

Project: METAL SNAKE



Change Management Plan

Project Sponsor: Brendan Gasparin

Project Manager: Brendan Gasparin

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Estimated Completion Date: 24/10/2024

Estimated Project Duration: 17 Weeks

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1. Executive Summary

1.1 Purpose

The Change Management Plan is in place to ensure that changes to project scope, budget, and schedule are managed efficiently and with accountability.

The following document dictates a method for filing, processing, and enacting changes during the project lifecycle. This ensures that any changes to the project are evaluated, monitored, checked, and validated during the lifecycle of the project.

1.2. Overview

Project: METAL SNAKE involves the setup of a hybrid infrastructure that integrates an on-premises network with cloud-based systems. Given the technical complexity of the project, changes are anticipated.

The key goals of change management during Project: METAL SNAKE involve minimizing disruptions to the project scope, budget, and timeline. Any change that affects these parameters must be monitored, controlled, and adjudicated responsibly.

The project must be carried out within a controlled scope, budget, and timeline. Any interruptions to the planned execution of the project should be documented and monitored by responsible parties.

Any changes to scope, budget, and timelines should be aligned with project objectives and business strategies before being allowed to proceed.

Table of Contents

Change Management Plan 0

1. Executive Summary 1

1.1 Purpose 1

1.2. Overview 1

Table of Contents 2

2. Change Management Process..... 4

2.1. Change Request Submission 4

2.2. Change Request Review 4

2.3. Change Impact Analysis 4

2.4. Change Approval Process: 4

2.5. Change Implementation 4

2.6. Change Communication 4

3. Roles and Responsibilities 5

3.1. Project Manager 5

3.3. Change Requester 5

3.4. Project Team 5

4. Change Request Documentation 6

4.1. Change Request Form 6

4.2. Change Log 6

5. Change Evaluation Criteria 7

5.1. Evaluation Criteria 7

5.2. Priority Levels 7

6. Change Communication Plan 8

6.1. Internal Communication 8

6.2. External Communication 8

6.3. Stakeholder Updates 8

7. Change Control Tools and Systems 9

7.1. Change Management Tools 9

7.2. Document Repositories 9

8. Change Risks and Mitigation 10

9. Metrics for Measuring Change Impact 12

9.1. Key Metrics 12

9.2. Reporting on Metrics 12

10. Approval and Sign-Off 13

Appendix A: Change Request Form	14
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2. Change Management Process

2.1. Change Request Submission

All change requests must be submitted using the official Change Request Form (presented in Appendix A).

Change requests can be submitted by any project team member, stakeholder, or client for review.

2.2. Change Request Review

Change requests will be reviewed by the Project Manager.

The review process will assess the change's impact on scope, schedule, budget, and risk. The priority of the change will also be considered.

2.3. Change Impact Analysis

Any change request will be analysed according to the following criteria:

- Scope Impact: How the change affects project scope and deliverables.
- Schedule Impact: How the change affects the project's timeline.
- Cost Impact: How the change affects the project's budget, including any additional resources needed.
- Risk Impact: How the change affects the project's risk profile, including whether it introduces new risks or mitigates existing ones.

The Project Manager will conduct the impact analysis.

2.4. Change Approval Process:

The Project Manager will directly approve or deny proposed changes to the project.

The approval workflow includes documenting the decision in the change log and obtaining signatures from any appropriate stakeholders.

2.5. Change Implementation

Once a change is approved, it will be integrated into the project plan. The project schedule, budget, and documentation will be updated to reflect the change.

The Project Manager will oversee the implementation of the change, ensuring that the project team is aligned, and tasks are assigned as necessary.

2.6. Change Communication

Approved changes will be communicated to stakeholders in person, by email, via SMS or phone call, and through project meetings.

A summary of approved changed, along with their impact, will be included in the weekly project update.

