WORKFLOW: CHANGE REQUEST

RESPONDER: BASIC PROCEDURES

Once a subject coordinator (i.e. the workflow change request 'creator') clicks the [**Submit**] button in SO, users in the faculty with workflow 'responder' privileges receive an email telling them that a new change request needs assessment.

1. Log in to CIS (at: https://cis-admin.uts.edu.au).
2. Go to CI/Notifications/Workflow.
3. Click the [**Edit**] button beside the subject you want to assess.
4. Assign the change request to yourself by clicking the [**Assign to me**] button near the top of the screen (a red flag alert icon (i.e. 🚩) will then appear beside every field that requires your assessment).
   Note: if the change request has been transferred to you, it will already be assigned to you.
5. **Assess each field individually**: for every field with a red flag, click in the field's 'Change requested' text box, check the changes and make any required amendments (i.e. fix typos, grammar, data in the wrong field, etc.).

> *Help*: Each field has a question mark icon (❓). Hover over this to see a pop-up box containing formatting, word count, content and style guidelines.

> *Tip:* To see the difference between the old data and the new data, click the 'Show differences' icon (i.e. 🔣) beside the field name.

   Then in each field, click one of the three available assessment buttons:
   - [**Recommend for approval**]: this means the change is ok, it has been checked for grammar and typos and is recommended for approval (the red flag will disappear)
   - [**Recommend for rejection**]: this means the change is not ok and is recommended for rejection (the red flag will disappear)
   - [**Note**]: this means that you can't decide if the change is ok or not; it's been checked for grammar and typos and noted (another 'responder' or the 'approver' needs to make the decision to approve/reject the change) (the red flag will change to a red pin, i.e. 📌).
6. You can generate a draft PDF including the changes requested, when a workflow change request is in progress, via: CI/subject code/Workflow/PDF (note: subject coordinators can also generate a draft PDF via SO/subject code/Change Request/Preview PDF).
7. Once there are no more red flags displayed, transfer the change request to an approver (via CI/subject code/Workflow/Transfer). At this point, the workflow 'state' will be either 'Ready for approval' or 'Pre-approval complete'.

Full details are available in the documentation.

APPROVER: BASIC PROCEDURES

When a change request is transferred to you (i.e. the 'approver') by a 'responder', you will receive an email.

1. Log in to CIS (at: https://cis-admin.uts.edu.au).
2. Go to CI/Notifications/Workflow.
3. Click the [**Edit**] button beside the subject you want to check and approve.
4. Check the workflow state (indicated at the top of the screen under the subject name):
   - **Ready for approval**: this means that the change request has been fully assessed by one or more responders and they have recommended or rejected each field. Check each field to ensure you agree with the responder's assessment and override any you don't agree with by clicking the relevant button (i.e. either [**Recommend for approval**]/[**Recommend for rejection**]).
   - **Pre-approval complete**: this means that the change request has been fully assessed by one or more responders and they have recommended, rejected or noted each field. Noted fields are fields that the 'responder' can't make a decision on, i.e. they can't decide whether to recommend or reject them. Noted fields are indicated on screen with a red pin icon (i.e. 📌). Therefore, in addition to checking the recommended and rejected fields, you also needs to assess the noted field and decide whether to recommend or reject it and click the relevant button (i.e. either [**Recommend for approval**]/[**Recommend for rejection**]), at which point the red pin will disappear.

> *Help*: Each field has a question mark icon (❓). Hover over this to see a pop-up box containing formatting, word count, content and style guidelines.

> *Tip:* To see the difference between the old data and the new data, click the 'Show differences' icon (i.e. 🗒) beside the field name.

5. You can generate a draft PDF including the changes requested, via: CI/subject code/Workflow/PDF.
6. Once you have checked the assessment of each field in the change request package, you can then action/reject the package as a whole by clicking one of two buttons located at the bottom of the screen:
   - [**Action change request package**]: click this button if you think the assessment of every field (i.e. either 'recommended' or 'rejected') in the change request package is correct.

> *Note*: When the [**Action ...**] button is clicked, changes that have been 'rejected' will disappear from the system; changes that have been 'recommended' will be held in the system.

   - [**Reject change request package**]: click this button if you think the assessment of every field (i.e. either 'recommended' or 'rejected') in the change request package is not correct.

> *Note*: When the [**Reject ...**] button is clicked, changes that have been 'rejected' AND changes that have been 'recommended' will be PERMANENTLY LOST from the system.

   - There is NO UNDO function once either of the buttons has been clicked.
   - These buttons only appear when all fields have been fully assessed, i.e. the workflow 'state' is 'Ready for approval'; they are not displayed if there are fields that still have a preliminary assessment of 'Noted', i.e. there is a red pin icon displayed beside any field name.

