

NCDIT Reviewers and Approvers

Introduction

After a Sourcing Project Owner submits a Review or Approval Task for an IT Sourcing Project, the designated NCDIT reviewers or approvers are sent a notification email. **Review Tasks** allow reviewers to indicate they have gone over the document(s) included in the task and provided any applicable comments. **Approval Tasks** require approvers to either approve or deny the task and provide comments on their reasons for doing so.



Learning Objectives

At the end of this job aid, **you will be able to:**



Understand notifications and how to locate an Approval or Review task.



Understand how to complete an Approval or Review task.

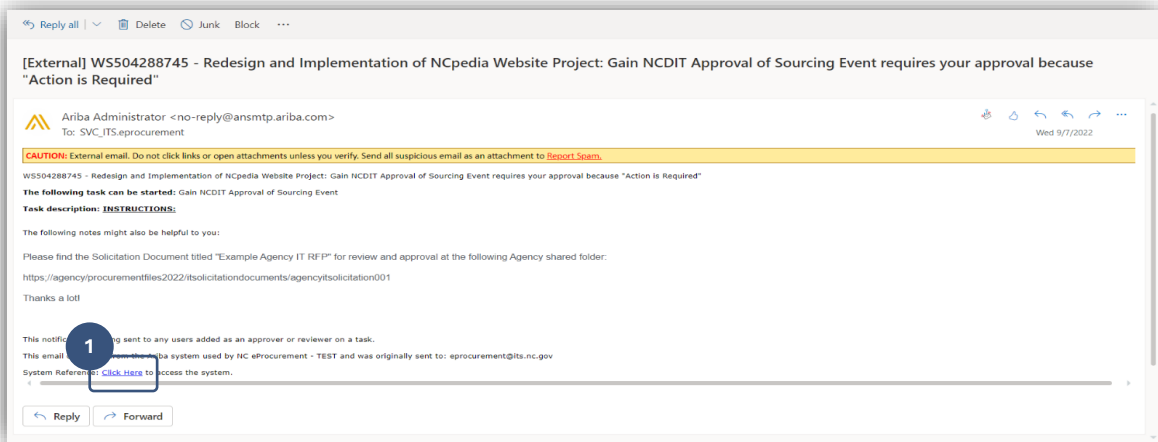


Understand how to manually add Approvers or Reviewers to the Approval or Review flow.

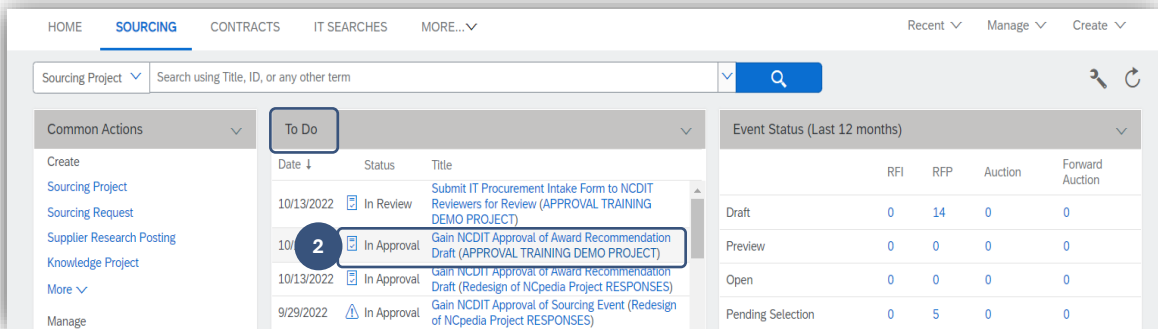
NCDIT Reviewers and Approvers

Task Notifications

- 1
- When a **Task** is submitted for review or approval within a Sourcing Project, the reviewers or approvers included in the workflow are sent email notifications about the task and/or have the task added to their **To Do** portlet within the Sourcing Tool. When a NCDIT group is in the Review or Approval Flow, all members of the group will be sent these notifications. Email notifications contain a link to take the reviewer or approver directly to the **Task** within the system.



- 2
- If a **Due Date** was provided for the **Task** by the Project Owner, the reviewer or approver will also receive a dashboard notification allowing them to access the **Task** from the **To Do** portlet.

