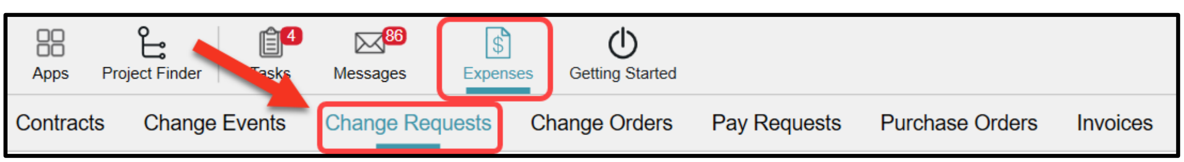
Change Requests Quick Reference Guide		
November 2019	MAYO CLINIC	Prepared for the Mayo Clinic Enterprise Kahua Deployment

Change Requests Overview

The Change Requests app will be used to record Construction Industry Partner requested changes. The Kahua Approvals workflow will route the approvals through the levels configured for the project. 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

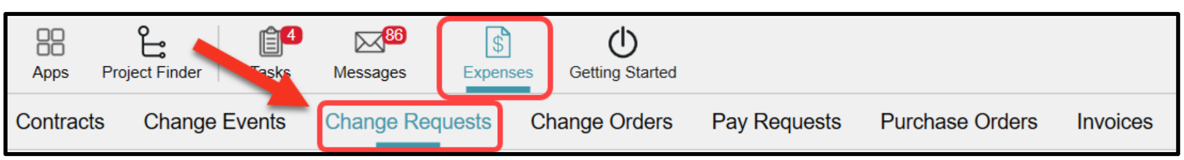
This chapter has information for Mayo Clinic users only.

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.

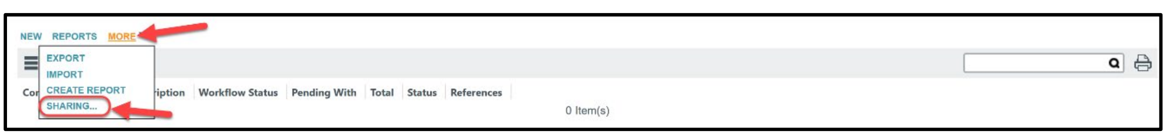
To share the application:

Ensure that you are in the correct project

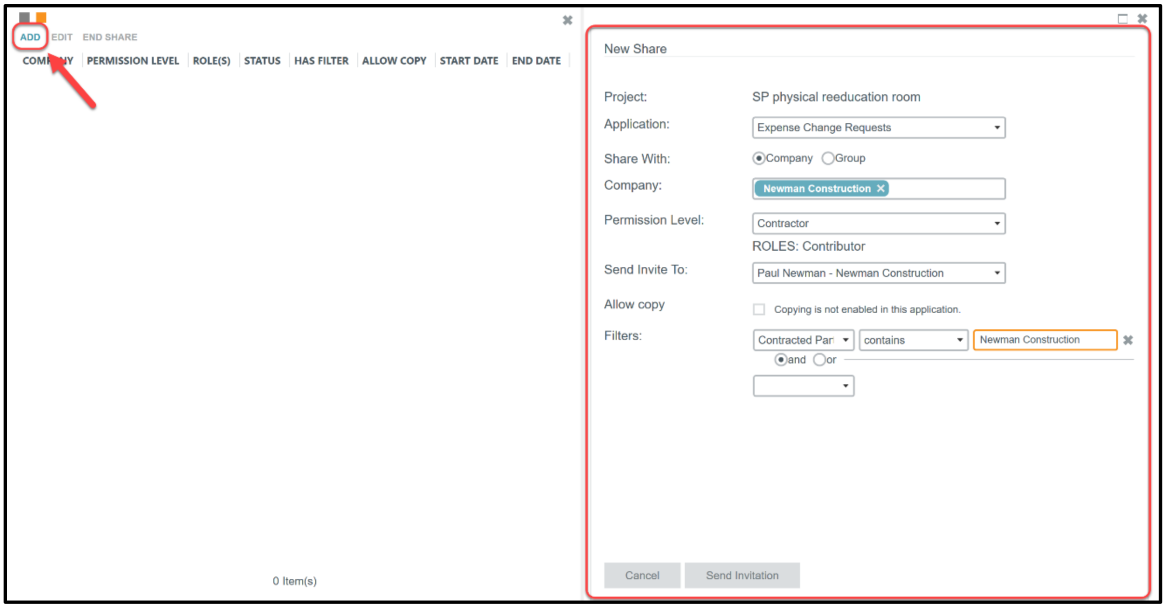
Navigate to the Change Requests application located in the Expenses



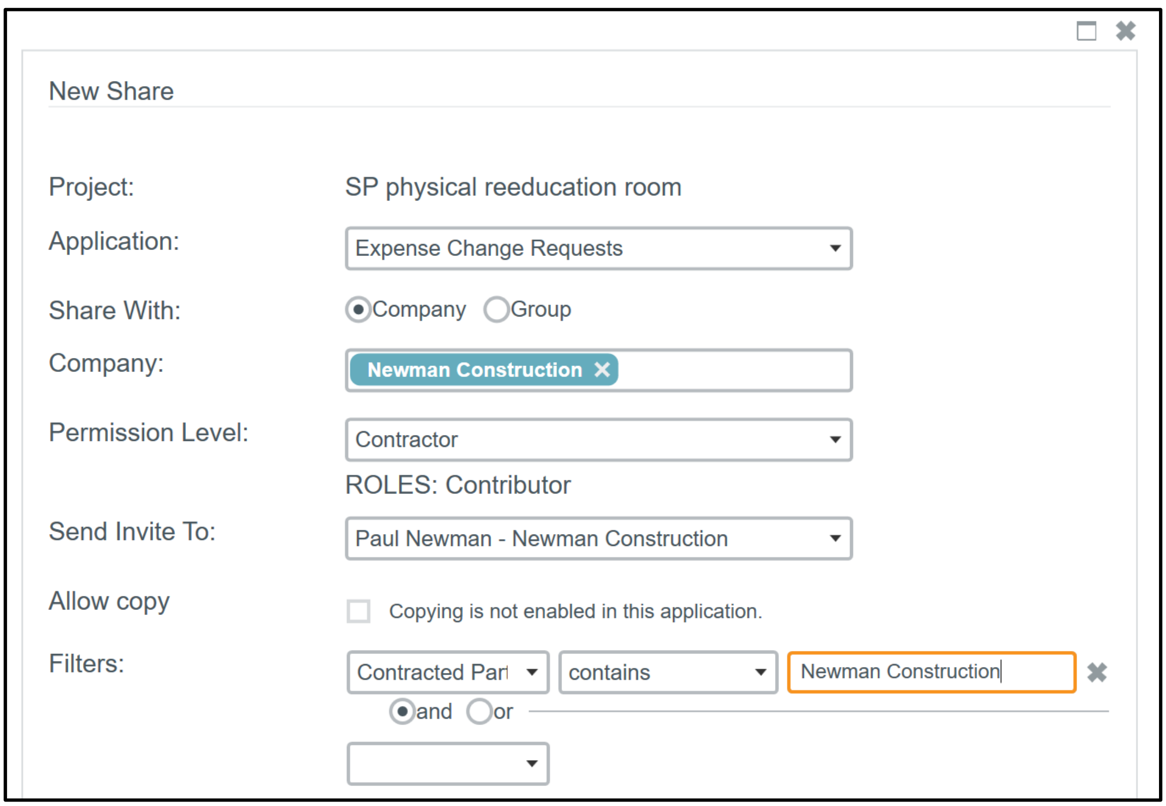
Select the button **MORE**, then **SHARING**



Select **ADD**. The right pane displays the New Share window



Fill out the fields.

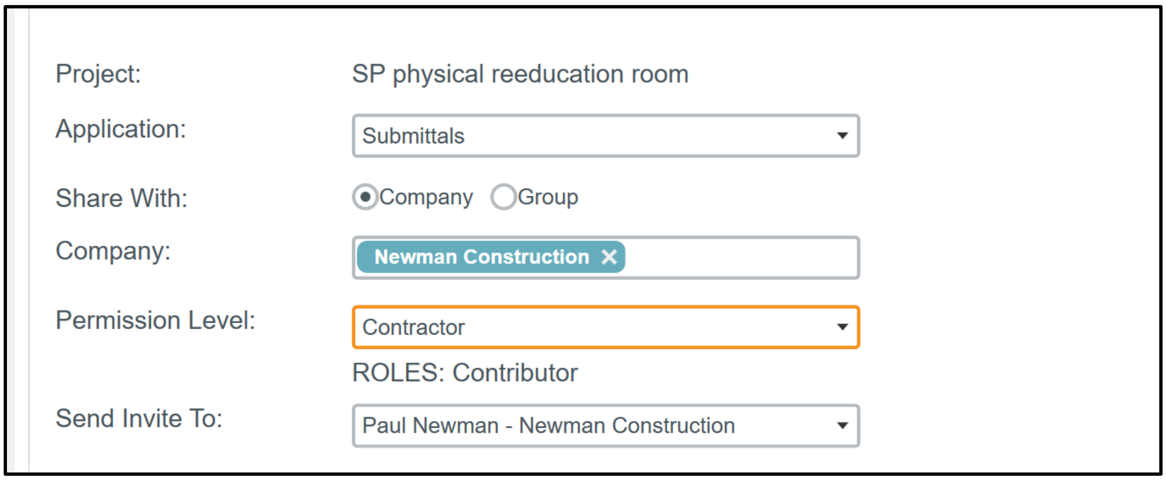


Project- This is a view only field that indicates the project's name that is being shared from Mayo.

