TPRM201: Effective Program Execution

TPRM201 is an immersive and collaborative workshop for Third-Party / Vendor Risk Management practitioners. Here you will get the opportunity to share your TP/VRM program execution success stories and identify areas for improvement with your peers. ProcessUnity will guide the discussion and share best practice strategies, methods, and tools to streamline risk assessment and risk treatment activities. Program application administrators will have the opportunity to dive into and configure product features.

Benefits

- **Learn what others are doing** through discussion with peer practitioners and experts.
- **Leverage** success stories to improve your program's **visibility**, compliance, and performance.
- **Interact** with the ProcessUnity platform to implement **streamlined assessment** workflows and risk management reporting.
- Learn by doing, experimenting, discussing, and **collaborating**.
- **Certificate of Completion** provided to all attendees.

Course Focus: Heavy (H) / Moderate (M) / Light (L)

	ADM101	ADM201	REX101	TPRM201	AA301
Course "Level"	1	2	2	1	1
Hands-On Labs	H	H	H	M	M
General Admin	H	H	M	M	M
Workflow	L	H		L	M
Report Writing	L	L	H	L	M
Expression Writing	L	L	H	L	M
TPRM / Config	L		L	H	M

Format

- **Guided learning** via formal curriculum, demos, quizzes, group projects, and classroom discussion – catered lunches daily.
- **Individual training environments** for completing individual and group projects.
- **Personal training book** of class material, for note taking and future reference.
- Roll-up-your sleeves / **highly interactive**. Content supplemented via online LMS!

Suggested Prerequisites

- For **administrators**, it is recommended that attendees are **proficient** with **basic administration topics** (i.e. **ADM101** or similar experience) before attending.
- For **business-focused** attendees, **at least one year of Third-Party Risk** or VRM program execution experience suggested.

Day 1

8:00am training room opens / 8:30am Session Begins

- Welcome / Introductions
- Assignment of personal training instances

Topic 1 – Case Study Discussion: Attendees share their TPRM program success story and current challenges. Case studies will be shared with the group to facilitate discussion.

- Describe role, current state TPRM program, maturity
- What are you doing right? What can be improved?
- Describe takeaways you'd like from this course
- Discuss configuration best practices / reporting tools

Topic 2 – Develop at TPRM Education Campaign: Learn how to effectively communicate your program objectives and advertise value to your internal stakeholders.

- Develop / socialize your program's value proposition
- Learn your audience
- Craft your *What's-in-it-for-me* (WIIFM) messaging
- Develop a 1-page periodic TPRM publication (highlight program wins, share new industry risks and risk events, spotlight program champions)

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Topic 3 – Vendor Master: Learn best practices to risk screen legacy vendors, update contacts, and prioritize risk asmts.

- Identify (via AP) invoices / authorized invoice signer
- Using the Business Impact Assessment (BIA) to identify critical processes, third parties, and process owners
- Working with Business Continuity Management to identify critical services and current vendor contacts
- Define criteria to assess legacy third parties / vendors

Topic 4 – Eliminate TPRM Program Apathy and Fatigue: Tips to streamline risk asmt processes and foster program compliance.

- Strategies to customize the initial risk assessment
- Effectively engage your control domain SMEs
- Synthesize risk assessment findings for distribution
- Define criteria for monitoring and re-assessment

12:30pm Break

- Onsite Lunch

Group Project (A) TPRM Program Breakout Discussions: Work in groups to discuss program best practices and action plans.

- Draft best in class communication collateral
- Share methods to engage key stakeholders
- Discuss strategies for new vs. legacy risk asmts

Topic 5 – Program Key Performance Indicators (KPIs): Define meaningful program performance metrics.

- What does senior leadership expect your program to measure and manage? Sample KPIs will be provided.
- When is your program lead expected to escalate?

Topic 6 – Key Risk Indicators (KRIs): Define risk exposure metrics that reinforce a pre-emptive risk response posture.

- What does the risk committee / board want to know?
- Which negative risks are likely to occur (industry)?
- Which negative risk events require all hands-on deck?

Topic 7 – Risk Reporting: Delivering relevant TPRM reporting.

- Communicating your KPI and KRI results
- Identifying the forum to share your results
- Engaging internal audit / sponsors for guidance

Topic 8 – TPRM Execution Tools: Discuss ProcessUnity platform capabilities that help you execute on TPRM program goals.

