendor performance functionality with which vendor ticketing processes integrate.

UI Policies

Vendor Ticketing adds the following UI policy.

Name	Table	Description
Show and hide vendor fields	Incident [incident]	Enforces the following policies when the incident state is **Awaiting Vendor** or the **Vendor** field is *not* empty: • Shows these fields: **Vendor**, **Vendor closed**, **Vendor open**, **Vendor point of contact**, **Vendor resolved**, and **Vendor ticket**. • Makes these fields mandatory: **Vendor** and **Vendor ticket**.

Script Includes

Vendor Ticketing adds the following script includes.

Name	Description
VendorCreditUtilsAJAX	Retrieves breach penalty amount and time.
VendorTicketUtil	Retrieves service portfolio records.

Client Scripts

Vendor Ticketing adds the following client scripts.

Name	Table	Description
Clear related vendor fields on change	Vendor Credit [vndr_credit]	Resets all vendor specific fields, such as **Service commitment** and **Service offering**, to blank whenever the **Vendor** field on the Vendor Credit [vndr_credit] table changes.
Clear relevant fields on offering change	Vendor Credit [vndr_credit]	Resets all service offering related fields, such as **Service availability** and **Related outage**, whenever the **Service offering** field on the Vendor Credit [vndr_credit] table changes.
Populate availability related fields	Vendor Credit [vndr_credit]	Populates **Vendor**, **Service offering**, and **Service commitment** fields, whenever the **Service availability** field on the Vendor Credit [vndr_credit] table changes (if available).
Populate contract field	Vendor Credit [vndr_credit]	Populates **Vendor** and **Contract** fields whenever the **Service offering** field changes on the Vendor Credit [vndr_credit] table.
Populate incident related fields	Vendor Credit [vndr_credit]	Resets all fields to blank and tries to fetch the new values whenever the **Related incident** field changes on the Vendor Credit [vndr_credit] table.

Populate outage related fields	Vendor Credit [vndr_credit]	Tries to fetch the new values for the **Vendor**, **Related incident**, and **Service offering** fields whenever the **Related outage** field changes on the Vendor Credit [vndr_credit] table.
Populate Penalty Fields	Vendor Credit [vndr_credit]	Tries to fetch **Breach penalty amount** and **Breach penalty time** whenever the **Service commitment** field changes on the Vendor Credit [vndr_credit] table.
Show and hide vendor on state change	Incident [incident]	Performs the following tasks when the incident state is **Awaiting Vendor**: • Shows these fields: **Vendor**, **Vendor closed**, **Vendor open**, **Vendor point of contact**, **Vendor resolved**, and **Vendor ticket**. • Populates the **Vendor** field automatically when the selected configuration item is manufactured by a company designated as a vendor. • Hides these fields: **Vendor**, **Vendor closed**, **Vendor open**, **Vendor point of contact**, **Vendor resolved**, and **Vendor ticket** when the state is *not* **Awaiting Vendor** and the **Vendor** and **Vendor ticket** fields are empty.

Business Rules

Vendor Ticketing adds the following business rules.

Name	Table	Description
mark_vendor_closed	Incident [incident]	Populates the **Vendor closed** field with the current date and time when a user saves the incident record and: • The **State** field is set to **Closed**. • The **Vendor** field is not empty.
mark_vendor_resolved	Incident [incident]	Populates the **Vendor resolved** field with the current date and time when a user saves the incident record and: • The **State** field is set to **Resolved**. • The **Vendor** field is not empty.
Set Awaiting Vendor time	Incident [incident]	Populates the **Vendor open** field with the current date and time when a user saves the incident record and *at least one* of the following conditions is true: • The **State** field is set to **Awaiting Vendor**. • The **Vendor** field is not empty.
Verify offering related to vendor	Vendor Credit [vndr_credit]	Clears the **Service offering** field if *both* of the following conditions are true: • The **Service offering** field is not empty. • The vendor on the service offering record is different than the vendor on this record.

Using Vendor Ticketing

Overview

Vendor ticketing enables vendor performance to integrate with contract and service offering SLAs by adding functionality to the Incident [incident] table that starts a service offering SLA from a specific incident state. Fields record the date and time of specific vendor events in the life of an incident and appear as options for starting an SLA. When you create an incident that requires vendor interaction, the system can start an SLA when the incident is opened, closed, or resolved. The SLA stages example uses demonstration data included with vendor ticketing to illustrate how you can start or stop SLAs while waiting for vendor input for an incident.

Vendor ticketing adds a module called Vendor Credit that allows an organization to track credit owed by a vendor from breached business service contracts.

