CHANGE REQUESTS OVERVIEW

The Change Requests app will be used to record Construction Industry Partner requested changes. The Delegation of Authority (DOA) will route the approvals through the levels configured for the project and the application (workflow may be different per application and DOA setup accordingly). If approved, a Change Request can be processed into a Change Order by the Owner (see Change Order QRG for more information).

Processing is a function used to create one document type from another, copy across common data, and create a link between the documents that can be used to show document relationship and application of origin.

The Change Requests app is in the Cost Management section, as a sub application of the Expenses application.
SHARING THE CHANGE REQUESTS APPLICATION WITH AN EXTERNAL PARTY

This chapter has information for Mayo Clinic users only.

To work with your Construction Industry Partners (CIPs), Mayo Clinic must share the Change Requests application. Sharing the application will let the contractors send a Change Request to the Mayo Clinic team.

To share the application:

1. Insure that you are in the correct project
2. Navigate to the Change Requests application located in the Expenses
3. Select the button MORE, then SHARING
4. Select ADD. The right pane displays the New Share window.

5. Fill out the fields.
**Project** - This is a view only field that indicates the project’s name that is being shared from Mayo.

**Application** - This is a drop down list of applications that could be shared. By default, it displays the current application.

**Share With** - This is a radio button field. The user will be able to choose between *Company* or *Group*. Note that Mayo will typically be sharing with Company, as this allows for greater flexibility in filtering shares to eliminate risk of sharing confidential information on the log.

When the user chooses *Company*, specific fields will appear to help define the parameters of the share:

- **Company** - Select the desired company to share the application with. Kahua will display the company that the users added to the Contact Application.

- **Permission Level** - Select the appropriate permission level for the company being shared with. For instance, a contractor will have the *Contractor* group level permission. This list is looking to the ‘Groups’ that were set up by Mayo to define standard permissions. Choose the appropriate group.

  Note that the roles have been set by Mayo Clinic and give specific permission to the external party users.

  In this case, the *Contractor* permission level will allow the external party user to: Add, edit, export, open the application, process and view Change Requests, but NOT to delete Change Requests.

- **Send Invite To** - Select the external party user to whom the invitation to share will be send. Kahua will display the users from the company field selected above. You should choose just one individual to receive the sharing invitation and who will be responsible for accepting the share via a task in Kahua. This will typically be the person in the company that is responsible for managing that project.
When the user chooses **Group** rather than **Company**, specific fields will appear. Recall that sharing with a group means that all users invited to the share will have the same permission – to filter a log when shared, use the **Company** option above.

### Permission Level
- Select the Permission Level in the drop-down list. This refers to the Groups set up by Mayo with standard permission by role. Select the appropriate group and the permission assigned to that group will auto populated below.

Once the **Permission Level** has been assigned, a list of users with their company, company status and invitation status will be displayed below the **Send Invite To**. The user will be able to choose the users/companies to invite to the share. These users will receive a task to accept the share into their domain.
**Allow copy** - this option allows the external parties to keep a copy of the record shared with the Mayo Clinic upon termination of the share. This is good practice if the company will need to reference a static version of the log post-project.

**Filters** - Allows the user to set a filter to limit what the external party will see in the log. This is commonly used in allowing a company to see solely the records that apply to their company for confidentiality reasons. Filtering is required to be done for this reason.

The filter should be set as follow:

```
Filters: [Contracted Party] [contains] [company's name]
```

**Contracted party + contains + company's name**

**OR**

**Contracted party + equals + company's name**

**If contains is used** - it means that Kahua will display all the records with the word you entered in the filter at any level of a document (title, sentences etc.).

**If equals is used** - it means that Kahua will display only the records with exactly that string and nothing more than the word you entered in the filter.

Make sure that the filter you choose ensures that the selection will be unique.

6. Once all the fields have been populated and reviewed, select **Send Invitation** to send the invitation to share to the external parties. At this time, a task will be sent to the user(s) selected in the share section. See below instructions to support third parties as they accept the share.
ACCEPTING SHARED CHANGE REQUESTS APP FROM MAYO ENTERPRISE AS AN EXTERNAL PARTY

This section has instructions for Construction Industry Partners (CIPs). These steps do not apply to Mayo users, but Mayo users should be familiar with them as they support and assist third parties in accepting shares.

To collaborate, Mayo Clinic will share their Change Requests app per project with their CIPs. These are the steps the CIP executes when accepting a share:

1. The CIP will receive a sharing invitation in the Tasks application within the CIP’s domain.
2. Click on the Tasks icon to load all tasks into the Log window.
3. Click on the Kahua Sharing Invitation task to open the task in the Detail pane.
   Note: The CIP will need to review the information and determine whether they already have the specific project already created in Kahua for this project or can decide to initiate a project directly from the task itself. When creating a new project in the CIP domain, the recommendation is to keep the default project name, but third parties may choose to name the project something other than what the project is called within Mayo’s domain.
4. Within the Task, use the navigation bar to navigate to the project that this share relates to, OR click on the Create New Project button. Indicate the project name in the window that appears or choose to leave the default project name that Mayo uses. Verify the proper project name appears in the teal bar within the task. When complete, click Accept in the task window.
Once accepted, the CIPs must be sure to be in the correct project to be able to use the Mayo Clinic applications. The project name will be at the top left of their Kahua domain in the Navigation Bar. A likely cause of being unable to view a shared list of records is that the user is not in the proper project to which the share was accepted.