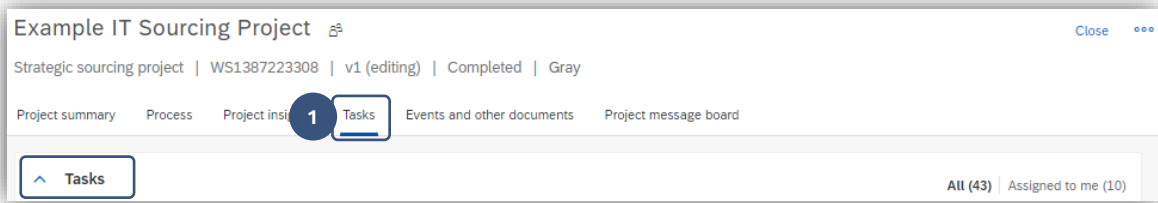


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- In the **To Do** portlet, the **Task Name** is listed first, followed by the **(Project Name)** in parenthesis. Clicking the **Task Name** will lead directly to the **Task**, while clicking the **(Project Name)** will lead to the Sourcing Project.

NCDIT Reviewers and Approvers

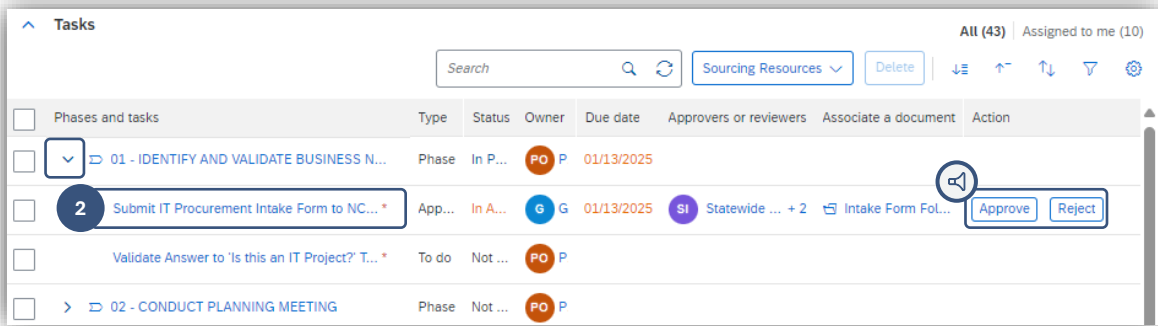
Locating Tasks in the Sourcing Project

- 1
- Reviewers and Approvers can open **Tasks** directly in the Sourcing Project. From the sourcing project, click the **Tasks** tab or scroll down to the **Tasks** section.



- 2
- After navigating to the **Tasks** section, the reviewer or approver can view a **Task** by clicking the arrow to the left of the associated **Phase** name and clicking the **Task** name.

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- Reviewers and Approvers can approve/reject or complete the review of **Tasks** from the **Tasks** section of the Sourcing Project by using the relevant button in the **Action** column.



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- Ready for approval** in an approval node indicates that user or group is the active approver. **Pending** indicates that user or group will be able to after previous approvals have been made.

NCDIT Reviewers and Approvers

Approval Tasks - Locating Associated Document(s)

- 1 Approval Tasks allow approvers to either **Approve** or **Reject** Sourcing Project documents and provide comments on their reasons for doing so. Approval Tasks must be completed in full by all approvers in the **Approval Flow** before the agency user can move on to the next **Task**.
 - A. After opening the **Task** and scrolling down to the **Associated document** section, click the down arrow to the left of the associated folder to display all documents within that folder.
 - B. Click the download icon to the right of any document to download the attached document(s) for review and approval.

Approvers can also access these documents outside of the **Task** directly from the relevant folder in the **Events and other documents** section. If any documents were updated after the **Task** was submitted, they will not display within the **Task** but will display in this section.

Associated document

1A Intake Form Folder
WS1389085222, Folder, v1

Example Intake Form.docx
Doc1389085223, Document, Draft, v2

1B

Approving or Rejecting an Approval Task

- 1 After reviewing the document(s) attached to the **Task**, the approver can return to the Approval Task and click either **Approve** or **Reject** depending on the appropriate action for the document(s).

