

## FAQs

### Business Process Change Management System



***What if I just need a clarification on a BPM?***

Questions or requests for clarification on a BPM should be directed to your BPM Coordinator by selecting the Contact BPM Coordinator button on the BPM Change Management website.



***What if I decide to withdraw my PRR before the final decision is reached?***

The PRR submitter/owner must notify the ISO by selecting Withdraw PRR on the BPM Change Management website. The ISO will then verify the request and notify the stakeholders by posting an announcement. Stakeholders then have 5 business days to "request" ownership of the withdrawn PRR.



***What is the Release Management process regarding PRRs, and when is the change applied to a BPM?***

When a PRR completes the stakeholder process and results in an approved change to the BPM, the change becomes active against the current BPM. In other words, the new language is immediately effective. The PRR will be applied to the next quarterly release of the BPM. If the PRR requires a system change, the implementation date of the change will be estimated at the time of the final decision. Again, this change will be reflected in the next release of the BPM according to the ISO release management policy.



***When a PRR gets put on hold or delayed, how does this affect the subsequent stages and dates? For example, if the submitter feels that not enough time was given in a stakeholder meeting to discuss the PRR.***

The ISO Change Manager will adjust the stages and event dates, thus delaying the entire PRR lifecycle process. The public will also be notified of changes in time frame via the website, market notices, and RSS feeds as applicable.

## *Q* ***When a PRR is submitted and marked Urgent, how is it handled differently?***

When a PRR is submitted as urgent, the ISO reserves the right to verify the urgency. If it is determined that the BPM requires an emergency change, code patches, etc., the ISO will conduct a detailed Impact Analysis; and the PRR stages will operate on a shortened time frame.

## *Q* ***What is an RSS feed?***

An **RSS** (abbreviation for **Really Simple Syndication**) is a family of web feed formats used to publish frequently updated works. A user may subscribe to an RSS feed for an individual PRR. They will then receive an RSS feed containing a summary of the events which have been posted for that PRR.

## *Q* ***How soon after a PRR is approved does a Market Notice go out?***

A Market Notice will be issued within 2 business days after the Final Decision is posted.

## *Q* ***Can some PRRs be categorized as Exempt from the process?***

All PRRs must adhere to the process.

## *Q* ***If a PRR impacts multiple BPMs, how does the process work?***

If it is determined that a PRR may affect BPMs in addition to the BPM for which the PRR was submitted; the ISO will create a PRR for each affected BPM. In this way, the PRRs can be individually managed in the context of the related BPM.