Partner Information Manager (PIM)

Supplier Guide

February 2021

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Document Versioning

Version	Changes Overview	Date	Responsible Party
2.2	• Formatting	5/11/18	Tom McHale
2.3	• Download In-Progress Form • Form Hierarchy Display • Button Name Changes	7/23/18	Tom McHale
2.4	• N – Tier Visibility Pilot • N – Tier Contract Forms • N – Tier Emails • Concise DFARS Form • New Conflict Minerals Form • PIM - MDM Integration	12/14/18	Tom McHale
2.5	• Welcome Screen	2/21/19	Tom McHale
2.6	• Supplier Profile Form • Toggle Buyer/Supplier View	5/31/19	Tom McHale
2.7	• Form Edit Button		Tom McHale
3.1	• Dashboard Updates • Remove MDA/Contract Form Information	8/24/20	Salima Usman
MAG 7.0	• Authentication	2/19/21	Beena Nair

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Overview

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

- Access information
- Dashboard overview
- Application navigation
- Form navigation

Exostar's Partner Information Manager (PIM)

Exostar's Partner Information Manager (PIM) is a risk management tool that leverages information from trusted sources to provide a Buying Partner with a Supplier's current and potential risk and impact. PIM allows Suppliers to complete a form requested to them by a Buyer, and continue to share that form and form results with additional Buyers as requested. This *ask once and share* model reduces the burden of completing multiple questionnaires. Additionally, PIM provides contractors with a consistent set of minimum cybersecurity expectations for suppliers.

~~**IMPORTANT**~~**IMPORTANT**: Exostar Tier I Support is unable to assist in providing answers to any questions found on ANY of the questionnaires. If you are unsure how to answer a question relevant to your business, please work with your IT Department, or the company you are doing business with, as they may better assist you. Please see the PIM Form Resources 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 Supplier's cybersecurity capability. The information a Supplier provides, helps them understand their organization's cybersecurity posture. The questionnaire also helps Buyers 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). 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 provides in the NIST SP 800-171 questionnaire is used by Buyers to determine a business's security posture with respect to the required NIST security controls.

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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 can 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 forms.

Conflict Minerals Questionnaire

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

Cyber Supply Chain Risk Management Questionnaire (C-SCRMQ)

The questions in this form are based on the operational requirements of the NIST SP 800-161 standard, Supply Chain Risk Management Practices for Federal Information Systems and Organizations.

Federal agencies are concerned about the risks associated with information and communications technology (ICT) products and services that may contain potentially malicious functionality, are counterfeit, or are vulnerable due to poor manufacturing and development practices within the ICT supply chain. These risks are associated with the federal agencies decreased visibility into, understanding of, and control over how the technology they acquire is developed, integrated and deployed, as well as the processes, procedures, and practices used to assure the integrity, security, resilience, and quality of the products and services.

This publication provides guidance to federal agencies on identifying, assessing, and mitigating ICT supply chain risks at all levels of their organizations. This publication integrates ICT supply chain risk management (SCRM) into federal agency risk management activities by applying a multi-tiered, C-SCRM-specific approach, including guidance on supply chain risk assessment and mitigation activities.

Exostar's Managed Access Gateway (MAG)

Exostar's Managed Access Gateway (MAG) is a consolidated portal providing identity and access management as a cloud service for the Aerospace & Defense industries. The PIM application is available through MAG and you are required to have a MAG user account, and an approved security credential to access PIM.

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PIM Access

A person assigned the PIM Application Administrator role in MAG from your organization, receives an invitation to PIM and the required questionnaires submitted by a Buying organization.

To successfully subscribe your organization to PIM, the Application Administrator must accept the invitation and the questionnaires. Once your organization is subscribed, and your Organization Administrator or PIM Application Administrator accepts the PIM Terms and Conditions in MAG, you can access PIM.

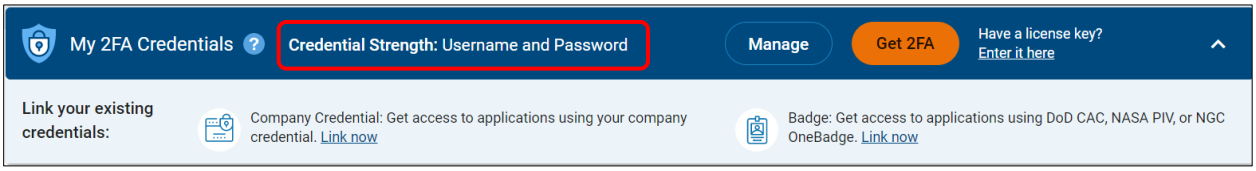
To access PIM:

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~~**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 **My 2FA Credentials** section of the MAG Dashboard.

If the credential strength says **Username and Password**, you are not logged in with a multi-factor credential.



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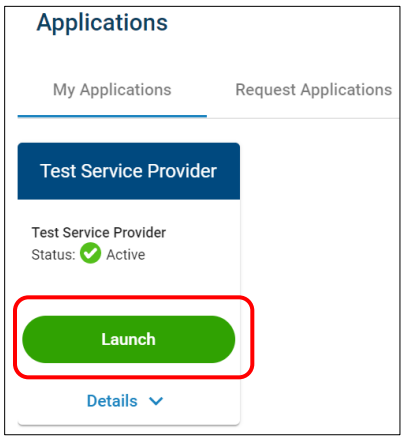
3. On your **Home Dashboard**, locate the PIM application, and click **Launch**.

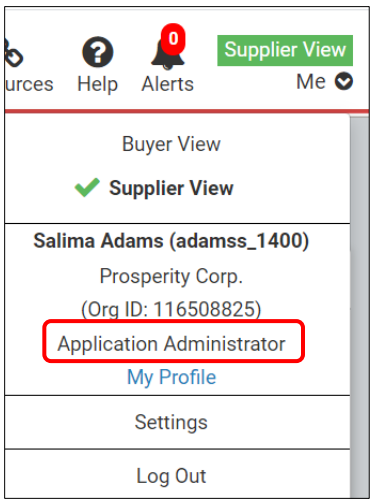


NOTE: If you see a status other than **Launch**, please use the **Legend** or reference the PIM FAQs for assistance. If you see a message saying **Login Requirements Not Met**, you did not login with the correct credential strength.

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

PIM Roles

If you are a MAG PIM Application Administrator, the system also designates you as an Application Administrator directly in the PIM application. Your role displays in the **Me** drop down menu, located in the top header.



The Application Administrator role within PIM allows you to manage users in the application, manage Groups, and manage form assignments.

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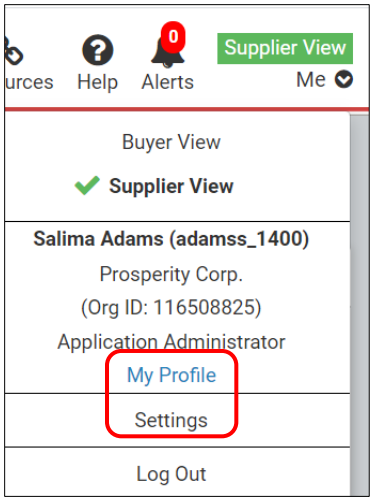
Account Settings

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**.