Configuring SLAs for Vendor Ticketing

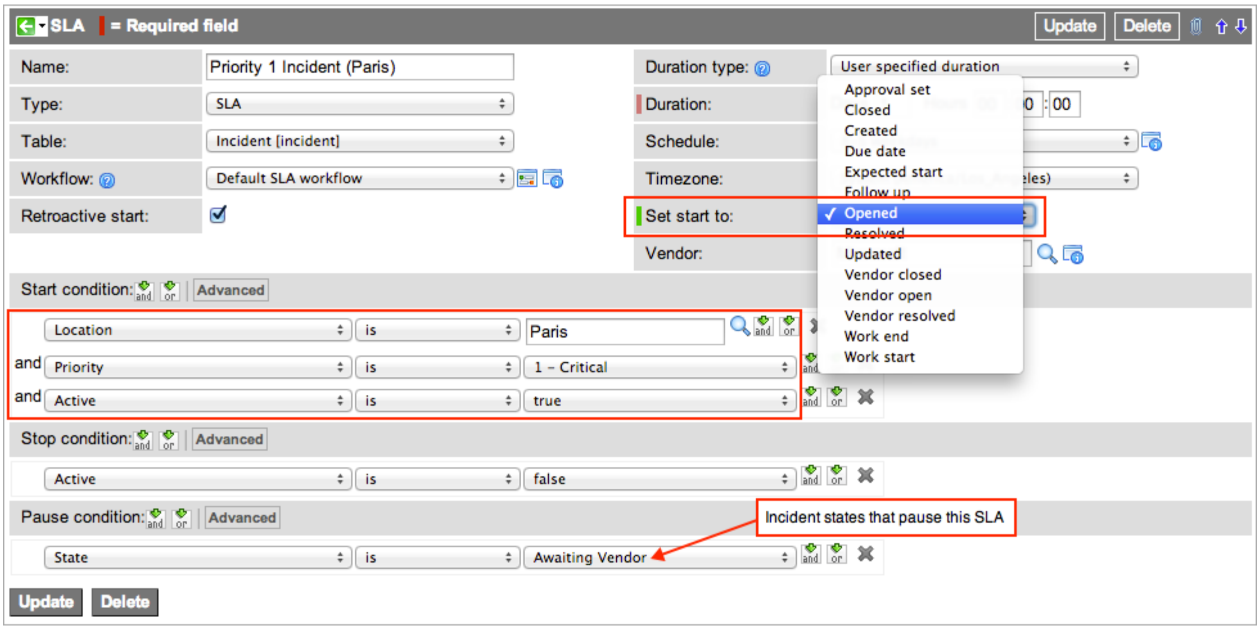
Vendor ticketing enables you to pause contract SLAs and start service offering SLAs automatically when a vendor-related incident is opened, closed, or resolved.

Configuring a Contract SLA

To create a new contract SLA:

1. Navigate to **Service Level Management > SLA > SLA Definitions**.
2. Click **New**.
3. Select **Contract SLA** when prompted for the type of SLA to create.

   In this example, a contract SLA is configured to start when a priority 1 incident is opened in Paris. The SLA is configured to pause when the user working on the incident is waiting for additional information from the vendor: **[State] [is] [Awaiting Vendor]**.



Configuring a Service Offering SLA

You can use these timestamp fields from a vendor-related incident to start a service offering SLA.

- **Vendor closed**: Start the SLA when a vendor-related incident is closed.
- **Vendor open**: Start the SLA when a user saves an incident after selecting a vendor. You can select a vendor when the incident state is set to **Awaiting vendor**.
- **Vendor resolved**: Start an SLA when a vendor-related incident is resolved.

Note: *In most cases,* ***Vendor open*** *is the best selection for starting an SLA, but your business process might require a different trigger.*

To start a service offering SLA when a vendor incident opens:

1. Navigate to **Business Services > Service Offering SLAs > SLAs**.
2. Click **New**.
3. Select Incident [incident] in the **Table** field.
4. Select **Vendor open** in the **Set start to** field.

   This sets the SLA to start at the time shown in the **Vendor open** field on the incident form. The system creates the timestamp when the incident form is saved in a state of **Awaiting Vendor**.
5. Create the **Start condition** for the SLA.

