

Partner Information Manager (PIM) Buyer Guide August 2020





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Document Versioning

Version		Change Overview	Date	Responsible Party
2.2	•	Formatting	05/11/18	Tom McHale
2.3	•	Organization Group Management	7/23/18	Tom McHale
	•	Raw Data Reporting		
	•	Button Name Changes		
2.4	•	N – Tier Visibility Pilot	12/14/18	Tom McHale
	•	N – Tier Contract Forms		
	•	N – Tier Emails		
	•	Concise DFARS Form		
	•	New Conflict Minerals Form		
	•	PIM - MDM Integration		
2.5	•	Welcome Screen	2/21/19	Tom McHale
2.6	•	Toggle Buyer/Supplier View	5/31/19	Tom McHale
3.1	•	Dashboard Updates	8/24/20	Salima Usman
	•	Remove MDA/Contract Form Content		



Overview

The purpose of this document is to provide information on the Buyer-side of the Partner Information Manager (PIM) application. This guide outlines the following:

- Access information
- Dashboard overview
- Application navigation
- Reporting

Exostar's Partner Information Manager (PIM)

Exostar's Partner Information Manager (PIM) is a risk management tool that leverages information from trusted sources in order to provide a Buying Partner with a Supplier's current and potential risk and impact.

PIM allows an organization to complete a questionnaire (e.g. Cybersecurity, NISTSP 800-171, or Conflict Minerals) once for the partner organization and then later share, with the organization's approval, the same results with other contractors who may also be using the organization's products and services. This ask once and share model reduces the burden of completing multiple questionnaires. Additionally, PIM provides contractors with a consistent set of minimum cyber security expectations for Suppliers.

Please see the <u>PIM Form Resources</u> page for additional information about each specific form. The following sections provide a brief overview of each form's purpose.

Cybersecurity Questionnaire (CSQ)

The Cybersecurity Questionnaire was developed to measure a partner's cybersecurity capability. The information a Supplier Partner provides helps them understand their organization's cybersecurity posture. The questionnaire also helps Buying Partners manage risks with sharing sensitive information.

NIST SP 800-171 Questionnaire

The Department of Defense (DoD) now requires all its contractors to protect Covered Defense Information (CDI). As such, the department modified its *Defense Federal Acquisition Regulation Supplement* (DFARS) to address the safeguarding of CDI. The DFARS clause 252.204-7012 requires *covered companies* to use the cyber safeguards described by the National Institute of Standards and Technology (NIST) in Special Publication (SP) 800-171, which NIST created, specifically, for commercial companies who do not operate *federal information systems*, but who receive or create CDI to perform defense contracts.

The information a Supplier Partner provides in the NIST SP 800-171 questionnaire is used by Buying Partners to determine a business's security posture with respect to the required NIST security controls.



Concise DFARS / DFARS 252 CS

Prior to PIM 2.4, some Buyers expressed an interest in a Concise NIST/DFARS form, to give buying organizations a high level snapshot of a Supplier's NIST compliance and CDI flow down obligations. Buyers could then make a decision as to whether or not they need specific Suppliers to submit a full NIST form, with answers to all 110 controls. This resulted in the development of a shorter and concise NIST/DFARS form.

As per this implementation, Suppliers are invited to complete the concise form much as they are invited to complete other PIM system forms.

Conflict Minerals Questionnaire

The Conflict Minerals Reporting Template is a free, standardized reporting template developed by the Conflict-Free Sourcing Initiative that facilitates the transfer of information through the supply chain, regarding mineral country of origin, as well as smelters and refiners being utilized. The questionnaire is used to determine Suppliers are using smelters recognized by and meeting the CFSI standards.

Exostar's Managed Access Gateway (MAG)

Exostar's Managed Access Gateway (MAG) is a consolidated portal that provides identity and access management as a cloud service for the Aerospace & Defense industries. The PIM application is available through MAG. To access PIM, you are required to have a MAG user account and an approved security credential. For more information on MAG, please visit https://my.exostar.com/pages/viewpage.action?pageId=12124922.

PIM Access

Once your organization is subscribed to MAG and PIM, and your Organization or PIM Application Administrator accepts the Terms and Conditions, you can access PIM. To access the application:

- 1. Log into your MAG account with an approved multi-factor credential. Approved credentials include:
 - a. Phone-based OTP
 - b. OTP Hardware Token with Proofing Upgrade
 - c. Federated Identity Service (FIS) Medium Level of Assurance (MLOA) Hardware Certificates
 - d. Government-Issued Common Access Card (CAC)
 - e. Northrop Grumman OneBadge
 - f. NASA PIV Card
 - g. Enterprise Access Gateway solution.

NOTE: You must use **Internet Explorer**.

2. Once you log into your MAG account with your multi-factor credential, verify the credential strength in the upper right hand corner of your screen.



NOTE: The below example shows the user logged in with an MLOA Hardware Certificate. If the credential strength says **Username and Password**, you are not logged in with a multi-factor credential.