Submit IT Procurement Intake Form to NCDIT Reviewers for Approval

1 Approve Reject Close

Approval | In Approval | TSK1417365790

- 2 After clicking **Approve** or **Reject**, approvers can add comments or attachments and click the **Approve** or **Reject** button to finish approving or rejecting the task.

Approve

Comments (optional)

Approved

Attach a file

2 Approve Cancel

Reject

Comments (optional)

Rejected

Attach a file

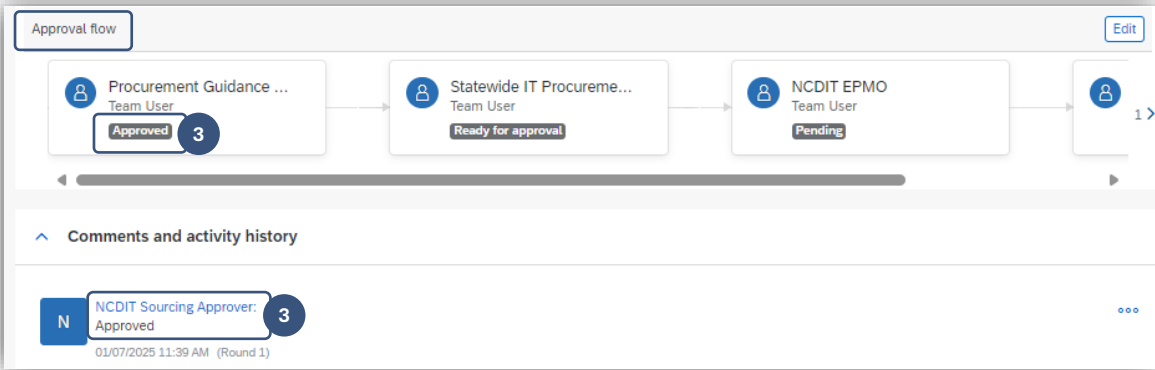
2 Reject Cancel

If an approver rejects a task, they should include a comment explaining the specific reasons for the rejection.

NCDIT Reviewers and Approvers

- 3

If the approver clicks **Approve**, the status of that user or approval group in the approval flow will change to **Approved**. If one member of an approval group approves, the Task will be removed from the other members' **To Do** portlets. The Sourcing Project Owner is notified that the document has been approved by an approver in that approval group. The **Comments and active history** section will show which actual user approved it from that approval group.
- There may be several approval groups in parallel. All parallel approvers must approve before the **Task** can move on to the next section of the approval flow (if applicable). All approvers in the approval workflow must approve the task before the Sourcing Project Owner can continue to the next **Task**.
- If only minor changes are suggested and the approver does not need to see the document(s) again prior to approval, the approver has the option to click the **Approve** button and include comments for the Sourcing Project Owner on what needs to be changed. This option allows other approval groups to continue their review and approval process.



- 4

If the approver clicks **Reject**, a new round of approvals starting from the beginning of the approval workflow will be necessary. Approvers should include a message on the subsequent page explaining the specific reasons for the denial. If necessary, the approver can include an edited document to return to the Sourcing Project Owner by selecting **Attach a file** and uploading the revised document.