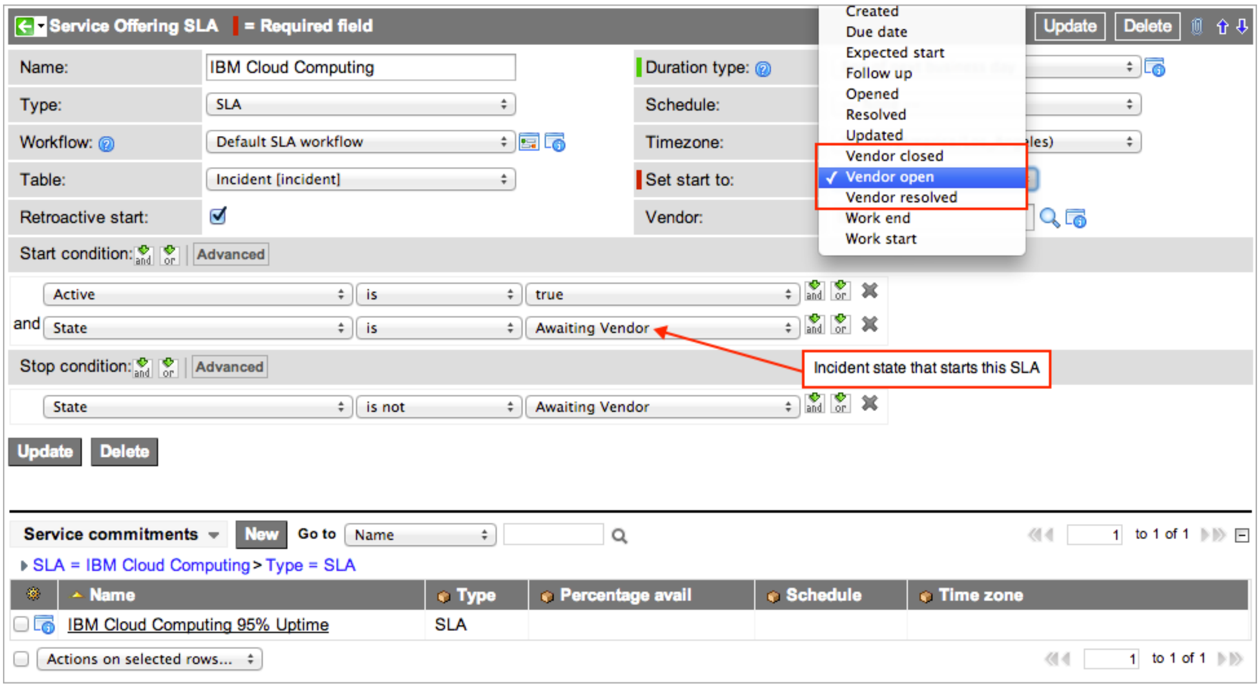
   [Active] [is] [true] and **[State] [is] [Awaiting Vendor]**

   This condition starts the service offering SLA when a user saves an active incident in the **Awaiting Vendor** state.
6. Create the **Stop condition** for the SLA.

   [State] [is not] [Awaiting Vendor]

   This condition stops the service offering SLA when a user changes the **Awaiting vendor** state to any other state.
7. Click **Submit**.

When a user saves an incident after specifying a vendor, the system pauses any contract SLA in use. The system then checks the **Set start to** field in the service offering SLA to determine which vendor event to use. Because **Vendor open** starting option was selected for the SLA, it starts on the date and time that appears in the **Vendor open** field in the incident.

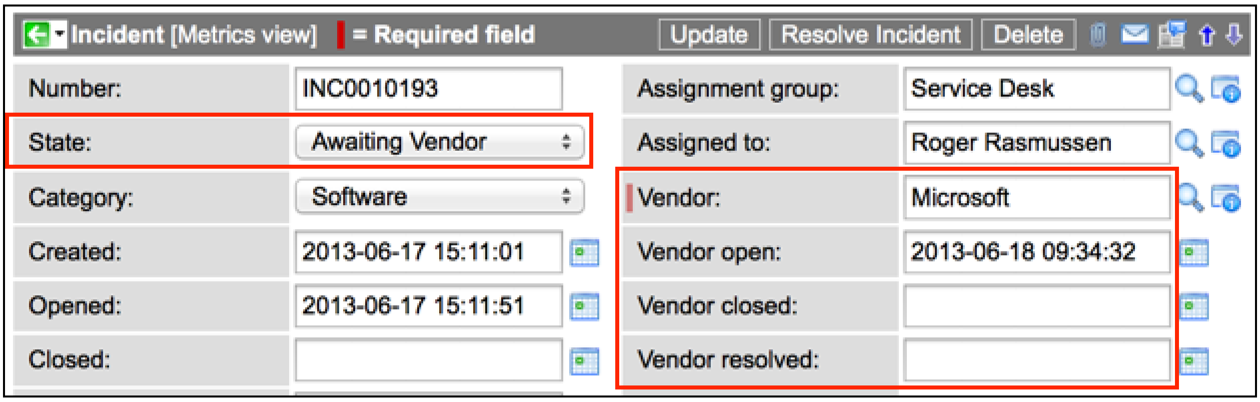


Adding Vendor Information to Incidents

Vendor ticketing adds these date and time fields to the Metrics view of the Incident form:

- **Vendor open**: Automatically populated with the date and time the incident record is first saved with a value in the **Vendor** field.
- **Vendor closed**: Automatically populated with the date and time the incident record is closed with a value in the **Vendor** field.
- **Vendor resolved**: Automatically populated with the date and time the incident record is resolved with a value in the **Vendor** field.

An option called **Awaiting vendor** in the **State** field allows a technician to pause contract SLAs and start the service offering SLA while waiting for input from a vendor. This state enables additional fields for vendor information.



