

#	Question	Answer
1	Who determines Authority to create and approve Change Orders?	<p>If this question is asking "who sets up the Change Order Authority roles and their monetary limits?", then the answer is typically upper management. They set the policies on the level of "control" required for approving change orders. It could involve many roles (users) with different limits or just a few.</p> <p>If this question is asking "who can create a Change Order and approve it?", then the answer is that it's based on PRISM G2 permissions assigned to Users. Users need permission to access to the PRISM G2 Change Management module in order create Change Orders and review and approve them.</p>
2	Are the workflows out of the box for setting the Change Orders and Approvals or do they have to be created from scratch? If they have to be created, what type of effort is required?	<p>The workflows need to be created. Every company or project can have their own unique set of workflows based on their company/project procedures.</p> <p>The process of creating and assigning work flows is simple:</p> <ol style="list-style-type: none"> 1. Define a series of "Events" (Tasks). 2. Group the "Events" into "Event Templates" (workflows) indicating durations between Events and persons responsible for each Event. 3. Assign the Event Template (Work Flow) to a Trend, Change Order, Instructed Change or Executed Change. <p>Events and Event Templates can be defined at the Enterprise level and then copied to projects, thereby creating consistency and saving setup time, or they can be defined at the project level for project specific workflows.</p>
3	Does PRISM G2 have the ability to import Change Order information?	<p>Yes. Making it easy to import and export data from/to any table (file) in PRISM G2 is one of it's strong points. So, Change Order data created in an external source (e.g. Excel) can be easily imported into PRISM G2.</p>

4	Can you delegate approvers or reviewers?	<p>You can delegate "ownership" of Change Orders to other users, but it's not yet possible to delegate approvers and reviewers. So, the person who created a Change Order can designate another person as a "secondary" owner; who is kept informed on the status of the Change Order as it goes through the approval process.</p> <p>The ability to also delegate approvers or reviewers will be provided in a future release.</p>
5	Can outside parties initiate any change action?	<p>Currently, outside parties can initiate a change action in 2 ways:</p> <ol style="list-style-type: none"> 1. They are given access to PRISM G2 with permission to access a specific project and the Change Management module within that project. 2. Change data is prepared externally (e.g. Excel) based on a set template and imported into PRISM G2. <p>For the near future, ARES is currently developing a "web-form" feature whereby outside parties can initiate a change action via an internet browser. Outside parties will be provided with a link to a form where they can enter "Trends" (i.e. potential changes) that will then update the PRISM G2 database.</p>
6	Is there an ability to approve through E-mail?	<p>Not yet. This ability has been an internal discussion at ARES for some time now. The reason we have been "slow" in providing it is that some of our existing clients had objected to it. They argued that a Change Order typically involves a lot of information, including documentation that should be reviewed prior to approval. So, it's imperative that the "Approvers" access the Change Order in PRISM G2 and review all relevant information before approving or rejecting it. Approving via email might also be against company policy.</p> <p>Still, ARES does see a benefit in providing this ability as the approval process will vary from company to company. So we will be providing this in a future release but as a project option, where companies who wish to use email approvals, can click on a "switch" that activates an email approval process.</p>

7	Does the functionality apply to Programs as well as all projects? If there are multiple projects, are there separate Project and Program reporting and functions?	The PRSIM G2 Change Management functionality applies to both the Program level and also the project level. Program level Changes can be created at the Enterprise level that affect accounts in different projects. So, Changes can originate at the Enterprise level and also at the Project level. Also, Users with Enterprise permission can view both Enterprise and Project changes at the Enterprise level.
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