**PROJECT CHANGE MANAGEMENT PLAN TEMPLATE**

CHANGE MANAGEMENT PLAN

**RAMs Corner: Ticketing Service System**

**Nacor Industries STREET ADDRESS CITY, STATE ZIP CODE**

**DATE**

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**I****NTRODUCTION**

The Change Management Plan was created for the RAMS Corner: Ticketing Service to monitor the targeted goals and expectations on how the changes will be dealt with, what features are added and removed, the purpose and the why’s that the said feature was added and removed, and the overall changes made in the process until the project is complete. The Project Beneficiary (ITRO Department) will be expected to submit or require changes to the Project to furthermore cater for the needs of the said department. in accordance with this Change Management Plan, the department will be expecting an explanation and the submission for the request will be processed.

**CHANGE MANAGEMENT APPROACH**

The Change Management approach for the RAMS Corner: IT Ticketing Service System will guarantee that all proposed changes are detailed, fully analyzed, and acknowledged upon making the changes so that they are properly implemented throughout the project. And before applying the changes, it is to be certain that the team and the Project beneficiary had a meeting and agreed on the changes. in this way, the changes made in the system are verified by the Project beneficiary and it is still in the scope of the project.

* The changes are only within the scope of project
* Find an efficient way to implement the changes
* Record the changes that was and being made throughout the project

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, the Rams Corner: IT Ticketing service will prevent unnecessary or unappropriated changes from happening and will only focus its time and effort on the necessary updates and such.

**DEFINITIONS OF CHANGE**

Changes should be applied in the project depending on the circumstances that will encounter by the project team, all the significant changes will be consulted first directly to the Project beneficiary which is ITRO Department Office through Mr. Jojo Castillo the ITRO Head, this is to ensure that proposed changes for both system and project documentation should still be correlated in the scope of their work. Also, the weekly consultation with the project adviser Mr. Alvin Limpin will provide necessary details to guide the project team to plan and apply appropriate changes in the system and project documentation, this is to ensure that changes applied will still be accepted in an industry standard approach

These changes may include:

* Documentation Changes, as the Project Based Learning course provide panelist from college faculty that will thorough examine that project documentation, system design, and prototypes allowing them to point out the changes needed for both project documentation and system. All the recommended changes from the panelist will be optional in such circumstances as both Project Beneficiary and Project Adviser will confirm if the recommended changes will be certain for the project. As said, if these recommended changes should take place, extra time for work should be rendered by the project team in order to fill the gaps whether it’s minor or major adjustments.
* Consultation Schedule Changes, the project team consults with the Project beneficiary as well as the project adviser to ensure that the project keeps on the right track of development. Both project advisor and the ITRO head have tentative schedules due to their nature of work, that is why project consultation schedules might change anytime thus making the team delay on a specific task in the project waiting for clarifications before changing anything in the documentation and the system.

**CHANGE CONTROL BOARD**

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **CCB Role** |
| Ruth Morallos | Backend Developer | Software Developer |
| Allan Vincent Nefalar | Frontend Developer | Project Manager |
| Bryan Denylle Geneta | Frontend Developer | Software Developer |
| Kieyl Ponce | UI/UX Designer | Product Owner |
| Vincent Nacor | Documentation team | Project team |
| Patrick Cortez | Documentation team | Project team |

**ROLES** **AND RESPONSIBILITIES**

The following are the roles and responsibilities for all change management efforts related to the Rams Corner: IT Ticketing Service System

Project Manager

* Works on both project Documentation and System Development
* Leads the project team
* Assign and distribute work to the team

Frontend/Backend Developer

* Develops the Backend and Frontend of the System
* Tests and maintains the system development

UI/UX Developer

* Designs the UI/UX of the System
* Implement System Design

Project team role

* List down the panelist comments and suggestions for all the changes in the system
* Consult with the ITRO Department Head about the request changes on the system to be made
* Provide all applicable information and detail on change request from the ITRO Department Head
* Consult the project adviser to list all information on what standard processes and execution should be done appropriately before applying the changes in the system.
* Be prepared to address questions regarding any submitted changes in the system

**CHANGE CONTROL PROCESS**

The Change Control Process for the Rams Corner: Ticketing Service will follow the organizational standard change process for the ongoing project. The project manager has overall responsibility for executing the change management process for each change request.

1. Identify the need for a change (Stakeholders) - apply the necessary revisions based on the panelist's comments.

2. Log change in the change request register (Project Manager) - list’s and records the panelist's comments. The team would then conduct a meeting with the client and the project advisor.

3. Evaluate the change (Project Manager, Team, Requestor) – before applying the necessary changes, a meeting should be held by the team and the project beneficiary analyzing and reviewing the change requests.

4. Submit a change request to CCB (Project Manager) – upon a careful review, the team would then list the important points made by the project beneficiary that would help to deliver a quality system.

5. Obtain Decision on change request (CCB) – together with the project advisor, the CCB and the project advisor would discuss if the proposed changes would still be in the scope of the project.

6. Implement change (Project Manager) – If a change is approved by the CCB and the project advisor. The necessary changes would then be applied and added to the paper.