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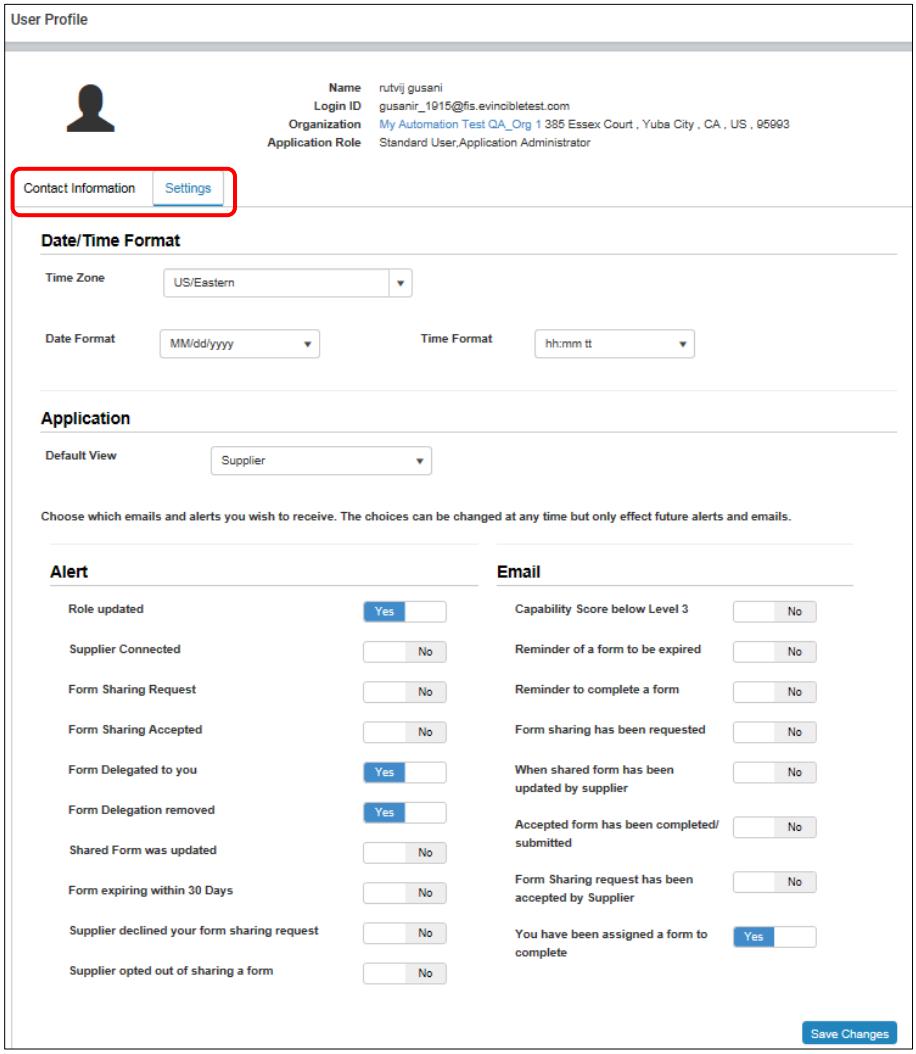
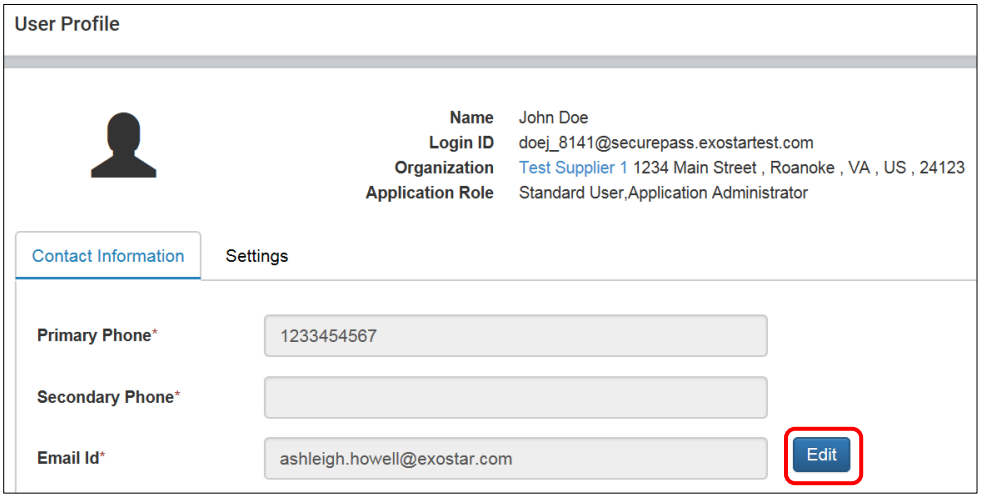
NOTE: Both options redirect to your **User Profile,** and you can navigate between the two tabs.



2. To update your **Contact Information**, click **Edit**.



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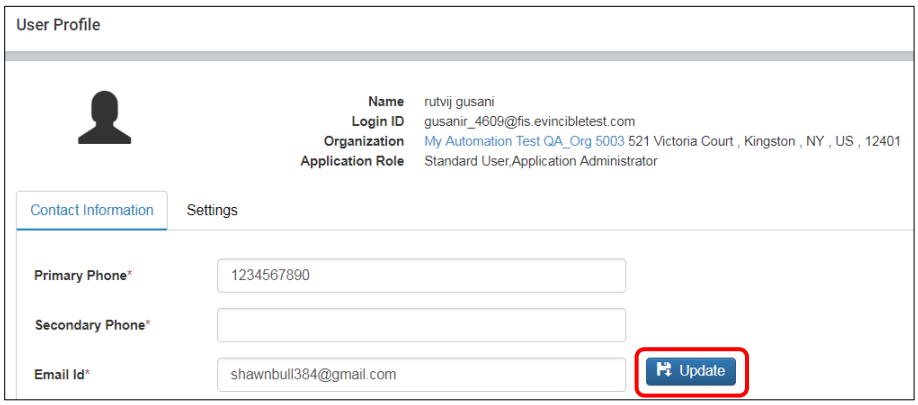
3. Click **Update** once you complete your changes.



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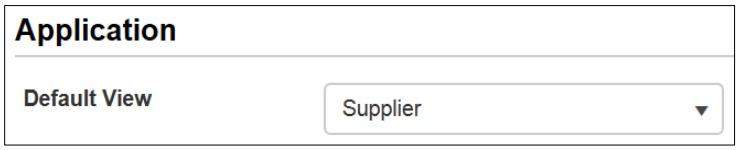
Under the **Settings** tab:

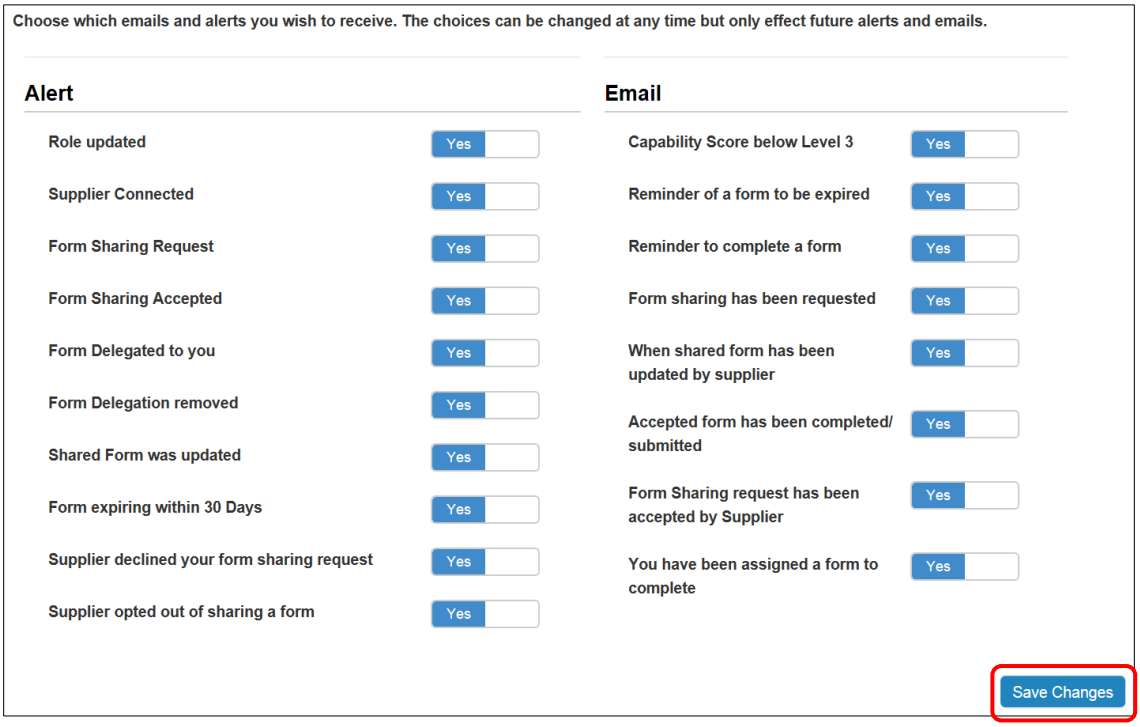
1. Modify necessary information:
    a. Update the **Date/Time Format.**

    b. Change your default view under the **Application** section.



    c. Manage **Alert** settings.
    d. Manage **Email** settings.

