**Change Request Evaluation, Approval/Rejection Records**

**Project:** Odoo ERP Integration for Safaricom Telecom  
**Version:** 1.0  
**Date:** [Insert Date]

**A. Purpose**

To track, evaluate, and document decisions for all changes affecting project scope, cost, schedule, quality, or compliance.

**B. Change Request Lifecycle**

1. **Request Submission** – Stakeholder raises CR via form or tool (e.g., Jira, ServiceNow)
2. **Impact Assessment** – PM, Technical Lead, and Financial Analyst evaluate:
   * Impact on Scope, Schedule, Cost, Quality, Risk
3. **CCB Review** – Change Control Board (CCB) evaluates and decides
4. **Decision Logging** – Outcome recorded (Approved, Rejected, Deferred)
5. **Implementation Planning** – Updates to baselines, test plans, documentation
6. **Post-Change Review** – Measure impact and benefits post-implementation

**C. Change Evaluation Log Format**

| **CR ID** | **Title / Summary** | **Date Raised** | **Impacted Areas** | **Decision** | **Decision Date** | **Approver (CCB)** | **Comments / Next Steps** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| CR-023 | Add custom M-PESA Reversal API | 2025-07-20 | Scope, Cost | Approved | 2025-07-22 | CTO, Finance Lead | Requires new interface testing |
| CR-024 | Reschedule UAT due to holiday | 2025-07-22 | Schedule | Rejected | 2025-07-23 | PMO Director | Project deadline non-negotiable |
| CR-025 | Add inventory reconciliation feature | 2025-07-25 | Scope, Budget | Approved | 2025-07-26 | Product Owner | Scheduled for Release 2.0 |

**D. Change Evaluation Criteria**

| **Category** | **Evaluation Questions** |
| --- | --- |
| **Strategic Fit** | Does it align with project/business goals? |
| **Risk Impact** | Will this increase or mitigate risk? |
| **Cost Impact** | What is the estimated additional cost? |
| **Schedule Impact** | Will it delay any key milestones? |
| **Compliance** | Will this affect regulatory or security obligations? |
| **Customer Value** | Does it improve user experience or system utility? |