3. On your **Home Dashboard**, locate the PIM application, and click **Open Application**.



NOTE: If you see a status other than **Open Application**, please use the **Legend** or reference the <u>PIM FAQs</u> for assistance. If you see a message saying **Login Requirements Not Met**, you did not login with the correct credential strength.

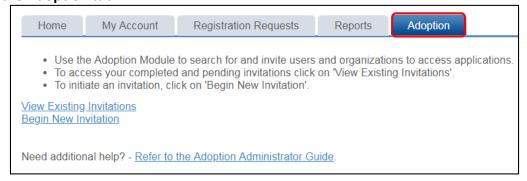


If you do not see PIM on your **Home** dashboard view, please contact <u>Exostar Customer Support</u>.

Invite Suppliers to Complete Forms

To invite a Supplier to access and complete questionnaires in PIM:

1. Log into Exostar's Managed Access Gateway, as an Adoption Administrator and access the Adoption tab.



2. For step-by-step instructions on completing the invitation process, please refer to the Adoption Administrator Guide.



3. When using the Adoption Module to subscribe a company to PIM, select the questionnaires (forms) you would like to invite them to.

	Application Name	Deta	rail
Applications	Partner Information Manager		Form Name Cyber Security NIST SP 800-171 Conflict Minerals Reporting

PIM Roles

If you are a MAG PIM Application Administrator, the system also designates you as an Application Administrator in the PIM application.

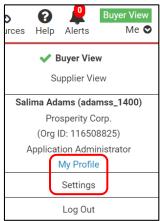
The Application Administrator role within PIMallows you to manage users in the application. The Application Administrator can change a user's role within PIM, deactivate a user's PIM access, as well as create and edit groups. You can find additional information about completing these functions in the Manage Users and Groups Tab sections of this guide.



Account Settings

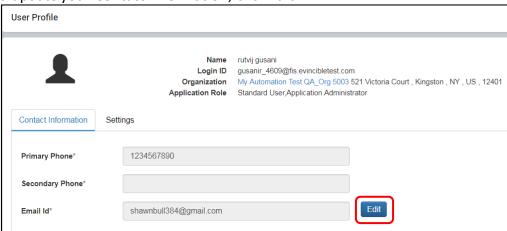
To access your User Profile:

1. On your **Home** dashboard in the upper right corner, select the **Me** dropdown. Choose either **My Profile** or **Settings**.

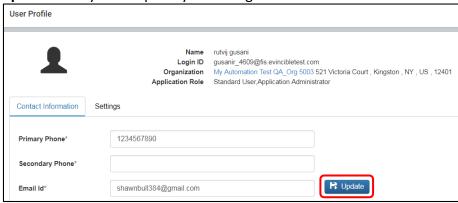


NOTE: Both options redirect to your **User Profile**, and you can navigate between the two tabs.

2. To update your Contact Information, click Edit.



3. Click **Update** once you complete your changes.





Under the Settings tab:

- 1. Modify necessary information:
 - a. Update the Date/Time Format.

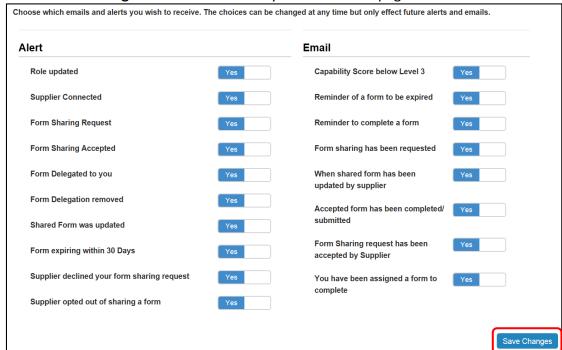


b. Change your **Default View** under the **Application** section or select **Default Groups**.

NOTE: Selecting **Default Groups** allows you to view information associated with only those Suppliers included in the selected default groups. This affects the Forms Activities and New Partners widgets on your dashboard.



- c. Manage Alerts settings.
- d. Manage Email settings.
- 2. Click **Save Changes** to redirect back to your dashboard page.

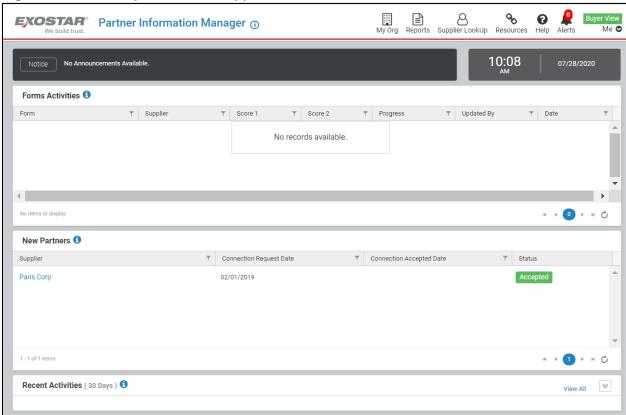




PIM Home Dashboard

The Home dashboard contains widgets that enable you to access information and perform functions in the application, as well as clickable icons in the top header.