To view the Mayo shared Change Request application which shows the change request records on the project, the user must open the application that was shared, and then toggle in the upper left corner to the correct shared project link using the sub-app drop-down below the App Bar.
CREATING A CHANGE REQUEST

This section has instructions for CIPs. These steps do not apply to Mayo users.

To create a Change Request: (Typically this function will be completed by the CIP. Mayo may create a Change Request if a CIP is not a user of Kahua.)

1. Navigate to the Change Requests app and toggle to the shared Expense Change Requests app from the sub-app drop down.

2. Select NEW. The Change Request record displays in the Detail pane.

At the top of the record, the currency amounts will be calculated/displayed once the initiator clicks on SAVE.
3. Fill out the DETAIL section fields

**Project Number/ Name**- Non-editable fields. Data is populated from the Project information.

**Contract**- Drop down list of contracts for the project, select the appropriate contract. If filtered properly, the CIP should only see contracts applicable to their company.

**Contracted Party**- Non-editable field, will display the CIP’s company name linked to the Mayo contract.

**Vendor Number**- Non-editable field. The data is populated from the CIP company profile record in the Contacts application. This is a Mayo-assigned number based on Mayo’s finance software system.

**Requested Date**- This is an editable field but will be defaulted to +7 days from the current date. This indicates that a response is requested by the date in this field.

**Number**- This is an auto populated field for Change Requests which number sequentially for the Project. While this number can be changed, the defaulted number should be left.

**Vendor Change Request Number**- This is an editable field. Type the Vendor Change Request number for reference.

**Description**- This is an editable field. Type a description of the Change Request with specific information as to the scope of work.

**Affect to Contract Sum**- This is a drop down list. Select whether or not this Change Request affects the sum of the contract components by entering YES or NO.
Affect to Contract Time- This is a numeric field to indicate an impact to the Substantial Completion date for the contract. Enter the number of days that would be added to or subtracted from the Substantial Completion date.

Cause of Change- This is a drop down list. Select the cause of change from pre-determined choices. Note that if Other is selected, an additional text field will appear to specify what the Cause of Change is.

Cause of Change, Comments- This is a text field. Type a comment about the cause of change.

Delivery Method- This is a drop down list. Propose a delivery method for this Change Request.

Status- This is a drop down list but this is driven by workflow. Leave the default status as is.

4. The REVIEW section.

The REVIEW section will be driven by a work flow during the Delegation of Authority (DOA) process. Nothing must be filled here. Dates will be recorded as the Change Request is processed through workflow.

Note that the Quality Reviewer is a specific project role on some projects. It is provided for information if that role is being used on the project. The field is a non-editable field and is defaulted by Mayo Clinic during project setup and is not used on all projects.

5. Changes to Contract Sum can be entered in the Cost Item grid. Edit the line items that are increased or decreased to accommodate this Change Request.

To add a line item, select the number of lines then select Insert.
Remember the DESC and ACCOUNT CATEGORY fields are required. The ACCOUNT CATEGORY column defines in which row the currency amount will be displayed in the Work Breakdown.

The Status will be driven by the workflow. Leave the default value.

If additional detail must be given to a line item, select the icon at the left of each line item.

Other Costs Proposed: Text field, the “Enter a summary description of all cost items of type ‘Other’. The value of this field will be entered on the Change Order contract form.” Text is defaulted when a change request is created. When the users are selecting in the OTHER TYPE column “OTHER”, they will have to type in this text field the reason. This field is only used if there is a scope of work of the change request that is not covered by the standard components of labor, material, subcontractor, sales tax, or fee.
6. SIGNATURES section. Approval signatures are displayed in this section as the Change Request moves through the Delegation of Authority (DOA) workflow. CIP needs to be aware of signature authority and what is listed in the contract when signing change documents.

7. REFERENCES section. Attach any support documents to the Change Request by selecting UPLOAD.

8. Use the buttons at the bottom of the form as appropriate:
   - Save saves the record without going into workflow in case the CIP needs to continue editing the Change Request later.
   - Submit saves the record and sends it into workflow for approvals.

When either action is selected on the record, the currency amounts are calculated and recorded in the Summary section at the top of the record.
When SUBMIT is selected, the Change Request is submitted to Mayo Clinic after the CIP enters their PIN code to apply a digital signature to the document.

