

# How to create an enterprise vendor risk management dashboard and data visualisation for TikTok.

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## Abstract

In the digital age, the expansion of internet companies into the B2B service sector has driven the development of enterprise vendors. This study collaborates with TikTok's IARC department to enhance the user experience of its Vendor Risk Management dashboard, emphasizing data visualization for prompt risk detection and informed decision-making.

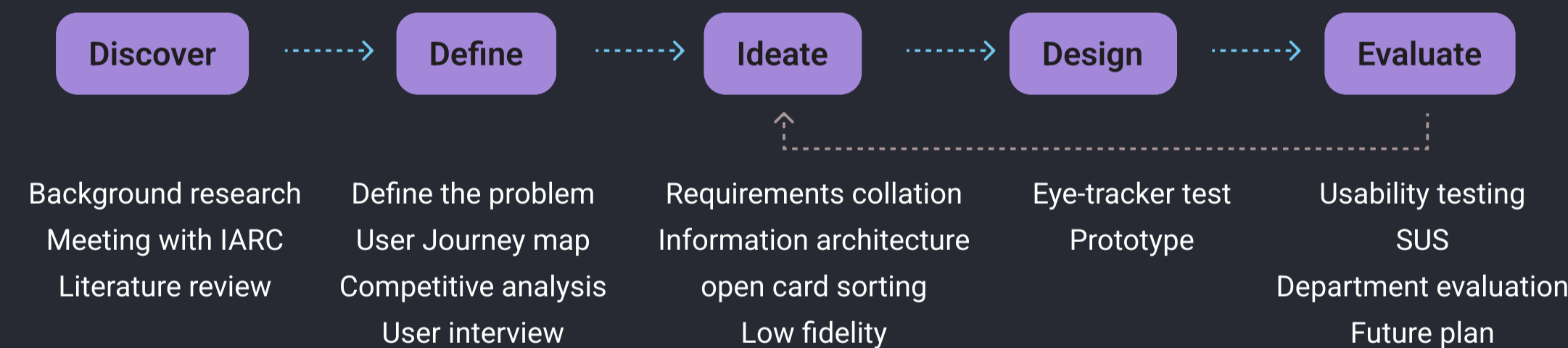
## Background

In the realm of business operations, enterprise vendors refer to companies or organizations that provide goods or services to other enterprises, endowing multinational corporations like TikTok with the diversity and adaptability required for global operations. The vast number of these Vendors, however, frequently leads the IARC department personnel to overlook certain security risks. While TikTok recognizes the importance of establishing a digital risk management platform, its design remains not fully fleshed out. The primary objective of this study/project is to design an enterprise supplier risk management dashboard tailored for TikTok. The emphasis will be placed on data visualization, facilitating not only the identification and tracking of risks but also presenting these risks in an intuitive manner, thus aiding employees in making swifter and more informed decisions.

## IA

## Design

## Study Methodology



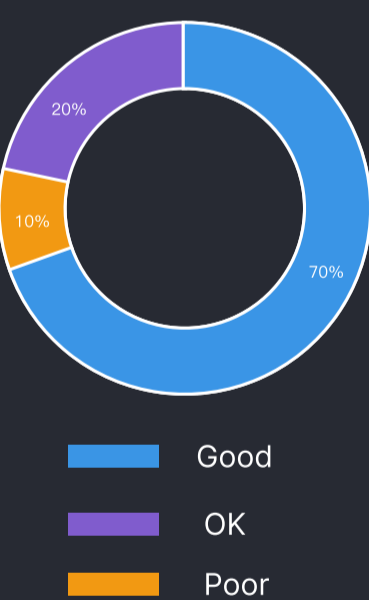
## Testing & Evaluation

To enhance the rationality of the dashboard alert design, I used the eye tracker from UXlab to conduct usability tests on data visualization. Participants for this experiment were recruited from IARC staff. From multiple dashboards, the most logical visualization method was selected.



## Research Results

I went to TikTok's London office and engaged the IARC team in usability testing, and administered testing tasks to them, such as "How to view risk alerts?" and "How to inspect corporate information?" Notably, some participants mentioned that the data analysis function and the risk overview feature bore similarities. Ultimately, usability scores were determined using the System Usability Scale (SUS).



