Mercury IT Governance Center™

Mercury-Supplied Entities Guide

Version: 7.0

MERCURY™

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Mercury-Supplied Reports

The following reports are provided as part of Mercury IT Governance Center. Availability depends on having the appropriate licenses, security group assignment, access grants, and products.

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■ ■ Note | Users must have the System: Submit Report access grant to view or submit any report.

	Report Name	Category	Required License	Required Security Group	Description
1.	Data Source Detail	Administrative	Configuration		Shows the configuration details of one or more data sources. Details all filter fields, displayed columns, query, and used by for each data source.
2.	Environment Comparison	Administrative	Deployment Management		Compares the configuration details of multiple environments. Queries every main environment field and application specified, and reports differences.

	Report Name	Category	Required License	Required Security Group	Description
3.	Environment Detail	Administrative	Deployment Management		Shows the configuration details of one or more environments. Includes attributes of environment hosts, databases, and applications. Encrypted passwords are not displayed.

	Report Name	Category	Required License	Required Security Group	Description
4.	Environment Group Detail	Administrative	Deployment Management	One or more of the following security groups: ■ ITG 6.0 Upgrade Workbench Access ■ ITG Administrator ■ ITG All Access Grants ■ ITG Billing Approver ■ ITG Cost Manager ■ ITG Demand Management Administrator ■ ITG Demand Manager ■ ITG Deployment Management Administrator ■ ITG Program Manager ■ ITG Project Manager ■ ITG Resource Manager ■ ITG Service Security Group ■ ITG Team Manager ■ ITG Time Administrator ■ ITG Time Manager ■ ITG User ■ ITG User Admin ■ PFM - Finance Review Board ■ PFM - IT Steering Committee ■ PFM - Standards Committee	Shows the configuration details of one or more environment groups. Details the environments and applications encompassed by the group.

	Report Name	Category	Required License	Required Security Group	Description
5.	Import Requests	Administrative	Configuration		Validates and loads request data from the open interface tables into the data model.
6.	Import Users	Administrative	User Administration		Imports data from the user interface tables or an LDAP server.
7.	Lookup Types	Administrative	Configuration		Shows the configuration details of one or more lookups.
8.	Notification History	Administrative	Configuration		Shows notifications that have been sent or are pending.
9.	Object Type Detail	Administrative	Configuration		Shows the configuration details of one or more object types. Includes detailed information about each field and command associated with selected object types. Also useful for debugging deployment problems.
10.	Overview Section Detail	Administrative	Configuration		Shows the configuration details of one or more Overview Sections. Details all filter fields, displayed columns, query, security, URLs, and used by for each Overview Section.
11.	Portlet Definition Detail	Administrative	Configuration		Shows details about portlet definitions.
12.	RCS Check In	Administrative	Deployment Management		If you use Mercury IT Governance Center and RCS, checks a file into the RCS repository.
13.	RCS Check Out	Administrative	Deployment Management		If you use Mercury IT Governance Center and RCS, checks out a file from RCS repository.

	Report Name	Category	Required License	Required Security Group	Description
14.	Report Type Detail	Administrative	Configuration		Shows the configuration details of one or more report types. Includes detailed information about each field and command associated with selected report types. Also useful for debugging report submission problems.
15.	Request Header Type Detail	Administrative	Configuration		Shows the configuration details of one or more request header types. Useful for auditing your setup as well as debugging problems related to specific request header types.
16.	Request Type Detail	Administrative	Configuration		Shows the configuration details of one or more request types. Details all custom fields, possible statuses, default logic, and commands for each request type.
17.	Run Field Security Denormalization	Administrative	Configuration		Runs field-level security-related denormalization tasks for particular entities.
18.	Run ITG Organization Unit Interface	Administrative	User Administration		Imports data from the organization unit interface tables or an LDAP server.
19.	Run ITG Package Interface	Administrative	Configuration		Validates and loads package data from the open interface tables into the data model.

