**Change Management & Change Control Process Documentation**

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

**A. Purpose**

To establish a structured approach for managing changes to project scope, schedule, cost, and quality, ensuring that all changes are properly evaluated, approved, communicated, and implemented to minimize disruption and maintain project objectives.

**B. Scope**

This process applies to all change requests affecting the Odoo ERP integration project deliverables, resources, timelines, or budget.

**C. Change Management Roles & Responsibilities**

| **Role** | **Responsibility** | **Authority** |
| --- | --- | --- |
| **Change Requestor** | Identify and formally submit change requests | Initiates change requests |
| **Project Manager (PM)** | Log change requests, conduct initial assessment, and coordinate evaluation | Coordinates change control process |
| **Change Control Board (CCB)** | Evaluate impact, approve/reject changes, prioritize | Approves or rejects changes |
| **Business Analyst** | Assess business impact and clarify requirements | Advises on business implications |
| **Technical Lead** | Assess technical feasibility and impact | Advises on technical implications |
| **Project Sponsor** | Provide executive approval for major changes | Final authority on high-impact changes |
| **Configuration Manager** | Update project documentation and baselines | Maintains change logs and records |
| **Communication Lead** | Communicate approved changes to stakeholders | Manages change communication |

**D. Change Control Process Flow**

1. **Change Request Submission**
   * Any stakeholder submits a Change Request Form (CRF) detailing the change description, reason, expected benefits, and impact.
2. **Initial Logging and Categorization**
   * PM logs the request in the Change Register and categorizes it (e.g., scope, schedule, cost).
3. **Preliminary Impact Assessment**
   * Business Analyst and Technical Lead conduct initial assessment on feasibility, impact on scope, schedule, cost, quality, and risks.
4. **Change Control Board (CCB) Review**
   * CCB meets (scheduled or ad hoc) to review the CRF, assessment reports, and recommendations.
5. **Decision Making**
   * CCB approves, rejects, or requests additional information. For high-impact changes, the Project Sponsor must approve.
6. **Implementation Planning**
   * For approved changes, update project plans, schedules, budgets, and communicate adjustments.
7. **Change Implementation**
   * Execute changes as per updated plans with quality controls in place.
8. **Change Closure**
   * Verify change completion, update documentation, and close the CRF.

**E. Change Request Form (Summary Fields)**

| **Field** | **Description** |
| --- | --- |
| Change ID | Unique identifier |
| Requestor | Name and role |
| Date Submitted | Date of submission |
| Change Description | Detailed description of change |
| Reason for Change | Justification and expected benefits |
| Impact Analysis | Summary of impacts on scope, schedule, cost, quality |
| Priority | High, Medium, Low |
| Approval Status | Approved, Rejected, Pending |
| Approval Date | Date of decision |
| Comments | Additional remarks |

**F. Change Communication Plan**

* All approved changes communicated to relevant stakeholders via email and project collaboration tools.
* Change logs updated and accessible through the project repository.
* Major changes announced in Steering Committee meetings.

**G. Tools and Templates**

* Change Request Form (CRF) template.
* Change Register spreadsheet or project management tool.
* Impact Assessment checklists.
* Communication templates for change notifications.

**H. Metrics and Reporting**

* Number of change requests submitted, approved, rejected, and implemented.
* Average time for change request processing.
* Impact of changes on project baseline (schedule, budget).