SOP Number:	3
SOP Title:	Change Control Form & Workflow
Version:	1.0
Date Created:	23/08/2023
Created By:	Humza Iqbal



## 1. INTRODUCTION

- To deliver a system solution that tracks project from budget stage to project close
- Achieve effective financial/budgetary control and reporting of capital spend and projects.
- Real-time reporting that allows approvers to be clear on budget implications of items requiring approval.
- User friendly system for Estates PMs with improved monitoring and reporting tools

## 2. PURPOSE

The purpose of a change control form is to allow the project manager (PM) to seek authorisation for movement of a budget on a project. The form is designed to provide clear and concise reasoning and a description of the budget movement taking place and the reason it is required.

## 3. **DEFINITIONS**

FBP – Finance Business Partner

PM – Project Manager

MAJOR – Major projects

CORE – Core projects

FACILITIES – Facility projects

ANNUAL – Annual projects.

CE – Compensation Event

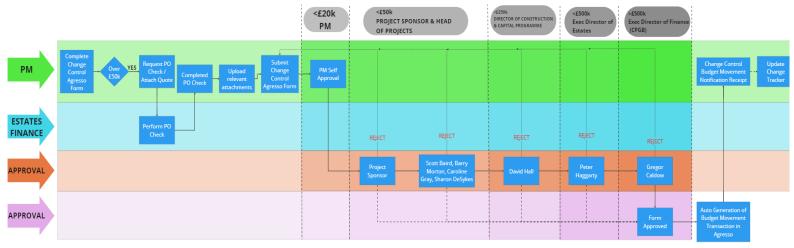
CC – Change Control

### 4. **RESPONSIBILITIES**

The user raising the change request (usually the PM) is responsible for submitting it along with all relevant supporting documents. Once it has been submitted the people in the workflow approval process are responsible for approving the change so that it can be processed through the system and against the project(s).

- **PM** Responsible for raising the change control via the change control form on Agresso. **£20k approval limit.**
- **Project Sponsor & Head of Projects** Responsible for approving the change control >**£20k & <£50k.**
- Director of Construction & Capital Programme Responsible for approving the change control >£50k & <£250k.
- Executive Director of Estates Responsible for approving the change control >£250k
   & <£500k.</li>
- **Executive Director of Finance** Responsible for approving the change control >**£500k**.

## 5. PROCEDURES



A PM must raise a change control request to move amounts between budget lines on a project. This is done by completing a change control form on Agresso.

The change control form contains details of the budget amount to be moved and why. This allows the approver to make an informed decision to approve or reject the request.

Depending on the amount to be moved, the change control will work its way up the approval hierarchy.

Once fully approved, a budget movement will be auto-generated and posted against the relevant project(s).

An e-mail is sent to the requestor to confirm that the change control request has been approved and that the budget movement has now taken place.

### **5.1 APPROVALS**

The approval route for the change control is determined from information held against the project in Agresso.

Each project holds details of the project manager, project sponsor and the Head of Project. Agresso also holds the workflow hierarchy, as described in section 4 above, along with the approval

limits at each level.

### **5.2 REJECTIONS**

If the change control request is rejected by the approver, it is re-routed to the PM (user who raised the change) as a workflow task. The PM will receive an e-mail notification that they have a task. The rejector must complete the comment box stating why the change control has been rejected. The PM should amend the form, if appropriate, and resubmit.

Alternatively, the PM can cancel the change control request if they wish to do so.