	Report Name	Category	Required License	Required Security Group	Description
20.	Run Workflow Transaction Interface	Administrative	Configuration		Validates and runs workflow transactions based on data present in the workflow open interface tables. Used to kick off process steps from outside the end-user screens.
21.	Security Group Detail	Administrative	User Administration		Shows the configuration details of one or more security groups. Includes user membership, workflow step access, and screen access levels for each selected group.
22.	SOX - Security Change	Administrative	Any		Provides the history of security changes.
23.	SOX - Security Validation	Administrative	Any		Lists users with multiple roles through security groups linked to workflow steps.
24.	Special Command Detail	Administrative	Any		Shows the configuration details of one or more special commands. Useful for debugging execution problems.
25.	Synchronize Meta Layer	Administrative	Configuration		Assesses or synchronizes the Meta Layer.
26.	User Data Detail	Administrative	Configuration		Shows the definition of custom user data fields. Output is grouped by user data entity and lists all fields for each entity and any referenced validations.
27.	Validations	Administrative	Configuration		Shows the configuration details of one or more validations.

	Report Name	Category	Required License	Required Security Group	Description
28.	Workflow Detail	Administrative	Configuration		Shows the configuration details of one or more workflows. Includes all workflow steps and their possible outcomes, transitions, and notifications. Also useful for analyzing workflow processes.
29.	Workflow Statistics	Administrative	Configuration		Shows workflow statistics, such as percent usage of a particular workflow, average/maximum/ minimum completion times, percent step traversal, and so forth.

	Report Name	Category	Required License	Required Security Group	Description
30.	Contact Synchronization	Administrative, Resource Management	Configuration	One or more of the following security groups: ■ ITG Administrator ■ ITG All Access Grants ■ ITG Billing Approver ■ ITG Cost Manager ■ ITG Demand Management Administrator ■ ITG Demand Manager ■ ITG Deployment Management Administrator ■ ITG Program Manager ■ ITG Project Manager ■ ITG Resource Manager ■ ITG Service Security Group ■ ITG Team Manager ■ ITG Time Administrator ■ ITG Time Manager ■ ITG User ■ ITG User Admin	Ensures that contacts are properly defined. Detects all users with no corresponding contact record, and creates one for them. Also corrects discrepancies between user and contact data.
31.	User Detail	Administrative, Resource Management	User Administration		Shows the configuration details of one or more users. Includes header details as well as security group membership.
32.	Compare Custom Database Setup	Deployment Management	Deployment Management		Compares custom aspects of two databases (either SQL Server or Oracle). With this report it is possible to compare actual data as well as object definitions.

	Report Name	Category	Required License	Required Security Group	Description
33.	Compare Filesystem Environments	Deployment Management	Deployment Management		Compares the directory structure and files of two computer file systems. Reports either all files or differences only, as filtered by owner, permissions, content, file type, or directory name.
34.	Compare Microsoft SQL Server 7 Environments	Deployment Management	Deployment Management		Compares the data model and database objects (tables, views, procedures, and triggers) of two Microsoft SQL Server 7 databases. Reports either all objects or differences only.
35.	Compare Oracle Environments	Deployment Management	Deployment Management		Compares the data model (tables, indexes, and so forth) and database objects (packages, views, triggers, and so forth) of two Oracle schemas. Reports either all objects or differences only.
36.	Distribution Detail	Deployment Management	Deployment Management		Shows the contents and results of a particular distribution of a release. Useful for a high-level view of a distribution and analyzing execution results.
37.	Environment Comparison by Objects Migrated	Deployment Management	Deployment Management		Compares the migration history of multiple environments. Lists objects that were migrated into one specified environment but not the other, and can also flag objects migrated into both environments but at different times.

	Report Name	Category	Required License	Required Security Group	Description
38.	Environments/ Objects Detail	Deployment Management	Deployment Management		Tracks migration activity in a specific environment. Lists objects that have been migrated to one or more specified environments, grouped by environment.
39.	Object History	Deployment Management	Deployment Management		Tracks the movement of specific types of objects through your processes. Lists all executions for a given object type and date range.
40.	Objects/ Environments Detail	Deployment Management	Deployment Management		Tracks migration activity in a specific environment. Lists objects that have been migrated to one or more specified environments, grouped by object type.
41.	Package Change History	Deployment Management	Deployment Management		Audits the package changes and includes assignment information, line order, and line details for each selected package.
42.	Package Details	Deployment Management	Deployment Management		Audit the details of one or more packages. Includes header information, notes, and line details for each selected package.
43.	Package History	Deployment Management	Deployment Management		Audits the transaction history of one or more packages. Details the complete workflow history for each package line, showing every status change (date, time, user responsible) for every step traversed.