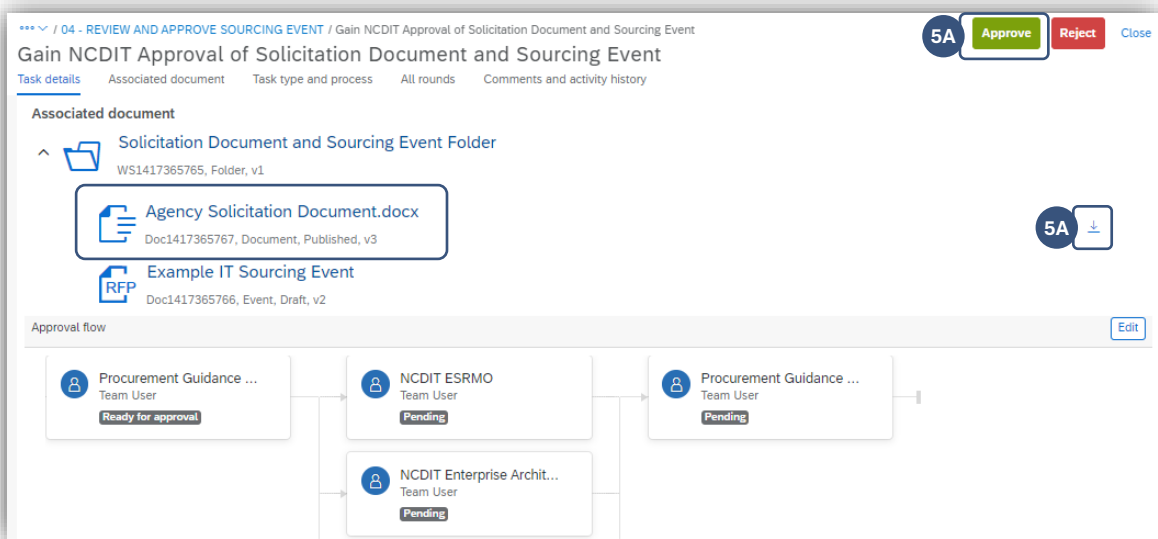
A. The Sourcing Project Owner will be notified that the document was rejected, and they will need to conduct a new round of approvals once the feedback has been addressed. All required approvers will see the document(s) again with any changes made by the Sourcing Project Owner in response to the denial, and the approvers will once again have to select **Approve** or **Reject** for the task.
- The Approval Task will disappear from all other approvers and approval groups **To Do** portlets if one approver denies the Approval Task when approvers or approval groups are in parallel. The Sourcing Project Owner will need to address the feedback and conduct a new round of approvals with all approval groups.
- When conducting a new round of approvals, the Sourcing Project Owner should include in the **Comments** field of the Task the specific changes that have been made since the previous approval round. This will help all approvers determine if they need to re-review the document(s) or if they can just approve if the areas they are focused on did not change since the last approval round.

NCDIT Reviewers and Approvers

Approval Task - Gain NCDIT Approval of Solicitation Document and Sourcing Event


5 Once the Sourcing Project Owner has received approval of their draft IT solicitation document by the **Agency CIO** approval group in **Phase 03** of their Sourcing Project, the Sourcing Project Owner will submit the draft IT solicitation document to NCDIT for review via the **Gain NCDIT Approval of Solicitation Document and Sourcing Event** task in **Phase 04**. The automated workflow of this task begins with coordination by NCDIT’s **Procurement Guidance Team** approval group to enable parallel document review for faster approval cycle times.

- A. When the Sourcing Project Owner submits the **Gain NCDIT Approval of Solicitation Document and Sourcing Event** task, members of the **Procurement Guidance Team** group will receive an email notification. The **Procurement Guidance Team** will download and save a copy of the submitted draft IT solicitation document to a Statewide IT Procurement Office managed SharePoint folder and provide a link to the folder in the **Comments** field when approving the task. They will also add a member of the **Statewide IT Procurement Office** group at the end of the approval flow.