#### **5.3 EMAIL ALERT**

Once a change control movement request has been approved and the budget movement has been posted against the project, an email alert is sent to the PM. If more than one change control request has been approved, these will be notified in the same email. An example of the email is shown below:

From: Agresso PtP <<u>finalert@glasgow.ac.uk</u>> Sent: Tuesday, October 3, 2023 10:21 AM To: David Burt <<u>David.Burt.2@glasgow.ac.uk</u>> Subject: Budget Change Control Form Approved

The following Change Control request has been Approved:

FORM ID	DESCRIPTION	REQUESTED BY	DATE REQUESTED	SUB- PROJECT	FUNDING SOURCE	CHANGE TYPE	REASON FOR CHANGE	AMOUNT
EBC1000007	Roof Replacement	David Burt	02/10/2023	200760-01	BUDGETS - Contingency	BUDGETS - CONSTRUCTION	User Driven Scope Change	600000.00
EBC1000008	Saving on Materials	David Burt	02/10/2023	2007/60-01	BUDGETS - Contingency	BUDGETS - CONSTRUCTION	Budget Transfer	-18000.00

This email is a receipt of confirmation that the change control has now been approved and submitted into the system.

Your sub-project details should now reflect the above approved change.

If you have any queries regarding the impact of this Change Control, then please contact your Financial Lead.

The

Change

## 6. COMPLETING THE CHANGE CONTROL FORM

A detailed walkthrough of the change control form on Agresso and how to complete it is shown below.

- The Change Control Form is accessed via Agresso Front Office (Agresso Web).
- Once logged into Agresso, click on the 'Forms' menu.
- Once in the 'Forms' menu, you will see 'Estates Budget Change Request Form', click on this to begin completing the Change Control Form.
- **NOTE:** The tabs **must** be populated in order General Information, then Change Details, then Finance Details. Updating in the wrong order will result in data already entered being cleared by the system.

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Menu			
Your employment	Forms  Purchasing Policy Exclusion Form (P		
Forms	Estates Budget Change Request Form		
Procurement			
Common			
Reports			

Control Form contains 3 tabs:

General Information

LOIT COD

I. **General Information** - This tab collects basic information about the change control. For example, how much is the change control value? Which sub-project is it for? The date it is being raised. The sub-project selection drives the workflow approval process i.e. who this form will go to for approval.

Change Details Finance Details

- II. **Change Details** This tab collects more detailed information about the change control being requested why it is being done, the benefits and any potential risk. It allows the approver to see the details behind the change control and provides context.
- III. Finance Details This tab collects financial information regarding the change control, such as where the budget movement is coming from, where is it going to and the value of each movement. It allows the approver to see the basic financials regarding the change movement request. Much of this tab is used to auto-generate the budget movement transaction in Agresso.

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Auto generated on submission of		states Budget Change Request Form V2			@♥♥ヽ?			that allows user to attach files and documents.
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		Email Address Humza.lqbal@glasgow.ac.uk					form.	
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	,   [	Sub-Project Details						If supplier is outside the UK
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the field auto- fills the Project		Project Manager		Project Sponsor	/			
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uctuits		General Change Details	/					unless multiple CEs – then
		You must complete all fields marked with a *.						leave blank.
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		6.2 CHANGE DETAILS TAB	<b>NOTE</b> : The fields on t text boxes and do not	accept
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'Details of Change' or 'Benefits of Change', click this box for an additional text box. This can be done up to 5		Form ID*     INEW]       [NEW]     INEW]       Form description*     Short term equipment storage       General Information     Change Details   Finance Details	Enter a detailed description of the change and its effect.	Enter details of the benefits of the change.
times <mark>SEE</mark> <mark>6.2.1 BELOW</mark>		Change Details	orm	
		Details of Change Additional storage cost required for the storage of equipment within the storage facility  Additional Information Benefits of Change To keep the equipment safe and free of damage via storage		What is the risk of this change not taking place, if any? Enter description of risk here.
		Additional Benefits Change Risk N/A Risk to Programme? No  Print preview Submit form Save as draft Export		Drop-down box. 'Yes', must be selected if there is any impact on programme. If you select 'Yes', a box will appear for details of the impact on the programme
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click this box for an additional text box.	De	Please enter the Change Details. Click on Additional information to enter more details for each section. Documents with more information can be added to the fo tails of Change dditional storage cost required for the storage of equipment within the storage facility	m	information' box is ticked.
	~	ditional Information tails of Change 2		
	~	ditional Information 2 tails of Change 3		

The same functionality is available to record additional benefits.