Please note the blue information icon located next to each widget name. This displays a dialogue box explaining the purpose of that particular widget. Select Partner Information Manager, regardless of where you are in the application, to redirect back to the dashboard.

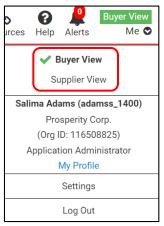


Buyer or Supplier Dashboard View

Both Buyer and Supplier organizations can use PIM. An organization can be both a Buyer from multiple Suppliers and a Supplier to multiple Buyers. To deal with these different business situations, the PIM product allows users to view their ecosystem from a Buyer or Supplier point of view.



The default view when you first access PIM is as a Buyer. If you are also subscribed as a Supplier, and want to view as a Supplier, select Supplier from the **Me** drop down in the top header. Your view automatically refreshes.



Forms Activities Widget

The Forms Activities widget provides a quick view of forms shared by your Suppliers. Filter results by using the filter icons available in the columns, including a Group filter option that affects only this widget. If no one accepted the form, it displays as **Pending**. Until the Supplier submits the form, you cannot see the progress column or review the form. This widget also displays a Supplier's score, if the Supplier submitted the form.

To navigate this widget:

- 1. Click the hyperlinked form name to redirect to the Supplier's completed questionnaire.
- 2. Select a partner in the **Supplier** column to redirect to the **Partner's Profile**.





New Partners Widget

The New Partners widget provides a list of all your connected partners, as well as the connection status of each supplier. Click the hyperlinked **Organization Name** to redirect to that Supplier Partner's profile.



Recent Activities Widget

The **Recent Activities** widget on your Home dashboard provides a 30-day timeline of all activities with a Supplier Partner.



NOTE: Click the hyperlinked **Organization Name** to redirect to that Supplier's profile.

My Org

This option, located in the top header menu, provides the following options and redirects to those specific tabs on the **Organization Profile** page:

- **Organization**: This tab, also labeled as **Profile**, provides your organization's general overview information, as well as access to the **Supplier** or **Organization Profile**.
- **Users**: This tab provides a comprehensive list of all users within your organization with PIM access. If you are an Application Administrator, this tab also provides usermanagement options.
- **Partners**: This tab provides a comprehensive list of all connected Partners (Buyers). Select the **Partner Name** to view additional details.
- **Groups**: This tab provides all group management options, as well as a comprehensive lists of all groups you created or Public Groups created by Application Administrators.



• **Forms**: This tab provides a comprehensive list of all forms Buyers requested you complete, as well as that form's status. If your organization shared the form, you can select the form name to redirect to the **Form Details** page.



Reports

This icon navigates directly to the Reports homepage, listing all reports to which you have access.



Supplier LookUp

This icon opens the Supplier LookUp screen, which allows you to search Suppliers to whom you are connected. You also have the option to export your search results to Excel.



Resources

This icon opens the <u>PIM Form Resources</u> page, which provides resources per PIM form, including blank forms, completion instructions and resources, as well as scoring information.





Help

This icon provides the following drop down options: **PIM Online** Help and **PIM FAQs**. Both options open their respective my.exostar.com pages, providing additional information on process instructions and frequently asked questions.

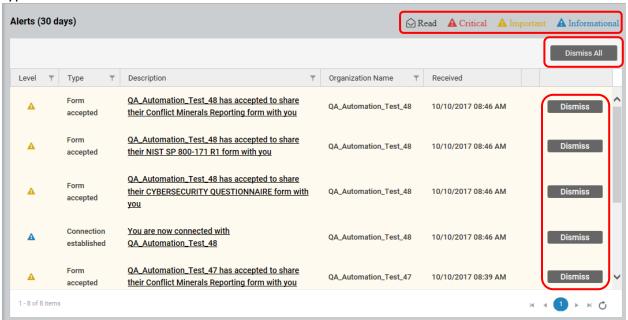


Alerts

The Alert icon represents the number of alerts for your review. Click the icon to view a dropdown of alerts. You can **View All** or **Dismiss All**.



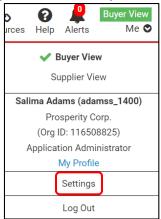
Select **View All** to redirect to the **Alerts** page, containing alerts for the last 30 days. You can **Dismiss All** or **Dismiss** one alert at a time. There is also a legend explaining the different alert types.