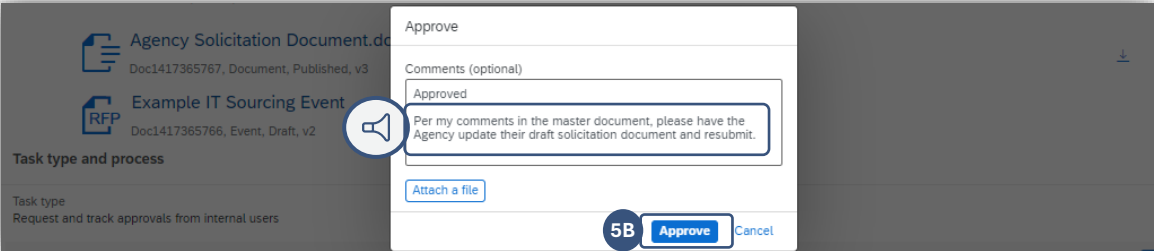


NCDIT Reviewers and Approvers

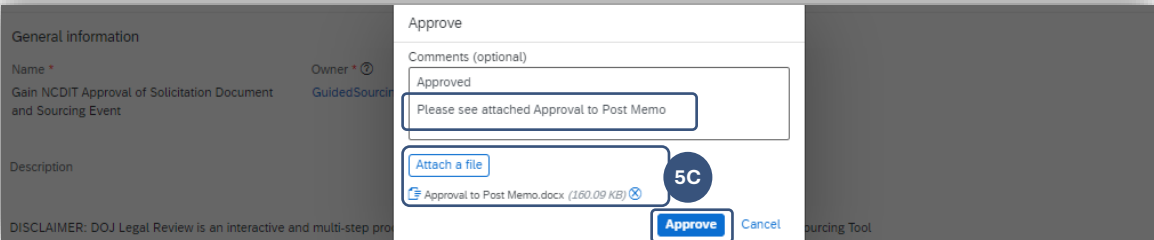
- B. Applicable NCDIT approvers will receive notification of the approval request and find the link to the draft IT solicitation document in the **Comments** field. NCDIT approvers will access the draft IT solicitation documents, review and provide feedback, changes, and comments in the master version of the draft IT solicitation document located on the SharePoint site. NCDIT approvers will approve the task when their review is complete to send it to the next approval group.



If NCDIT approvers need to see the draft IT solicitation document again after the Sourcing Project Owner has addressed their feedback, the NCDIT approver must indicate so in the **Comments** field when approving the task. This will trigger the final approver to **Reject** the approval task at the end with a request for the Sourcing Project Owner to conduct a new round of approvals once all feedback has been addressed. The final approver will attach a copy of the master draft IT solicitation document from the SharePoint folder to the approval task so that the Sourcing Project Owner will receive the one draft IT solicitation document with all of the NCDIT approvers' changes and feedback to address.



- C. When all NCDIT approvers have approved the draft IT solicitation document without a request for the Sourcing Project Owner to resubmit an updated version, the final approver will be notified again. That **Statewide IT Procurement Office** approver will download from the SharePoint folder a copy of the master version of the draft IT solicitation document with comments from NCDIT approvers and attach it to the task after clicking the **Approve** button. That approver will also attach to the task the **Approval to Post Memo** to notify the Sourcing Project Owner that they may proceed to post the IT solicitation.

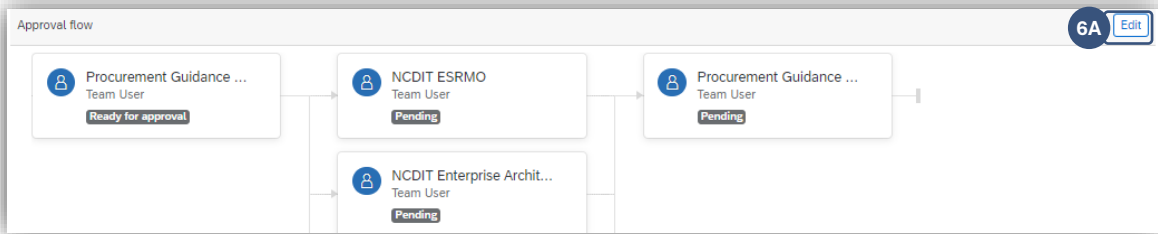


NCDIT Reviewers and Approvers

Manually Adding Approvers/Reviewers to the Approval/Review Flow

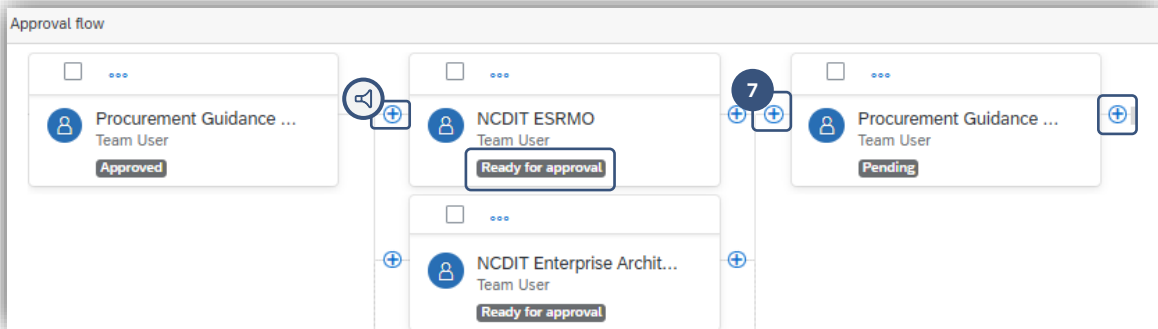
6 Approvers have the ability to manually add other approvers to the approval flow in addition to the automatically-added approvers. Approvers can be added before or after the current approvers, with different impacts to the overall approval flow.