NOTE: If user requires to add tables or very lengthy details or backup for the Change Details, then user should attach the backup as a document to the change control form

## **6.3 FINANCE DETAILS TAB**

/		Financial summary of the Cha Control form: - The fields shown in table are determin the 'Type of Chang Control' selection General informatio	n this ed by ge on the	Enter the budget heading the funds are coming	e b fu	nter the udget eading the unds are oing to.		Click on the Ellipsis () and select the reason for change.		
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	valu	/ must ensure the overall total le reconciles to the front-page bunt (General Info tab)								

### 6.3.1 Document Attachment

- If documents are to be attached to the change control form, 'Click 'Save as Draft'. If documents not required or have already been added, click 'Submit Form'.
- To attach documents to the change control, the form must first be saved as a draft or submitted.
- Save as Draft option Once the form has been completed, click the 'Save as draft' button at the bottom of the form. This will provide the user with a Form ID. The form will remain open. The user can click the attachment button located at the top of the form and add their

   Image: Attachment(s). Once this has been done, click the 'Submit Form' button which is located at the bottom of the form.
- Submit Form option Documents can still be attached once the form has been submitted. Simply, follow the procedure described above. If you have already closed the form window and wish to go back into the form to upload an attachment, type in the Form ID or form description and tab to re-load the form, then upload the attachment as above.

## **TYPE OF CHANGE CONTROL - EXAMPLES**

#### **6.1 CONTINGENCY**

- If a contingency related change control request is being raised, Contingency must be selected as the 'Type of Change Control' on the General Info tab.
- Continency must be selected as the 'Funding Source' on the Finance Details tab, for **both** moving funds **from** (usage) and moving funds **to** contingency (savings).
- When funds are being moved *to* contingency, the change control amount is a **negative** value –this shows funds going back into Contingency.

Sub-Project Details						
Enter the Sub-Project that will requir	e a Budget Change					
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General Change Details						
You must complete all fields marked	with a <sup>*</sup> .					
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#### 6.2 BUDGET TRANSFER (WITHIN PROJECT)

If the Change Control request relates to a direct transfer between budget headings, select Budget Transfer (within project) as the 'Type of Change Control' on the general info tab. On the Finance Details tab, Funding Source field, select the budget heading that the funds are coming from and in the Change Type field, select the budget heading that the funds are going to.

**NOTE:** This option is only selected when there is change in scope which allows a direct budget to budget transfer to take place, otherwise you **MUST** first move the budget to contingency by selecting the Contingency 'Type of Change Control '.

Please speak to your finance business partner before proceeding with this option.

equester Details				
equested By				
umza lqbal				
QBAL				
nail Address				
lumza.lqbal@glasgow.ac.uk				
ub-Project Details				
Enter the Sub-Project that will require a Budget Change				
b-Project*		Project Type		
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LMOREHILL / LIBRARY ANNEX / EXTERNAL FABRIC WORKS		COREFAC		
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avid Burt 🔹		Barry Morton 303511	•	
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Export

### **6.3 BUDGET TRANSFER (PROJECT TO PROJECT)**

If the Change Control Request relates to moving funds directly from one project to • another, select the Budget Transfer (project to project) as the 'Type of Change Control' on the general info tab.

Sub-Project Details					
Enter the Sub-Project that will re	equire a Budget Change				
ub-Project* 200760-01 ILMOREHILL / LIBRARY ANNEX / EXTEF roject Manager Javid Burt 35027	RNAL FABRIC WORKS		Project Type Core - Facilities COREFAC Project Sponsor Barry Morton 303511	•	
General Change Details					
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Finance Details Please complete all fields in each Sum value must be selected in th	row. If the Type of Change Control ( le ID Sum No field.				

Clear Print preview Submit form Save as draft Export

#### 6.4 IDENTIFIED SUMS (ID SUMS)

*See Section 8. Appendix – Identified Sums for more details on how ID Sum numbers are linked to projects.* 

If the Change Control Request relates to Identified Sums, select Identified Sums as the 'Type of Change Control' on the General Info tab.