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.

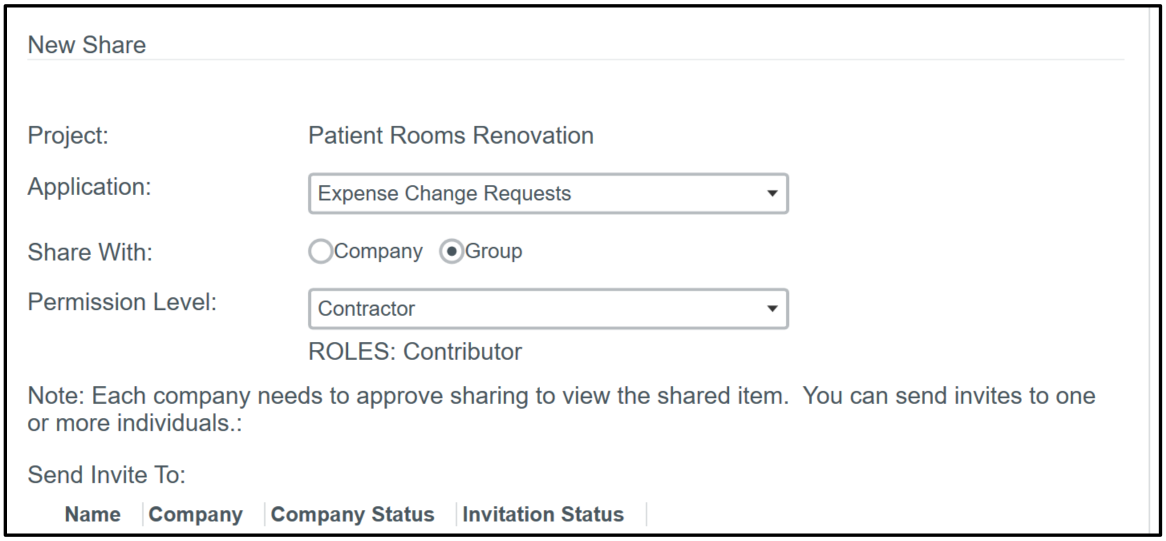
Permission Level- Select the appropriate permission level for the company being shared with. For instance, a contractor will have the *Contractor* group level permission. This list is looking to the 'Groups' that were set up by Mayo to define standard permissions. Choose the appropriate group.

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.



New Share

Project: Patient Rooms Renovation

Application: Expense Change Requests

Share With: Company Group

Permission Level: Contractor

ROLES: Contributor

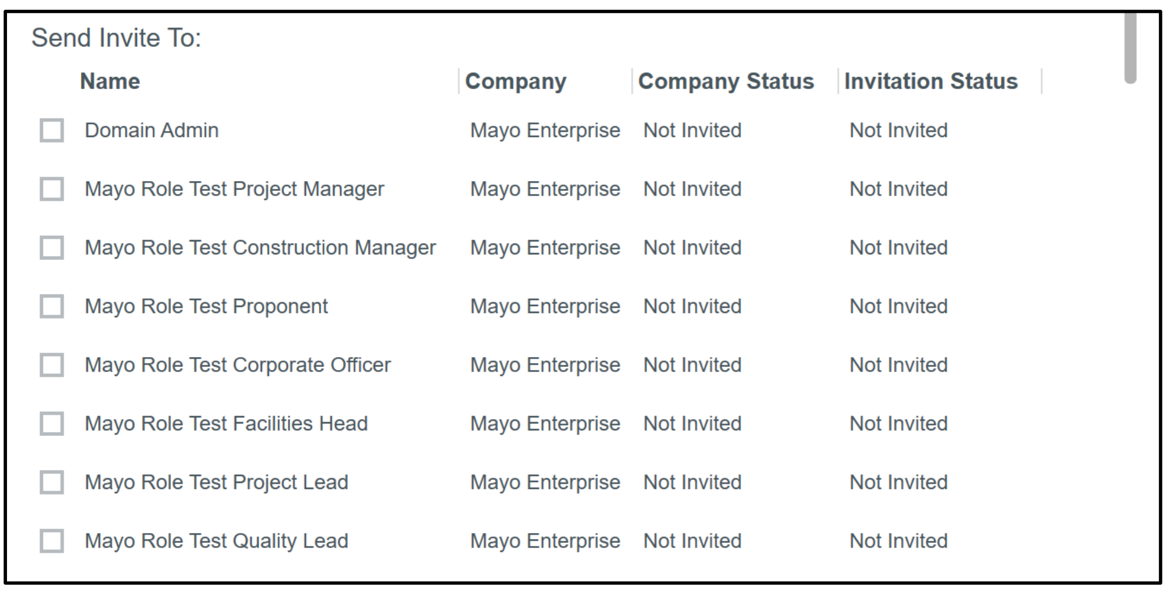
Note: Each company needs to approve sharing to view the shared item. You can send invites to one or more individuals.:

Send Invite To:

Name	Company	Company Status	Invitation Status

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.



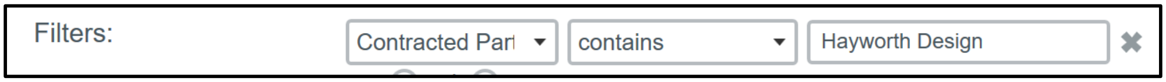
Send Invite To:

Name	Company	Company Status	Invitation Status
Domain Admin	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Project Manager	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Construction Manager	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Proponent	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Corporate Officer	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Facilities Head	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Project Lead	Mayo Enterprise	Not Invited	Not Invited
Mayo Role Test Quality Lead	Mayo Enterprise	Not Invited	Not Invited

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



<u>Contracted party + contains + company's name</u>

OR

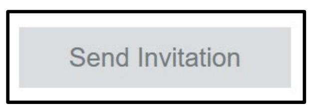
<u>Contracted party + equals + company's name</u>

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

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:

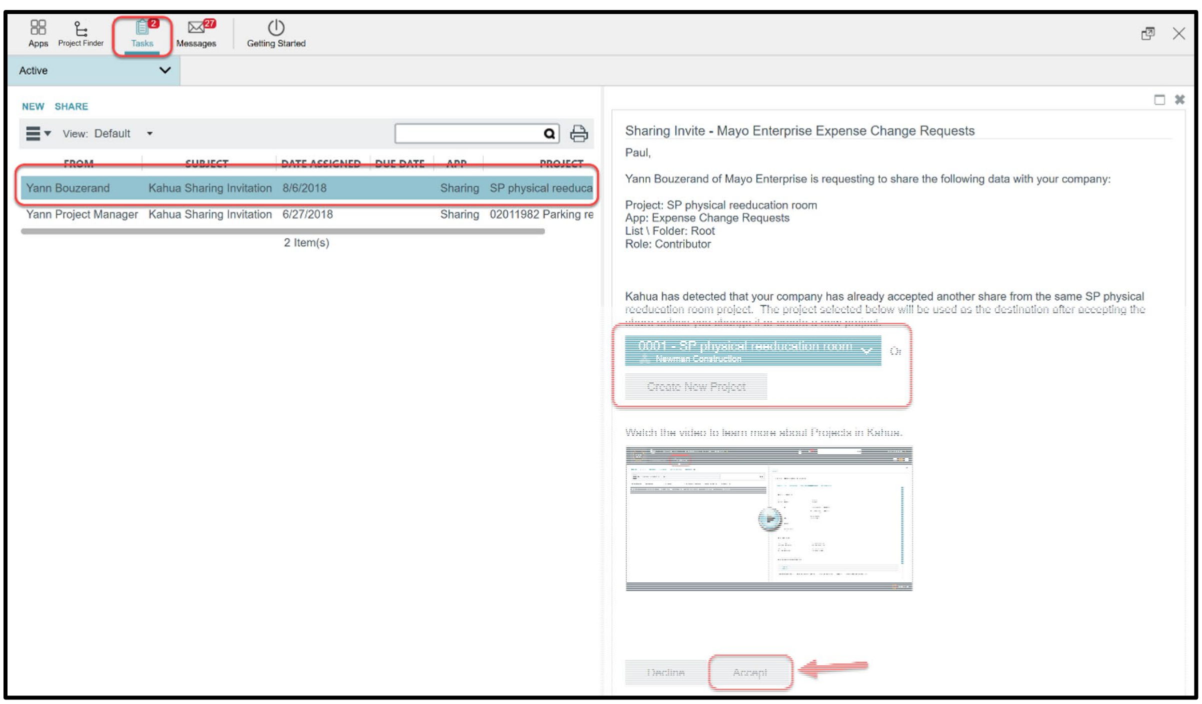
1. The CIP will receive a sharing invitation in the Tasks application within the CIP's domain.

2. Click on the Tasks icon to load all tasks into the Log window.

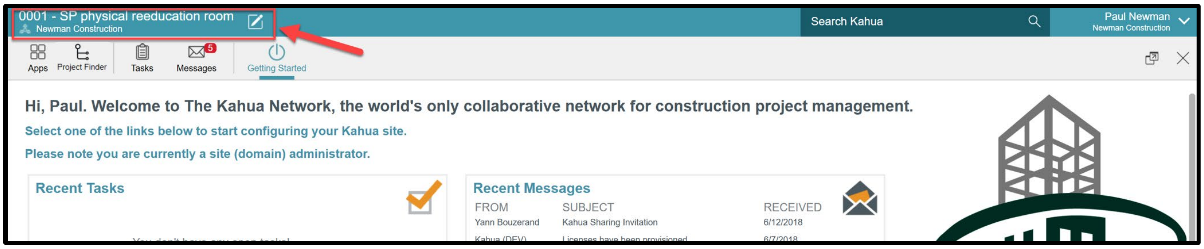
3. Click on the Kahua Sharing Invitation task to open the task in the Detail pane.