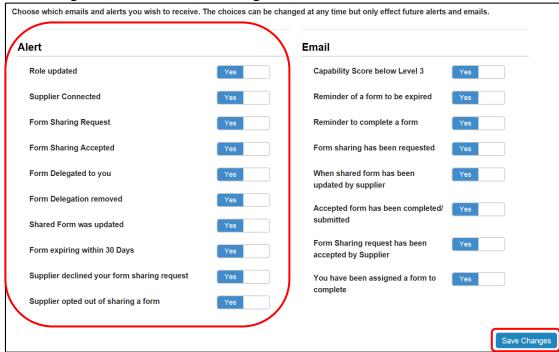


To manage alert settings:

1. In the top header, select **Settings** via the **Me** drop down.



2. Navigate to the **Settings** tab, and **Alerts** section. Modify the alert selections as desired, by choosing **Yes** or **No**. Click **Save Changes**.



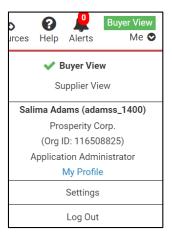
Me Drop Down

This drop down menu provides an overview of account options, and is broken up into the following sections:

• **Buyer View or Supplier View**: Select to toggle between the Supplier and Buyer views, if you have both business needs.



- **Account Information**: This section provides your organization name and ID, as well as your role. Select **My Profile** to update your account information.
- **Settings**: Select this option to update Date/Time Format, Application View (Supplier or Buyer), as well as Alert and Email settings.
- Logout: Selecting this logs you out of the PIM Application.



Organization Profile Page

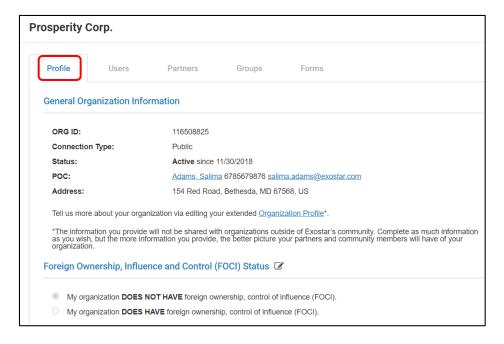
The Organization Profile page provides the following tabs for you to manage your connections, users, groups, and to view forms shared with your company:

- Organization
- Users
- Partners
- Groups
- Forms



Profile Tab

This tab provides information specific to your organization, as well as access to your Organization Profile.

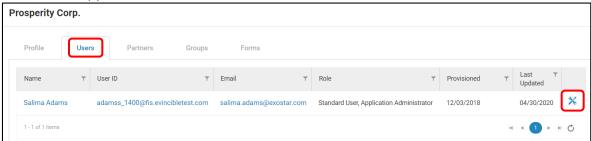


Users Tab

If you are designated as an Application Administrator within the PIM, you are able to manage users within the application. The Application Administrator can change a user's role and deactivate a user's access.

To edit a user:

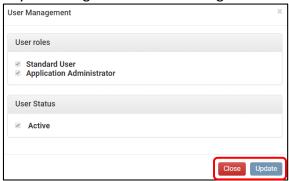
- 1. Click **Users** via the **Me** drop down to redirect to the **Users** tab.
- 2. Click the **Tools** icon next to the user you want to manage. This icon only displays if you are an Application Administrator.



NOTE: You can also select any of the user's hyperlinked information to open the individual user's profile.



- 3. From the **User Management** window, modify a user's role, including your own, if necessary.
- 4. Click **Update** to save your changes or **Close** to disregard.



NOTE: If you change a user's role to **Standard User**, they lose administrative privileges within PIM. If you deselect the **Active** checkbox, the user no longer has access to PIM after they log into their MAG account.

Partners Tab

The Partners tab provides a list of all Partners associated with your organization and the date you connected with them.

To navigate the Partners tab:

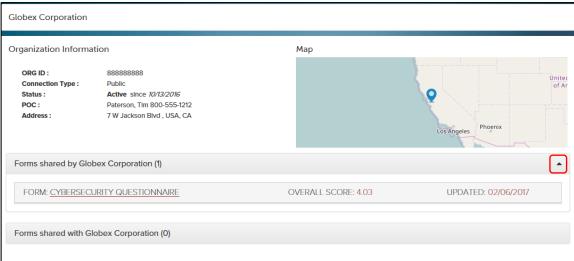
- 1. Select **Partners** from the **Me** drop down, and select from the following options:
 - a. Select **List** to view a list of all connected Partners and **Connection Dates**. Set filters by clicking the filter icon in each column.
 - b. Select the **Connection** radio button to view Supplier within a selected Group. Select the **Group** from the dropdown menu.





To view a Partner's Profile:

- 1. Click the hyperlinked Name.
- 2. You are redirected to the **Partner Profile** page. Select the dropdown arrow next to **Forms Shared By** to expand or collapse that section.



3. Click the name of any form the Supplier completed and submitted, to re-route to the **Form Details** page.

Groups Tab

Groups are a collection of Supplier companies invited to complete a form. Groups help simplify viewing Supplier information.