2. Click **Save Changes**.



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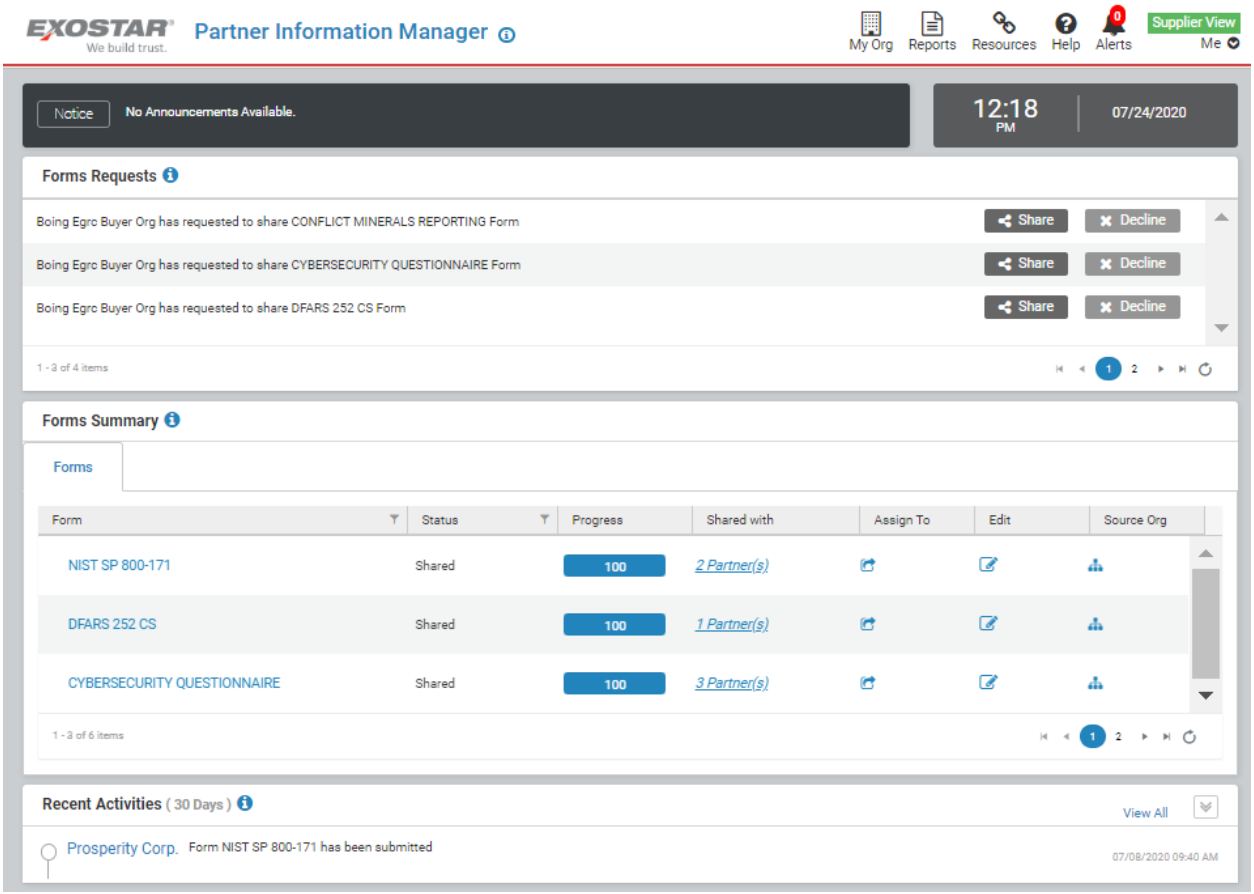
PIM Home Dashboard

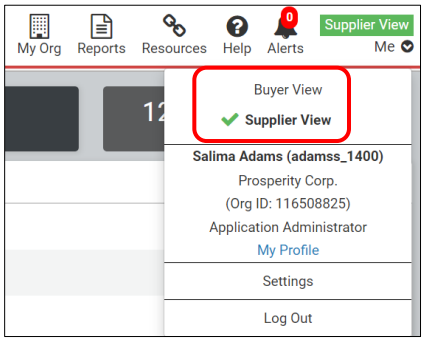
The Home dashboard contains widgets that enable you to access information and perform functions in the application, as well as clickable icons in the top header.



Buyer or Supplier Dashboard View

Buyer and Supplier organizations can both use the PIM application, as well as toggle between the different views. Upon first-time login to the PIM application, the **Supplier** view defaults.

To modify your view, in the top header, select **Buyer** or **Supplier** from the **Me** drop down. Your view automatically refreshes.



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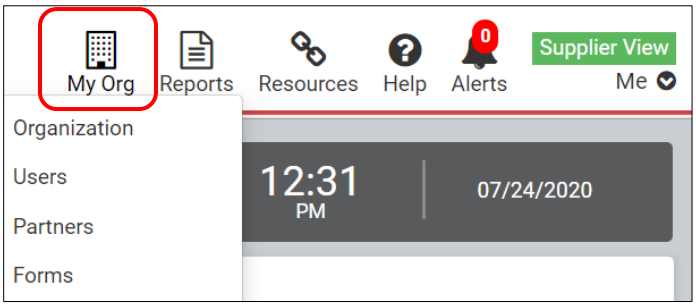
NOTE: If you are not also subscribed to PIM as a Buyer, no content is available in the Buyer view.

My Org

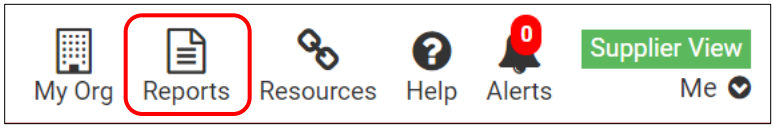
This option, located in the top header menu, provides the following options and redirects to those specific tabs on the **Organization Profile** page:

- **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 user-management options.
- **Partners**: This tab provides a comprehensive list of all connected Partners (Buyers). Select the **Partner Name** to view additional details.
- **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.



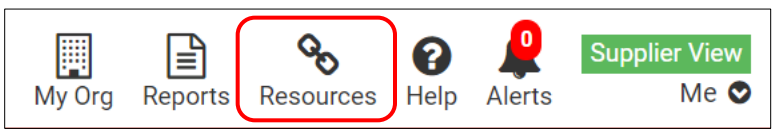
Reports

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



Resources

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



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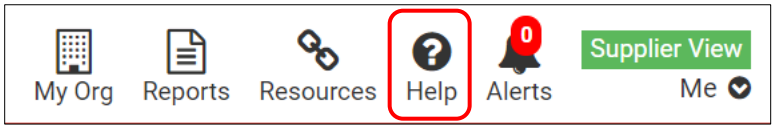
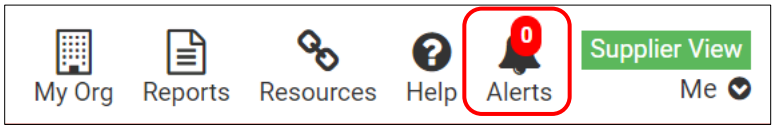
Help

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.

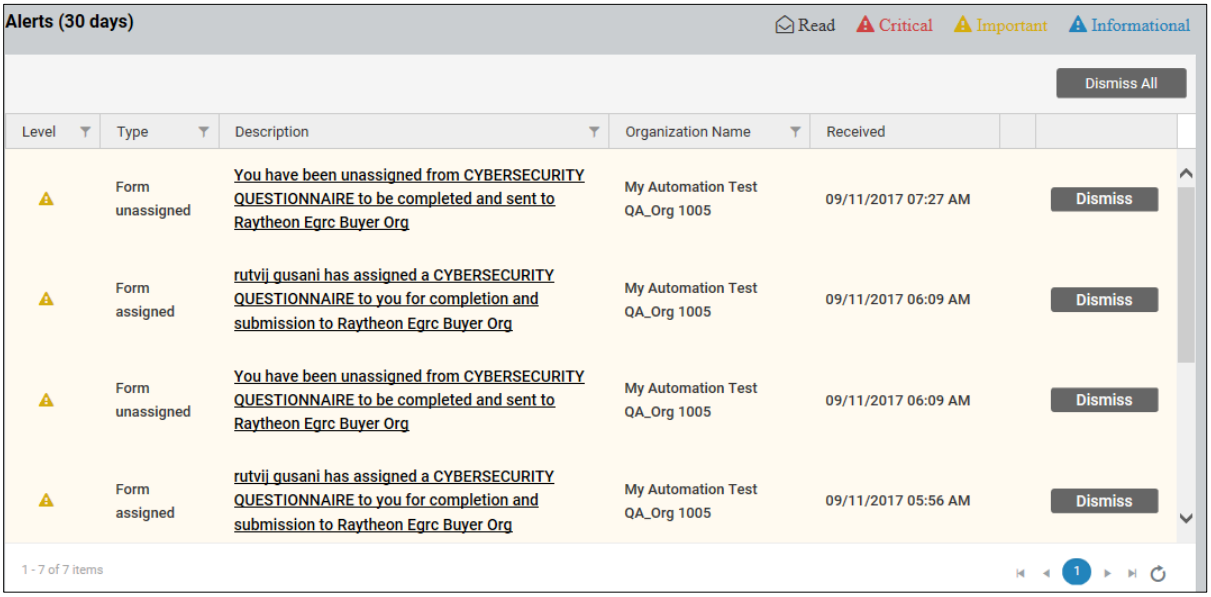


Alerts

In the header section of your PIM dashboard, the alert icon represents the number of alerts for your review. Click the icon to display a drop down of alerts. Select **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:

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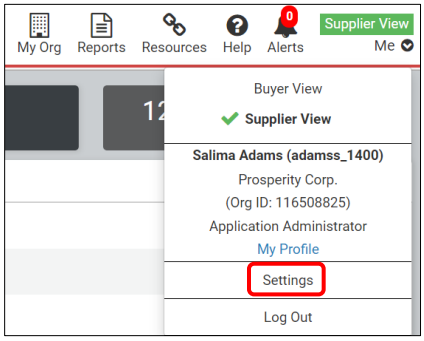
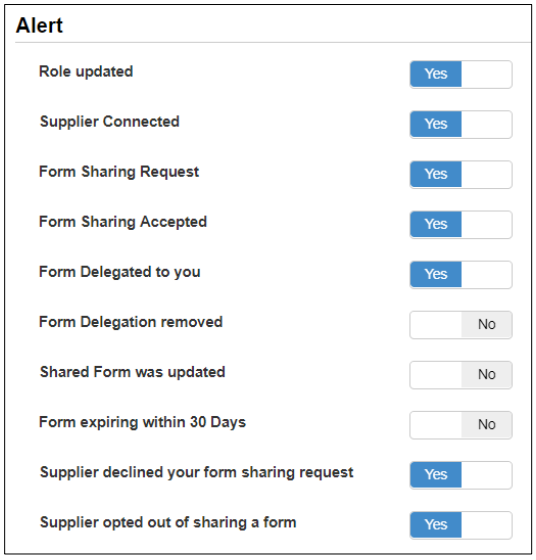
1. On your Home dashboard, select **Settings** via the **Me** dropdown.