A. After opening the **Task**, scroll down to the **Approval Flow** section. To start manually adding an approver/reviewer click the **Edit** button.



7 Click the blue plus icon at the position in the approval flow where the new approver will approve.

When adding an approver before the Active (**Ready for approval**) approver, the new approver will become the Active approver. The previous Active approver will move into a **Pending** status and will not be able to approve until the new approver completes their approval.



8 On the subsequent **Add approvers** screen, the Approver **type** of **A user** will default. Although there are other options available by clicking the down arrow in that field, always select **A user**.

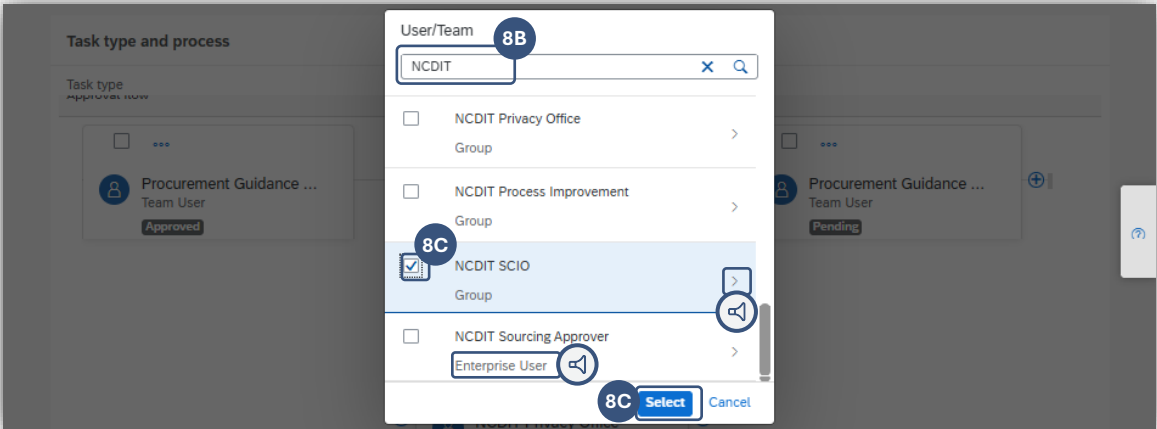
A. In the **User/Team** field, click the popout icon on the right side to search for the specific user or group to add to the approval flow.

NCDIT Reviewers and Approvers

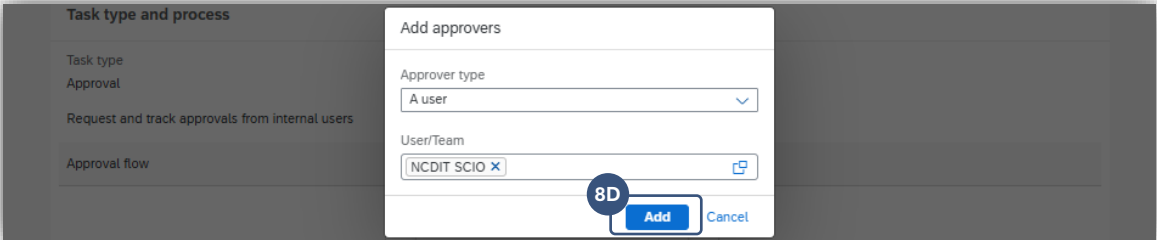
- B. Enter the name of the individual or group in the search field at the top of the pop out box.
- C. Check the box to the left of the user or group to add, then click **Select**.

Enterprise User or **Group** below the name of each selection will indicate whether the approver being added is an individual or group. Do NOT add a **Supplier User** to the approval flow.