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.

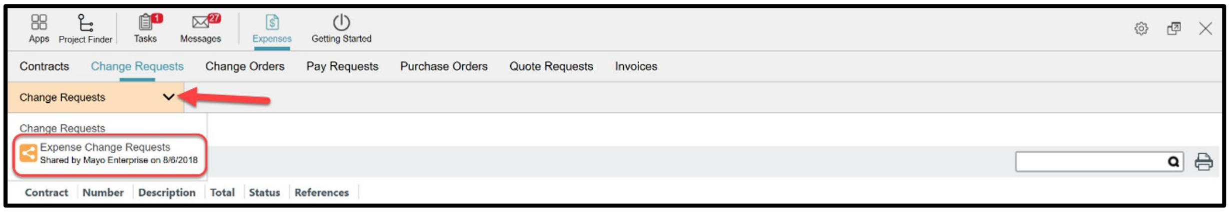
Within the Task, use the navigation bar to navigate to the project that this share relates to, OR click on the Create New Project button. Indicate the project name in the window that appears or choose to leave the default project name that Mayo uses. Verify the proper project name appears in the teal 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.



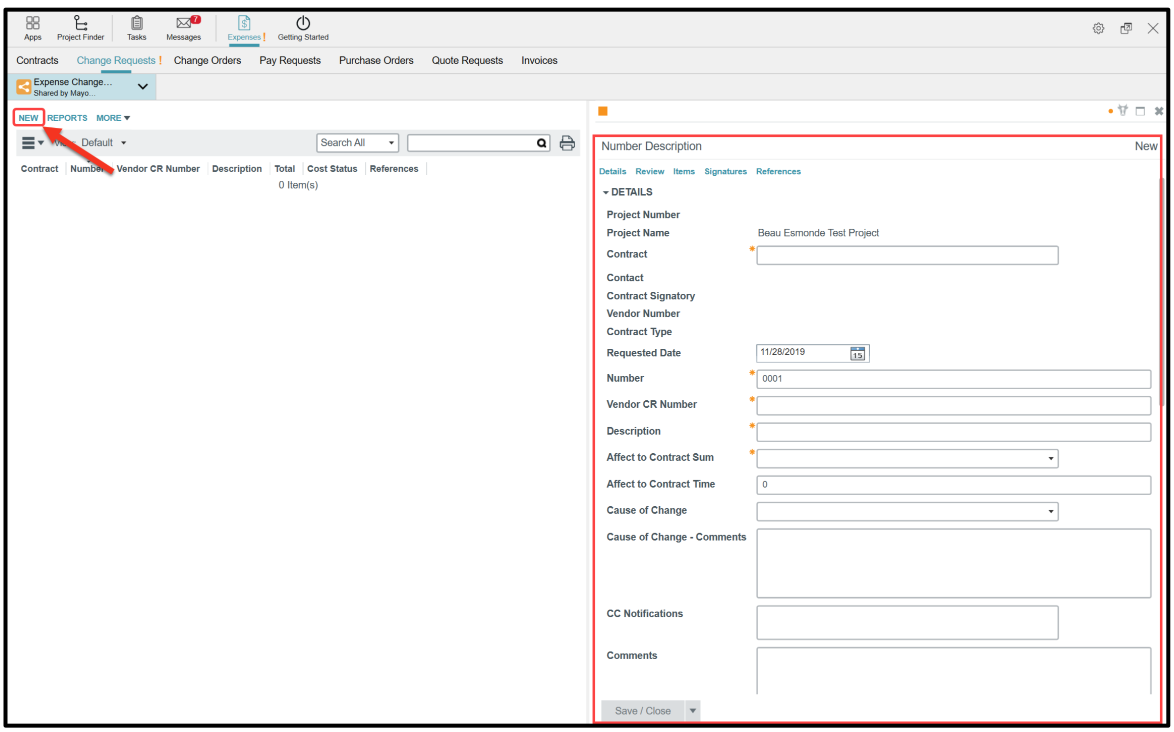
Creating a Change Request

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.

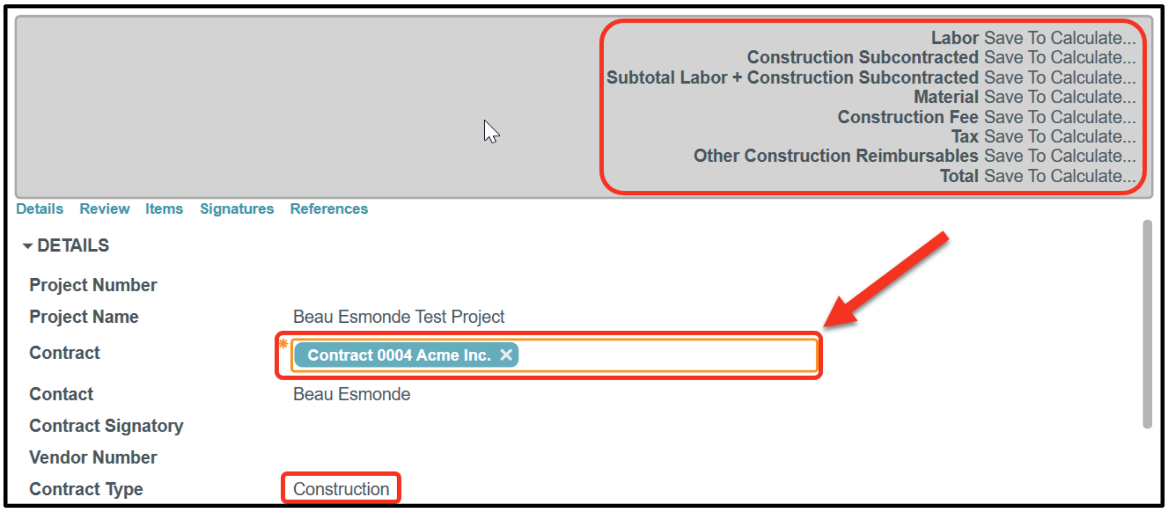
Select **NEW**. The Change Request record displays in the Detail pane.



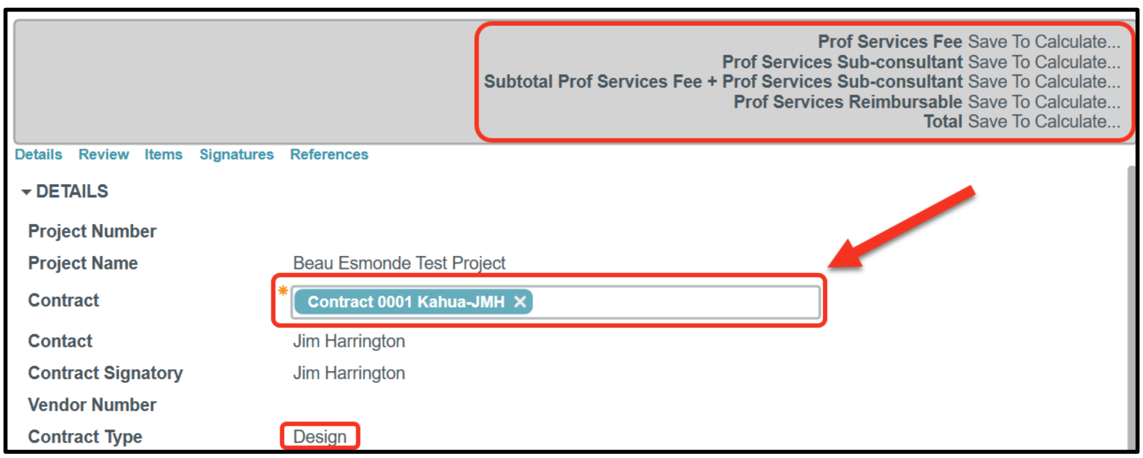
At the top of the record, the currency amounts will be calculated/displayed once the initiator selects a Contract from the Contract dropdown field.

Note the Summary Items at the top of the Change Requests will differ based on the type of the Contract selected (Construction, Design or CM at Risk / Design Build).

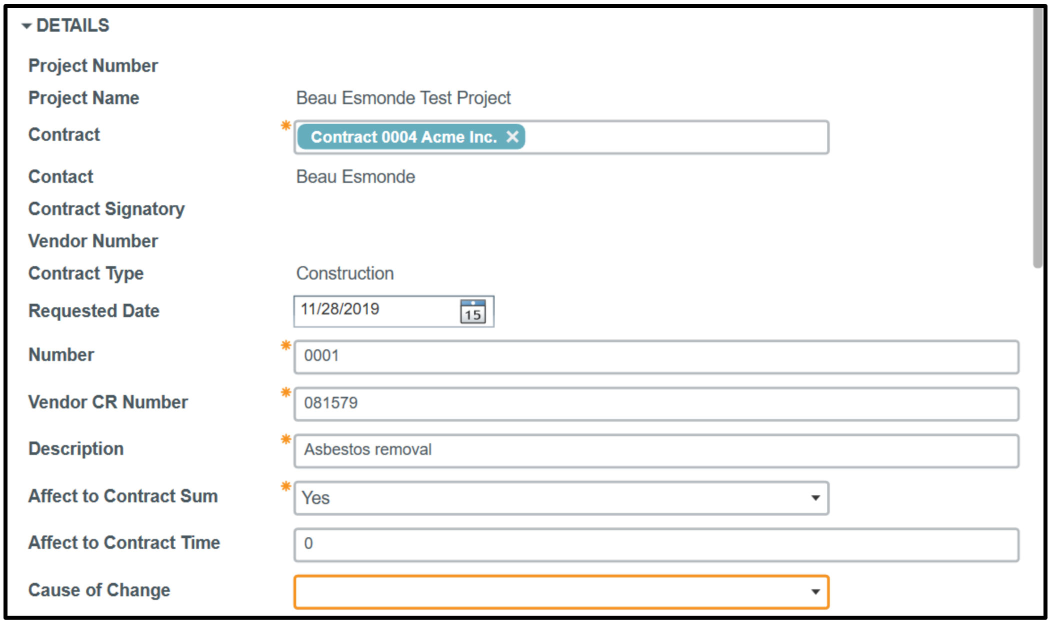
Construction Contract selected:



Design Contract selected:



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.

