MALL-E

**CHANGE MANAGEMENT PLAN**

Version <1.0>

02/04/2021

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**VERSION HISTORY**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Reason** |
| 1.0 | Das Atrik, Padhi Abhinandan | 02/04/2021 | Padhi Abhinandan | 02/04/2021 | Initial version. |
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# **INTRODUCTION**

## **PURPOSE OF THE CHANGE MANAGEMENT PLAN**

The Change Management Plan documents and tracks the necessary information required to effectively manage project change from project inception to delivery. This software can be susceptible to change such as adding new features, changing requirements, and fixing bugs. Thus, we have the need to have an effective change management plan to ensure that the modifications suggested and implemented in the software product are done in an organized and structured fashion.

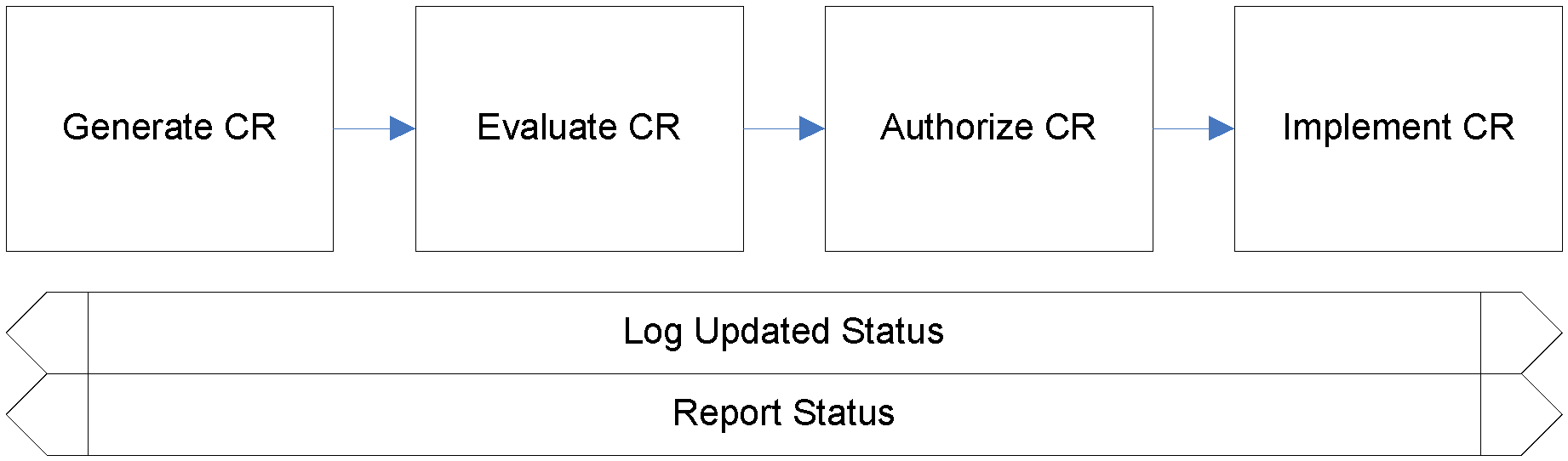
The Change Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

# **CHANGE MANAGEMENT PROCESS**

The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the project’s baselines.

## **CHANGE REQUEST PROCESS FLOW REQUIREMENTS**

|  |  |
| --- | --- |
| **Step** | **Description** |
| Generate CR | A submitter completes a CR Form and sends the completed form to the Change Manager |
| Log CR Status | The Change Manager enters the CR into the CR Log. The CR’s status is updated throughout the CR process as needed. |
| Evaluate CR | Project personnel review the CR and provide an estimated level of effort to process, and develop a proposed solution for the suggested change |
| Authorize | Approval to move forward with incorporating the suggested change into the project/product |
| Implement | If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders |



## **CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG**

|  |  |
| --- | --- |
| **Element** | **Description** |
| Date | The date the CR was created |
| CR# | Assigned by the Change Manager |
| Title | A brief description of the change request |
| Description | Description of the desired change, the impact, or benefits of a change should also be described |
| Submitter | Name of the person completing the CR Form and who can answer questions regarding the suggested change |
| Phone | Phone number of the submitter |
| E-Mail | Email of the submitter |
| Product | The product that the suggested change is for |
| Version | The product version that the suggested change is for |
| Priority | A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low, Insignificant) |

## **EVALUATING AND AUTHORIZING CHANGE REQUESTS**

Change requests are evaluated using the following priority criteria:

|  |  |
| --- | --- |
| **Priority** | **Description** |
| Significant | Significant issue that impacts the ability to produce basic function of the product or has a financial impact regardless external or internal issue. This CR affects all users and multiple departments of the company. |
| High | Any change that impacts important business processes/systems, may require an outage. These include the need to overhaul project requirements and structure. This CR needs to be resolved with immediate attention as it will impact major users. |
| Medium | Any change that does not impact critical business processes and does not affect critical software components. Typically requested features made by the client. Rejecting such a request is not an option by the client. There is little impact on current services because no customers are affected as a result of the change. |
| Low | Minor problems or cosmetic change. Typically requested features made by the client. Rejecting is viable. This CR does not impact daily processes and/or for which a work around is available. |
| Insignificant | Little to no problems. Small-scale feature made by client. This CR does not impact the system in any form. |

Change requests are evaluated and assigned one or more of the following change types:

|  |  |
| --- | --- |
| **Type** | **Description** |
| Scope | Change affecting scope |
| Time | Change affecting time |
| Duration | Change affecting duration |
| Cost | Change affecting cost |
| Resources | Change affecting resources |
| Deliverables | Change affecting deliverables |
| Product | Change affecting product |
| Processes | Change affecting process |
| Quality | Change affecting quality |
| Maintainability | Change affecting efficiency and performance |
| Extensibility | Change affecting extension of features |