1. Open an incident record in the Default view.
2. If the incident cannot be resolved until the vendor takes some action, select **Awaiting Vendor** in the **State** field.

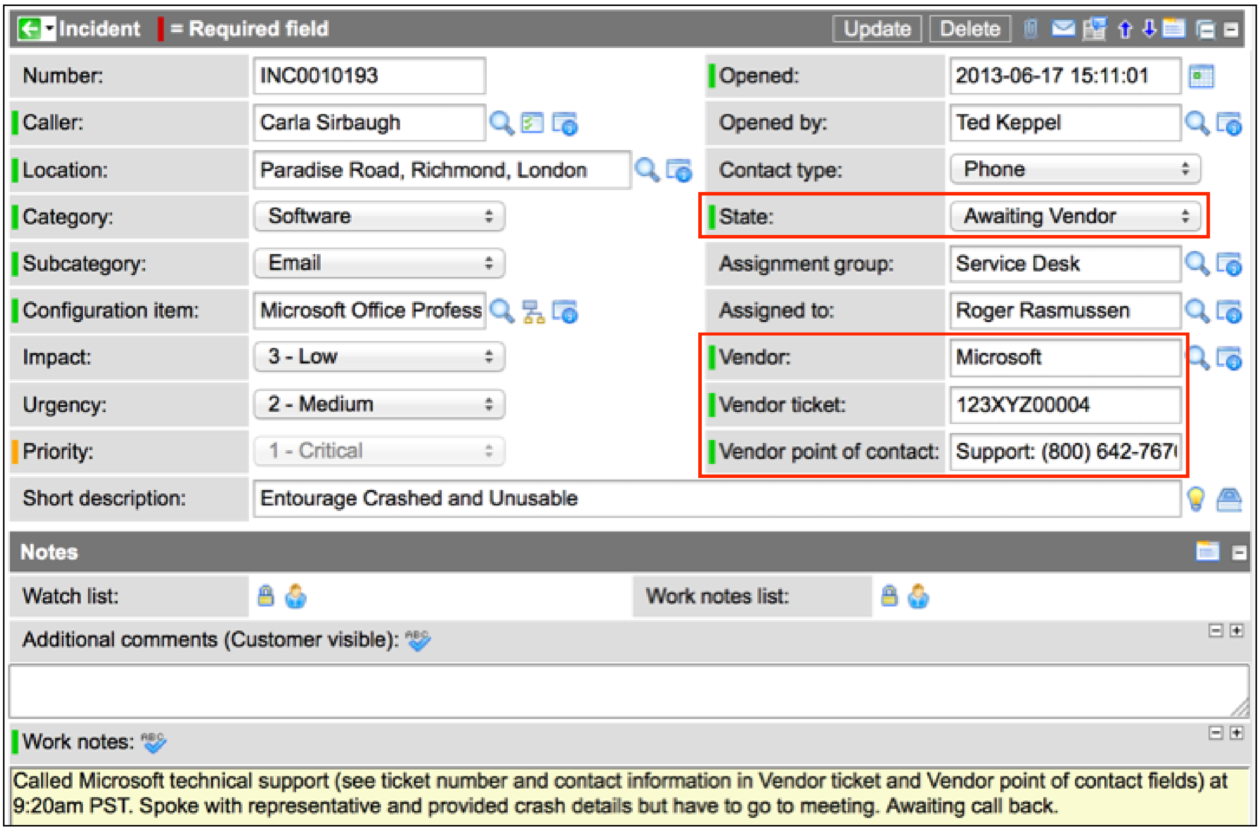
   This state pauses any SLAs affected by this incident that have **Awaiting Vendor** defined as a pause condition, ensuring that vendor delays do not impact SLA performance. When you select a state of **Awaiting Vendor**, the following fields appear:

   - **Vendor**: [Required] Select the vendor associated with the incident. The system automatically populates this field when the incident is associated with a configuration item manufactured by a company that is also a vendor.

- **Vendor ticket**: [Required] Enter a case or incident number provided by the vendor. This is the vendor's identification number for the issue and is not used for ServiceNow processing.
- **Vendor point of contact**: Enter contact information for the vendor. This might include the name of a customer service representative, a phone number, email address, or other helpful information.

Note: These fields are also available in the Mobile view of the Incident form.

3. Add a comment or work note to provide additional information.
4. Save the record.
5. After the vendor resolves the issue, select a state of **Active** to restart the SLA.

