**Policies for the Management of Change**

This document outlines the change management policies to be adhered to for accepting or rejecting new proposals from customers or other external business entities.

This document seeks to establish the policies and procedures governing change management within our company. The steps to request, evaluate and support alterations to the EcoCaffe sales management system will be detailed, along with the definition of the responsibilities of the parties involved in each phase of the process.

The main aim of this document is to guarantee that alterations to the system are carried out in a structured and deliberate fashion, with the intention of reducing any detrimental effects on the system's quality and stability.

# Committee

The committee in charge of evaluating changes in the EcoCaffe project is made up of the following members:

* **President:** The President is the executive leader of the company, responsible for establishing the strategic vision and goals of the organization. He focuses on making key decisions, representing the company to external stakeholders and ensuring that business objectives are met.
* **Projecto Manager:** The Project Manager is responsible for planning, coordinating and supervising the execution of specific projects, including the online food sales platform. Leads the development team, ensuring milestones are met and product quality is maintained within established scope, time, and budget.
* **Human Resources Department:** The Human Resources Department is responsible for managing the company's human talent. This includes employee recruitment, selection, training, development and retention. It is also responsible for promoting a healthy work environment and encouraging teamwork and collaboration.
* **Finance Department:** The Finance Department is responsible for the company's financial management, including budget planning, expense tracking, financial reporting, and financial risk management. Works closely with other departments to ensure the economic viability of projects.
* **Technology Adviser:** The Technology Advisor provides strategic guidance in the use of technology to achieve business objectives. He stays abreast of the latest trends and technological advances, advising on the selection of the most appropriate tools, architectures and development approaches for the online food sales platform.

The objective of these decision-making policies is to clearly and effectively influence decisions regarding change requests that arise during the project's lifecycle. This will maintain order among the committee members for decision-making.

# Change Request Logging Policy:

Objective: Establish a process to formally log all change requests on the platform.

Procedure:

* All team members can submit change requests using a standardized form.
* Requests must include a detailed description of the proposed change, its justification, and the expected impact.
* Requests are logged in an issue tracking system or collaborative work board for review and tracking purposes.

# Assessment and Prioritization Policy:

Objective: Evaluate and prioritize change requests based on their impact, urgency, and alignment with strategic objectives.

Procedure:

* An evaluation committee, including the Project Manager, the Technology Advisor, and representatives from other relevant areas, periodically reviews change requests.
* Requests are evaluated based on criteria such as impact on user experience, technical complexity, and financial feasibility.
* A priority is assigned to each change request based on its relative importance to the business and its urgency.

# Approval and Implementation Policy:

Objective: Establish a clear and transparent process for the approval and implementation of change requests.

Procedure:

* Change requests approved by the evaluation committee are assigned to a designated responsible party for implementation.
* Before implementing a change, an impact analysis is conducted to assess potential side effects on other areas of the system.
* Once the change is implemented, comprehensive testing is performed to verify its proper functioning and its impact on the platform.

# Communication and Notification Policy:

Objective: Keep all stakeholders informed about the status of change requests and any actions taken.

Procedure:

* A communication system is established to automatically notify requesters and other stakeholders about the progress of their change requests.
* Timely feedback is provided to requesters regarding the status of their requests, including reasons for approval or rejection.
* All decisions made and actions taken regarding change requests are documented and maintained in a record.

# Project Prioritization Policy:

Objective: Establish a process for prioritizing projects and features of the online food selling platform, considering their impact on the company's strategic objectives.

**Responsibilities:**

* The President leads the discussion on aligning projects with the company's strategic vision.
* The Project Manager provides feasibility analysis and estimates of time and resources.
* The Finance Department evaluates the financial feasibility of projects.

**Prioritization Criteria:**

* Impact on user experience.
* Technical feasibility and required resources.
* Potential return on investment.

Decision-Making Process: The committee evaluates and votes on project prioritization, considering the established criteria.

# Risk Management Policy:

Objective: Identify, assess, and mitigate risks associated with the company's projects and decisions.

**Responsibilities:**

* The President leads the discussion on strategic risks and risk tolerance.
* The Project Manager identifies specific risks in projects and proposes mitigation measures.
* The Technology Advisor advises on technical and security risks.

**Risk Management Process:**

* Identification of potential risks (The committee proposes a classification of risk levels as critical risk, high risk, moderate risk and low risk. They will be attended according to the risk of the most critical to the lowest).
* Evaluation of the probability and impact of each risk.
* Development of mitigation strategies and contingency plans.

Review and Update: The committee periodically reviews identified risks and updates mitigation strategies as necessary.

# Innovation and Technology Policy:

Objective: Foster innovation and the adoption of emerging technologies to enhance the platform and maintain competitiveness in the market.

**Responsibilities:**

* The President establishes the vision and strategic focus for technological innovation.
* The Technology Advisor monitors trends and proposes new technologies and approaches.
* The Human Resources Department ensures adequate resources and training for adopting new technologies.

**Technology Evaluation Process:**

* Research and analysis of emerging technologies.
* Proof of concept and viability assessment.
* Gradual implementation and monitoring of results.

Promotion of Innovation: An environment that encourages experimentation and continuous learning is promoted, incentivizing employees to propose new ideas and technological solutions.

# Logical order for decision making

1. Change Request: Any team member or key stakeholder can submit a modification request.
2. Change Acknowledgment: The Project Manager records the change request and distributes it among relevant team members. The committee reviews the request to understand its scope and potential impact.
3. Technical Analysis: The technical lead assesses the technical feasibility of the change and determines its potential impact on the current architecture and design. It is analyzed whether new tools or technologies are required to implement the proposed change.
4. Strategic Evaluation: The manager, HR representative, finance department, and stakeholders evaluate the strategic impact of the change in relation to business objectives, budget, required personnel, and timelines for execution.
5. Change Analysis Meeting: The committee convenes to discuss the results of technical, resource, and strategic evaluations. Risks associated with the change are analyzed, and the priority for addressing them is determined.
6. Decision Communication: The team structures the decision made on the change request and communicates it to the team. The following three scenarios may occur:
7. Approval: The change is approved, and its implementation is planned.
8. Rejection: The change request is denied, and the reasons for this decision are outlined.
9. Postponement: The decision is deferred for future review as it is not a priority in the current project stage.