

## I. Purpose

To best manage the Change Requests [REDACTED] and to monitor its organizational health, the Intake Process Flow in PowerAutomate expedites the change management intake process. This document will assist end-users in troubleshooting the flow.

## II. Scope

The flow connections and environment include the following:

- Microsoft Form: [REDACTED]
- SharePoint or Microsoft Lists: [REDACTED]
- Office MS 365 Outlook

This document will cover topics for maintaining the flow, and detail how certain changes may affect the flow. It does not cover how to manage each connection of the flow.

## III. Contents

### Flow Description

How does the end-to-end intake process work?

The developer of the flow changed teams. How do I switch owners and keep the flow running?

I went to check on the Intake Process Flow, and I noticed several failed flow attempts.

How do I add someone as a recipient to Change Request confirmation emails?

How do I get the [REDACTED] to update automatically?

I changed the name of a column in the [REDACTED]. How do I update the flow?  
(The answer for Question 5 and 6 are the same).

I changed a question in the form. How do I update the flow?

How do I change the form that the flow is connected to?

Someone told me that they submitted a Change Request, but I don't see their submission in the [REDACTED]

Someone mentioned they submitted a Change Request. I see their submission in the [REDACTED], but I can't tell if the request was submitted late. Where can I find this information?

Someone wants to submit a change request, but it's past the deadline. Can they still submit a request?

Where can I find the success metrics referenced in a Change Request?

The submitter of a change request wants to change the release date for the change. How do I do this?