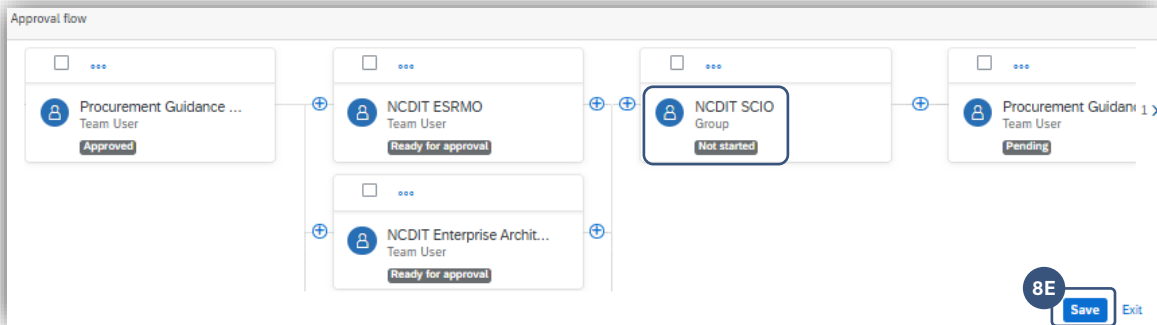
To find out more information about the user or group – like an email address to confirm the correct approver is being added – click the arrow to the right of the approver’s name.



- D. After populating the **User/Team** field, click the **Add** button.



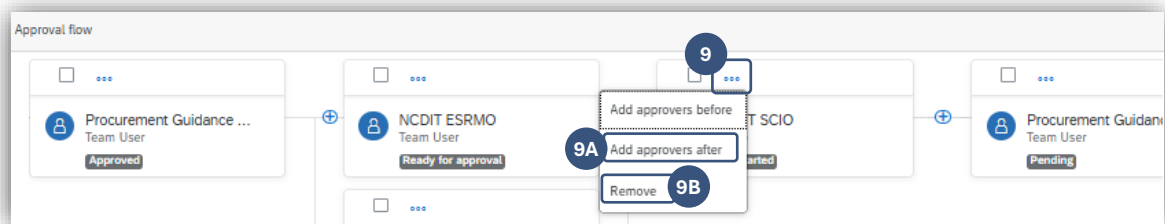
- E. Click **Save** in the bottom right to save the updated approval flow.



It is important that any user added to the approval/review flow also be added to the **Team** section of the Sourcing Project if they were already not included. If the user is not listed in the **Team** section, the user will be able to see the approval request but not all of the important details they might need to consider during their approval decision.

NCDIT Reviewers and Approvers

- 9 The approval flow can also be updated by clicking the three dots at the top of an existing approval node instead of clicking on a blue plus icon.
- A. Select **Add approvers before** or **Add approvers after** to insert an approver in that direction of the selected node.
 - B. Manually-added approvers can be removed by the approver who added them by clicking the three dots in the approval node and selecting **Remove**.



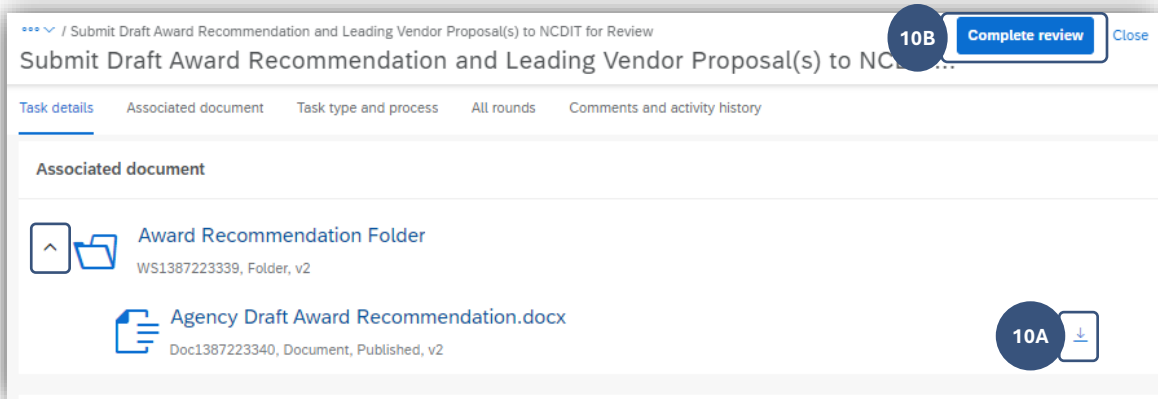
NCDIT Reviewers and Approvers

10

Review Tasks

Review Tasks allow reviewers to edit and comment on Sourcing Project documents.