This must only be selected if the project has Identified Sum lines in the original budget.

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# 7. WORKFLOW ENQUIRY

- The user can check where the change control is in the workflow hierarchy.
- The history of the change controls workflow approval route who approved/rejected it at each step, when and any comments they may have added.
- Search by sub-project number or PM to see all the change controls current and historic against their project or name.

#### Unit4 Erp ≣ Menu **Global reports Private reports** Your employment ≽ 01-Purchase Order Details ᆇ 02-Transaction Details Forms ≽ 03-Balance Enquiries ⋧ 05-Sales Orders Procurement ⋧ 10-Agresso Help & Manuals ⋧ Common 14-Estates and Buildings ⋧ 17-Forms Reports **☆** 18 - Estates PM Enquiries Estates Change Control Planner Po... Estates Project Balance Enquiry Change Control WF History বি Change Control WF enquiry - Curre...

- Log into Agresso Front Office
- In the Menu screen, on the left-hand side select 'Reports' then under 'Global reports' click on '18 Estates PM Enquiries'.
- Once this folder is opened, the user should see the folder contents as above.
- To view the history of who approved or rejected Change Controls, select 'Change Control WF History'.
- To view a current or historic Change Control form and see where in the workflow process it is (who it is sitting with for approval), select 'Change Control WF Enquiry – Current'.

#### **7.1 CHANGE CONTROL WF HISTORY**

• This report shows the user the history of who approved or rejected a Change Control at each step, and when.

There are a few ways to search for the required change control.

1. Search via Form ID.

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hang	je Control W	/F History									
Sele	ection criteria										
form II	like	EBC1000001									
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	Approval	Approval	WF	Approval		Form	Form	Requested	Task		here relat
#	Comments	Date	Approval Stage	Status	Approver	Description	ID	By	Date		to a singl
		Ē									change
	Looks ok	07/09/2023	Project Sponsor Approval	APPROVED	Barry Morton	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		control fo
		07/09/2023	Executive Director of Fincance Approval	APPROVED	Gregor Caldow	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		Showing
	Good to go	07/09/2023	Head of Projects Approval	APPROVED	Sharon De Sy	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1	<b>&gt;</b>   a	approval
L .		07/09/2023	Director of Construction and Capital Programme	APPROVED	Peter Haggarty	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		steps it w
		07/09/2023	Executive Director of Estates Approval	APPROVED	lan Campbell	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		through.
											•