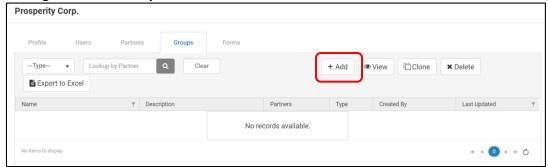
For example, if you are purchasing parts to build an airplane wing and have 35 Supplier Partners providing airplane wing parts, you can include these Suppliers in a single group. You can also create reports using a specific Group. Please reference the <u>Reports</u> section in this guide for more information.

Select **Groups** from the **Me** drop down menu in the top header to complete the following processes:



Add Group

1. Navigate to the Groups tab. Click Add.



2. From the **Add Group** dialog box, enter a **Group Name** and **Description** (optional) on the **Details** tab.

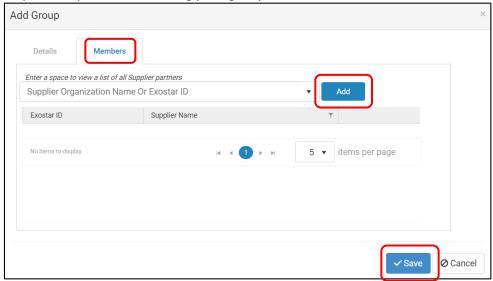


NOTES:

- If you are an Application Administrator, select to make the group **Public** or **Private**. If you are a Standard User, you can only select Private.
- Public Groups:
 - Only an Application Administrator can create this group.
 - Viewable to all users in the organization, regardless of user role.
 - o Managed by any Application Administrator in the organization.
 - o All PIM Users in the organization can clone, regardless of user role.
- Private Groups:
 - o All PIM users, regardless of user role, can create this group.
 - Viewable by the user who created the group and all Application Administrators in the organization.
 - Cloned by the user who created the group and/or all Application Administrators in the organization.
 - Only the user who created the group can manage.



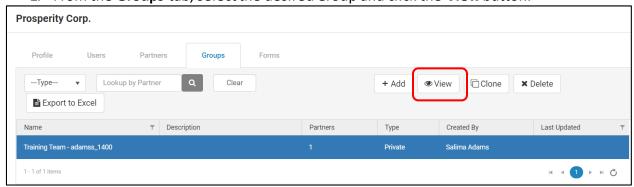
- 3. To add the desired Supplier Organizations via the **Members** tab, use the **Search** box.
- **NOTE**: As you begin to type, the system displays matching results or enter the space bar to view a list of all Suppliers with which your organization is doing business.
 - 4. Select the checkbox next to each desired Supplier or click the **Select All** button to select all displayed suppliers. Click the **Add** button.
 - 5. Once you complete customizing your group, click **Save**.



View Group

To view a specific group:

1. From the **Groups** tab, select the desired Group and click the **View** button.



2. The **View Group** dialogue box displays the **Details** tab, including the name and description. Click the **Members** tab to view Suppliers included in this Group.



NOTE: If you have permission to manage the Group, the **Edit** button is active.

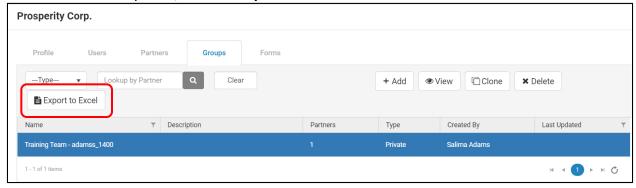


3. Once you are done viewing the Group, click Cancel.

Export All Groups

To export a list of all Groups available to you:

1. On the Groups tab, click the **Export to Excel** button.



2. The system downloads the list of groups displayed to an Excel file. Choose to **Open** or **Save**.



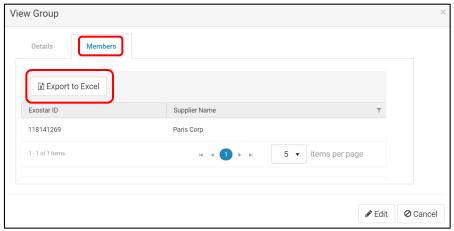
Export List of Suppliers from Specific Group

To export a list of Suppliers from a specific group:

1. From the **Groups** tab, select the desired Group and click the **View** button.



2. The **View Group** dialogue box displays. Navigate to the Members tab and click the **Export to Excel** button.

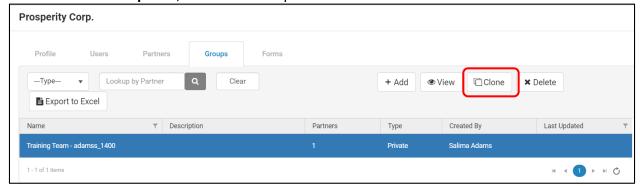


3. The system downloads the list of all organizations in that specific group to an Excel file. Choose to **Open** or **Save**.