Contract- Non-editable field, will display the CIP's contact name linked to the Mayo contract.

Contract Signatory- Non-editable field, will display the CIP's contact signatory 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.

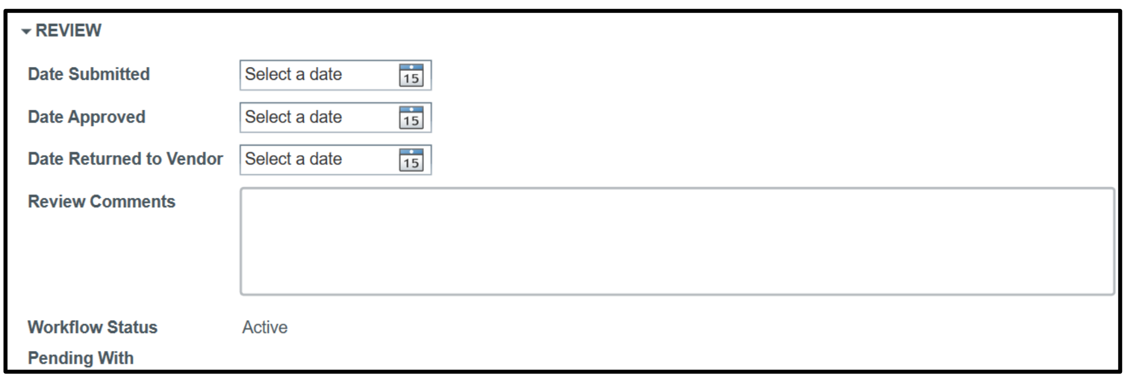
Delivery Method- This is a drop down list. Propose a delivery method for this Change Request.

CC Notifications- This is a contact drop down list. Select other contacts to notify of the Change Request.

Comments- This is a text field. Type a comment about the Change Request.

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

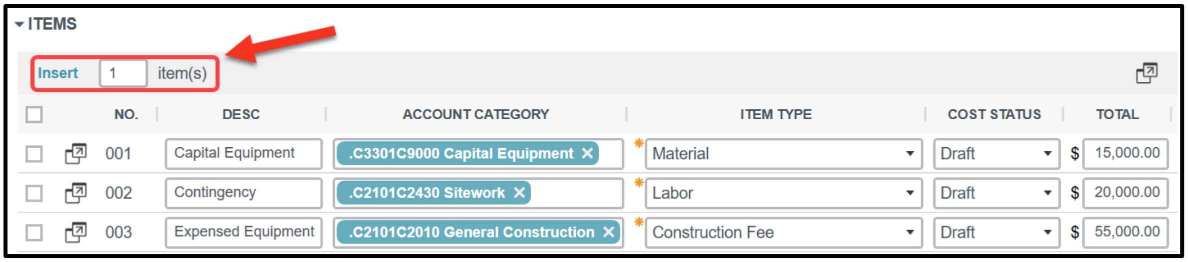
The REVIEW section:



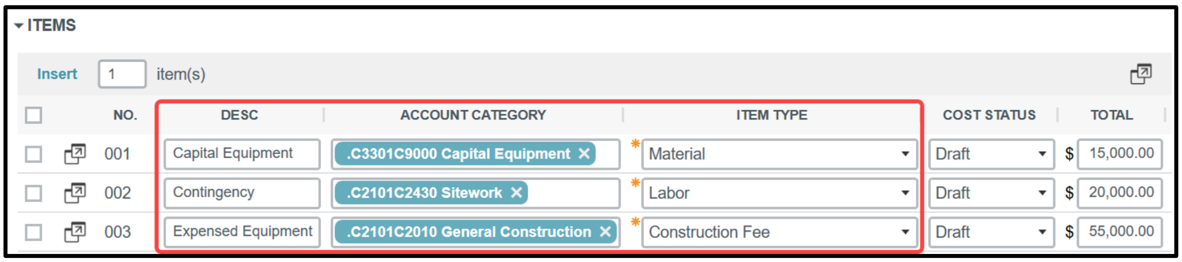
The **REVIEW** section will be driven by a workflow during the approval process. Nothing must be filled here. Dates will be recorded as the Change Request is processed through workflow.

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**.

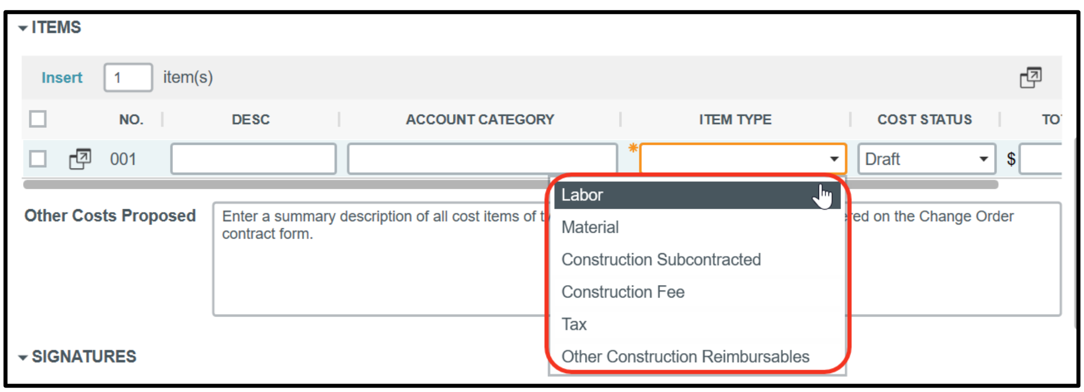


Remember the DESC, ACCOUNT CATEGORY and ITEM TYPE fields are required. The ACCOUNT CATEGORY column defines in which row the currency amount will be displayed in the Work Breakdown. The ITEM TYPE field will determine how to classify the cost.

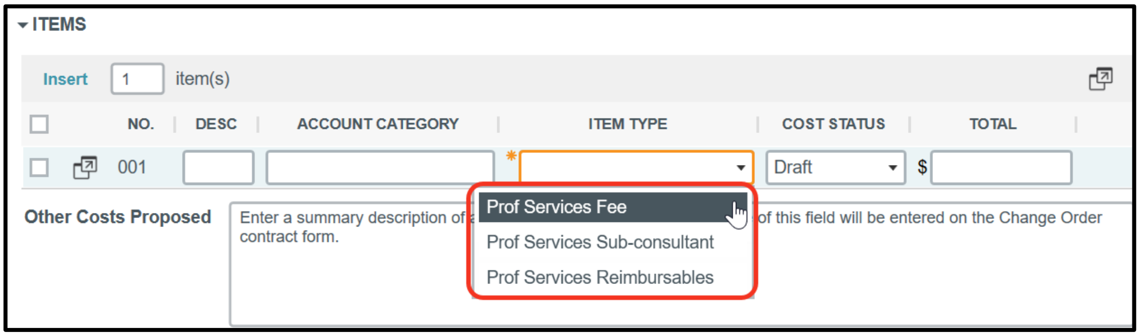


Please note the dropdown options in the Item Type field will be determined based on the type of the Contract selected (Construction, Design or CM at Risk / Design Build).

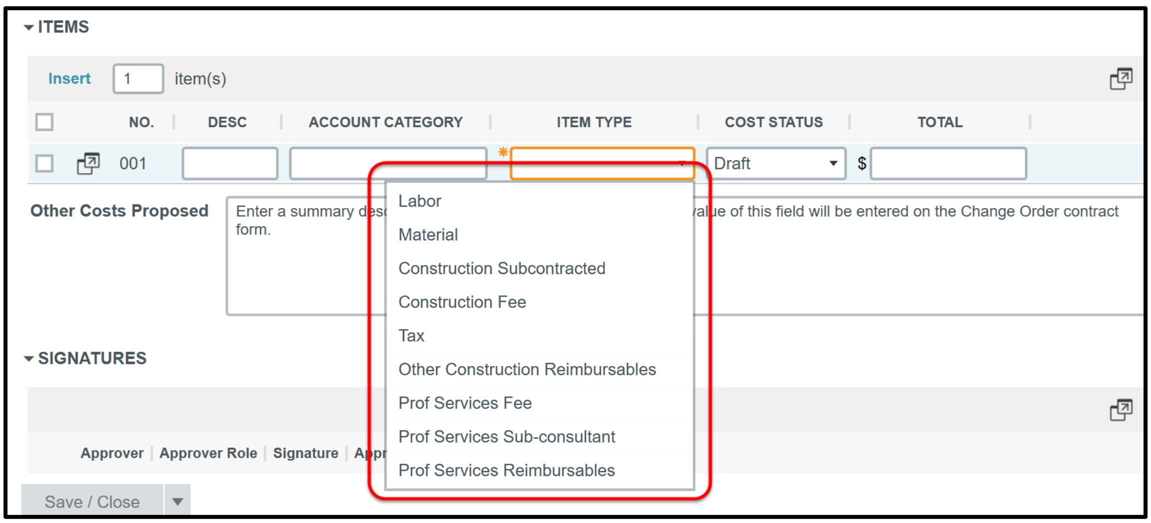
Item Type dropdown list when a Construction type contract is selected:



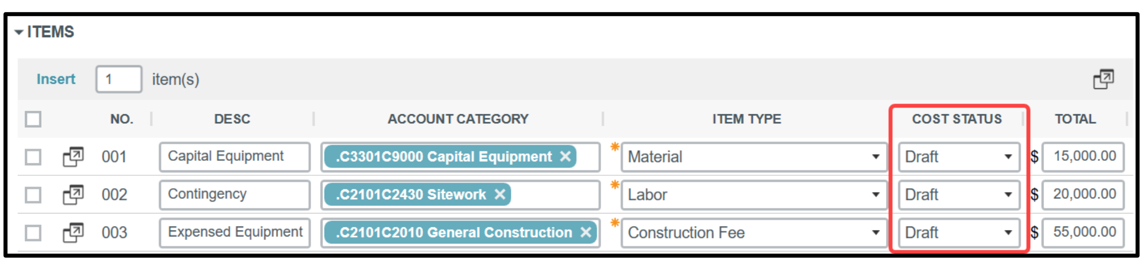
Item Type dropdown list when a Design type contract is selected:



Item Type dropdown list when a CM at Risk / Design Build type contract is selected:

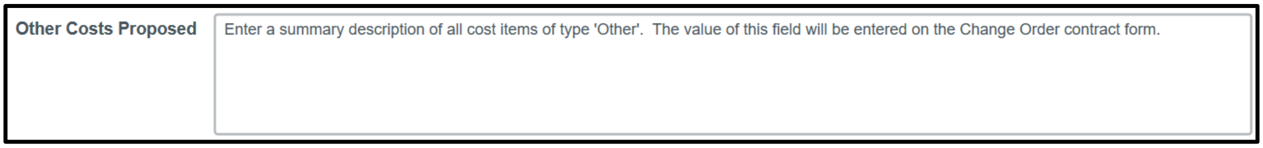


The Status will be driven by the workflow. Leave the default value.



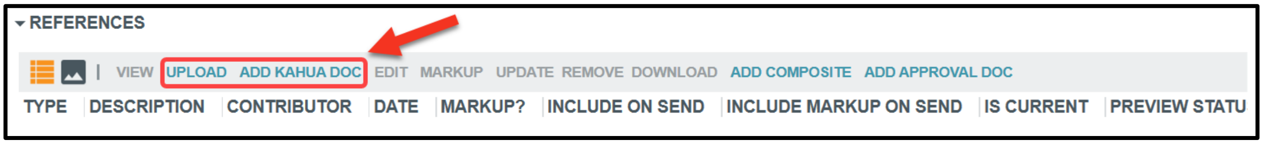
If additional detail must be given to a line item, select the  icon at the left of each line item.

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. Users can type here the reason for other costs. 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.



SIGNATURES section. Approval signatures are displayed in this section as the Change Request moves through the approvals workflow.

REFERENCES section. Attach any support documents to the Change Request by selecting UPLOAD or ADD KAHUA DOC.

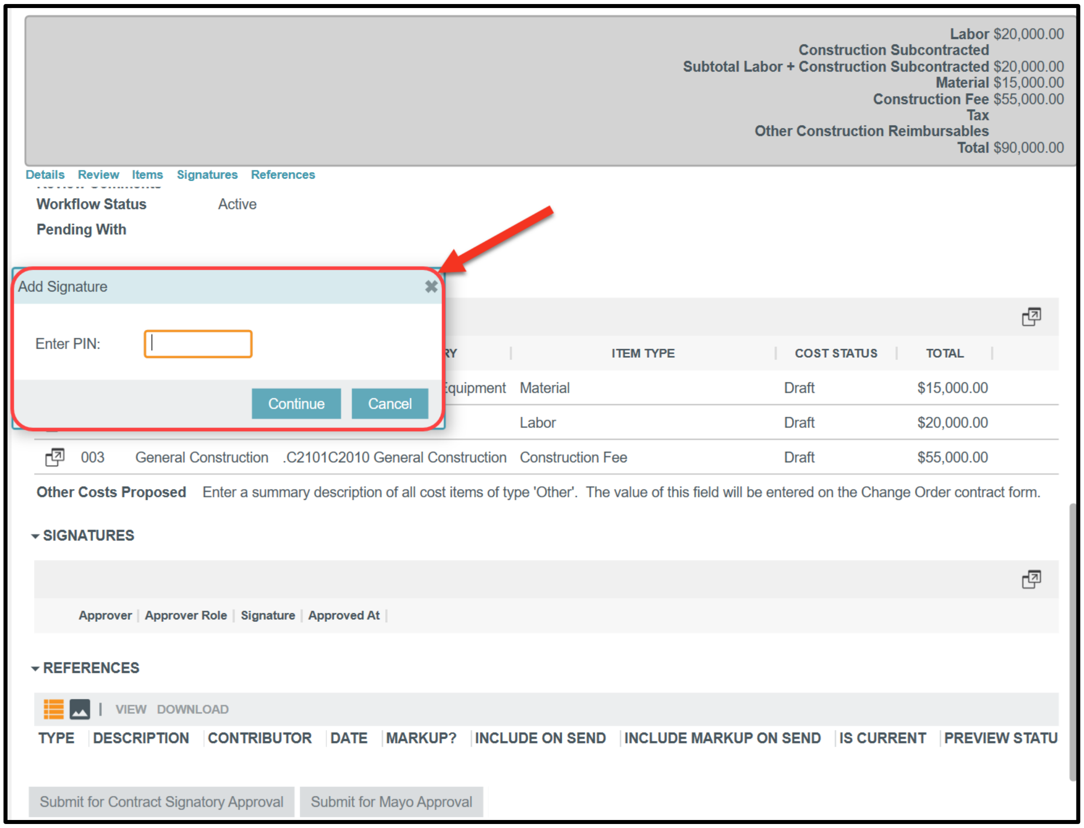


Use the buttons at the bottom of the form as appropriate:

Save saves the record without going into workflow in case the CIP needs to continue editing the Change Request later.

Submit for Contract Signatory Approval sends the Change Request to the Contract Signatory for approval. This field is defined in the associated contract.

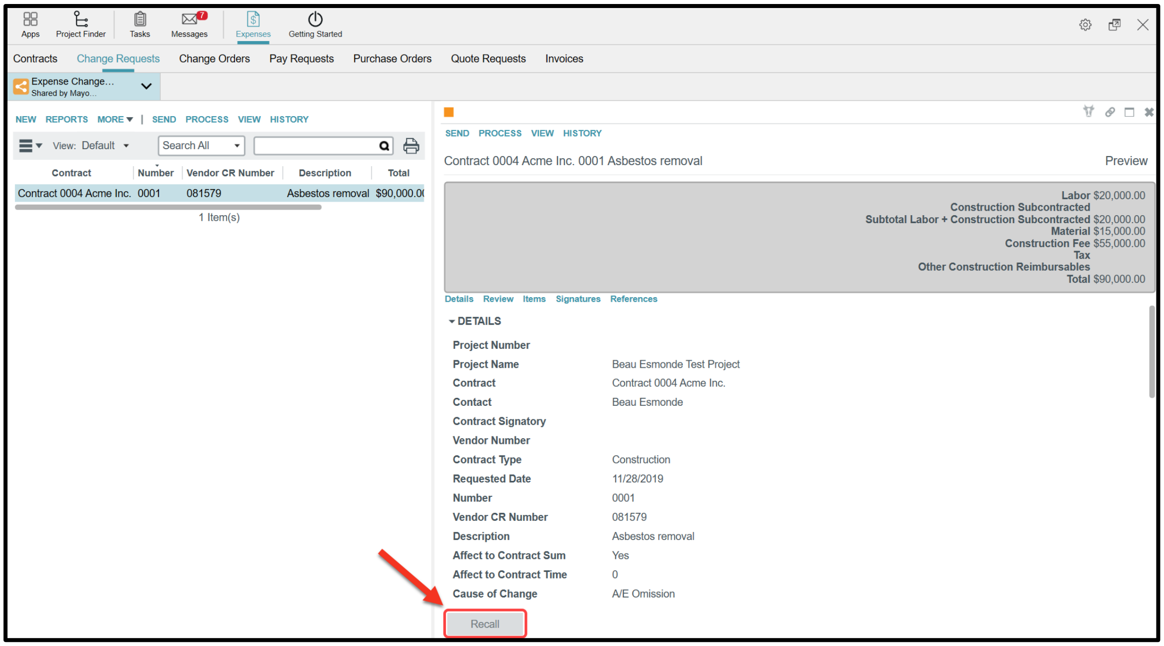
When **Submit for Mayo Approval** is selected, the Change Request is submitted to Mayo Clinic after the CIP enters their PIN code to apply a digital signature to the document.