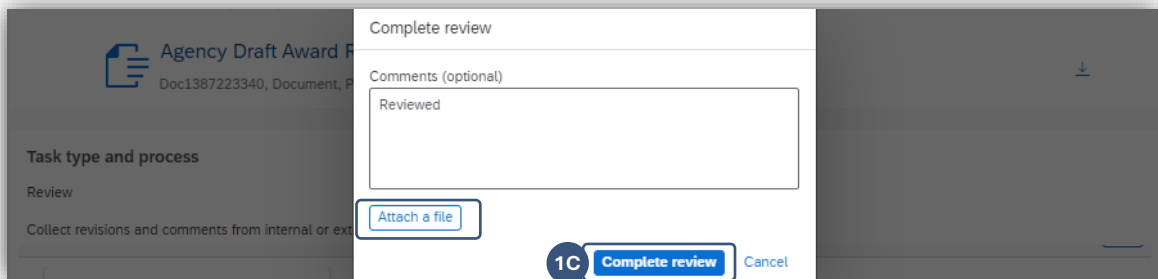
- A. After opening the **Task**, the reviewer can download the document(s) sent for review by scrolling down to the **Associated document** section, expanding the folder, and clicking the download icon to the right of the document name.
- B. After reviewing the document(s), the reviewer can indicate the review is complete by clicking the **Complete Review** button.



- C. After clicking **Complete Review**, reviewers can add comments or attachments and then click the **Complete Review** button again.



If a reviewer has not completed their review by the requested **Due Date**, the Sourcing Project Owner who submitted the task has been instructed to reach out directly to the NCDIT reviewer(s) to ask them to complete the review so that they may move on to the next task. Sourcing Project Owners have been instructed to request reviews be completed within a minimum of 14 days after the parent phase starts.



NCDIT Reviewers and Approvers

Appendix

The following tasks have specific requirements that should be noted by NCDIT approvers and reviewers:

Phase 01 – Submit IT Procurement Intake Form to NCDIT Reviewers for Approval

- EPMO approvers should indicate in the Comments field whether or not the solicitation qualifies as an “IT Project” when they approve. For “IT Projects”, EPMO should indicate confirmation that IT Project has successfully completed the Initiation Phase and the Business Case Decision Point within the IT Project Management Process.

Phase 04 – Gain NCDIT Approval of Solicitation Document and Sourcing Event

- See page 6 of this document.

Phase 07 – Submit Standards Exception Request (Hosting/NCID) to NCDIT (if applicable) and Submit Security Exception Request to NCDIT (if applicable)

- NCDIT approvers will not receive notification of these tasks until Agency IT Security approves.
- Supporting documentation may be provided by the Sourcing Project Owner in the task.

Phase 07 – Submit Draft Award Recommendation and Leading Vendor Proposal(s) to NCDIT for Review

- NCDIT reviewers should navigate to the Documents tab and open the Leading Vendor Proposal(s) Folder to view any Leading Vendor attachments the Sourcing Project Owner has included. There is no direct link that folder included in the task.

Phase 08 – Submit updated Draft Award Recommendation to NCDIT for Review (if applicable)

- A Review task to follow up the Phase 07 task if necessary.

Phase 09 – Submit draft BAFO to NCDIT for Review (if applicable)

- A Review task to provide feedback on a BAFO before it is submitted to a vendor.

Phase 09 – Gain Statewide IT Procurement Office and OSBM (if applicable) Approval of Final Award Recommendation

- Statewide IT Procurement Office approvers will attach a Certification for Award Memo to task after clicking Approve to notify the Sourcing Project Owner that they are approved to execute the contract with the awarded vendor.