Full details are available in the documentation.

TROUBLESHOOTING

See also the Frequently asked questions (FAQs) section in the documentation.

1. Reset the change request

The change request workflow can be reset to a previous state or cancelled completely at any time throughout the process. The role you have and the change request state determines which of the reset/cancel buttons are accessible.

Note: The System Admin role is only assigned to staff within the central APO; email us with any requests.

	State	Button	What does it do? Why would you use it?	Role/user who can action button
CREATE	Request in preparation	Cancel	• Cancels the change request. All amendments are lost. • Used by the subject coordinator if they change their mind about wanting the package of requested changes.	• The user who created the change request
		Reset	• Resets and closes the change request. All amendments are lost. • Use if the subject coordinator isn't available to cancel the change request or if a new subject coordinator takes over the subject and wants to create their own change request.	• Responder • Approver • System Admin
	Request submitted	Reset to preparation	• Resets the change request to the 'Request in preparation' state and reassigns it to the creator. Amendments made up until the request was submitted are retained. • Use if you want to send the change request back to the subject coordinator because they need to make some amendments to existing or additional fields.	• Responder • System Admin
		Reset	• Resets and closes the change request. All amendments are lost. • Use if the subject coordinator isn't available to cancel the change request.	• System Admin
RESPOND	Fields being assessed	Reset to preparation	• Resets the change request to the 'Request in preparation' state and reassigns it to the creator. Amendments made up until the request was submitted and any changes made by the responder during the 'Fields being assessed' state are retained. • Use if you want to send the change request back to the subject coordinator because they need to make some amendments to existing or additional fields.	• Responder • System Admin
		Reset to submitted	• Resets the change request to the 'Request submitted' state. Amendments made up until the request was submitted and any changes made by the responder during the 'Fields being assessed' state are retained. • Use if you want the subject to be unassigned and then picked up by another responder (or you could just transfer the change request to another responder without resetting it).	• System Admin
		Reset	• Resets and closes the change request. All amendments are lost. • Use if a new subject coordinator takes over the subject and wants to create their own change request.	• System Admin

	State	Button	What does it do? Why would you use it?	Role/user who can action button
APPROVE	Pre-approval complete	Reset to submitted	• Resets the change request to the 'Request submitted' state. Amendments made up until the request was submitted and any changes made by the responder during the 'Fields being assessed' state and the responder/approver during the 'Pre-approval complete' state are retained. • Use if you want the subject to be unassigned and then picked up by another responder.	• System Admin
		Reset	• Resets and closes the change request. All amendments are lost. • Use if a new subject coordinator takes over the subject and wants to create their own change request.	• System Admin
	Ready for approval	Reset to submitted	• Resets the change request to the 'Request submitted' state. Amendments made up until the request was submitted and any changes made by the responder during the 'Fields being assessed' state and the responder/approver during the 'Pre-approval complete' state and the approver during the 'Ready for approval' state are retained. • Use if you want the subject to be unassigned and then picked up by another responder.	• System Admin
		Reset	• Resets and closes the change request. All amendments are lost. • Use if a new subject coordinator takes over the subject and wants to create their own change request.	• System Admin

2.   Transfer a change request

You can transfer a workflow change request via CI/Notifications/subject code/Workflow/Transfer. Transferring the change request keeps any amendments already made.

The 'state' that the change request is in determines what names appear on the transfer dropdown list:

- **Request in preparation**: any user with create privileges, i.e. 'C' in their role title
- **Request submitted/Fields being assessed**: any user with with respond privileges, i.e. 'R' in their role title
- **Pre-approval complete**: any user with with respond or approve privileges, i.e. 'R' or 'A' in their role title
- **Ready for approval**: any user with with approve privileges, i.e. 'A' in their role title

3.   Final approval buttons: which should you choose?

The final approval buttons action or reject the change request package **as a whole**. There is NO UNDO once either of these buttons has been clicked.

- If you think that the assessment of **every** field (i.e. either 'recommended' or 'rejected') in the change request package is correct, click the [**Action change request package**] button. When this button is clicked, changes that have been 'rejected' will disappear from the system; changes that have been 'recommended' will be held in the system.
- If you think that the assessment of **every** field (i.e. either 'recommended' or 'rejected') in the change request package is not correct, click the [**Reject change request package**] button. When this button is clicked, changes that have been 'rejected' AND changes that have been 'recommended' will be permanently lost from the system.