Change requests are evaluated and assigned one of the following status types:

|  |  |
| --- | --- |
| **Status** | **Description** |
| Open | Entered/Open but not yet approved or assigned |
| Work in Progress | CR approved, assigned, and work is progressing |
| In Review | CR work is completed and in final review prior to testing |
| Testing | CR work has been reviewed and is being tested |
| Closed | CR work is complete, has passed all tests, and updates have been released. |
| Deprecated | CR is approved but change is deemed undesirable due to change in circumstances. All current work is stopped. Degree of completion is irrelevant. |

### **Change Control Board**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| Project Manager | Atrik Das | 81214232 | * Oversee project delivery * Approves and executes project plan. |
| Change Manager | Kelvin Chua | 82417569 | * Ensure requested changes are accomplishable |
| QA Manager | Vishal Raj | 83467231 | * Ensures acceptable software quality - quality assurance. * Design testing strategies and execute test procedures |
| Risk Manager | Melvin Chua | 68972390 | * Execute all risk and key project plan changes are emphasized |
| Client Liaison | Bryan Goh | 96907321 | * Point of contact with clients * Establish client’s needs * Work out possible software solutions * Handle client’s requests for features and improvements to existing software |
| Development Manager | Abhinandan Padhi | 86612141 | * Ensure changes requested can complete on time. * Establish and stimulate software development standards and processes along with best practices for delivery of scalable and high-quality software. |

### 3 **RESPONSIBILITIES**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| Project Manager | Atrik Das | 81214232 | Create work breakdown structure, schedule and task assignment |
| Change Manager | Kelvin Chua | 82417569 | Assess change readiness, prepare change management plans |
| Development Team | Abhinandan Padhi,  Bryan Goh,  Melvin Chua | 86612141,  96907321,  68972390 | Prepare and implement change request |
| QA Manager | Vishal Raj | 83467231 | Support task change management |

**Appendix A: Change Management Plan Approval**

The undersigned acknowledge they have reviewed the Mall-E**Change Management Plan** and agree with the approach it presents. Changes to this **Change Management Plan** will be coordinated with and approved by the undersigned or their designated representatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: | Atrik Das | Date: | 02/04/2021 |
| Print Name: | Atrik Das |  |  |
| Title: | Project Manager |  |  |
| Role: | Oversees the team and is responsible for project delivery. |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: | Abhinandan Padhi | Date: | 02/04/2021 |
| Print Name: | Abhinandan Padhi |  |  |
| Title: | Development Manager |  |  |
| Role: | Leads and supervises the software development team. |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: | Kelvin Chua | Date: | 02/04/2021 |
| Print Name: | Kelvin Chua |  |  |
| Title: | Change Manager |  |  |
| Role: | Assesses feasibility of changes and supervises change processes. |  |  |

**Appendix B: References**

The following table summarizes the documents referenced in this document:

|  |  |  |
| --- | --- | --- |
| **Document Name and Version** | **Description** | **Location** |
| CDC\_UP\_Change\_Management\_Plan\_Template.doc | This document provides a template for the Change Management Plan. | Obtained from NTU-Learn, URL: https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2348859-dt-content-rid-16753474\_1/xid-16753474\_1 |

**Appendix C: Key Terms**

The following table provides definitions for terms relevant to this document:

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Change Request (CR) | A formal request to adjust certains aspects of a project, such as its scope, plans, policies, and processes. It may also request to adjust the budget (costs) or schedule. Change Requests can be direct or indirect, and can be initiated externally or internally. Typically, only formally documented change requests are processed, which are implemented after obtaining approval for proposed changes. |
| Change Request Form | The form that is submitted in order to request for a change in the project. |
| Quality Assurance | Refers to the maintenance of the desired level of quality for a project by paying constant attention to every stage of the production or delivery of a project. |
| Risk Management | Refers to the methodology used to identify and control risks that may arise before and during the development process for a project. |
| Stakeholder | Any person or organization that is directly or indirectly involved in a project and who may affect or get affected by the execution and completion of the project. |
| Work Breakdown Structure (WBS) | A hierarchical decomposition of the tasks to be completed by the members of a project team to fulfil the project’s objectives and to ensure timely completion of required deliverables. |

**Appendix D: Change Request Form Example**

The example Change Request From attached below can be used to submit changes during the life of the project.

**Change Request Form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SUBMITTER - GENERAL INFORMATION** | | | | |
| **Change Request Number** |  | | | |
| **Submitter Name** |  | | | |
| **Brief Description of Request** |  | | | |
| **Date Submitted** |  | | | |
| **Date Required** |  | | | |
| **Priority** | ☐ Low | ☐ Medium | ☐ High | ☐ Mandatory |
| **Reason for Change** |  | | | |
| **Other Artifacts Impacted** |  | | | |
| **Assumptions and Notes** |  | | | |
| **Attachments or References** | ☐ Yes | ☐ No |  | |
| **Link:** | | | |

|  |  |  |
| --- | --- | --- |
| **INITIAL ANALYSIS** | | |
| **Hour Impact** |  |  |
| **Duration Impact** |  |  |
| **Schedule Impact** |  |  |
| **Comments** |  | |
| **Recommendations** |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CHANGE CONTROL BOARD - DECISION** | | | | |
| **Decision** | ☐ Approved | ☐ Approved w/Conditions | ☐ Rejected | ☐ More Info |
| **Decision Date** |  | | | |
| **Decision Explanation** |  | | | |
| **Conditions** |  | | | |

**Appendix E: Change Management Log Template**

The detailed Change Management Log template attached below can be used to track and manage requested changes during the life of the project.

**Change Management Log**

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