2. Search via Approval Status (this will search for *every* approved change control).

-									
C	Change Control	WF History X							
hang	ge Control V	/F History							
Sele	ection criteria								
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Approv	ral Status like	APPROVED							
		AFFROVED							
eques	sted By like								
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Resul	ts								
Search	h Detail level	All levels Co	py to clipboard						
#	Approval Comments	Approval Date	WF Approval Stage	Approval Status	Approver	Form Description	Form	Requested By	Task Date
	Comments		Approval Stage	Jiatus		Description		by	Date
		13/09/2023	PM Approval	APPROVED	David Burt	x	EBC1000000	Andrew Duffy	07/09/202
	Looks ok	07/09/2023	Project Sponsor Approval	APPROVED	Barry Morton	Extra funds required due to increase in construction mat			07/09/202
	20010-011	07/09/2023	Executive Director of Fincance Approval	APPROVED	Gregor Caldow	Extra funds required due to increase in construction mat			07/09/202
	Good to go	07/09/2023	Head of Projects Approval	APPROVED	Sharon De Sy	Extra funds required due to increase in construction mat.			07/09/202
		07/09/2023	Director of Construction and Capital Programme	APPROVED	Peter Haggarty	Extra funds required due to increase in construction mat	EBC1000001	David Burt	07/09/202
		07/09/2023	Executive Director of Estates Approval	APPROVED	lan Campbell	Extra funds required due to increase in construction mat	EBC1000001	David Burt	07/09/202
		13/09/2023	Project Sponsor Approval	APPROVED	Barry Morton	underfloor heating for building	EBC1000002	David Burt	07/09/202
	ok	13/09/2023	Head of Projects Approval	APPROVED	Sharon De Sy	underfloor heating for building	EBC1000002		07/09/202
		07/09/2023	Director of Construction and Capital Programme	APPROVED	Peter Haggarty	Savings on roof works which is no longer required	EBC1000008	Heather Munro	07/09/202
		07/09/2023	Executive Director of Estates Approval	APPROVED	lan Campbell	Savings on roof works which is no longer required	EBC1000008	Heather Munro	07/09/202
								Heather Munro	07/09/202
)		07/09/2023	Head of Projects Approval	APPROVED	Sharon De Sy	Savings on roof works which is no longer required	EBC1000008	Heather Munro	
) L		07/09/2023 07/09/2023	Head of Projects Approval Executive Director of Fincance Approval	APPROVED APPROVED	Sharon De Sy Gregor Caldow	Savings on roof works which is no longer required Savings on roof works which is no longer required	EBC1000008 EBC1000008		07/09/202
) L 2								Heather Munro	
) L 2 3	Looks ok	07/09/2023	Executive Director of Fincance Approval	APPROVED	Gregor Caldow	Savings on roof works which is no longer required	EBC1000008	Heather Munro Heather Munro	07/09/202
0 0 1 2 3 4	Looks ok	07/09/2023 07/09/2023	Executive Director of Fincance Approval Project Sponsor Approval	APPROVED APPROVED	Gregor Caldow Joanna Gill	Savings on roof works which is no longer required Savings on roof works which is no longer required	EBC1000008 EBC1000008	Heather Munro Heather Munro Lynsey Paters	07/09/202 08/09/202
0 0 1 2 3 4 5	Looks ok	07/09/2023 07/09/2023 13/09/2023	Executive Director of Fincance Approval Project Sponsor Approval Director of Construction and Capital Programme	APPROVED APPROVED APPROVED	Gregor Caldow Joanna Gill Peter Haggarty	Savings on roof works which is no longer required Savings on roof works which is no longer required test	EBC1000008 EBC1000008 EBC1000009	Heather Munro Heather Munro Lynsey Paters Lynsey Paters	07/09/202 08/09/202 08/09/202
, 0 0 1 2 3 4 5 6 7	Looks ok	07/09/2023 07/09/2023 13/09/2023 13/09/2023	Executive Director of Fincance Approval Project Sponsor Approval Director of Construction and Capital Programme Project Sponsor Approval	APPROVED APPROVED APPROVED APPROVED	Gregor Caldow Joanna Gill Peter Haggarty Barry Morton	Savings on roof works which is no longer required Savings on roof works which is no longer required test test	EBC1000008 EBC1000008 EBC1000009 EBC1000009 EBC1000009	Heather Munro Heather Munro Lynsey Paters Lynsey Paters	07/09/202 08/09/202 08/09/202 08/09/202
9 0 1 2 3 4 5 6	Looks ok	07/09/2023 07/09/2023 13/09/2023 13/09/2023 13/09/2023	Executive Director of Fincance Approval Project Sponsor Approval Director of Construction and Capital Programme Project Sponsor Approval Head of Projects Approval	APPROVED APPROVED APPROVED APPROVED APPROVED	Gregor Caldow Joanna Gill Peter Haggarty Barry Morton Caroline Gray	Savings on roof works which is no longer required Savings on roof works which is no longer required test test	EBC1000008 EBC1000008 EBC1000009 EBC1000009 EBC1000009	Heather Munro Heather Munro Lynsey Paters Lynsey Paters Craig Ewing	07/09/202 07/09/202 08/09/202 08/09/202 26/09/202 26/09/202