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



3. 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.

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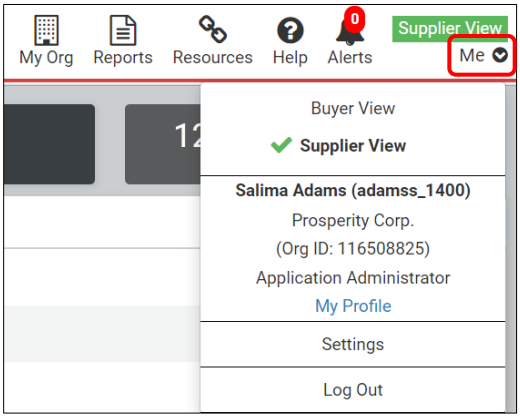
- **Logout**: Selecting this logs you out of the PIM Application.



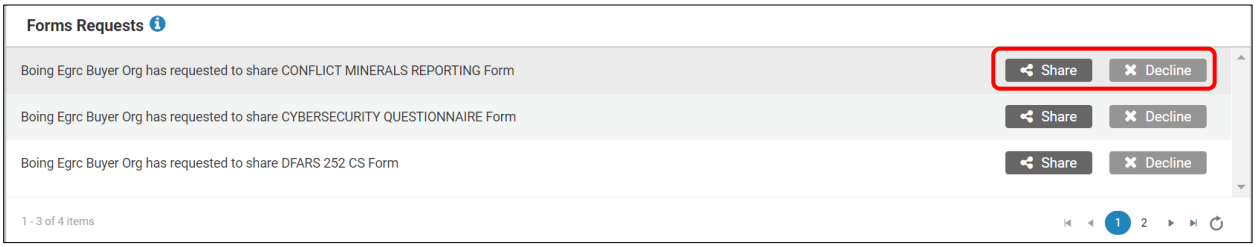
Forms Requests Widget

This widget shows when a Buyer requests your organization share form input and scores. The Buyer organization must submit an invitation to your company in order to see questionnaire results. An Application Administrator can accept or deny the request directly from this widget.

Please note the blue information icon, located next to the widget name. This provides additional details about the purpose of the widget.

To accept or decline a sharing request:

1. Click the **Share** or **Decline** button.



2. In the **Confirm** pop-up window, click **Accept** or **Deny**.

Opt-Out

If your organization shared a form with a Buyer, PIM Application Administrators have the ability to opt-out of completing the form. If you do not have the role of PIM Application Administrator, you cannot submit an opt-out request.

Opting-out discontinues form sharing with the Buyer's organization. The Buyer organization will no longer have access to that particular form, and you cannot click the form to open. **If you are doing business with Lockheed Martin, the opt-out option is unavailable**. **If you are doing business with Northrup Grumman, the buyer needs to approve your opt-out request.**

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To opt-out:

1. The PIM Application Administrator must submit an online request to Exostar.
2. Upon request submission, the system sends an auto-generated email with an embedded link, to the email address you provide. The PIM Application Administrator must review and confirm the opt-out request by clicking the embedded URL, which takes them to a page displaying their request information.
3. The PIM Application Administrator is required to confirm the request in order for Exostar to review your case.

Once Exostar processes the request, the Application Administrator receives a completion notification via email. It can take up to five business days for Exostar to complete the request, and for the Application Administrator to receive the email notification.

NOTE: If your organization wants to share an opted-out form with the same Buyer, the Buyer is required to submit another **Form Sharing** request to your organization, and your organization is required to accept the request.

Forms Summary Widget

This widget provides a list of accepted form sharing requests, status, percentage complete, a **Shared with** column, and a **Source Org** column, which provides information on the source of a

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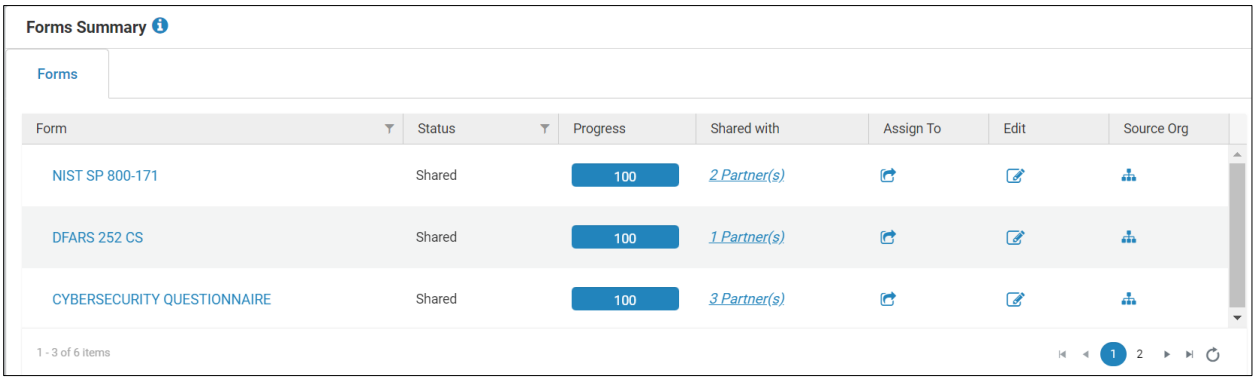
form if it belongs to a form hierarchy. If you are an Application Administrator, the **Assign To** and **Edit** icons display.

Please note the blue information icon, located next to the widget name. This provides additional details about the purpose of the widget.



Recent Activities Widget

This widget provides a 30-day timeline of all activities with a Buying Partner. Activities include:

- Status of your organization's response to an invitation
- Status of your organization's response to a questionnaire
- Status of acceptance or opting out of a questionnaire
- Indication a form was successfully submitted

Please note the blue information icon, located next to the widget name. This provides additional details about the purpose of the widget.

Organization Profile Page

The Organization Profile page provides the following tabs for you to manage your Supplier Profile, connections, users, and forms your organization agreed to share:

- Profile
- Users
- Partners
- Forms

This page is accessible by selecting the desired option via the **My Org** drop down.

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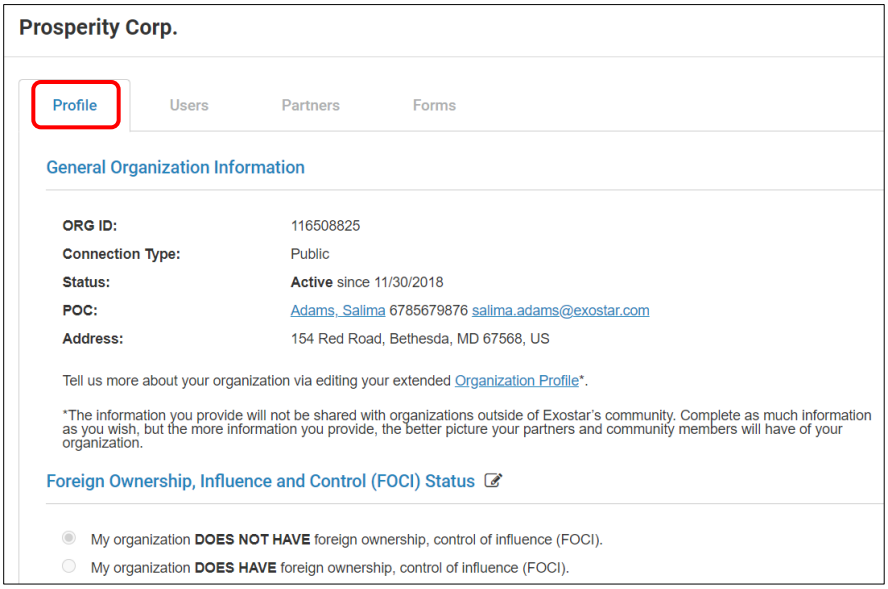
Profile Tab

This tab provides information specific to your organization, as well as access to your Supplier Profile. Please see the Organization's Supplier Profile section below for additional information.

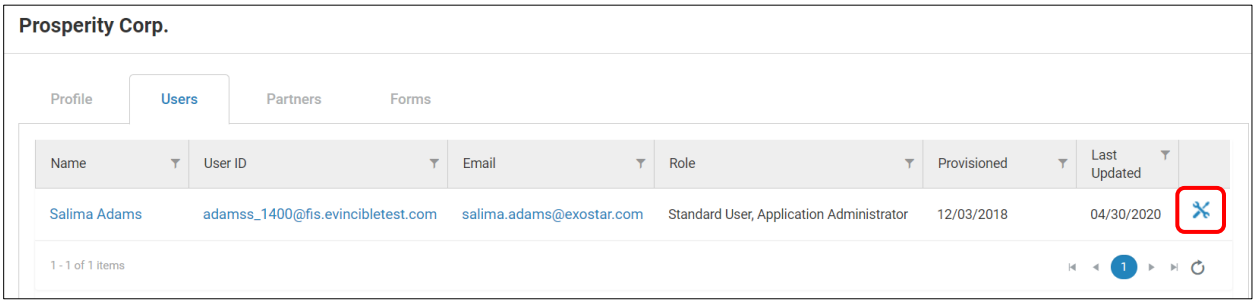


Users Tab

If you are designated as an Application Administrator within the application, you are able to manage users within PIM. 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 is only available to Application Administrators.