	Report Name	Category	Required License	Required Security Group	Description
44.	Package Impact Analysis	Deployment Management	Deployment Management		Analyzes the impact of a given package based on audit history. Lists information such as other packages containing the same objects, missing objects that were potentially relevant in previous packages, and so forth.
45.	Packages Pending	Deployment Management	Deployment Management		Generates a worklist of packages pending user action. Lists key details about open packages with pending activity, facilitating work prioritization, monitoring, and quick action decisions.

	Report Name	Category	Required License	Required Security Group	Description
46.	Release Detail	Deployment Management	Deployment Management	One or more of the following security groups: ■ ITG 6.0 Upgrade Workbench Access ■ ITG Administrator ■ ITG All Access Grants ■ ITG Billing Approver ■ ITG Cost Manager ■ ITG Demand Management Administrator ■ ITG Demand manager ■ ITG Deployment Management Administrator ■ ITG Program Manager ■ ITG Project Manager ■ ITG Resource Manager ■ ITG Service Security Group ■ ITG Team Manager ■ ITG Time Administrator ■ ITG Time Manager ■ ITG User ■ ITG User Admin ■ PFM - Finance Review Board ■ PFM - IT Steering Committee ■ PFM - Standards Committee	Shows the contents of a release. Lists all requests, packages, and distributions associated with a release.

	Report Name	Category	Required License	Required Security Group	Description
47.	Release Notes	Deployment Management	Deployment Management		Audits all requests and packages contained in a release. Can be used to create a list of bugs fixed and patches applied within a specific release.
48.	Contact Detail	Demand Management	Demand Management		Shows the details of one or more contacts.
49.	Demand Creation History	Demand Management	Demand Management		Shows the demand creation history by period and by various demand fields. Useful for exporting request data to Microsoft Excel or other data analysis tools.
50.	Historical SLA Violations	Demand Management	Demand Management		Shows the historical SLA violations period and by various demand categories. Useful for exporting request data to Microsoft Excel or other data analysis tools.
51.	Request Detail	Demand Management	Demand Management		Audits the details of one or more requests. Includes header and detail information, notes, and status for each selected request.
52.	Request Detail (Filter by Custom Fields)	Demand Management	Demand Management		Audits the details of one or more requests, which can be filtered by a request type's custom field values. Includes header and detail information, notes, and status for each selected request.

	Report Name	Category	Required License	Required Security Group	Description
53.	Request History	Demand Management	Demand Management		Audits the transaction history of one or more requests. Details the complete history of the request workflow and fields configured for auditing, showing every status change (date, time, user responsible) for every step traversed.
54.	Request Quick View	Demand Management	Demand Management		Shows a quick summary of open and closed requests, categorized by priority. Also shows request activity for the current week and other selected information.
55.	Request Summary	Demand Management	Demand Management		Categorizes and tallies requests based on flexible criteria. Lists total counts, and optionally subtotal counts, for the categories selected.
56.	Request Summary (Filter by Custom Fields)	Demand Management	Demand Management		Categorizes and tallies requests based on flexible criteria. Lists total counts, and optionally subtotal counts, for the categories selected.
57.	Satisfied Demand History	Demand Management	Demand Management		Shows satisfied demand history by period and by various demand fields. Useful for exporting request data to Microsoft Excel or other data analysis tools.

	Report Name	Category	Required License	Required Security Group	Description
58.	Resource Load by Priority	Demand Management, Resource Management	Demand Management		Audits resources working on project tasks, categorized by priority. Useful for helping a project manager distribute work and balance high-priority assignments across resources.
59.	Project Cost Breakdown	Financial Management, Project Management			Shows the costs for the project and the activities with which the costs are associated. Labor and non-labor costs are included in the totals.
60.	Project Cost Details	Financial Management, Project Management			Shows cost details for a project.
61.	Project Cost Breakdown	Project Management			Shows the costs for the project as well as the activities associated with the costs. Labor and non-labor costs are included in the totals.
62.	Project Cost Details	Project Management			Shows the cost details for a project.
63.	Project Detail	Project Management			Shows the details of one or more projects, filtered by header field values. Reports a variable level of detail based on user selection, including custom fields, notes, activities, references, and so forth.