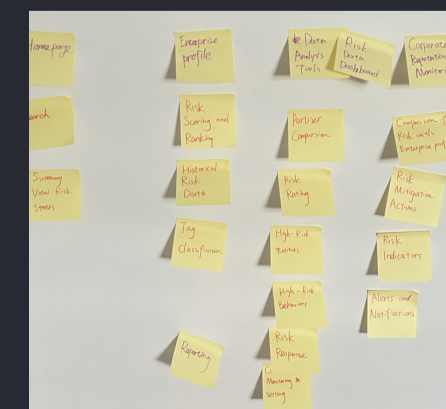
## User Interview

Utilizing semi-structured interviews allows for an in-depth understanding of the specific workflows and the encountered pain points of IARC employees, yielding rich qualitative data. This approach can consequently unearth design opportunities to craft products that truly align with users' genuine needs.

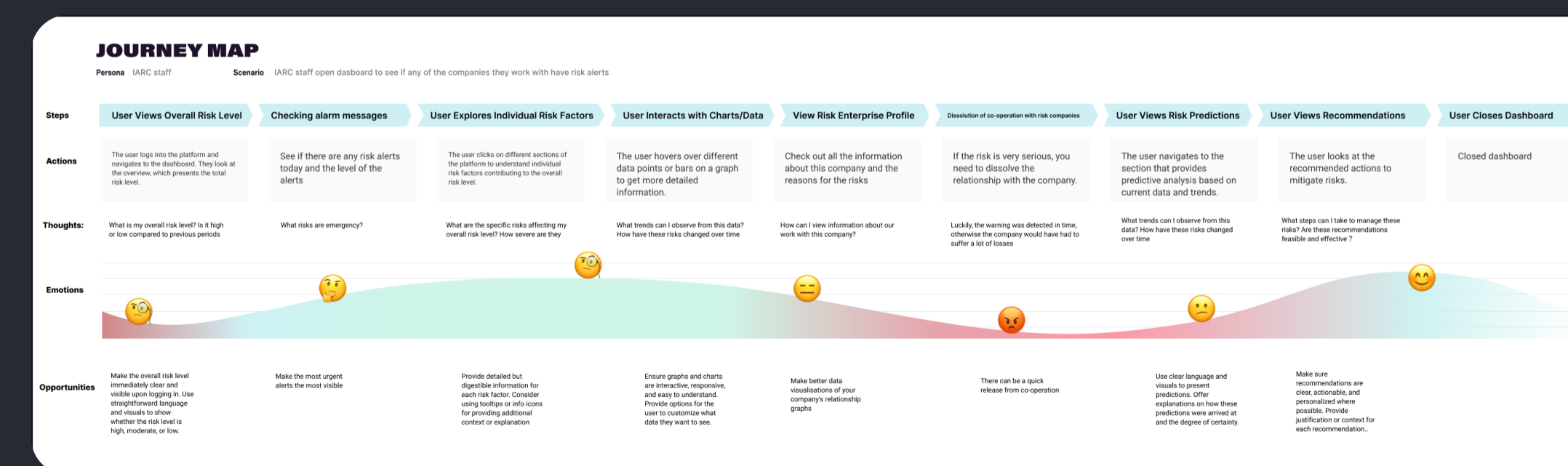
- The current product lacks a comprehensive view.
- An integrated platform is needed.
- There is no risk prediction.
- Poor data visualization. It fails to accurately convey risks.
- The product lacks customization.
- Real-time risk alerts are crucial to me.

## Open card sorting

In card sorting, we initially identified a comprehensive set of functionalities and information categories pertinent to the VRM platform. The outcomes of each test session were meticulously documented. By analyzing the locations where users placed the cards, an information architecture was derived.



## User journey map



## Conclusion & Future work

The test results indicate that the Vendor risk platform effectively serves as a crucial bridge between the enterprise and its collaborating vendors, promptly notifying of any security risks. The way of visualization also adeptly conveys risk metrics. Reflecting upon this study, from defining the research question, conducting user tests, to data analysis, the emphasis has been placed on maintaining objectivity, ensuring validity, and considering ethical standards throughout the research process. It underscores to me that no design is aimless; rather, it is test-based and reasoned, including the arrangement of the pages. This collaboration has enlightened me about the challenges faced in real-world user experience endeavors and has fostered a more systematic approach to learning and thinking.