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

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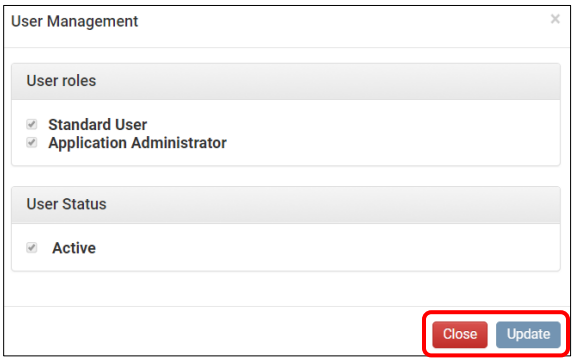
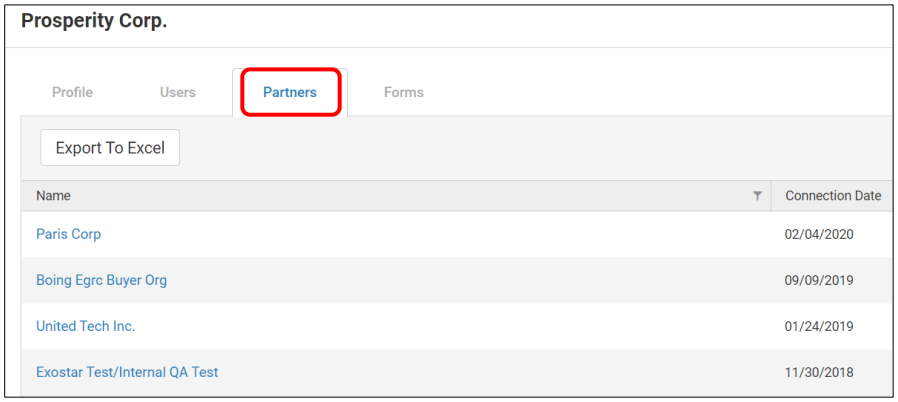
3. From the **User Management** window, modify a user's role, including your own, if necessary.
4. Click **Update** to save your changes or **Close** to disregard.



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.



Select the Buyer's name to access the **Partner Profile**, which provides additional information about the individual Buyer organization, including the Buyer's organization address, shared

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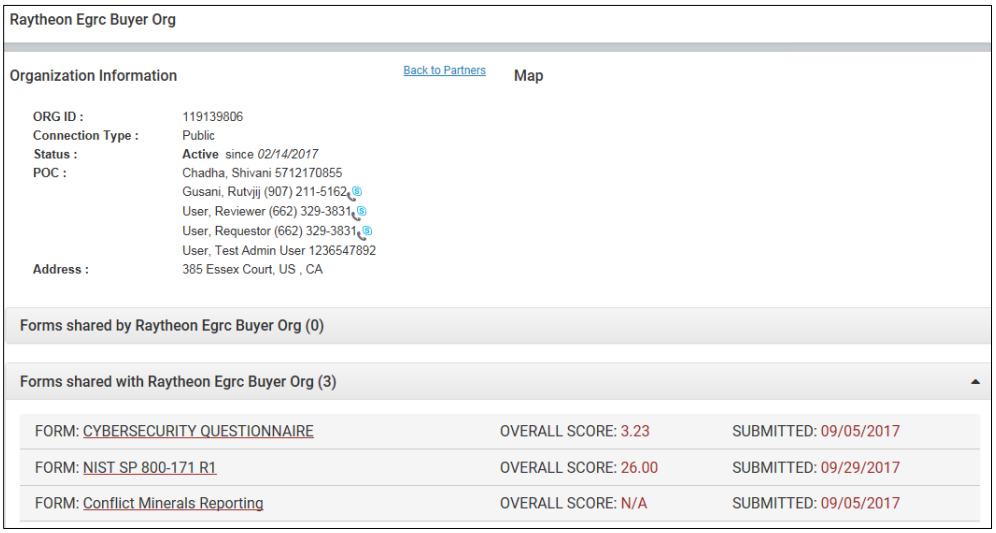
forms, as well as your organization's score for forms shared with the specific Buyer. The profile also provides a map, indicating where the Buyer is located.



To access and navigate a Partner Profile:

1. Click a hyperlinked **Organization Name** anywhere in the application.
2. Click the **Back to Partners** link to redirect to the **Partners** tab of your **Organization Profile** page.

3. Select the drop down arrow via the **Forms shared with** section to display forms shared with the particular Buyer.

4. Click the hyperlinked form name to redirect to the **Form Details** page.

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 (C-SCRMQ)
- CyberSecurity Questionnaire (CSQ)

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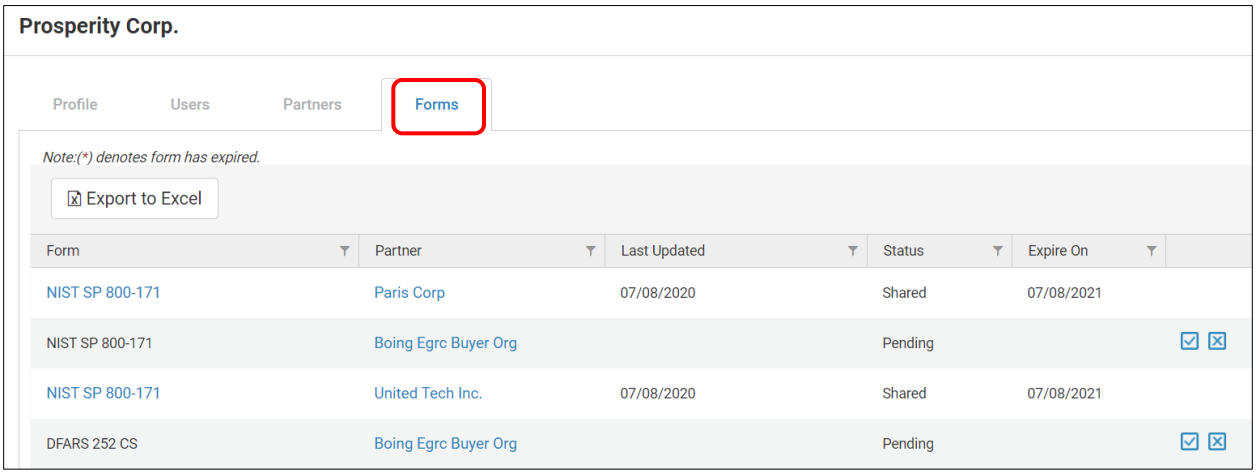
- NIST SP 800-171

The Forms tab provides a list of all forms within your organization, along with the Partner who requested the form, when the form was last updated, the sharing status of the form, and the expiration date.

To access the Forms tab:

1. Select **Forms** the **My Org** drop down menu.
2. Navigate to the **Forms** tab on your **Organization Profile** page.



Forms Detail Page

The Form Detail page provides information on how your organization responded to a questionnaire and how your organization scored, as well as Pending forms waiting on completion.

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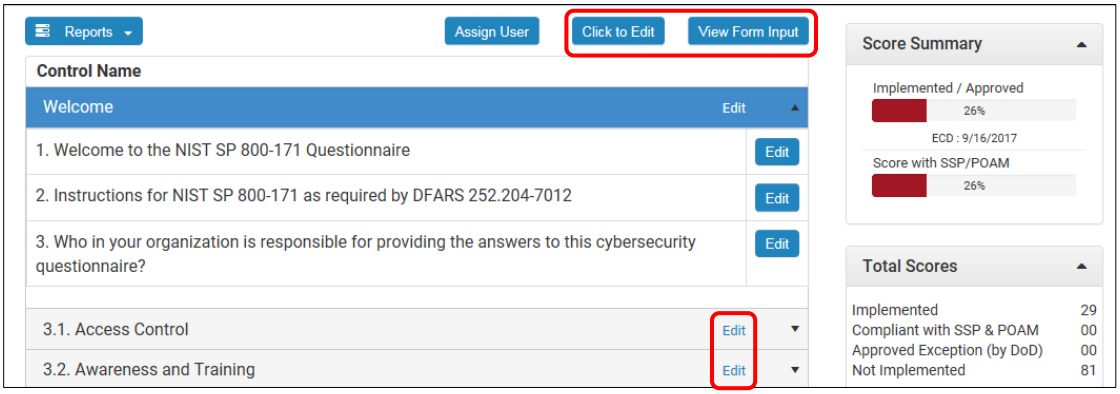
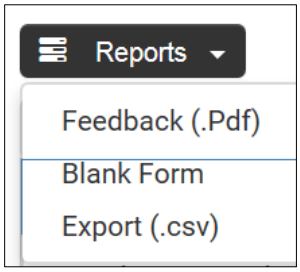
To navigate the Form Detail page:

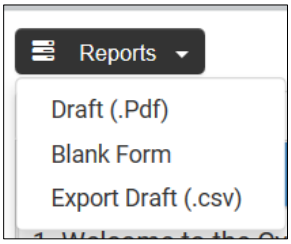
1. Click a hyperlinked **Form Name** anywhere in the application.
2. On the **Form Detail** page, click the **Edit, View Form Input,** or **Click to Edit** buttons to obtain additional information on how your organization answered a specific question.