Clone Group

To clone or copy a specific Group and all the Suppliers in the Group:

1. On the **Groups** tab, select the Group and click the **Clone** button.



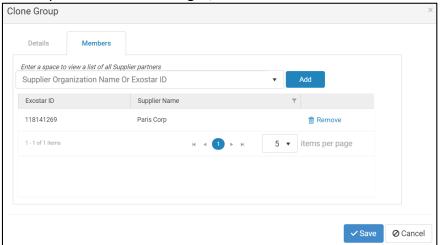


- 2. In the **Clone Group** dialogue box, on the **Details** tab, review or edit the following information:
 - a. Group Name
 - b. Group Description
 - c. Access Type (only Application Administrators can change this option)



3. Navigate to the **Members** tab to add or remove organizations from the Group clone. **NOTE**: If you choose to remove an organization, a confirmation message displays. Click **OK**.

4. Once you complete all desired changes, click Save.



Forms Tab

A form is a questionnaire a Buyer invites a Supplier to complete. The available Questionnaires in PIM are:

- Conflict Minerals
- Concise DFARS / DFARS 252 CS
- Cyber Supply Chain Risk Management Questionnaire (CSCRMQ)
- CyberSecurity Questionnaire (CSQ)
- NIST SP 800-171

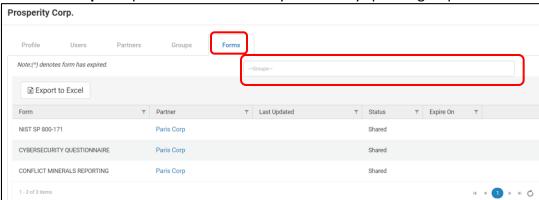


Supplier forms allow you, as a Buyer, to view a list of shared forms, as well as forms you requested from a Supplier, regardless of status.

To access Forms:

1. Navigate to the **Forms** tab via the **My Org** drop down in the top header.

NOTE: Use the **Groups** drop-down menu to filter your view by specific groups.



Form Details Page

The Form Details page displays how a Supplier Partner responded to a questionnaire and how they scored. If a Supplier has not shared, completed, or submitted the form, you cannot click the form.

To navigate the Form Details page:

1. Click a hyperlinked form name from anywhere in the application.





2. Click the percentage field or the **View** dropdown to view additional information, including how a Supplier answered a specific question for a specific section.



3. The **Reports** dropdown provides the option to download a blank questionnaire or a **Feedback Report** on how a Partner responded.



Supplier Lookup

The Supplier Lookup functionality, located in the top header menu, allows you to search for Suppliers. There are two search views: **Result** and **Map**.



Result Search

To complete a search:

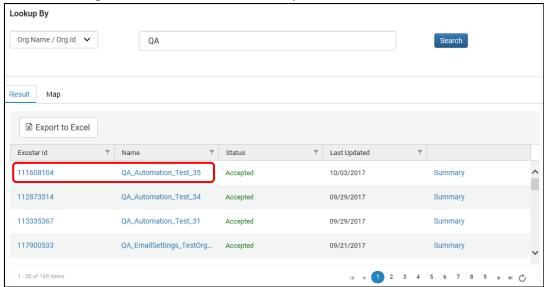
- 1. Select to search by the **Org Name/Org ID**, **Form**, or **Group** from the dropdown menu.
- 2. Enter search information. Click Search.

NOTES:

- The system allows for partial organization name searches, but not special character searches.
- Use the filter icons located in each column to further refine your search.
- If the name displays in the list, you can still use the **Search** button.
- There may be a name or spelling problem if the required Supplier does not display after the search. You can try other searches (e.g. Group, Partner Type, etc.).



3. Select the Organization Name/Exostar Id option to view a Partner's Profile.



4. Select **Export to Excel** to download a list of relevant results to an Excel file.





5. Select **Summary** to determine if a Supplier Partner accepted your sharing request.



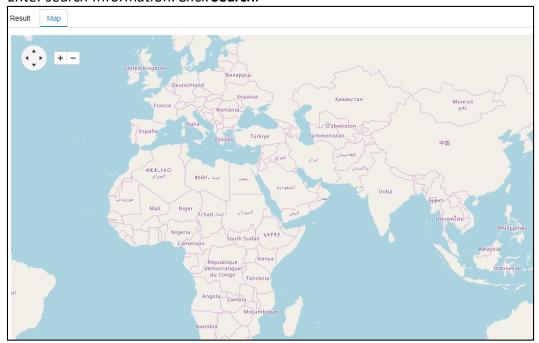
NOTE: The **Summary** view provides other details, such as a Supplier Partner's form progress. If a Supplier completed the form, the progress displays as 100%. If the Supplier Partner submitted the form, click the hyperlinked name to view the completed form.



Map Search

To complete a search using the Map function:

- 1. Select search criteria from the dropdown.
- 2. Enter search information. Click Search.





NOTES:

- You can complete partial organization name searches, however, you cannot complete special character searches.
- You may need to zoom in before the marker appears. To zoom in, click the + sign or use the scroll wheel on your computer mouse.
- To learn more about the organization, hover over the map marker to view organization details.