Once the PIN code is entered, the Change Request is submitted to Mayo Clinic and will go through an approval, or Delegation of Authority (DOA) process by sending tasks to appropriate parties.

CIPs have an option to recall the Change Request by selecting the Recall button if something needed to be changed in the record. When it is recalled, it removes the Task from the Mayo Clinic User’s Task application and the record goes back to the CIP to be edited.

The entry in the Log pane, indicates with whom the record is in pending with and shows the status as Submitted.
Once Mayo Clinic receives the Change Request submitted by the CIP, they will need to take action:

**Approve** - This action will approve the Change Request. If the Change Request is approved, the contractor will receive a Kahua message notification and an email saying that the Change Request has been approved. If approved, Mayo will ‘Process’ the Change Request into a Change Order.

**Reject** - This action will reject the Change Request. If rejected, Mayo Clinic will be required to leave a comment for the CIP indicating a reason. The CIP will receive a message notification and a new editable Kahua Task letting them know that the Change Request has been rejected.

Note that once rejected, the contractors can decide to either modify the Change Request and submit it again for approval or void it.
REJECTING OR APPROVING A CHANGE REQUEST THROUGH THE DELEGATION OF AUTHORITY (DOA) PROCESS

This section has instructions for Mayo Clinic users. These steps do not apply to the CIPs.

Once the CIP has submitted the Change Request, the Change Request goes through the DOA process. The DOA is a configurable approval process set by the Site Administrator with limits based on the Change Request amount. Depending on how the DOA is established and upon the dollar amount requested, the Change Request will go through one or more Mayo Clinic approvers.

These steps are the same across all the DOA roles and are done through the Kahua Tasks application.

Mayo Clinic users involved in the DOA will receive:

An email notification and a Message in the Kahua message application:

And a task through the Kahua Tasks application:

To approve or reject a Change Request:
1. Click on the Tasks Icon on the App bar. Then, select the Task from the Log. The Change Request displays in the Detail pane. It is a non-editable record and will display all the Change Request details including the currency amounts at the top, the complete line items and the contractor signature.

The user will have three action options:

**Save** – Saves the record and any edits but keep the Task active with no action being taken.

**Approve** - Approves the Change Request sent by the contractor and send the CIP a message that the Change Request has been approved.

**Reject** – Rejects the Change Request sent by the contractor. If rejected, Mayo Clinic will be required to leave a comment indicating a reason for the rejection. The contractors will receive a message notification and a Kahua task letting them know that the Change Request has been rejected.

Note that once rejected, the contractors can decide to either modify the Change Request and re-submit it for approval or void it if the reason for rejection is accepted.

When Approve is selected, each Mayo Clinic user is prompted to enter a PIN to apply a digital signature to the record.
Once the Change Request is fully approved through the DOA, each party receives a Kahua message and an email notification to confirm that the Change Request has been approved.
The Change Request record displays all the signatures

And the record is now locked. It can only be unlocked by a Mayo Clinic administrator.
PROCESSING A CHANGE REQUEST INTO A CHANGE ORDER

This section has instructions for Mayo Clinic users. These steps do not apply to the CIPs.

To process a Change Request into a Change Order:

1. Select the Change Request in the log then select the **Process** button.

Once the Process button is selected, a process window will pop up.

Select whether to create a new Change Request by choosing **Create New** or if this is to be added to an existing Change Request by choosing **Add to Existing**. When choosing Add to Existing, this Change Request is attached to another existing Change Request that has not yet been processed into a Change Order.
2. Next, identify the documents to be included by reference with this Change Request. By default, the checkboxes from select copies to include in references are checked. These should be left as checked.

3. If any reference documents need to be included, they will appear in a list.

4. Click on **Start Processing** to process the Change Request into a Change Order.

Kahua will automatically switch from the Change Request application to the Change Order application and copy the data into a new Change Order.
Now that the Change Request has been processed as a Change Order, Mayo Clinic users will send the Change Order to the CIPs to get their signature and submission. Once submitted by the CIP, the record will go through the Delegation of Authority (DOA) approval process.

DOA is a configurable approval process with limits based on the Change Order amount. Depending on the amount, the Change Order will go through one or more Mayo approvers.

Upon saving the new Change Order by selecting **Save**, the record will display a **Send for CIP Signature** button to send the Change Order to the CIP for a signature.
See the Change Order Quick Reference Guide for more information.
CHANGE REQUEST IN THE WORK BREAKDOWN

While the Change Request is going through the DOA process, the values of this Change Request are displayed in the Work Breakdown application:

The amount of a Change Request in the Submitted status will be display in the Pending Commitment column and will also show in the Potential Committed Amount (sum of Pending, projected, and current commitments) column.

The amount of a Change Request in the Approved status will be display in the Pending Commitments column.

Note that even though approved as a Change Request, the Change Request must be processed into a change order to be fully approved. Then it will show in the approved changes column of WBS.