3. Select the **Reports** dropdown to download a **Blank Form** or to obtain a report on how your organization responded by selecting **Feedback Report**. You can also export to an Excel file.



NOTE: If you have not yet submitted the form, the option to download a **Draft** form displays. Select to download a CSV or PDF file.



Organization's Supplier Profile

It is an essential best practice to update your organization's profile regularly, so your Buyers can stay aware of any changes within your company. Buyers constantly assess their Suppliers when doing business, which means other competitors are always present in the market, therefore, keeping your profile up to date and attractive helps your organization stand out from other Suppliers in the market when Buyers are looking for specific capabilities.

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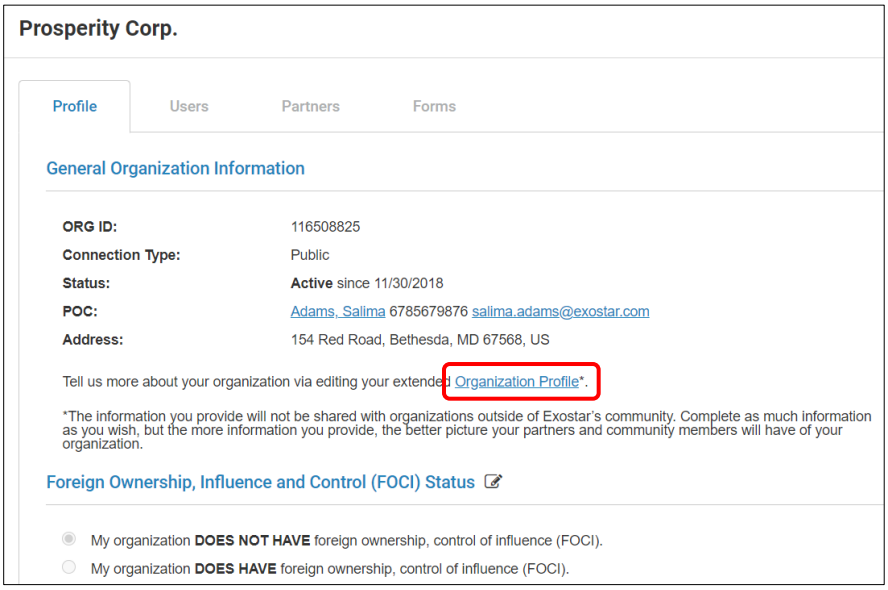
In order to edit your organization's profile, you must have the Application Administrator role in PIM. Any user of your organization subscribed to PIM, can view your organization's profile.

None of the fields in your profile are required, however, the more completed fields, the higher your completeness score. Your completeness score reflects how much information you provided in your profile. Your Supplier Profile score can make you highly attractive to Buyers of the Exostar community. Buyers may use this profile to assess which suppliers to do business with, or which Supplier to assess further as prospective partners. As a helpful hint, keep your profile as up to date as possible and review it quarterly.

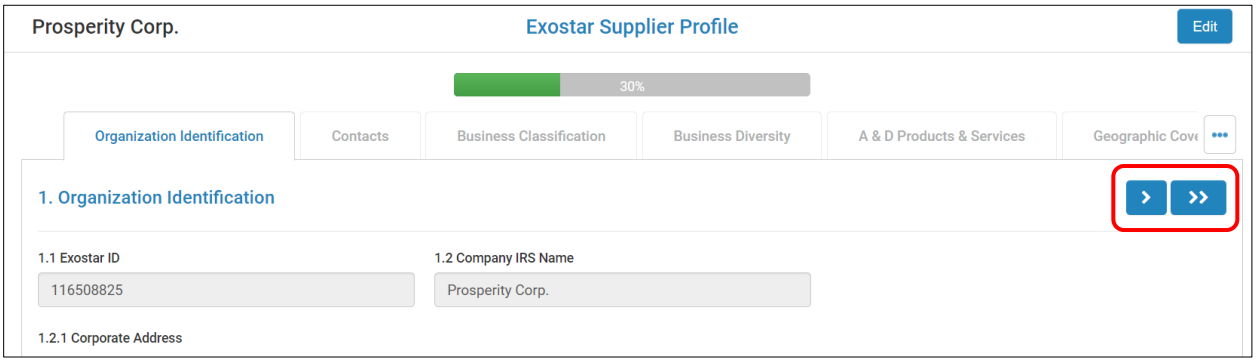
View Supplier Profile

To view your Supplier Profile:

1. Navigate to the **Profile** tab on the **Organization Profile** page.
2. Click the **Organization Profile** link to redirect to a read-only view of your organization's profile page.



3. Use the navigational arrows to move through all Profile pages.



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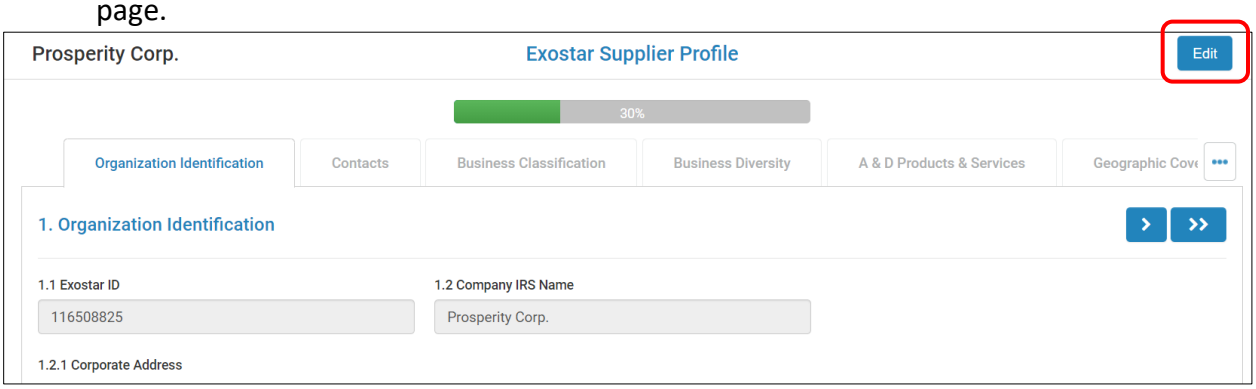
Update Supplier Profile

To update your Supplier Profile:

1. Navigate to your organization's **Supplier Profile** page.
2. Click the **Edit** button to open the Exostar Supplier Profile Form starting at the **Introduction** page.



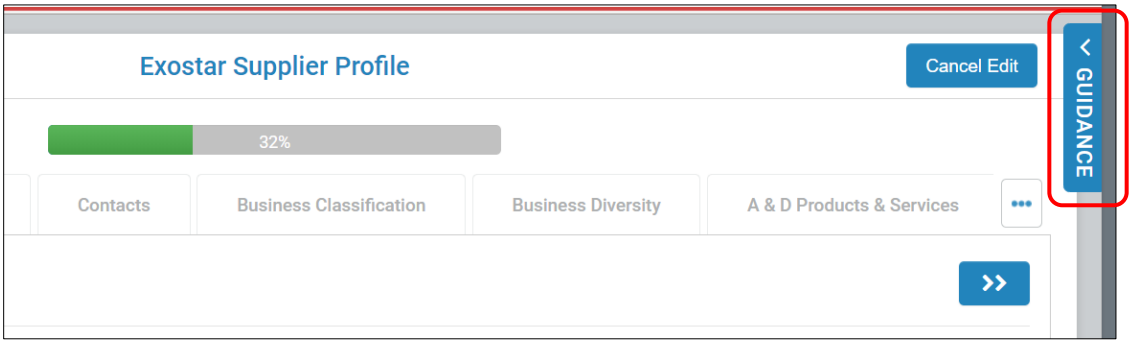
NOTE: Only Application Administrators can see the Edit button.

3. Click the navigation arrows to move through pages to view and change the desired fields.

NOTES:

- Answering questions denoted with a star icon help increase your completeness score.
- Some attributes in your profile display as read-only. These attributes are sourced from MAG. You must access MAG and follow MAG processes to update these values.
- Fields allowing file uploads are limited to a 2MB file size.

4. Click the Guidance arrow at any time to expand the Guidance section for additional help.



5. Once you complete your updates, you are required to click through to the **Form Submission** tab. You are required to certify to the correctness of the information provided. Once you certify this statement, click the **Submit** button to submit your profile updates.

DO NOT FORGET TO SUBMIT! Profile updates cannot be saved for later. You must either submit your updates or cancel your edits.

