

GoldFolks

*Change Management PLAN*

Version 1.0

*18/10/2021*

*Prepared by Team ElevenDegree*

Anil Ankitha

Chan Shao Jing

Chong Yow Lim

Lionel Wong Zhi Neng

Low Jin Teng Jackson

Ng Chi Hui

Zachary Varella Lee Zheyu

VERSION HISTORY

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Reason** |
| 0.1 | *Jackson Low* | *9/10/2021* | *Chan Shao Jing* | *9/10/2021* | *Initial Change Management Plan* |
| 1.0 | *Jackson Low* | *16/10/2021* | *Chan Shao Jing* | *18/10/2021* | *Change Management Plan V1.0* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

TABLE OF CONTENTS

[1 Introduction 4](#_Toc85055792)

[1.1 Purpose of The Change Management Plan 4](#_Toc85055793)

[2 Change management Process 4](#_Toc85055794)

[2.1 Change Request Process Flow Requirements 4](#_Toc85055795)

[2.2 Change Request Form and Change Management Log 5](#_Toc85055796)

[2.3 Evaluating and Authorizing Change Requests 5](#_Toc85055797)

[2.3.1 Change Control Board 6](#_Toc85055798)

[3 Responsibilities 6](#_Toc85055799)

[Appendix A: Change Management Plan Approval 8](#_Toc85055800)

[Appendix B: References 9](#_Toc85055801)

[Appendix C: Key Terms 10](#_Toc85055802)

[Appendix D: Change Request Form Example 11](#_Toc85055803)

[Appendix E: Change Management Log Template 12](#_Toc85055804)

# Introduction

## Purpose of The Change Management Plan

The Change Management Plan documents and tacks the necessary information required to effectively manage project changes from project inception to delivery.

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.

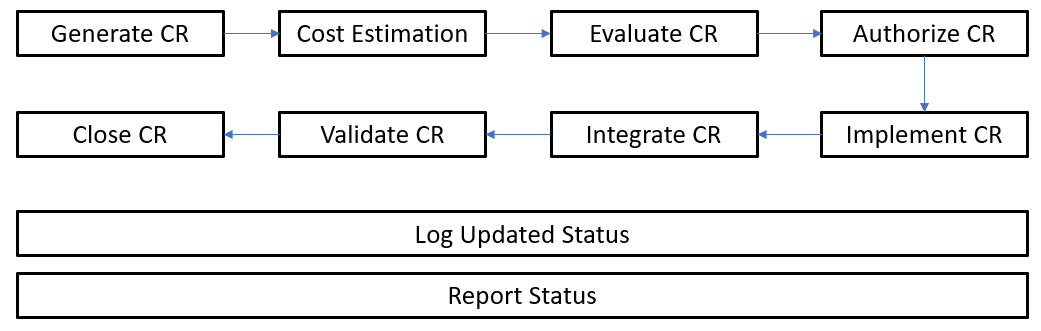
For the GoldFolks Project, the QA Manager will take up the role of the Change Manager and will be responsible for the implementation of the Change Management process and the maintenance of this document.

# 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 | A submitter completes a CR Form and sends the completed form to the appropriate personnel in the Change Control Board |
| Cost | An optional step in the CR process which will be taken only if there is a monetary cost involved. The Financial Controller will estimate the cost of the CR and decide whether the change is feasible from the financial point of view. |
| Evaluate and Authorize | Member of the Change Control Board will evaluate and approve/reject the CR. For changes with a “Critical” priority, the Change Control Board will have to evaluate the CR and decide as a team. |
| Log | The CR will be forwarded to the Change Manager who will enter it into the CR Log. The CR’s status is updated throughout the CR process as needed. |
| Implement | If approved, the project personnel in charge will make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders. |
| Integrate and Validate | Once the necessary changes have been made, the Project Manager will perform a final check to validate that the change performed complies with the change stated in the CR Form before integrating the change with our software and uploading it onto the team’s Wiki |
| Close | The CR will be closed once we have confirmed that the changes requested are made properly and approved. |



## Change Request Form and Change Management Log

|  |  |
| --- | --- |
| **Element** | **Description** |
| CR# | Assigned by the Change Manager. Format of CR will be XX-0001 where XX represents the document to be changed followed by the change number (e.g., RM-005 for the 5th change request made for the Risk Management Plan) |
| Request Title | A brief description of the CR |
| Requestor Name | Name of the person completing the CR Form and who can answer questions regarding the suggested change |
| Current Version | The product version that the suggested change is for |
| New Version | The proposed product version after the change |
| Contact Information | Contact information about the submitter |
| Description of Request | Description of the desired change, the impact, or benefits of a change should also be described |
| Date Submitted | The date the CR was submitted to the Change Control Board |
| Date Required | The date the CR must be completed by |
| Change Priority | A code that provides a recommended categorization of the urgency of the requested change (Critical, High, Medium, Low) |
| Product | The product that the suggested change is for |
| Reason(s) for Change | Reason(s) for the change to be made |
| Initial Impact Analysis | Initial analysis on how the requested change will affect impact areas |
| Components Impacted | List of components affected by the requested change |
| Estimated Time Required | The estimated time required for the change(s) to be made |
| Estimated Cost Required | The estimated cost required for the change(s) to be made |
| Change Implementation | Who will make the changes and what changes must be made to what components |
| Quality Assurance/Testing | The planned tests to be run on the proposed changes before it will be accepted into the system |