	Report Name	Category	Required License	Required Security Group	Description
64.	Project Detail (Filter by Custom Fields)	Project Management			Audits the details of one or more projects, which can be filtered by a project type's custom field values. Includes header and detail information, notes, and status for each selected project.
65.	Project Schedule Change	Project Management			Compares current schedule to a baseline or compare baselines.
66.	Actual Time Summary	Time Management	Time Management		Shows actual time information by a variety of groupings and filters.
67.	Delinquent Time Sheets	Time Management	Time Management		Shows information about deliquent time sheets.
68.	Time Sheet Details	Time Management	Time Management		Shows detailed information for one or more time sheets. Includes work item information and time reported against each work item.
69.	Time Sheet Summary	Time Management	Time Management		Shows time sheet information by a variety of groupings and filters.
70.	Work Allocation Details	Time Management, Resource Management	Time Management		Shows information about work allocations from Mercury Time Management.

Chapter

2

Mercury-Supplied Portlets

The following portlets are provided as part of Mercury IT Governance Center. Availability depends on having the appropriate products.

	Portlet Name	Category	Description
1.	Budget to Budget Comparison	Financial Management	Shows a stacked bar chart of budget comparisons.
2.	Program Cost Summary	Financial Management, Program Management	Shows cost information for a program.
3.	Project Cost Summary	Financial Management	Shows cost information for a project.
4.	Project Cumulative Cost Metrics	Financial Management	Analyzes cumulative cost metrics for a project.
5.	Project Current Cost Metrics	Financial Management, Program Management	Analyzes current cost metrics for projects.

	Portlet Name	Category	Description
6.	Capitalized Project Breakdown	Financial Management, Portfolio Management	Shows a list of projects that meet your filter criteria, with capitalized cost information. If you want this portlet to list the source data for any of the graphical Capitalized Project Timelines, Impairment Risks, or Total Exposure portlets, use the same filter criteria in this portlet and those.
7.	Capitalized Project Timelines	Financial Management, Portfolio Management	Shows a Gantt chart for projects with capitalized costs, with start date, end date, and health of each project.
8.	Impairment Risks	Financial Management, Portfolio Management	Shows a pie chart of active projects that have capitalized costs, chosen by project health and sorted by project.
9.	Total Exposure	Financial Management, Portfolio Management	Shows a pie chart of active projects that have capitalized costs, grouped by the health of the project.

	Portlet Name	Category	Description
10.	My Packages	Packages	Shows all packages created by, or assigned to, the current user. Provides the ability to drill down on any package to view its details, such as the workflow status and package lines.
11.	Package Activity	Packages	Shows activity information about the number of deployments (package line execution step transactions) completed during the last three weeks. Provides the ability to drill down to any object type or environment to view the included packages.
12.	Package List	Packages	Shows general information about ITG packages, such as their description and status.

	Portlet Name	Category	Description
13.	Package References	Packages	Shows the references that are attached to the package based on filters such as reference types, relationship, and the time period when they were added.
14.	Package Summary Bar Chart	Packages	Shows a bar chart summary of packages.
15.	Package Summary Pie Chart	Packages	Shows a pie chart summary of packages.
16.	Pending Deployment	Packages	Shows general information about packages that have not been deployed and provides visibility into scheduled or required package migration.
17.	Budget by Asset Class	Portfolio Management	Shows a bar chart of the breakdown of budget by asset class for a what-if scenario from an existing scenario comparison.

	Portlet Name	Category	Description
18.	Budget by Business Objective	Portfolio Management	Shows a bar chart of the breakdown of budget by business objective for a what-if scenario from an existing scenario comparison.
19.	Budget by Project Class	Portfolio Management	Shows a bar chart of the breakdown of budget by project class for a what-if scenario from an existing scenario comparison.
20.	Budget Summary	Portfolio Management	Shows a stacked bar chart of operating expenses and capital expenses for a what-if scenario from an existing scenario comparison.
21.	Cost Benefit Analysis	Portfolio Management	Shows a bar chart of cost/ benefit analysis for a what-if scenario from an existing scenario comparison.

	Portlet Name	Category	Description
22.	Current Portfolio Map	Portfolio Management	For the current portfolio of all proposals, projects, and assets, shows a bubble chart that is highly configurable in terms of the metrics represented by the horizontal and vertical axes and by the sizes and colors of the bubbles.
23.	Portfolio by Category	Portfolio Management	Shows a bar chart of monetary metrics for the proposals, projects and assets in the current portfolio, ordered by a selected category.
24.	Total Budget	Portfolio Management	Shows a line graph, per period, of the budget requirement and availability for all the what-if scenarios from an existing scenario comparison.