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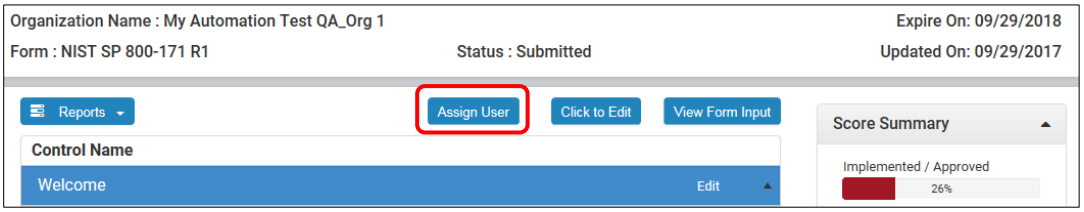
Assign Questionnaire

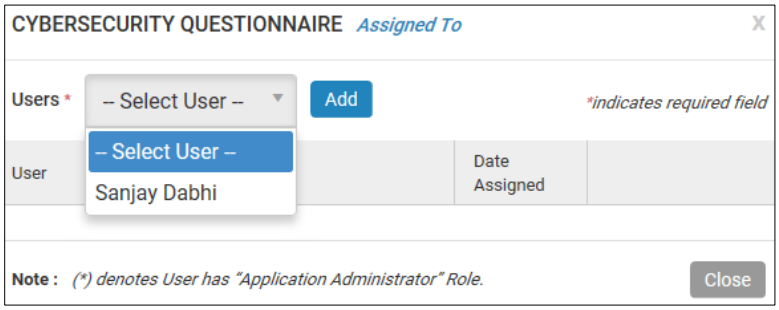
When an Application Administrator accepts a form-sharing request, all users with PIM access are automatically assigned to the form. If a user becomes unassigned from a form, only PIM Application Administrators can reassign. When a questionnaire is assigned to a user, the user receives a notification email and alert.

To assign a form:

1. Click the hyperlinked **Form Name** anywhere in the application.
2. On the **Form Details** page, click the **Assign User** button.

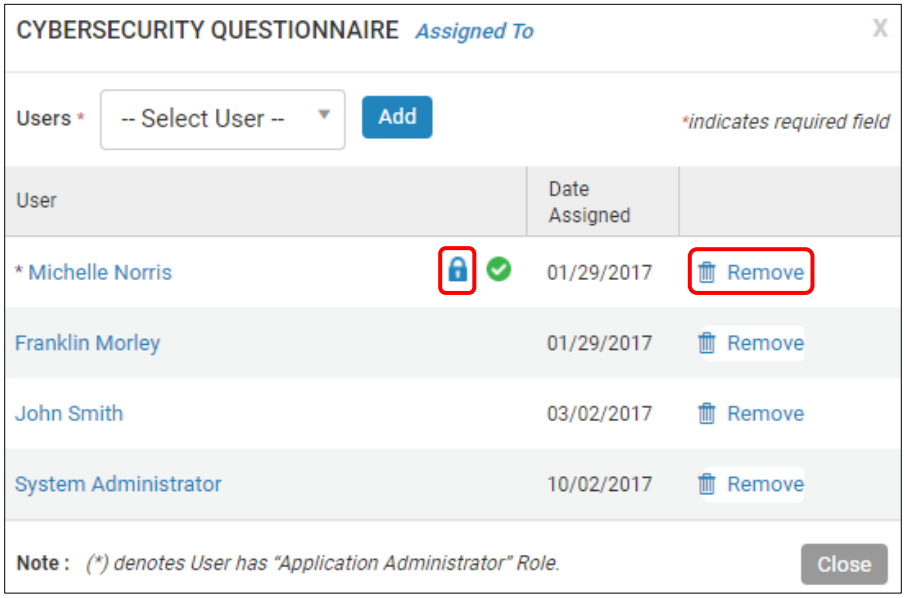


3. In the pop-up window, select a user from the **Users** dropdown. Click **Add**.



To further manage user assignments:

1. Remove a user from a questionnaire by clicking the **Remove** link.
2. Unlock a user from a questionnaire by clicking the **Lock** icon.



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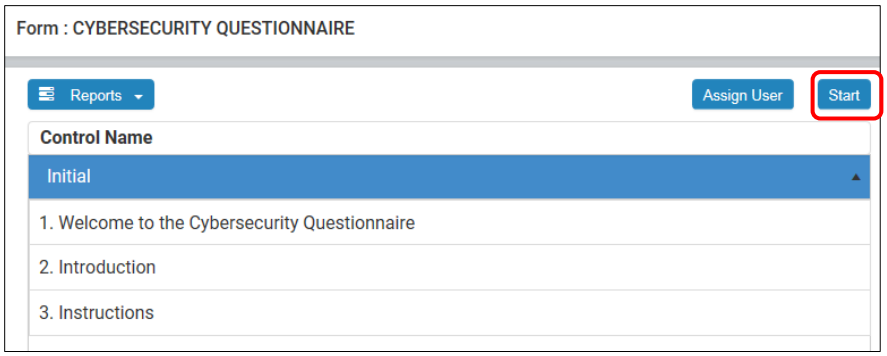
Form Completion

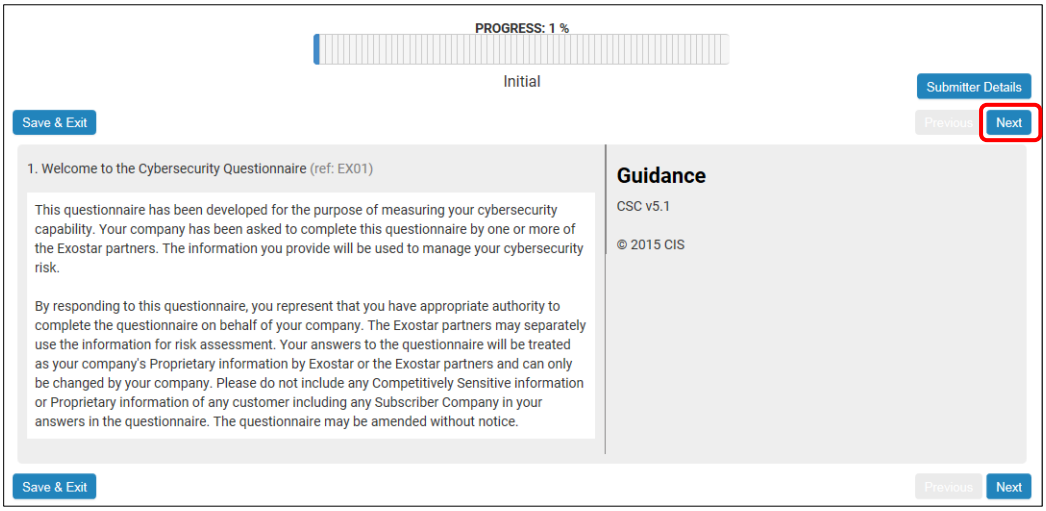
This section explains functions available throughout all PIM forms. Please note, you cannot delete an uploaded form, however, you can replace an existing form by uploading a new version.

To navigate and complete a Questionnaire:

1. Click the hyperlinked form name anywhere in the application to redirect to the **Form Details**. Click the **Start** button to begin.

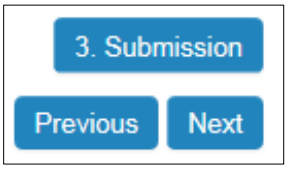


2. Section one, **Welcome** displays. Click **Next** to proceed.



NOTE: The above screen looks different depending on the form you are completing. The **Guidance** section displays regardless of your location in the form, and provides additional information and resources on that particular part of the form.

3. To navigate between pages, use the **Previous** and **Next** buttons.



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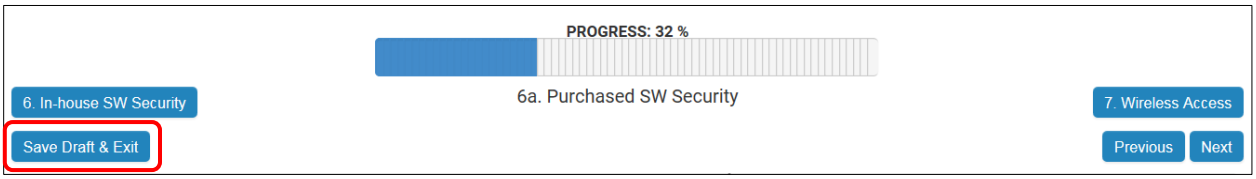
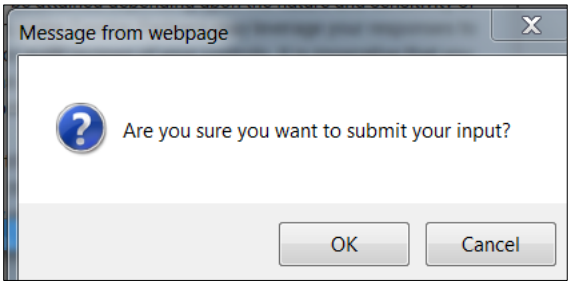
4. At any point during form progress, utilize the **Save Draft & Exit** button if you wish to save your responses and return at a later time. You are redirected to the dashboard and when you resume form completion, you are taken back to the last page you were on.