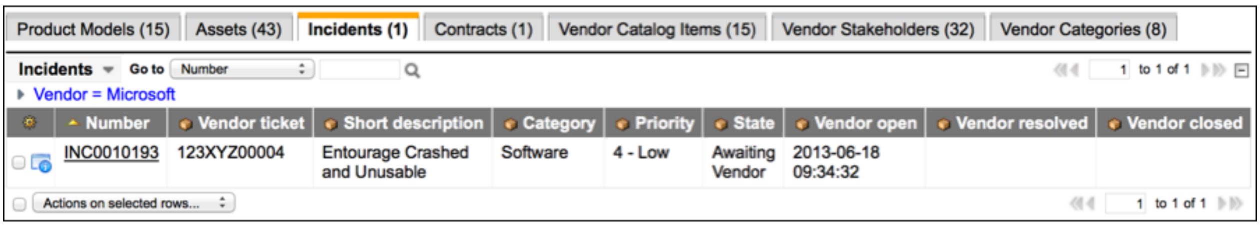


Viewing Incidents from Vendor Records

Vendor ticketing adds the **Incidents** related list to the Vendor view of the Company form, showing all incidents related to that vendor.

1. Navigate to **Vendor Performance > Vendors > Vendors**.
2. Select a vendor, such as **Microsoft**, from the list.
3. Select the **Incidents** related list.

The related list shows incident information, such as **Vendor ticket**, **State**, **Vendor open**, **Vendor resolved**, and **Vendor closed**.

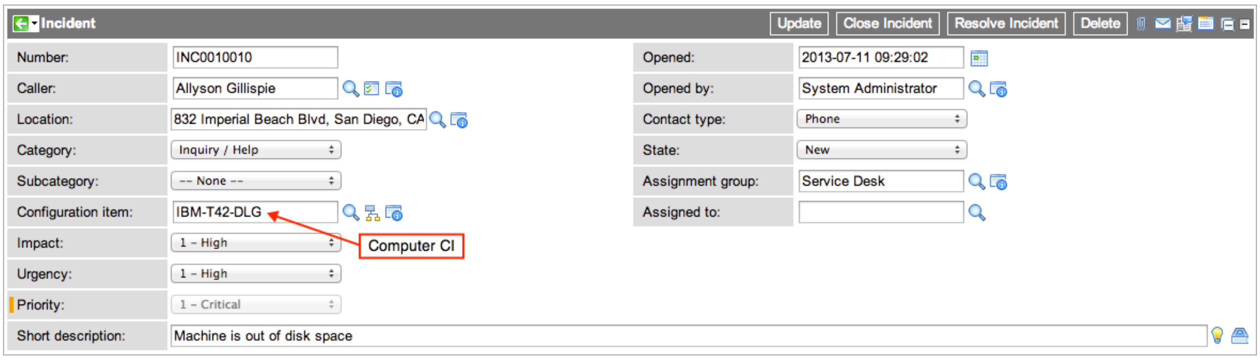


Note: *The related list is visible only if there is at least one incident associated to the vendor you are viewing.*

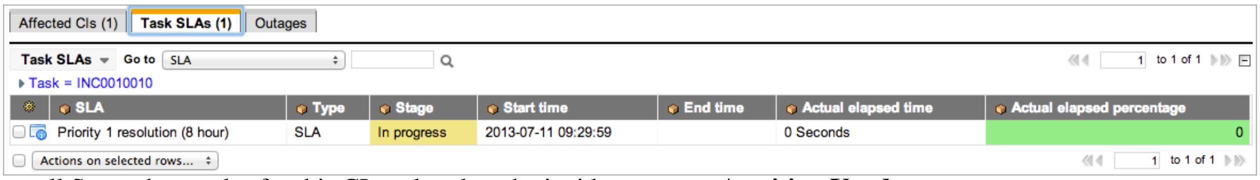
SLA Stages Example

This example uses demonstration data available with vendor ticketing to illustrate how ServiceNow can manage SLA stages for different incident states. For information about configuring SLAs, see Defining an SLA.

1. Create a new incident record and select the **IBM-T42-DLG** computer as the affected **Configuration item**.
2. Set the **Impact** and **Urgency** to either **Medium** or **High**.

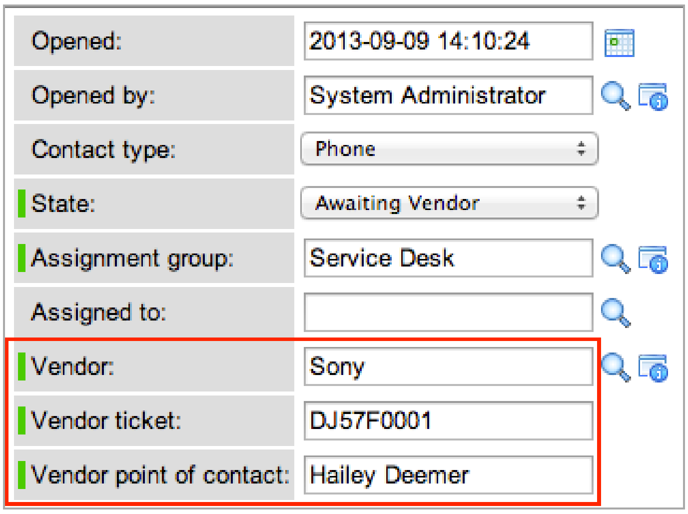


The system starts a contract SLA for this incident based on the incident priority, not the CI. In this case, the system creates the **Priority 1 resolution (8 hour)** SLA. The system adds the SLA to the **Task SLAs** related list.