	Portlet Name	Category	Description
25.	Total Resource	Portfolio Management	Shows a line graph, per period, of the resource requirement and availability for all the what-if scenarios from an existing scenario comparison.
26.	My Tasks	Projects, Time Management	Shows all of the project tasks assigned to the user that have status of Ready or In Progress and a scheduled start date within two weeks of the current date.
27.	Program Project List	Projects Program Management	Shows projects within a specified program.
28.	Project Gantt	Projects	Shows a Gantt chart of projects, tasks, and milestones and can be configured based on such criteria as project and task states, schedule, and resource assignments. Provides the ability to drill down into project and task details.

	Portlet Name	Category	Description
29.	Project List	Projects	Shows general information about ITG projects, such as how close they are to completion and their scheduled finish date.
30.	Project Health Pie Chart	Projects	Shows a pie chart of projects by summary condition.
31.	Summary Task Health Pie Chart	Projects	Shows a pie chart summary of summary tasks sorted by health.
32.	Summary Task List	Projects	Displays general information about summary tasks, such as how close they are to completion and their scheduled finish date.
33.	Resource Gantt	Projects	Shows a Gantt chant reflecting the work Items (including requests, tasks, milestones, and staffing profiles) assigned to selected resources. Provides the ability to drill down into work item details.

	Portlet Name	Category	Description
34.	Program List	Program Management	Displays the programs and their summary conditions.
35.	Assignment Queue	Requests	Provides quick assignment capabilities from the Dashboard for demand managers.
36.	Consolidated Demand	Requests	Shows the demand placed on the user's organization.
37.	Demand by Category	Requests	Shows the demand placed on an organization that can be grouped by common demand categories.
38.	Demand List	Requests	Provides a personalizable list of the demand placed on an organization or individual.
39.	Issue List	Requests Program Management	Lists the open issues for a program.

	Portlet Name	Category	Description
40.	My Requests	Requests	Shows all requests created by or assigned to the current user and provides a critical view into the most pressing requests and nearing deadlines.
41.	Open Requests by Priority	Requests	Shows the number of requests currently open, grouped by priority.
42.	Program Risk List	Requests, Program Management	Shows open risks associated with a program.
43.	Program Scope Change List	Requests, Program Management	Shows open scope change requests associated with a program.
44.	Request Activity	Requests	Shows general activity information about ITG requests, such as the number of requests opened and closed during the last two weeks, and the number of open requests.

	Portlet Name	Category	Description
45.	Request List	Requests	Shows general information about ITG requests, such as their description and status.
46.	Request References	Requests	Shows the references that are attached to the request based on filters such as Reference Types, Relationship, and the time period when they were added.
47.	Request Summary	Requests	Shows information about groups of ITG requests, such as their priority, type, status, and the total number of requests for each category. Provides the ability to drill down to detailed requests.
48.	Request Summary Bar Chart	Requests	Shows a bar chart that summarizes requests.
49.	Request Summary Pie Chart	Requests	Shows a pie chart that summarizes requests.

	Portlet Name	Category	Description
50.	SLA Exception Roll Up	Requests	Shows the open requests that have triggered SLA exceptions.
51.	Analyze Assignment Load	Resource Management	Compares the workload for a group of resources against their capacity on the resources' calendars.
52.	Analyze Resource Pools	Resource Management	Compares the anticipated demand for resources (from the staffing profiles) against the projected capacity of those resources (from a resource pool).
53.	Resource Pool List	Resource Management	Shows the list of resource pools.
54.	Staffing Profile List	Resource Management	Shows the list of staffing profiles.
55.	TMG - Actuals for Direct Reports	Time Management	Shows the total time entered by all the direct reports for a manager or set of managers you specify.
56.	TMG - My Time Sheets	Time Management	Shows your time sheets that cover the number of time periods you specify.

	Portlet Name	Category	Description
57.	TMG - My Work Items	Time Management	Lists all the work items on the user's open time sheets, providing a snapshot of what the user has been working on and to what he has been charging time.
58.	TMG - Resource Group Total by Work Item	Time Management	Shows the time charged by resource groups, summarizing the totals of all the resources in those groups, and splitting the data by each specific work item.
59.	TMG - Resource Group Totals	Time Management	Shows the time charged by resource groups, summarizing the totals of all the resources in those groups, and displaying the level of activity (by time) in the current and previous time periods for those groups.