4.   Missing approval buttons

The package approve/reject buttons are only available (at the bottom of the screen) when the change request package is in **Ready for approval** state, i.e. (i) all fields have been assessed as either 'recommended' or 'rejected', and (ii) the user has a workflow 'approver' role, and (iii) the change request is assigned to them.

If there are red flags or red pins beside any fields, then the package approve/reject buttons will not be visible.

> ***Note***: If there are no red flags or red pins but the workflow state has not changed to **Ready for approval** and therefore there are no package approve/reject buttons, contact APO CIS for assistance.

5.   Validation errors: submit change request

If the change request includes changes to any of the assessment task 'Weight' fields, the new data is validated before the change request submission can be completed.

Weight validation occurs only on the tasks that are ticked on at SO/subject code/Assessment Tasks/Manage Tasks/ 'Display' column.

- If data in one or more weight fields has been amended causing the total to not equal 100, then the change request submission process is cancelled and a pop-up screen alerts the user to the problem. The user needs to recheck all assessment task weight fields, amend as required and then submit the change request again. At Assessment Tasks / Manage Tasks, assessment tasks can be 'saved without validation'. by an SO Admin user. In a minority of subjects, the total of assessment tasks may legitimately not add up to 100 (e.g. pass/fail subjects where a percentage is not provided). In these instances the assessment tasks should be 'saved without validation' via Assessment / Manage Tasks in SO and the workflow change request should be submitted by an Admin user, via CI / Workflow / Processing.
- Any new task set up in the change request is, by default, not yet ticked on and its weight will therefore not be included in the validation calculation. If there is a new task in the change request, the user needs to go to SO/subject code/Assessment Tasks/Manage Tasks and tick the checkbox beside the relevant new task(s) in the 'Display' column; return to SO/subject code/Change Request/Fields and then submit the change request.

6.   Log of changes

Every change made during workflow is logged. This means you can see which users have made edits or approved fields during the change request and when these changes were made. The log is available via: CI/subject code/Workflow/Log.

Click the 'view' link to see the data that has been added at the change request step.

WORKFLOW PROCESS

WORKFLOW STAGE		EMAILS	RESET BUTTONS	WORKFLOW STATE

Cancel → Idle

Create

Subject coordinator creates a Change Request (CR)

Transfer CR → Another subject coordinator

Subject coordinator completes changes to all required fields

Create draft PDF

Submit

'Pre-submission reset' email: to 'creator' — Reset (R, A, SA)

'Pre-submission transfer' emails: to 'creator' + 'transferee'

'Change request submitted' emails: to 'creator' and 'responders'

Request in preparation (RIP)

'Reset to RIP state' emails: to 'creator' and 'resetter' — Reset to RIP (R + SA)

'Post-submission reset' email: to 'creator' — Reset (SA only)

Request submitted

Respond

Responder picks up the CR

'Change request being processed' email: to 'creator'

Responder assesses the CR (field by field)

Create draft PDF

'Reset to RIP state' emails: to 'creator' and 'resetter' — Reset to RIP (R + SA)

'Reset to request submitted state' email: to 'creator' — Reset to Submitted (SA only)

'Post-submission reset' email: to 'creator' — Reset (SA only)

CR package assessment result

Transfer CR → Another responder

'Change request transferred' email to 'transferee' (a 'responder')

Fields being assessed

All fields: Recommended / Rejected / Noted

Transfer CR

'Change request transferred' email to 'transferee' (either another 'responder' or an 'approver')

Pre-approval complete

All fields: Recommended / Rejected

Transfer CR

'Change request transferred' email to 'transferee' (an 'approver')

Approve

Approver

Create draft PDF

Approver views / amends field recommendations

'Reset to RIP state' email: to 'creator' — Reset to Submitted (SA only)

'Post-submission reset' email: to 'creator' — Reset (SA only)

Ready for approval

All fields: Recommended / Rejected

Approver actions recommendations

'Change request approved' / 'Change request rejected' email: to 'creator', 'participants in CR'

Closed

APO Approval

Do field(s) require APO:CIS approval?

Yes — APO: CIS approval

No

Fields available in publications

Key and additional explanation

SO Draft PDFs — Draft PDFs can be generated for checking at every stage in the process.

Transfers — Responders can only transfer change requests if the change request is assigned to them. System Admins can transfer change requests at any time.

Emails — Emails are triggered by certain actions. They are clearly marked in the subject line 'For information only' or 'Action required'.

Buttons — Reset buttons are only available to certain users and only if the CR is assigned to them: R=Responders; A=Approvers; SA=System Admins

Decisions | Results | Actions

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Download the workflow process diagram at: http://cis.uts.edu.au/documentation/cis/wf_diagram.html