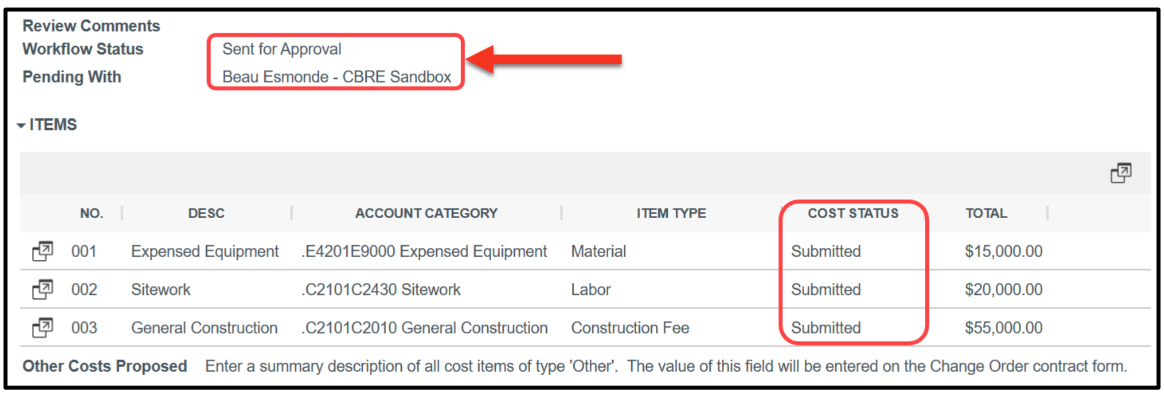
Once the PIN code is entered, the Change Request is submitted to Mayo Clinic and will go through an Approvals workflow process by sending tasks to appropriate parties.

When any action is selected on the record, the currency amounts are calculated and recorded in the Summary section at the top of the record.

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.

Decline- 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 CIP can decide to either modify the Change Request and submit it again for approval or void it.

Declining or Approving a Change Request through the Approvals Workflow Process

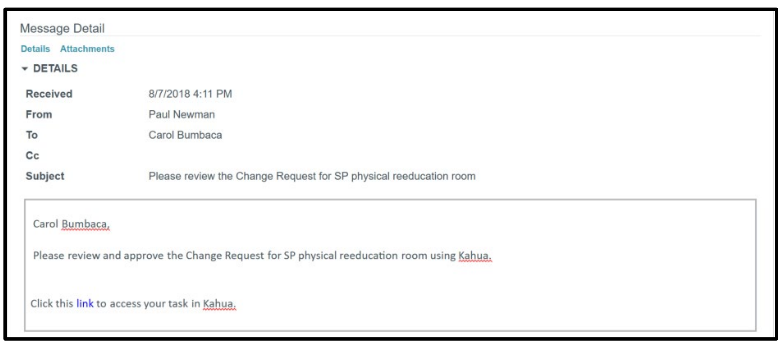
This section has instructions for Mayo Clinic users. These steps do not apply to the CIPs.

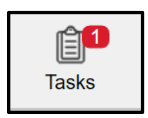
Once the CIP has submitted the Change Request, the Change Request goes through the approval process. Kahua Approvals is a configurable approval process with limits of authority based on the document amount. Approval routes are configured on each project and cannot be changed except by the Site Administrator. The document will be routed through one or more Mayo Clinic approvers depending on the dollar amount requested and the limits of authority of the various approvers, as well as the type of contract (Design, Construction or CM at Risk / Design Build).

These steps are the same across all the approvers in a route and are done through the Kahua Tasks application.

Mayo Clinic users involved in the approval process will receive:

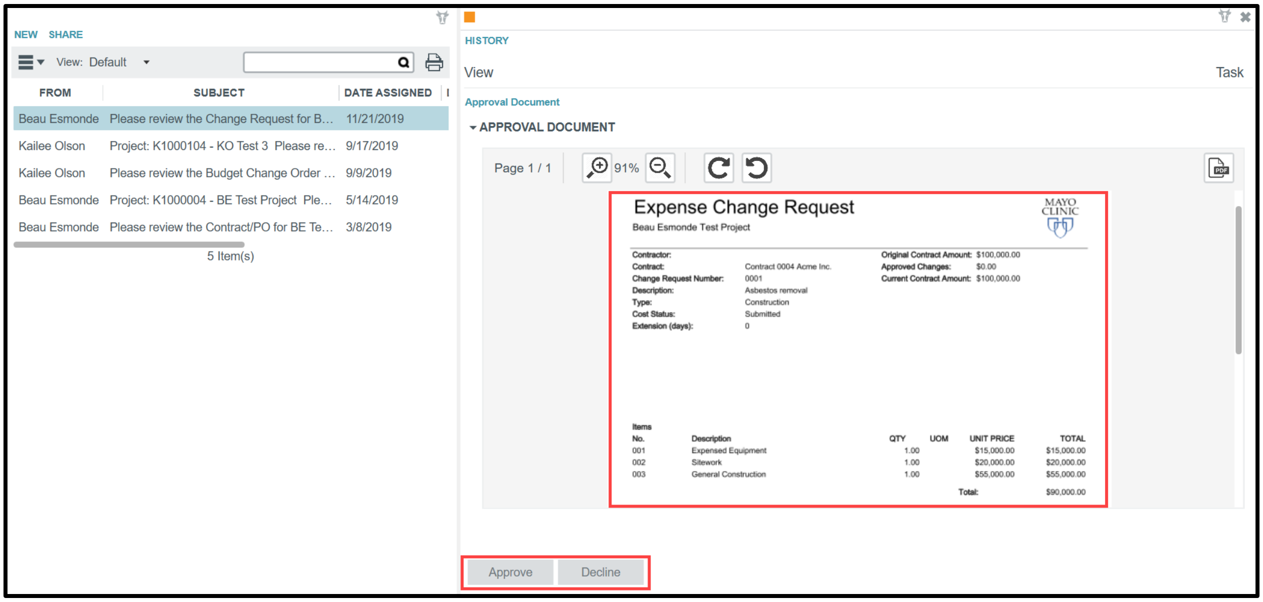
- An email notification and a Message in the Kahua message application:



- A task through the Kahua Tasks application: 

To approve or decline 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 PDF document of the Change Request displaying all details including the complete line items and Change Request total amount at the bottom.



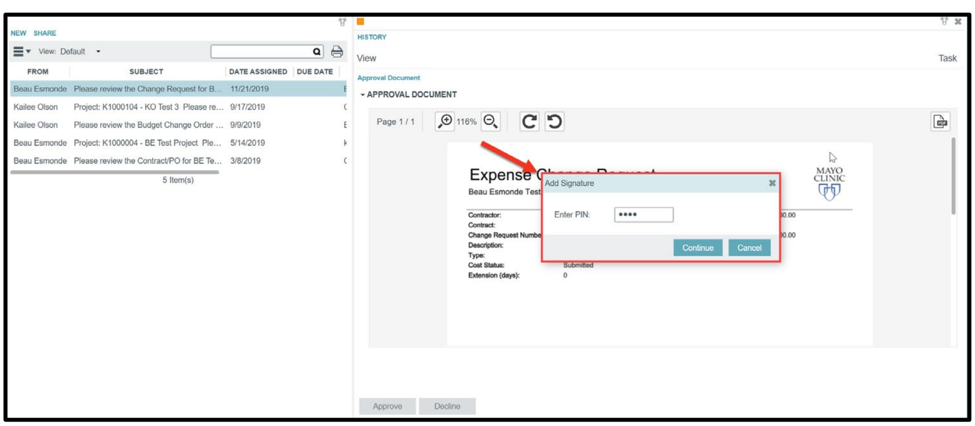
The user will have two action options:

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

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

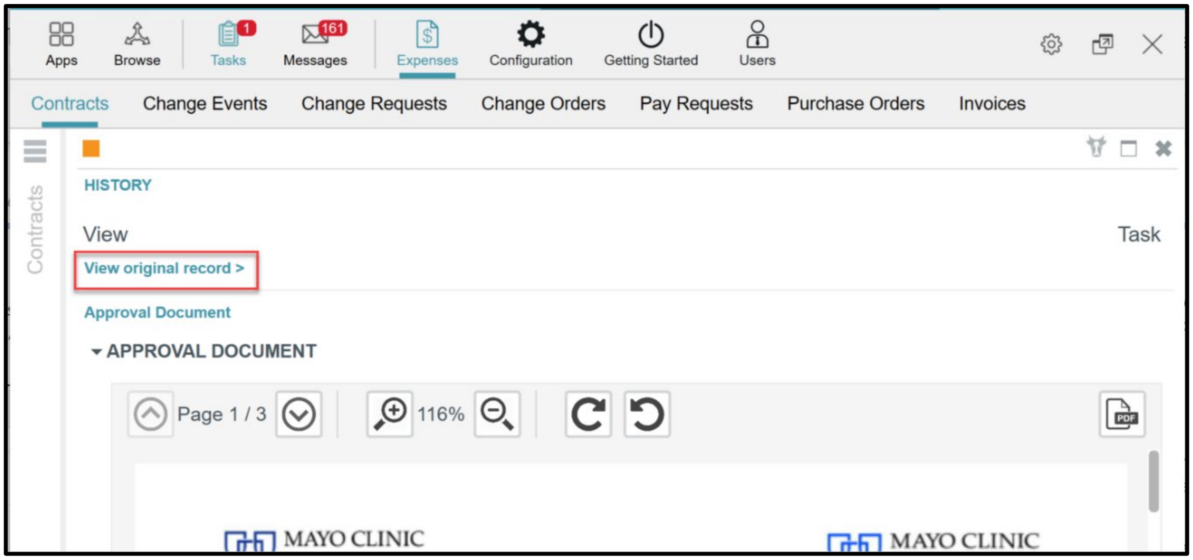
Note that once declined, the contractors can decide to either modify the Change Request and re-submit it for approval or void it if the reason for decline is accepted.