- An overview of features covered in Days 2 and 3

5:30pm End of Day 1

6:30pm -7:30pm Happy Hour

Day 2

8:00am training room opens / 8:30am Session Begins

Topic 9 – Questionnaire Templates: building custom questionnaires with conditionality and scoring.

- Designing questions/sections for best results
- Response types, comment entry, attachments
- Conditional questions and sections
- Scoring of questions, sections, domains
- Implementing “Preferred Responses”
- Question to Property Linking (benefits/tactics)
- Versioning / Retiring / serializing questionnaires
- SIG Connector – template and response import

Group Project (B) Questionnaires: Work with a partner to collaboratively implement a real-life (deep dive) project.

- Building questionnaires from scratch
- Incorporating conditionality, scoring / previewing

Topic 10 – Third-Party Database: Review services, facilities, 4th parties, agreements objects and key properties of each object.

- Nomenclature (Vendors, Third Parties, Suppliers, etc.)
- Services / Facilities / Vendor Contacts / …more
- Scaling your program using Custom Objects
- Third-Party Content Ecosystem / Connectors

Topic 11 – Third-Party Onboarding: Build your request process into an efficient gating exercise and vendor master search.

- Configuring a Third-Party master search on Request
- Set up gating / inherent risk questions
- Immediately flag incomplete/inconsistent requests
- Automating Inherent Risk (ratings/scores)

Lab #1: Third Parties / Onboarding Request Form

12:30pm Break

- Onsite Lunch / Additional Lab Time

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Topic 12 – Assessments: Dynamically scope due diligence, manage external and internal workflow, reviewing risk scoring and ratings.

- Intro to Assessments – Lifecycle, statuses, workflow
- Dynamic Scoping – various methods
- Pre-Populating Responses – execution, why and when

Lab #2: Assessment Creation & Kickoff

Topic 13 – Bulk Assessments: An overview and execution steps to kicking off bulk assessments.

- Determining population of assessment recipients
- Using Report Actions (and other methods) to kick off

Group Project (C) Bulk Assessments: Work with a partner to collaboratively implement a real-life (deep dive) project.

- Configure and kickoff a bulk assessment campaign
- Automatically scope, populate, and send bulk asmts

Day 3

8:00am training room opens / 8:30am Session Begins

Topic 14 – Third-Party's Experience: Navigate the Portal to see how external third-party contacts interact with ProcessUnity.

- Portal Overview / Help System
- Questionnaire / Delegation / Submit / Importing
- Portal Tasks (Profile, Files, Dialog, Reports)
- **Lab #3:** Exploring the Portal / Questionnaires

Topic 15 – Assessment Review & Remediation: Techniques to review submitted questionnaire responses (answers, comments, attachments), identify non-preferred responses, and triggering remediation workflow.

- Assessment Review Process
- Preferred Response evaluation, Pass/Fail
- Follow-up Workflow
- Issue/Findings – creation and resolution
- Closing the Assessment

12:30pm Break

- Onsite Lunch / Additional Lab Time

Topic 16 – Multi-Language Portal: Configuring the portal environment for non-English external contacts.

- Available language packs
- Configuring questionnaires by language
- Configuring notifications by language
- Configuring languages by person
- Login Language Bar
- **Lab #4:** Multi-Language Portal

Group Project (D) Full Assessment Workflow: Work with a partner to collaboratively implement a real-life (deep dive) project.

- Create/Scope/Send Questionnaire Assessment
- Impersonate Third-Party Contact / Access Portal
- Fill out Questionnaire / Employ Delegation / Add Users
- Submit Questionnaire
- Dialog / Follow-up Workflow process
- Review Responses / Create Issues / Close Asmt

Parking Lot Items / Lab Time

- Cover other topics requested by attendees
- Deeper Dive demos upon request
- Finish & review any open labs / config projects
- Final Q&A / discussion

Conclusion

- Review of other Public Training courses/options
- General Feedback / Course Survey

5:30pm End of Day 3

This course officially ends at 5:30pm on the final day. Formal training content may end earlier, allowing for less structured discussion, experimentation, and additional time to work on labs, group projects, and configuration exercises. ProcessUnity trainer(s) will be available every day until 5:30pm, even when class ends early. Custom or personalized Q&A during daily lunch breaks or following the course each day is available for attendees as time permits.

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