3. Roles and Responsibilities

3.1. Project Manager

The Project Manager is responsible for managing the change process, including the initial assessment of change requests, coordinating the impact analysis, and ensuring the implementation of approved changes. The Project Manager has the authority to approve all proposed changes.

3.3. Change Requester

The individual or group requesting change is responsible for submitting the Change Request Form with sufficient detail and justification. They must be available to provide additional information during the review process.

3.4. Project Team

The project team is responsible for executing approved changes and reporting on progress or issues during implementation. They are also expected to provide input during the impact analysis phase.

4. Change Request Documentation

4.1. Change Request Form

The Change Request Form for Project: METAL SNAKE (Appendix A) includes the following fields:

- Requester Name
- Date of Request
- Description of Change
- Reason for Change
- Priority/Urgency (High/Medium/Low)
- Impacted Areas (Scope, Schedule, Budget, Risk)
- Proposed Solution/Action Plan
- Supporting Documentation (if applicable)

4.2. Change Log

All change requests will be tracked in a change log. The log will include details such as the Change ID, requester, date submitted, description, impacted areas, status, approval date, and any comments.

ID	Requester	Date Submitted	Description	Impact Areas	Status	Approval Date	Comments

5. Change Evaluation Criteria

5.1. Evaluation Criteria

The following criteria will be used to evaluate change requests:

- **Alignment with Project Goals:** Does the change align with the project's objectives and benefits, such as reducing costs or enhancing cybersecurity?
- **Impact on Scope:** How does the change affect the overall scope and deliverables?
- **Impact on Schedule:** Will the change cause delays, or can it be accommodated within the current schedule?
- **Impact on Budget:** Will the change require additional budget, or can it be absorbed within the current budget?
- **Impact on Risk:** Does the change introduce new risks, or does it mitigate existing risks?

5.2. Priority Levels

Change requests will be prioritized as High, Medium, or Low, based on their urgency, necessity, and impact on the project's success.

6. Change Communication Plan

6.1. Internal Communication

Changes will be communicated internally to the project team in-person, via email, text message, or phone calls. The appropriate documentation will also be updated to reflect changes.

6.2. External Communication

Changes will be communicated to external stakeholders, such as the premises owners, via in-person updates, email, text message, phone calls, and during scheduled status meetings.

6.3. Stakeholder Updates

Approved changes will be included in the weekly status report. A summary of all approved changes, including their impact on scope, schedule, budget, and risk, will be presented during the monthly project review.

7. Change Control Tools and Systems

7.1. Change Management Tools

Documentation will be used to track change requests, monitor progress, and communicate updates. The change log will be maintained for easy reference and tracking.

7.2. Document Repositories

All change-related documentation, including Change Request Forms and approval records, will be stored in the Project Manager's OneDrive, and periodically updated to the Github repository to make it accessible to the project team and all stakeholders.

8. Change Risks and Mitigation

Potential risks associated with implementing changes or requiring change management include:

ID	Description	Impact	Mitigation Strategies
0003	Budget overrun	Medium	Avoidance: Thorough budget planning and costing of required equipment. Mitigation: Contingency budget.
0004	Supply chain disruptions	Medium	Avoidance: Maintain relationships with various vendors. Mitigation: Buy necessary equipment in advance of implementation.
0005	System failures in hardware and software	Medium	Avoidance: Good software implementation practices. Thorough documentation. Mitigation: Contingency budget for replacing hardware and software.
0006	Cost fluctuations (e.g. cloud hosting)	Medium	Mitigation: Maintain relationships with different vendors. Train in various cloud platforms.
0007	Human error during installation or configuration	High	Avoidance: Staff training. Thorough documentation on installation and configuration. Mitigation: Thorough testing of hardware and software. Exploitation: Document any repairs or reconfigurations.
0010	Technological obsolescence	Medium	Acceptance: Buy improved technology with the contingency budget. Avoidance: Maintain access to state-of-the-art technology. Exploitation: Identify obsolescence and use it to improve systems with new technology. Mitigation: Monitor performance of network and websites. Research into new, better technology.
0011	Exchange rate fluctuations impacting costs	Medium	Acceptance: The organization cannot change or affect exchange rate fluctuations. Mitigation: Contingency budget.
0012	Resource scarcity of essential equipment	Low	Acceptance: Extend project deadlines to account for delays in equipment delivery. Avoidance: Buy necessary equipment early, before implementation. Exploitation: Buy necessary equipment early and gain advantage over less-equipped competition. Mitigation: Use different vendors to minimize the risks of losing resource availability.
0013	Insufficient testing	Medium	Acceptance: Iteratively fix bugs as they become apparent. Avoidance: Strong and thorough testing practices. Exploitation: Improve systems while fixing any bugs. Mitigation: Staff training in testing.