3. You call Sony, the vendor for this CI, and update the incident state to **Awaiting Vendor**.

   The dependent fields appear, with **Sony** entered as **Vendor**.
4. Complete the required vendor fields and save the record.



The **Priority 1 resolution (8 hour)** SLA is configured to pause when the incident state is **Awaiting Vendor**.

Affected CIs (1) | Task SLAs (1) | Outages

Task SLAs ▾ Go to SLA — 1 to 1 of 1

Task = INC0010010

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Priority 1 resolution (8 hour)	SLA	Paused	2013-07-11 09:29:59		12 Minutes	2.69

Actions on selected rows... — 1 to 1 of 1

5. You discover that this CI is part of a service offering called **IBM Cloud Computing** that has an SLA. You change the **Configuration item** value to the service offering and save the record.

Incident = Required field

Number:	INC0010010
Caller:	Allyson Gillispie
Location:	832 Imperial Beach Blvd, San Diego, CA
Category:	Inquiry / Help
Subcategory:	-- None --
Configuration item:	IBM Cloud Computing
Impact:	1 - High
Urgency:	1 - High
Priority:	1 - Critical
Short description:	Machine is out of disk space

Service offering

The system starts the SLA for the IBM Cloud Computing service offering. The SLA for this service offering is configured to start when the **Vendor open** event occurs in the incident. The incident state of **Awaiting Vendor** and the addition of a vendor trigger this event for the SLA when the incident is updated.

Affected CIs (1) | Task SLAs (2) | Outages

Task SLAs ▾ Go to SLA — 1 to 2 of 2

Task = INC0010010

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Priority 1 resolution (8 hour)	SLA	Paused	2013-07-11 09:29:59		12 Minutes	2.69
IBM Cloud Computing	SLA	In progress	2013-07-11 09:42:55		10 Minutes	2.18

Actions on selected rows... — 1 to 2 of 2

6. When you have received all the information needed from the vendor, you update the incident state appropriately.

The SLAs react to each state as follows:

- **Awaiting Problem, Awaiting User Info, Awaiting Evidence:** You need additional help to resolve this incident. Any of these states marks the service offering SLA as **Complete**. The incident SLA remains **Paused**.

Affected CIs (1) | Task SLAs (2) | Outages

Task SLAs ▾ Go to SLA — 1 to 2 of 2

Task = INC0010010

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Priority 1 resolution (8 hour)	SLA	Paused	2013-07-11 09:29:59		12 Minutes	2.69
IBM Cloud Computing	SLA	Completed	2013-07-11 09:42:55	2013-07-11 10:22:12	39 Minutes	8.18

Actions on selected rows... — 1 to 2 of 2

- **Active:** You have all the information you need to continue to work on the incident. This state restarts the paused contract SLA and marks the service offering SLA as **Complete**.

Affected CIs (1) | Task SLAs (2) | Outages

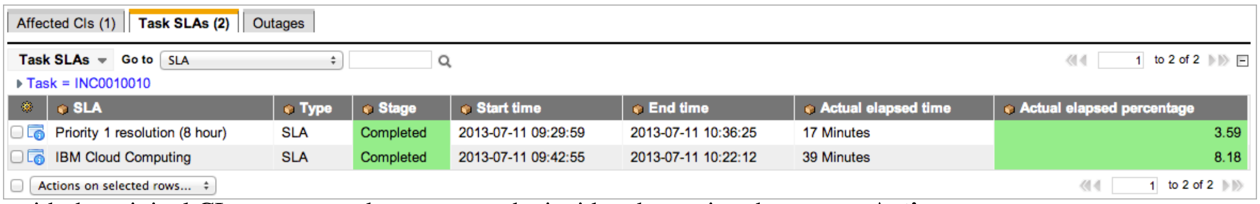
Task SLAs ▾ Go to SLA — 1 to 2 of 2

Task = INC0010010

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Priority 1 resolution (8 hour)	SLA	In progress	2013-07-11 09:29:59		12 Minutes	2.69
IBM Cloud Computing	SLA	Completed	2013-07-11 09:42:55	2013-07-11 10:22:12	39 Minutes	8.18

Actions on selected rows... — 1 to 2 of 2

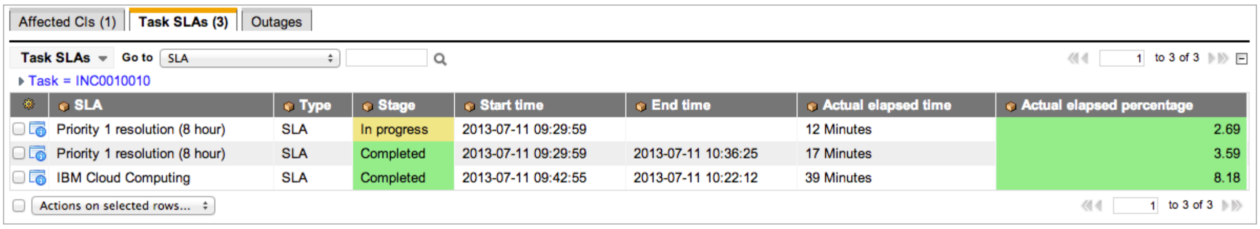
- **Resolved** or **Closed:** You have completed your work on the incident. Either state marks both SLAs as **Complete**.



SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Priority 1 resolution (8 hour)	SLA	Completed	2013-07-11 09:29:59	2013-07-11 10:36:25	17 Minutes	3.59
IBM Cloud Computing	SLA	Completed	2013-07-11 09:42:55	2013-07-11 10:22:12	39 Minutes	8.18

7. The issue with the original CI reoccurs, and you reopen the incident by setting the state to **Active**.

   ServiceNow creates a new contract SLA with the same start date and time of the original SLA and sets the stage to **In progress**.



SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Priority 1 resolution (8 hour)	SLA	In progress	2013-07-11 09:29:59		12 Minutes	2.69
Priority 1 resolution (8 hour)	SLA	Completed	2013-07-11 09:29:59	2013-07-11 10:36:25	17 Minutes	3.59
IBM Cloud Computing	SLA	Completed	2013-07-11 09:42:55	2013-07-11 10:22:12	39 Minutes	8.18

Vendor Credit

Overview

Vendor credit offers a method for manually tracking the credit that a vendor owes an organization because of a breached business service contract. ServiceNow stores the monetary penalties for contract breaches in service commitment records. The system retrieves this information from the service commitment for the vendor's service offering and uses it to calculate the vendor credit due for a breach. Vendor managers can create a credit record manually from the Vendor Credit module or from several different tables in the system. You can access the records for unused vendor credit from the **Credits** field in a vendor scorecard.

The Vendor Credit module is added to the Vendor Performance application menu when you activate vendor ticketing.

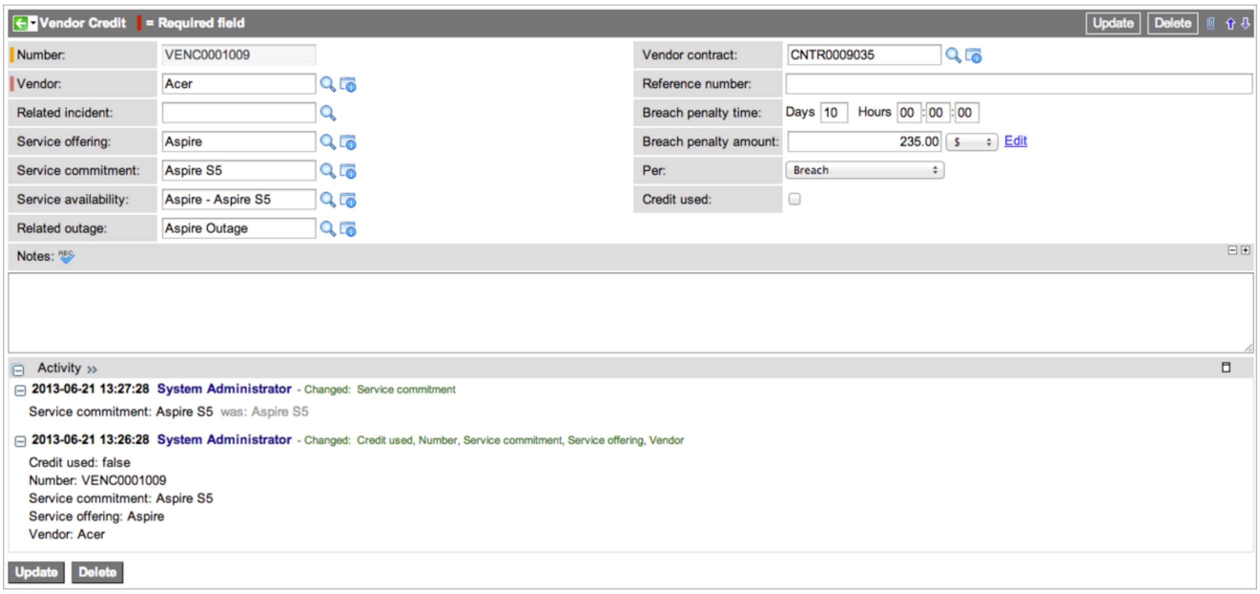
Creating Vendor Credit

You can create credit records from the Vendor Credit form or from records in other tables.

Vendor Credit Form

1. Navigate to **Vendor Performance > Vendor > Vendor Credits**.
2. Click **New**.
3. Select the **Vendor** first, then fill in the other fields, as appropriate (see table).