	Change Control	WF History ×									
Chang	ge Control V	VF History				and			When the approval	1	
				A/I		uested change		task was created		NOTE:	
Form ID like			Who approved/reje at each stage	con	control		created		When searching via Requester, it will show all change controls		
Searcl #	h Detail level Approval Comments	All levels Co Approval Date	py to clipboard WF Approval Stage	Approval Status	Approver	Form Description	Form	Requested By	Task Date		Change
											Control for Form
1	Looks ok	07/09/2023	Project Sponsor Approval	APPROVED	Barry Morton	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		ID
2		07/09/2023	Executive Director of Fincance Approval	APPROVED	Gregor Caldow	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		EBC1000
3	Good to go	07/09/2023	Head of Projects Approval	APPROVED	Sharon De Sy	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		001
4		07/09/2023	Director of Construction and Capital Programme	APPROVED	Peter Haggarty	Extra funds required due to increase in construction	EBC1000001	David Burt	07/09/2023 1		
5		07/09/2023	Executive Director of Estates Approval	APPROVED	lan Campbell	Extra funds required due to increase in construction			07/09/2023 1	1	-
6		13/09/2023	Project Sponsor Approval	APPROVED	Barry Morton	underfloor heating for building	EBC1000002		07/09/2023 1		Change
7	ok	13/09/2023	Head of Projects Approval	APPROVED	Sharon De Sy	underfloor heating for building Time exect	EBC1000002 ited 24/10/2023		07/09/2023 1 Number of rows 7		Control for Form ID EBC1000 002

### 3. Search via Requested By (the easiest and quickest way to check).

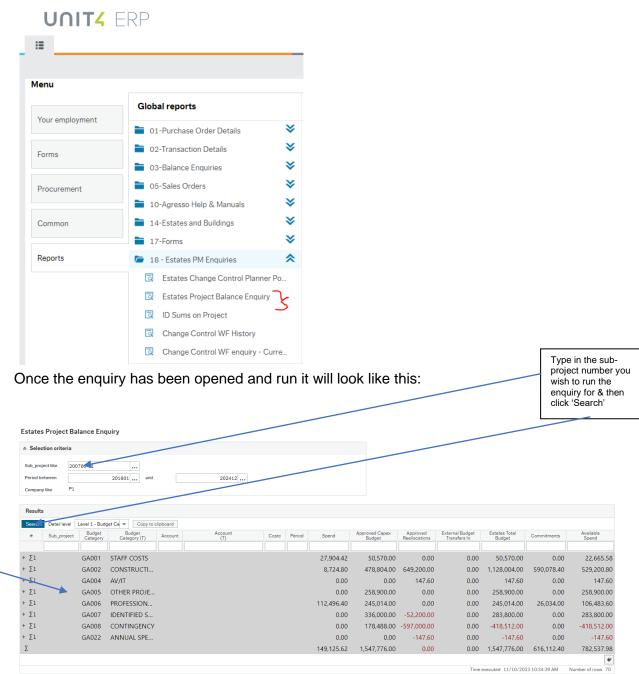
### 7.2 CHANGE CONTROL WF ENQUIRY - CURRENT

• This report shows the user the view of their current or historic Change Control and lets them see where in the workflow process it is (who it is sitting with for approval).

User can search via Form ID	<b>∷≣</b> Ch	Change Control WF enquiry - Current Step ×					arch via Sub ge Control a s shown. g to be the m and commor	nost		
	Form ID I Sub-Proj Form WF	iect like <sup>-</sup> Status like WF Step Task Us y like	200760-01			User can search via Form WF Status, this shows every change control that is 'Finished', 'Draft' or 'Working' (still making its way through workflow approval. This depends on what the user searches for.			User can search y Current WF Step Task User, this is the user to see wi tasks are sitting w specific person. This depends on the user searches	
	Search #	Detail level Form	All levels Copy to clip	board Sub-Project	Sub-Project		Change	Current	Form WF	Current WF
	#	ID	Description	Sub-Project	Description		Amount	Workflow Step	Status	Step Task User
	1	EBC1000000	test data	200760-01	GILMOREHILL / LIBRARY ANNEX		0.00		FINISHED	
	2	EBC1000001 EBC1000002	re-test Underfloor Heating	200760-01 200760-01	GILMOREHILL / LIBRARY ANNEX		601,200.00 46,200.00		FINISHED	
	4	EBC1000002 EBC1000004	Test Doc Archive	200760-01	GILMOREHILL / LIBRARY ANNEX		46,200.00		DRAFT	
	5	EBC1000004	CE18 Window refurb	200760-01	GILMOREHILL / LIBRARY ANNEX		6.000.00		FINISHED	
	6		Scaffold Design Fees	200760-01	GILMOREHILL / LIBRARY ANNEX		1	Head of Projects Appro		Sharon De Sykes
	7		Painting of lecture roo		GILMOREHILL / LIBRARY ANNEX		19.200.00	ness on rejects Appro	FINISHED	charon be bynes
	Σ		·	210,00 01			760,200.00			
	-									
								Time executed 24/10/2	2023 10:49:58	Number of rows 7