Reports

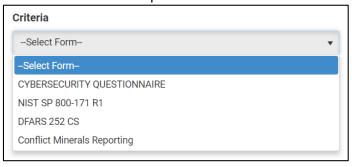
You have the ability to create, view, and download reports based off Supplier's questionnaire answers.

To create a report:

1. Click **Reports** option via the top header menu.



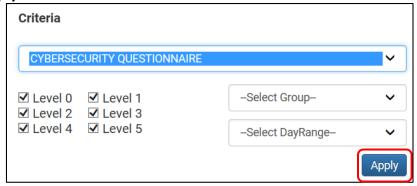
2. Select the desired form from the dropdown.



Cybersecurity Questionnaire Report

For Cybersecurity Questionnaire reporting:

- 1. Select the report criteria: capability level, day range, or group.
- 2. Click Apply.



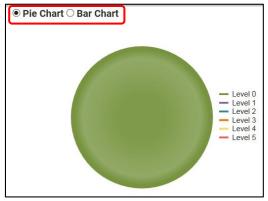


3. The results display in the bottom section. Select the hyperlinked **Form Name** or hyperlinked **Score** to redirect to the Partner's completed form. Select the **Exostar Id** or **Supplier Name** to redirect to the Partner's profile.

To manage the results view:

1. Select to view the visual chart in your preferred format: Pie Chart or Bar Chart.

NOTE: These charts summarize the results from multiple Partner questionnaires of the same type.

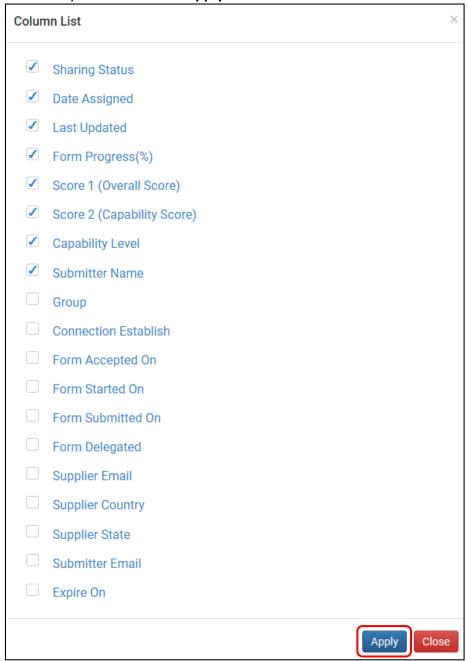


2. Hover your mouse over the chart to display the percentage of partners grouped within a level.



To modify reporting results:

- 1. Select the **Columns** button to redirect to the **Column List** page.
- 2. Make necessary selections. Click **Apply**.



3. To export the report, select **Export to Excel** or select to **Export Raw Score**.



NIST SP 800-171 Questionnaire Report

For the NIST SP 800-171 Questionnaire reporting:

- 1. Select the report criteria: status, day range, or group.
- 2. Click Apply.

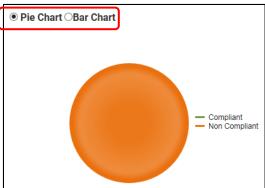


NOTE: The results display. Select the **Form Name** or **Score** to redirect to the Partner's completed form. Select the **Exostar ID** or **Supplier Name** to redirect to the Partner's profile.

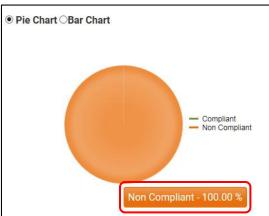
To manage the results view:

1. Select to view the visual chart in your preferred format: Pie Chart or Bar Chart.

NOTE: These charts summarize the results from multiple Partner questionnaires of the same type.



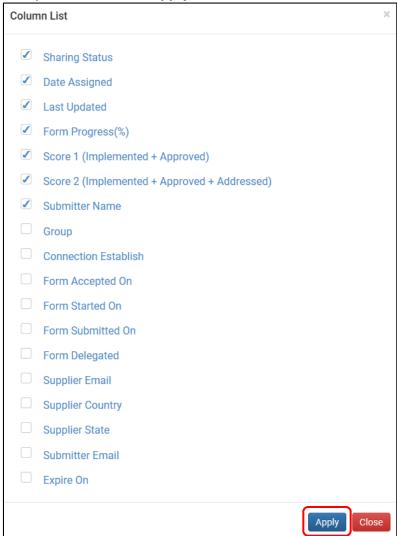
2. Hover your mouse over the chart to display the percentage of Partners grouped within a level.





To modify reporting results:

- 1. Select the **Columns** button to redirect to the **Column List** page.
- 2. Make necessary selections. Click **Apply**.



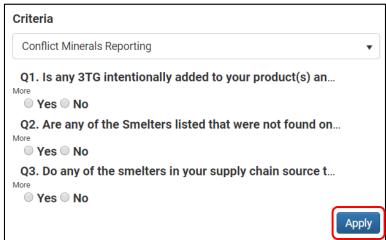
3. To export the report, select **Export to Excel** or **Export Raw Score**.