0014	Cost estimation errors resulting in financial discrepancies	Medium	Avoidance: Use best practices for cost estimation. Mitigation: Thorough ongoing research into and monitoring of costs. Acceptance: Draw on contingency budget.
0015	Process inefficiencies resulting in wasted resources or time	High	Mitigation: Continued research into project management and business process efficiency. Acceptance: Contingency budget. Exploitation: Document all business processes and attempts to improve process efficiencies.
0016	Stakeholder conflict	High	Mitigation: High level of communication with stakeholders and adherence to their expectations from the project.
0020	Global economic conditions affecting financial viability or supply chains	High	Acceptance: Global economic changes are not within the organization's control. Exploitation: Procure equipment early to gain a competitive advantage over less well-equipped competitors. Mitigation: Procure equipment early to avoid disruption in supply chains.
0023	Unfulfilled promises or failure to deliver on project	Medium	Acceptance: Expend extra organizational resources to fulfill promises and deliver on projects. Avoidance: Business process efficiency, process documentation, and extensive project planning practices. Mitigation: Renegotiate with clients to extend deadlines and, if possible, budgets.
0024	Loss of physical premises	Medium	Avoidance: Maintain good relationship with landlords. Exploitation: Move to better premises, delaying projects but improving facilities and operations.
0026	Project required unanticipated hardware/software	Medium	Acceptance: Tap contingency budget to buy the required technology. Mitigation: Thorough project planning, research, and procurement of necessary inventory.
0028	Difficulty completing project deliverables on schedule	Medium	Acceptance: Extend project schedule. Avoidance: Add padding time to schedule (one extra week for each phase or subphase with heavy documentation requirements). Mitigation: Work longer hours.
0029	Miscommunication of information leads to impact on project resources, scope, schedule, budget, or risks	Medium	Mitigation: A clear communications plan with policies and procedure for communicating with all stakeholders involved with the project.

9. Metrics for Measuring Change Impact

9.1. Key Metrics

The following metrics will be tracked to evaluate the impact of changes on Project: METAL SNAKE:

Number of Approved Changes: Track how many changes were approved during the project lifecycle.

Schedule Variance: Measure how much schedule changes add or subtract time from the project schedule.

Cost Variance: Measure how much cost changes add or subtract from the overall project budget.

Risk Mitigation Success: Assess whether implemented changes have successfully mitigated identified risks.

9.2. Reporting on Metrics

Metrics will be reported during the monthly project reviews, and any significant deviations from the project plan due to changes will be discussed with the project sponsor.

10. Approval and Sign-Off

This agreement between the Project Manager and any listed stakeholders approves the Change Management Plan.

Project Manager:

Brendan Gasparin

X _____
(Signature)

X _____
(Date)

Premises Owner:



X _____
(Signature)

X _____
(Date)

Premises Owner:



X _____
(Signature)

X _____
(Date)

Appendix A: Change Request Form

Requester Name:	
Date of Request:	
Description of Change:	
Reason for Change:	
Priority/Urgency:	
Impacted Areas	
Proposed Solution/Action Plan:	
Supporting Documentation (if applicable):	