## 7.3 ESTATES PROJECT BALANCE ENQUIRY – FUNDS CHECK

- This report shows the current position of a project.
- To access the report, open the Estates Project Balance Enquiry report in the Estates PM Enquiries folder.



The budget headings are shown and can be expanded to show more detail by clicking the '+' button and then minimised by clicking the'button

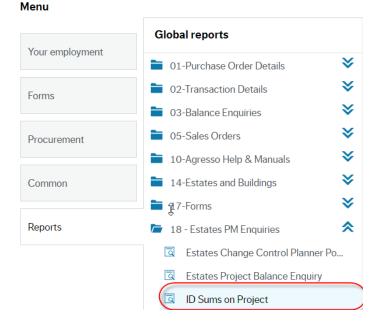
## **8.** APPENDIX – IDENTIFIED SUMS

Estates budgets include individual budget lines for Identified Sums. Now that Estates project budgets are held on Agresso, a means of identifying budget lines related to an identified sum is required.

This is done by setting up Identified Sum values with the appropriate description and linking them to the correct sub-project. This is done by Estates Finance **prior to loading** the project's original budget onto Agresso.

This means that an identified sum number is unique. It is not repeated on other projects and only links to one sub-project. The identified sum number **must** be entered when completing a change control request for funds being moved from an Identified Sum budget line.

The Identified Sum numbers linked to a specific project can be seen in the following Agresso enquiry:



Clicking on 'ID Sums on Project' displays this screen:

🗸 🕫 🗸 University of Glasgow (Test) 🗸 👤 Dav
entified Identified Sum Sum (T)

Enter the number of the Sub-Project that you wish to enquire upon and click on 'Search'. Your results will be displayed as shown below:

ID S	ums on Proj	ect ×					
ID Sums	on Proje	ct					
☆ Selecti	on criteria						
Sub-Projec	et like	200760-	01				
Company li	ike	P1					
Results							
	Detail level	All levels	Copy to clipboard				
#	# Sub-Project		Sub-Project (T)	Identified Sum	ldentified Sum (T)		
	3						
1	200760-01 GILMOREHILL / LIBRARY ANNEX / EXTERNAL FABRIC		GILMOREHILL / LIBRARY ANNEX / EXTERNAL FABRIC WORKS	IDS1	Service Relocations		
2	200760-01		GILMOREHILL / LIBRARY ANNEX / EXTERNAL FABRIC WORKS	IDS2	3D Survey Scans		
3	200760-0	1	GILMOREHILL / LIBRARY ANNEX / EXTERNAL FABRIC WORKS	IDS4	Enabling works - repairs to off-site storage facilities		
					Time executed 10/30/2023 5:29:47 PM Number of rows 3		

Once the correct Identified sum has been identified, it can be used on the change control request form, as described in Section **6.5**, above.

## **9.** FORMS/TEMPLATES/REPORTS TO BE USED

(1) Agresso Change Control Form:

https://agrweb.mis.gla.ac.uk/BusinessWorld/Login/Login.aspx?ReturnUrl=%2fBusine ssWorld%2f