## Evaluating and Authorizing Change Requests

Change requests are evaluated using the following priority criteria:

|  |  |
| --- | --- |
| **Priority** | **Description** |
| Critical | Reserved for the most critical change(s) to the foundation or a core component of our project which will impact most of the stakeholders. Requires a decision from the Change Control Board within one working day from the date of CR submission. |
| High | Potentially damaging codes that have a wide impact on the other functionalities of the program. CR must be implemented within 10 days. |
| Medium | Repairment of missing functionalities or additional of functionalities requested by the clients. CR must be implemented within 2 weeks. |
| Low | Minor change(s) which will have little or insignificant impact on the product. Mainly cosmetic changes with no impact on other artifacts of the project. No stipulated deadline for approval of such requests. |

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 |
| *<change type>* | *<define this change type>* |

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 |
| Rejected | CR rejected and closed |
| Testing | CR work has been completed and is in the testing phase |
| In Review | Testing completed and is pending final review from Project Manager before release. |
| Closed | CR work is complete, has passed all tests, and updates have been released. |

### Change Control Board

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| Project Manager | Chan Shao Jing | CHAN0924@e.ntu.edu.sg | Final approving authority for all CR made and the default approving authority for all CR not under the jurisdiction of other members of the CCB. |
| QA/Change Manager | Jackson Low | jlow072@e.ntu.edu.sg | Responsible for all documents/processes relating to quality, risk and change management. |
| Lead Developer | Zachary Varella Lee | ZVARELLA001@e.ntu.edu.sg | Approving authority for all system and software changes including both front-end and back-end systems (e.g., system architecture, UI design). |
| Financial Controller | Lionel Wong | lwong020@e.ntu.edu.sg | Manages the finances of the project team and ensures that all CR made are within the team’s budget. |

# Responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| Project Manager | Chan Shao Jing | CHAN0924@e.ntu.edu.sg | Authorizes CRs within the stipulated time period based on the priority level.  Performs the final review of the change prior to release.  Maintains backup of the related documents and files and performs the upload of the changes onto the Team’s Wiki. |
| QA/Change Manager | Jackson Low | jlow072@e.ntu.edu.sg | Authorizes CRs within the stipulated time period based on the priority level.  Schedule CCB meetings when necessary    Maintains CR records and assigns CR number for all CR made.  Log and update the CR Log regularly when changes are made. |
| Lead Developer | Zachary Varella Lee | ZVARELLA001@e.ntu.edu.sg | Authorizes CRs within the stipulated time period based on the priority level.    Oversee the implementation of the software changes.    Provide regular updates to the Change Manager on the status of the CR |
| Financial Controller | Lionel Wong | lwong020@e.ntu.edu.sg | Performs an initial cost analysis of the CR.  Provides a recommendation on whether the CR should be approved based on the financial impact. |
| Head of Communications | Ng Chi Hui | *NGCH0118@e.ntu.edu.sg* | Responsible for communication between the stakeholders and the project team.  Ensure that the change management process is communicated clearly to stakeholders and provide regular updates on the new changes released. |

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the GoldFolks **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: |  | Date: | 18/10/2021 |
| Print Name: | Chan Shao Jing |  |  |
| Role: | Project Manager |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 18/10/2021 |
| Print Name: | Low Jin Teng Jackson |  |  |
| Role: | QA Manager |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 18/10/2021 |
| Print Name: | Lionel Wong Zhi Neng |  |  |
| Role: | Financial Controller |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 18/10/2021 |
| Print Name: | Zachary Varella Lee Zheyu |  |  |
| Role: | Lead Developer |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 18/10/2021 |
| Print Name: | Ng Chi Hui |  |  |
| Role: | Head of Communications |  |  |

Appendix B: References

[Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.]

The following table summarizes the documents referenced in this document.

|  |  |  |
| --- | --- | --- |
| **Document Name and Version** | **Description** | **Location** |
| CDC\_UP\_Change\_Management\_Plan\_Template | Initial Template | - |
| LarkDetect\_Change\_Management\_Plan\_v1.0 | LarkDetect Change Management Plan |  |

Appendix C: Key Terms

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

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Authorization | Official permission to access a specific system or to carry out a specific function/task/change. |
| Change Control Board | A committee that evaluates and prioritizes change requests in the context of projects. Change Management A project management plan that has authority to approve or reject the changes on the project. |
| Change Management | A committee that evaluates and prioritizes change requests in the context of projects. Change Management A project management plan that has authority to approve or reject the changes on the project. |
| Change Request (CR) | A formal proposal for modifications to the software system.  Only formally documented requested changes are processed, and only approved change requests are implemented. |
| Change Request Form (CRF) | A form that is used to request a change in the project. |
| Project Manager | The person in overall charge of the planning and execution of a project. |

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.



Table

Description automatically generated

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.

