

# Aravo Questionnaires

A capability within the Aravo Platform, Questionnaires make it possible for business users with appropriate rights to send ad hoc questionnaires to internal or external users.

Questionnaires are used to gather qualitative and quantitative information that complements the more formal processes that are part of the third-party governance framework.

Versatile and easy to use, Questionnaires can be built to capture virtually any kind of responses while managing and centralizing these third-party interactions within the context of the overall third-party ecosystem. Some of the common use cases could include:

## ★ Performance management

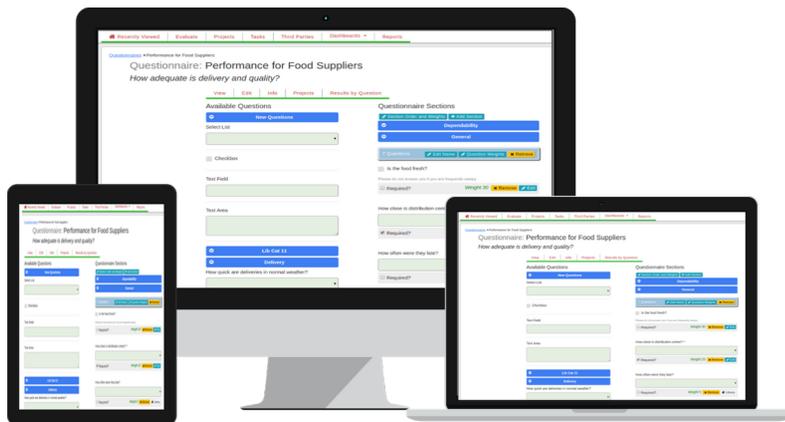
Gather information about KPIs as well as solicit feedback from internal users about their satisfaction with the third party for a full view of the engagement value.

## ★ RFP/RFI/sourcing

Gather responses typically requested via a spreadsheet as part of the purchasing process in single repository and automate scoring to support decision-making.

## ★ Third-party feedback

Gauge how satisfied third parties are with their interactions with your organization, identify other products/services they offer, or request other non-critical information.



## Features

- Build questionnaires with multiple kinds of questions, including select from dropdown, checkbox, text, and file upload.
- Add conditional logic to make the Questionnaire more user-friendly and increase adoption.
- Include images and documents for download for a richer experience.
- Use the intuitive Questionnaire Builder or upload an existing spreadsheet.
- Score the results by section and overall (normalized for unanswered questions).
- Add questions to a question library, where they can be organized into multiple categories and made available to other users.
- Distribute Questionnaires in multiple languages with one-button localization (for systems already utilizing localization).
- Send Questionnaires to multiple people at once without creating separate business processes based on groups, contact type, or an extended attribute associated with Buyer users.
- Choose whether you want a survey to close on a specific date, when a defined percentage of all users respond, when a defined percentage of contacts from a specific third party respond, or by manually closing it.
- Assign user rights, including the ability to edit Questionnaires, access the question library, view results, respond, administer, or project manage.
- Offer on-demand questionnaires (e.g. a standard questionnaire to rate experience) to internal through Aravo and external users through the Aravo Vendor/Supplier Portal.
- Drive automated processes with optional workflow integration.

## Benefits

### Consolidate third-party relationship data.

Maintain responses related to third parties within a single source of truth using familiar Aravo Projects.

### Deepen your third-party relationships.

Add qualitative as well as quantitative data about your third parties beyond what is captured as part of the GRC-driven third-party life cycle.

### Become more agile.

Empower users to act quickly in collecting complementary data that improves third-party decision-making.

## Questionnaires vs. Surveys

It's important to distinguish Aravo Questionnaires from the Aravo Survey functionality, which is used to support repeatable, auditable, and defensible best-practice third-party risk management business processes, such as regulatory compliance. The table below provides an overview of the difference between Questionnaires and Surveys.

	Questionnaires	Surveys
Allowable responses	Allows multiple answers, which can be aggregated when appropriate (e.g. ask multiple internal users how they feel about a vendor)	Questions require a single, canonical answer (e.g. Does your company undergo regular penetration testing?)
Workflow	Can function as part of a new or existing workflow, but it's not required	Generally deployed as part of a workflow that is carefully designed by the compliance team with a specific intent
Users	Can be built, sent, or analyzed in an ad hoc manner by regular business users	Generally managed by the configuration team with a configuration development life cycle, change control, and other best practices common in controlled systems

## Accessing Aravo Questionnaires

There is no additional product charge for Aravo Questionnaires, which are an inherent capability within the Aravo Platform, regardless of the application or solution you purchase. However, to protect the integrity of your Aravo solution, a project owner must complete training on Questionnaires prior to submitting a request to have the functionality activated in your environment.

Contact your Aravo Strategic Advisory Services contact for more information.