   The vendor selected determines the options available for other fields. If a selection list is empty, the vendor has no records in the referenced table. If you change the vendor, ServiceNow clears all the other fields in preparation for different values.



Field	Description
Number	[Read-only] System generated reference number for this credit record.
Vendor	[Required] Name of the vendor.
Related incident	Number of any incident related to this vendor's products.
Service offering	Service offering related to this vendor.
Service commitment	Specific service commitment that affects this vendor credit.
Service availability	Business service availability commitment that affects this vendor credit.
Related outage	Actual outage that created the vendor credit. The value in this field is from the **Short description** in the outage record.
Vendor contract	Contract with this vendor, if any. The choice list for this field only displays contracts for the named vendor. These contracts can be in any state.
Reference number	Any reference that pertains to this credit. Possible values could include a proprietary confirmation number or the name of a contact.
Breach penalty time	Duration of the breach. This is the elapsed time of the credit-generating event and is inherited from the **Service commitment** selected.
Breach penalty amount	Total amount of credit due from this event, inherited from the **Service commitment** selected.
Per	Unit of time used to calculate the breach penalty amount, inheritied from the **Service commitment** selected.
Credit used	Check box indicating that credit from this vendor has been recovered.
Notes	Any notes pertaining to this credit record. For example, you might keep track of recovered credit.

Creating Vendor Credit from Other Records

Click the **Create Vendor Credit** related link in records from these tables:

- Outage [cmdb_ci_outage]
- Incident [incident]
- Service Availability [service_availability]
- Company [core_company]

Note: *The* ***Create Vendor Credit*** *related link is only available in records for these tables if the record references a vendor. The procedures here contain instructions for exposing the link when it is hidden.*

When ServiceNow creates a vendor credit record from one of these sources, it automatically populates the form with related data from other tables, such as vendor name, contract, and service offering. Fields associated with a vendor that have more than one possible value are not populated automatically. ServiceNow filters the list of possible choices for these fields based on the parent field, when populated. The system populates these fields in the Vendor Credit form from fields in the Service Commitment form:

- **Breach penalty amount**
- **Per**
- **Breach penalty time**

Outage

To create a vendor credit record from the Outage form:

1. Navigate to **Business Services > Outages**.
2. Locate the configuration item involved in the outage and click **Outage** in the **Type** column.
3. In the Outage form, click the **Create Vendor Credit** related link.

   The Vendor Credit form appears with this data pre-populated:

   - **Vendor**
   - **Service offering**
   - **Vendor contract**
   - **Related outage**

If the **Create Vendor Credit** related link does not appear on the Outage form, define a vendor in the referenced table.

1. Click the **Configuration Item** field reference icon ( ).

   This opens the Service Offering form.
2. Select a vendor.
3. Click **Update**.

   The Outage form appears with the related link available.

Incident

Create vendor credit records from incidents opened against business services only. Other CI types do not have service offerings and cannot be configured for vendor credit.

To create a vendor credit record from the Incident form:

1. Navigate to **Incident > Open**.
2. Open an incident for a vendor's product.
3. Click the **Create Vendor Credit** related link.

   The Vendor Credit form appears with this data pre-populated:

   - **Vendor**
   - **Related incident**
   - **Service offering**
   - **Vendor contract**

If the **Create Vendor Credit** related link does not appear on the Incident form, define a vendor for the incident.

1. Select **Awaiting Vendor** from the **State** field.

   This action shows the **Vendor** and **Vendor ticket** fields.
2. Complete both required fields.
3. Click **Update**.

   The related link appears on the Incident form.

Service Availability

To create a vendor credit record from the Service Availability form:

1. Navigate to **Business Services > Availability**.
2. Open a Service Availability record for a vendor's service offering.
3. Click the **Create Vendor Credit** related link.

   The Vendor Credit form appears with this data pre-populated:

   - **Vendor**
   - **Service offering**
   - **Service Commitment**

If the **Create Vendor Credit** related link does not appear on the Service Availability form, define a vendor in the referenced table.

1. In the Service Availability form, click the **Service Offering** field reference icon.

   This opens the Service Offering form.
2. Select a vendor.
3. Click **Update**.

   The Service Availability form appears with the related link available.

Vendor

To create a vendor credit record from the Company form:

1. Navigate to **Vendor Performance > Vendors > Vendors**
2. Open the record for that vendor.
3. Click the **Create Vendor Credit** related link.

   The Vendor Credit form appears with the **Vendor** field pre-populated.

If the **Create Vendor Credit** related link does not appear on the vendor record, make sure the **Vendor** check box is selected.

1. In the Company form, make sure you are in the Vendor view.
2. Select the **Vendor** check box.

   Only companies designated as *vendors* can display the **Create Vendor Credit** related link.
3. Click **Update**.

   The related link appears on the Company record for that vendor.

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