Conflict Minerals Report

For the Conflict Minerals Questionnaire reporting:

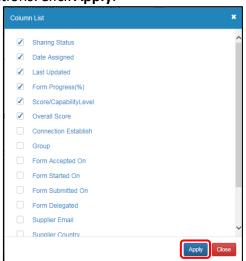
- 1. Select **Conflict Minerals** form type or answers to submission questions.
- 2. Click Apply.



NOTE: The results display. Select the **Form Name** or **Score** to redirect to the Partner's completed form. Select the **Exostar ID** or **Supplier Name** to redirect to the Partner's profile.

To modify the reporting results:

- 1. Select the **Columns** button to redirect to the **Column List** page.
- 2. Make necessary selections. Click Apply.

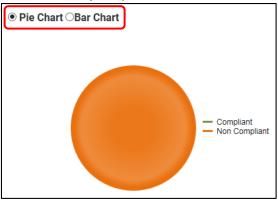


- 3. To export the report, select Export to Excel.
- 4. To export raw scores, select **Export Raw Score**.



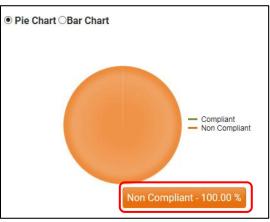
To manage the results view:

1. Select to view the visual chart in your preferred format: Pie Chart or Bar Chart.



NOTE: These charts summarize the results from multiple Partner questionnaires of the same type.

2. Hover your mouse over the chart to display the percentage of Partners grouped within a level.





DFARS 252 CS Report

For the DFARS 252 CS reporting:

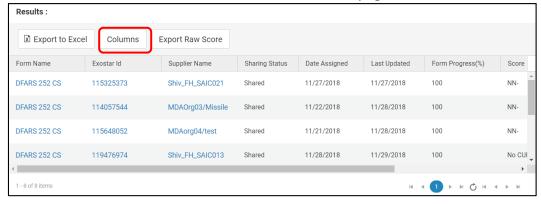
- 1. Select **DFARS 252 CS** form type and answer criteria questions.
- 2. Click Apply.



NOTE: The results display. Select the **Form Name** or **Score** to redirect to the Partner's completed form. Select the **Exostar ID** or **Supplier Name** to redirect to the Partner's profile.

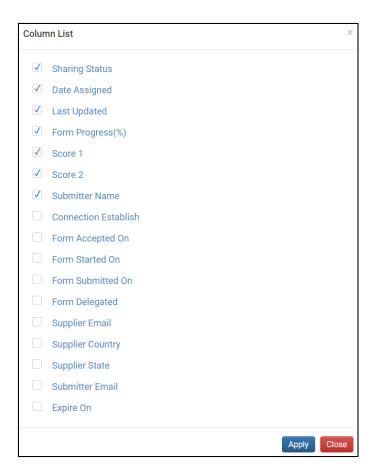
To modify the reporting results:

1. Select the **Columns** button to redirect to the **Column List** page.



2. Make necessary selections. Click **Apply** or **Close** to disregard.

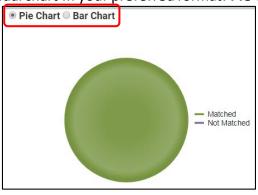




- 3. To export the report, select **Export to Excel.**
- 4. To export raw scores, select Export Raw Score.

To manage the results view:

1. Select to view the visual chart in your preferred format: Pie Chart or Bar Chart.





NOTE: These charts summarize the results from multiple Partner questionnaires of the same type.

2. Hover your mouse over the chart to display the percentage of Partners grouped within a level.

Scoring

Cybersecurity Questionnaire: The capability score is calculated based on the responses provided to each control family. A Supplier Partner is required to implement all control activities contained within a capability level to attain that capability level. Before a Supplier Partner can meet the next capability level, they are required to have implemented all control activities from the prior control family.

NIST SP 800-171 Questionnaire: Two score bars display under the **Score Summary** section. The first score provides the total **Implemented** and **Approved** controls over the total number of available controls. The second score bar indicates the total number of Controls the Supplier selected Implemented, Approved, and SSP/ POAM for, over the total number of available controls. Each bar remains red until it reaches a level of 100%.

Conflict Minerals Questionnaire: Compliancy for this form is determined from how a Supplier responded to the questionnaire. Compliance to the Conflict Minerals Questionnaire is based on CFSI standards. The exact compliance instructions are located on the CFSI website.

DFARS 252 CS Questionnaire: Compliancy for this form is determined from how a Supplier responded to the questionnaire. Select the **Form Name** to redirect to the **Form Detail** page. The **Score Summary** displays on the right-hand side of the page as Compliant, Sharing, and Flowdown.

For additional information on scoring, please see the PIM Form Scoring page.