When Approve is selected, each Mayo Clinic user is prompted to enter a PIN to apply a digital signature to the record.

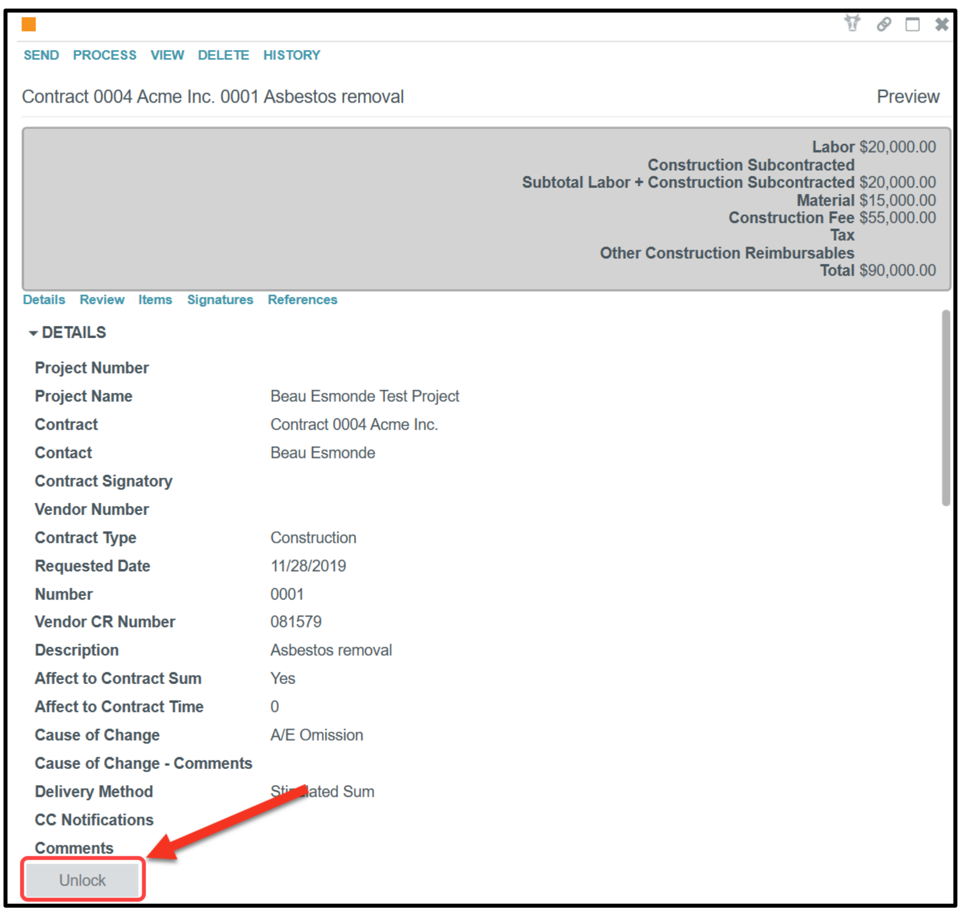


The approval task presents the PDF document with the ability to Approve or Decline. If necessary, a Mayo user may also view the data record in the Change Requests app. If in the task, open the Change

Requests app, select the record in the log and use the **View original record** button to see the contract record in full detail.



Once the Change Request is fully approved through the Approvals workflow, the record is now locked. It can only be unlocked by a Mayo Clinic administrator.



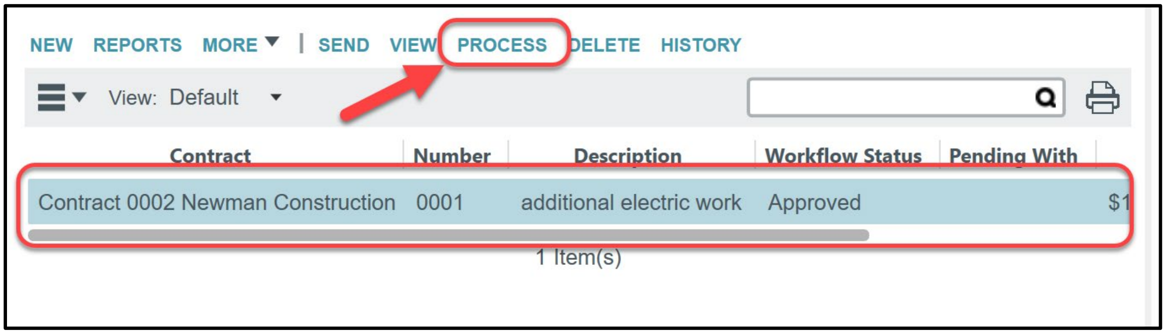
The CIP will receive an email and a message notification in the Message app of the Change Request approval.

Processing a Change Request into a Change Order

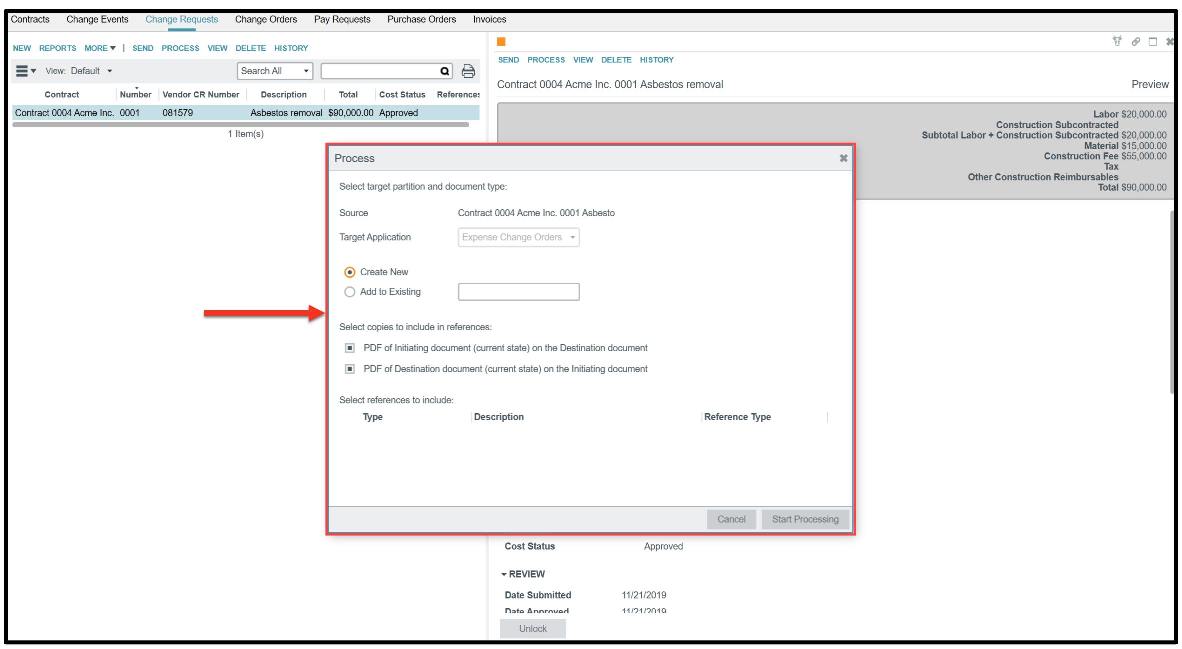
This section has instructions for Mayo Clinic users. These steps do not apply to the CIPs.

To process a Change Request into a Change Order:

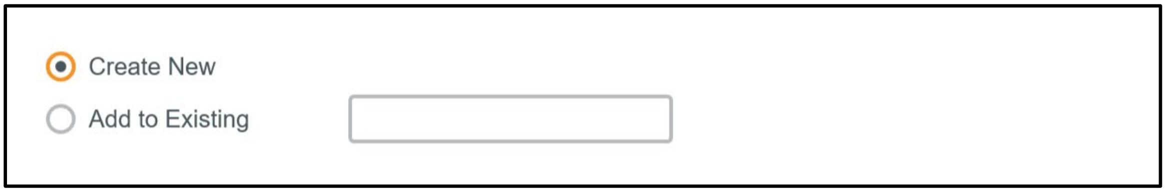
1. Select the Change Request in the log then select the **PROCESS** button.



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

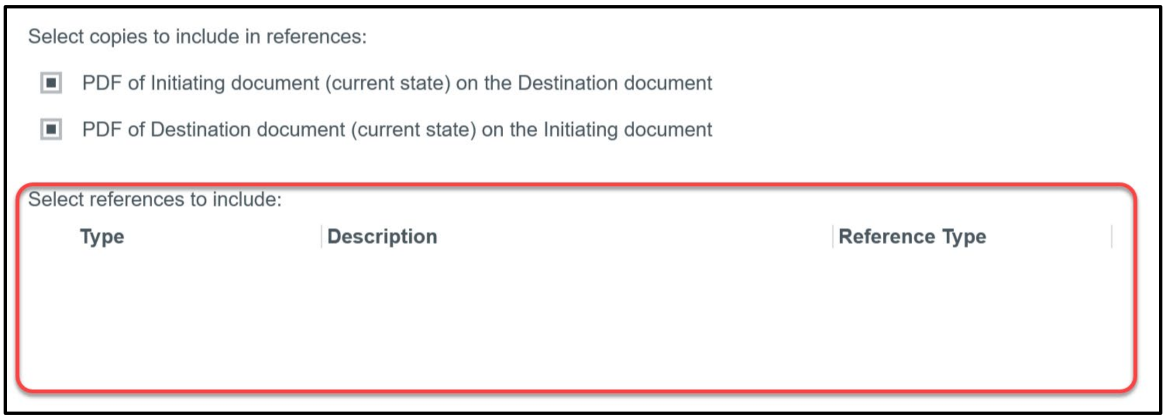


Select whether to create a new Change Request by choosing **Create New** or if this is to be added to an existing Change Request by choosing Add to Existing. When choosing **Add to Existing**, this Change Request is attached to another existing Change Request that has not yet been processed into a Change Order.

