**Change Request Management and Documentation**

**Objective**

Ensure structured handling of change requests during the execution phase—especially due to regulatory changes, partner input, or user feedback—while minimizing disruption.

**Change Management Framework**

| **Component** | **Description** |
| --- | --- |
| **Change Request Form** | Standardised template capturing scope, impact, justification |
| **Change Log Register** | Centralised tracking of all change requests with status & impact rating |
| **Change Control Board (CCB)** | Cross-functional board (PMO, Compliance, Dev, Partner Reps) meets weekly |
| **Impact Assessment Process** | Evaluates scope, cost, timeline, risk of each proposed change |
| **Approval Workflow** | Automated via Jira + Manual CCB approval for High Impact changes |
| **Change Categories** | Minor Enhancements, Regulatory Compliance, Critical Fixes |

**Sample Logged Changes**

| **CR ID** | **Description** | **Type** | **Status** | **Impact** |
| --- | --- | --- | --- | --- |
| CR-021 | Add daily wallet transaction SMS alerts | Enhancement | Approved | Low |
| CR-037 | KRA PIN verification via API | Compliance | Approved | Medium |
| CR-044 | Downtime window extension for migration | Operational Adjustment | Implemented | High |

**KPIs**

* **Change Requests Processed**: 38
* **Average Approval Time**: 2.3 days
* **% Approved within SLA**: 92.1%