5. Once you answer all form questions, the **Submission** page displays. Enter the submitter's details and click **Submit Response**.

NOTE: The **Progress** percentage bar, located at the top of the form, displays through the entire form completion process.

6. A prompt displays asking if you want to proceed with submission, select **OK** to proceed or **Cancel**.



NOTES:

- You cannot submit a form if you do not enter the submitter's details.
- Any unsaved changes do not save and the system discards the form.
- If you need to cancel the file you selected, close or cancel from your drive.
- If multiple users need to work on the form, click **Save Draft & Exit** before submitting.

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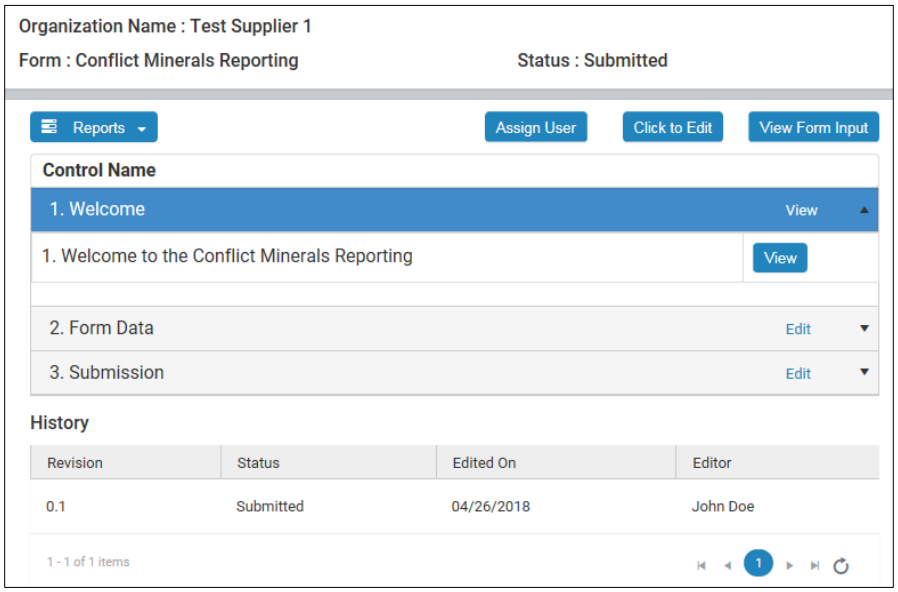
Once you send a response, you are taken back to the questionnaire, where you can edit the completed questionnaire, and resubmit for updated scoring.



Scoring

Each questionnaire is scored differently, and this section describes how to manage your scores. The **Score Summary** section is located on the right side of the Cybersecurity and NIST Form Details page, once you complete a form.

Cybersecurity Scoring

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

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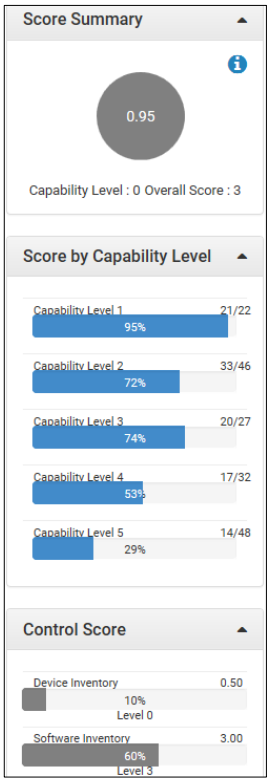
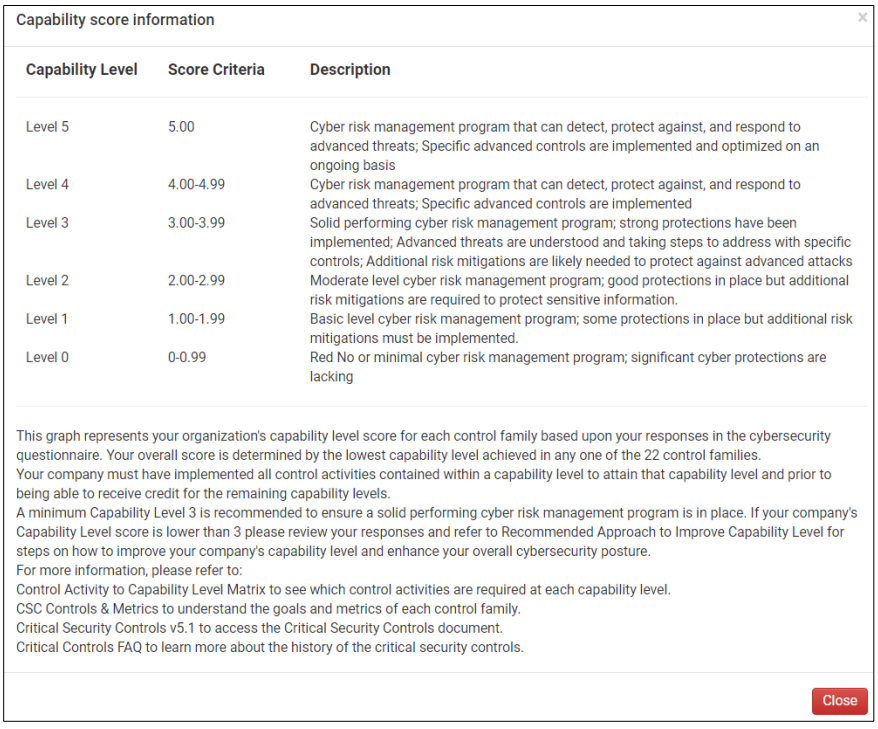
The **Score Summary** section allows you to review a summary of your capability results and control score. The overall score is a collection of all capability level scores.



Click the information icon in the **Score Summary** field provides a legend to analyze your results.



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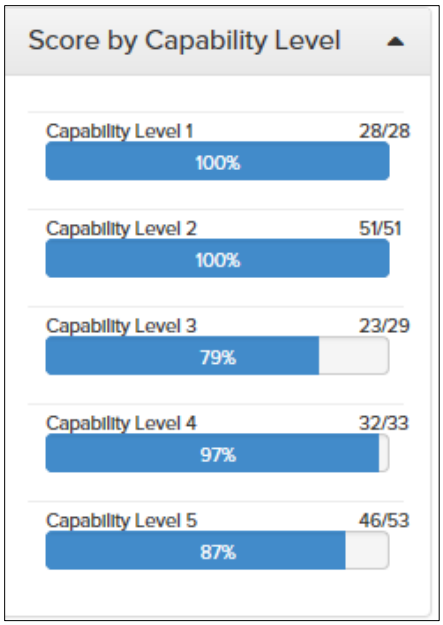
Capability Levels

Capability levels show the number of questions asked, and the number of questions answered. In the illustration below, Capability Level 1 shows 28 questions were asked and 28 questions were answered.



NIST 800-171 Scoring

When viewing scores for the NIST 800 questionnaire, two score bars display in the Score Summary section. The first score provides the total **Implemented** and **Approved** controls over the total number of available controls.

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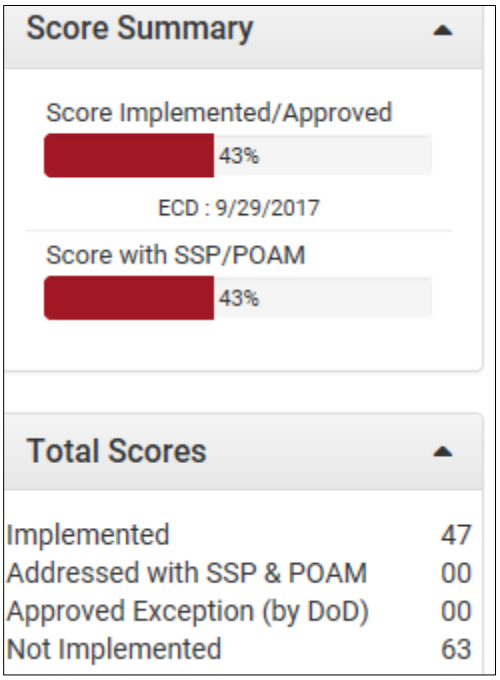
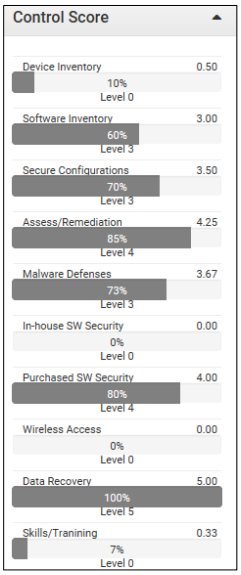
The second score bar indicates the total number of **Controls** you selected Implemented, Approved, and SSP/ POAM for over the total number of available controls. Each bar remains red until it reaches a level of 100%.



Control Score Assessment

You can view further analysis by control family in the **Control Score** section of a questionnaire. You can see the control score for each individual control family. This is calculated by the number of capabilities selected in each control over the total number of capabilities available per control.



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