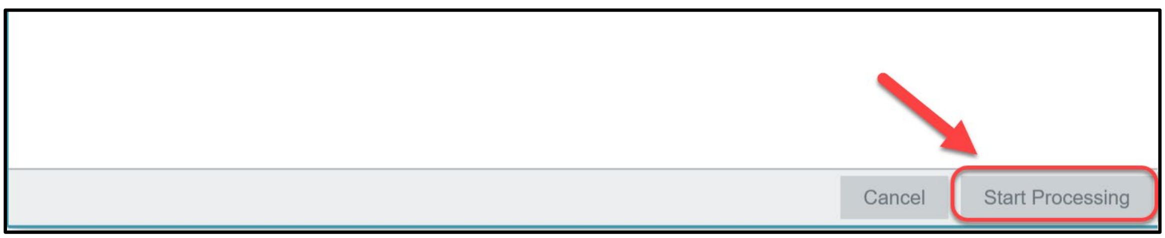


Next, identify the documents to be included by reference with this Change Request. By default, the checkboxes from select copies to include in references are checked. These should be left as checked.

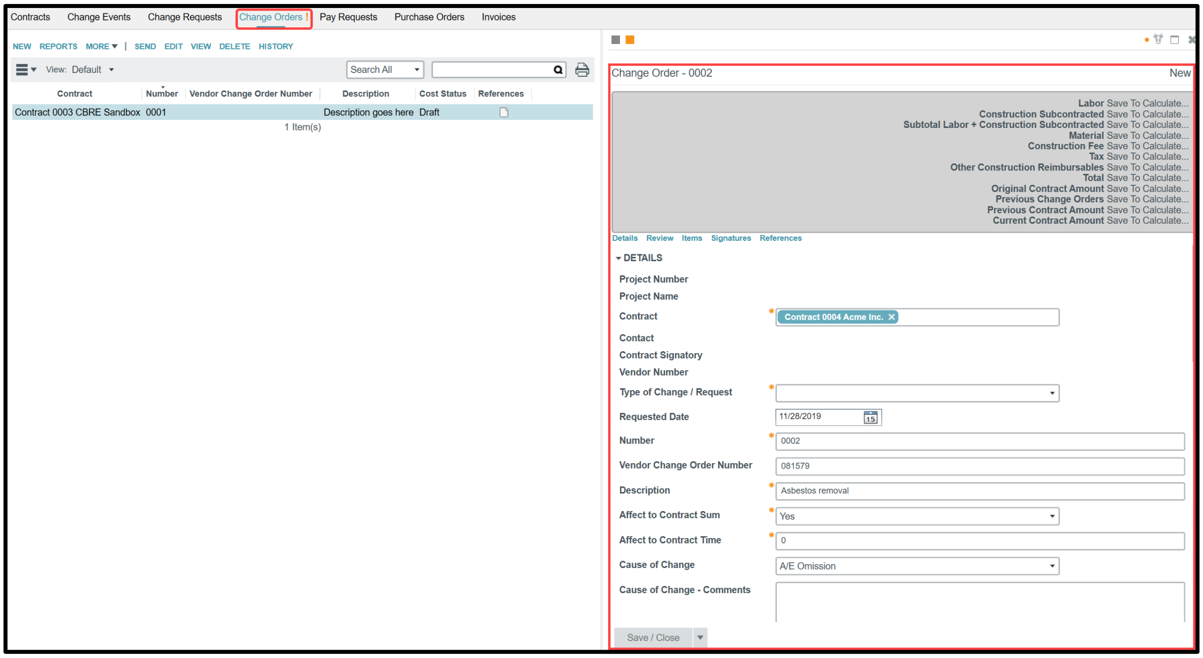
If any reference documents need to be included, they will appear in a list.



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

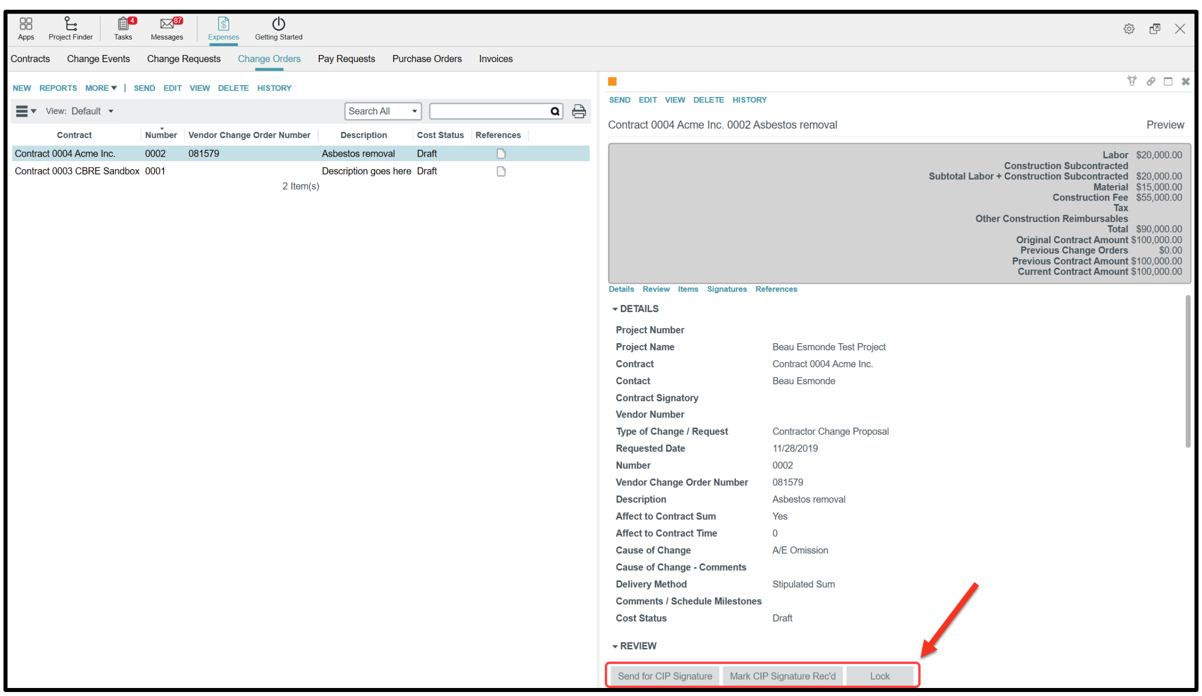


Kahua will automatically switch from the Change Request application to the Change Order application and copy the data into a new Change Order.



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 Approvals Workflow process.

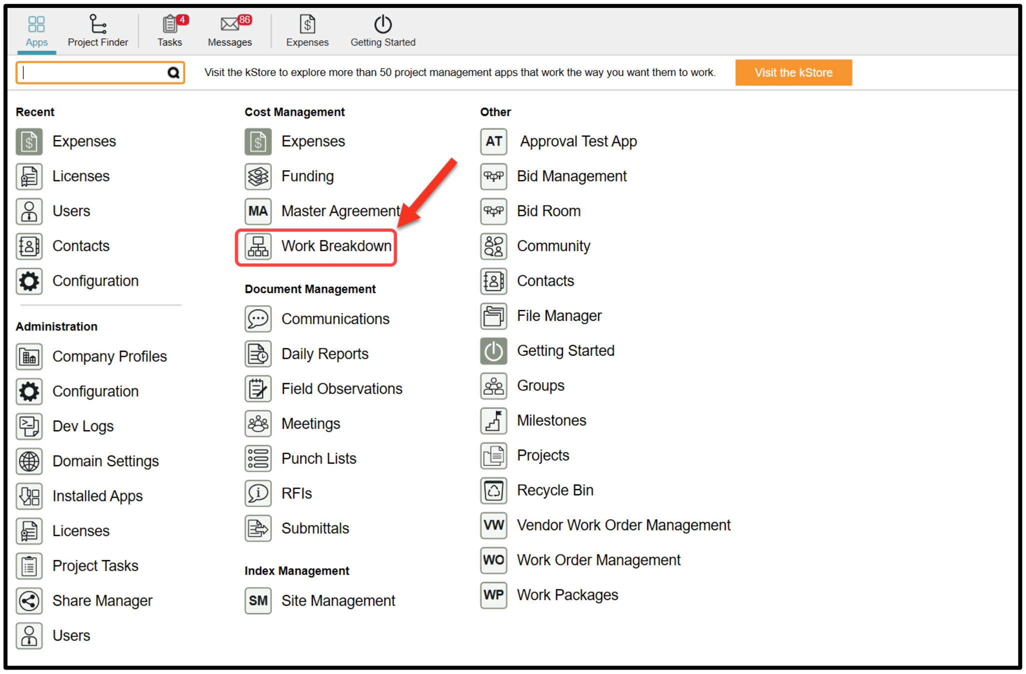
Upon saving the new Change Order by selecting **Save**, the record will display three buttons: **Send for CIP Signature**, **Mark CIP Signature Rec'd**, and **Lock**.



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.