	Portlet Name	Category	Description
60.	TMG - Resource Totals	Time Management	Shows the time charged by a set of resources, displaying the level of activity (by time) in the current and previous time periods for those users.
61.	TMG - Time Sheet Approvals	Time Management	Shows all the time sheets that have time sheet lines you can approve.

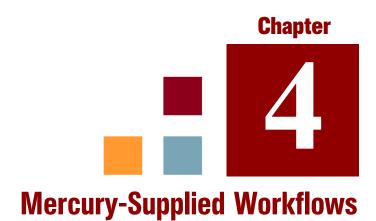|	Portlet Name	Category	Description
62.	TMG - Total Hrs by Work Item	Time Management	Shows detailed information on the time allocated to and the time charged for specific work items. Should not be used to display information for all work items but for a specific set based on filter criteria.
63.	TMG - Work Allocation Details	Time Management	Shows summary information on the work allocations defined in the system. Especially useful to see which allocations are nearly used up or actually over budget.
64.	TMG - Work Item Set Budget and Actuals	Time Management	Shows summary information at the Work Item Set level. Provides a snapshot of which projects or types of work you are spending the most time on, as well as where you have budgeted the most time.

Mercury-Supplied Request Types

The following request types are provided as part of Mercury IT Governance Center. Availability depends on having the appropriate licenses and products.

■■ Note   To edit any request type, you must have the Demand Mgmt: Edit Request Types access grant.

	Request Type Name	Category	Description
1.	Bug	Foundation	Request for logging a bug.
2.	Enhancement	Foundation	Request for an enhancement.
3.	Generic Request	Foundation	Request for general purpose request tracking.
4.	Project Details	Foundation	Request for adding project details.
5.	PFM - Asset	Portfolio Management, [Best Practices]	Request to create an asset, such as a production application, resulting from completion of a project in the current portfolio.
6.	PFM - Project	Portfolio Management, [Best Practices]	Request to start an approved project (after its approval as a proposal) in the current portfolio.
7.	PFM - Proposal	Portfolio Management, [Best Practices]	Request to propose a new project to be approved and added to the portfolio.

	Request Type Name	Category	Description
8.	DEM - Application Bug	[Best Practices]	Request for reporting problems in current IT applications.
9.	DEM - Application Enhancement	[Best Practices]	Request for new functionality in current IT applications.
10.	DEM - Database Refresh	[Best Practices]	Request for refreshing the database for all IT operations applications in the testing phase. Standard IT operations service levels apply.
11.	DEM - Initiative	[Best Practices]	Request for key projects for future quarters.
12.	Program Issue	[Best Practices]	Request for logging program issues.
13.	Project Issue	[Best Practices]	Request for logging a project issue.
14.	Project Risk	[Best Practices]	Request for adding project risk information.
15.	Project Scope Change Request	[Best Practices]	Request for a project scope change.

4

Mercury-Supplied Workflows

The following workflows are provided as part of Mercury IT Governance Center. Availability depends on having the appropriate licenses and products.

> **Note** To edit any workflow, you must have the Config: Edit Workflows access grant.

	Workflow Name	Category	Description
1.	Bug Request Type	Foundation	Workflow for bug fix request type.
2.	Project Process	Foundation	Workflow for project management.
3.	Request Workflow - Sample	Foundation	Workflow sample.
4.	PFM - Asset	Portfolio Management, [Best Practices]	Workflow for asset.
5.	PFM - Project	Portfolio Management, [Best Practices]	Workflow for project.
6.	PFM - Proposal	Portfolio Management, [Best Practices]	Workflow for proposal.

	Workflow Name	Category	Description
7.	DEM - Bug Request	[Best Practices]	Workflow to enable mature bug fix process.
8.	DEM - Database Refresh	[Best Practices]	Workflow to refresh development or QA databases.
9.	DEM - Enhancement Request Process	[Best Practices]	Workflow to request mature enhancement process.
10.	DEM - Project Initiative Process	[Best Practices]	Workflow to initiate approval for an IT project.
11.	Issue Management Process	[Best Practices]	Workflow for managing issues.
12.	Risk Management Process	[Best Practices]	Workflow for risk management.
13.	Scope Change Request Process	[Best Practices]	Workflow for scoping change requests.