Revision #	Description of Change	Clause #

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1 REQUEST FOR CHANGE

A change request is a formal proposal for an alteration to some product or system. In project management, a change request often arises when the client wants an addition or alteration to the agreed-upon deliverables for a project.

1.1 Request for Change Procedure

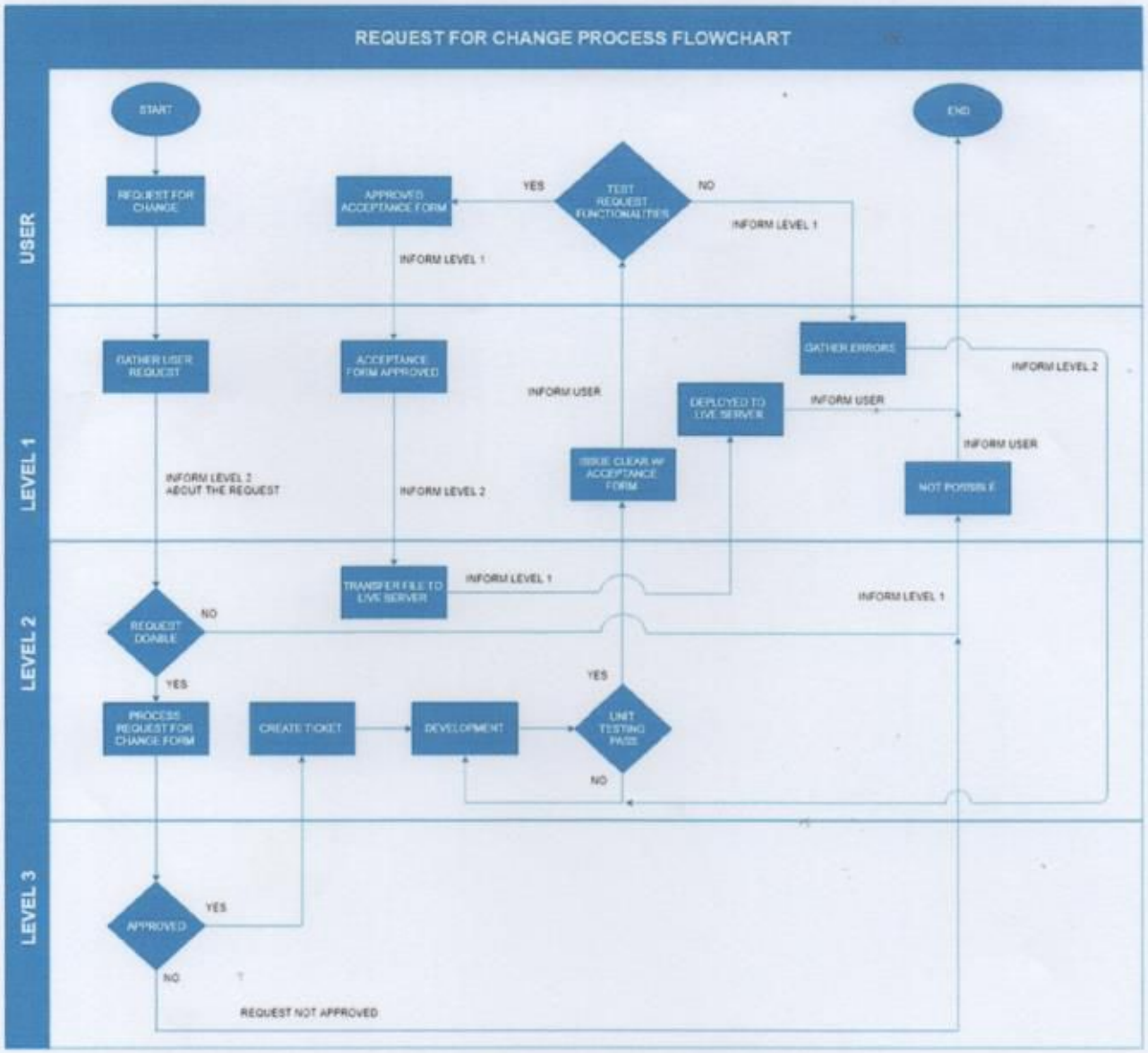

Figure 1: Request for Change

This figure is a procedural outline of how a request should be treated or processed. This work flow is created to manifest a standard structure of requests from users. Those users who would want to change some features or add functions on a certain system will undergo this procedural steps. Moreover, it is

indicated on the flowchart that a user should contact the Helpdesk-support if they have request or changes on certain functions on the system. The helpdesk will collect the request details from the users and will pass these details to the Level 2 which is the Development team. Once the details is submitted to the Level 2, they will check and investigate the functions of the system if it is doable or not. If the request is feasible or doable, the team will then sign up the request form and will propose it to the Manager (Level 3). As soon as the request is approved by the Manager, the development team will create a ticket to log that activity. Afterwards, they will start the coding process. Then, they will test the system if the requested function was applied. Once the function is up and running then, the team will inform the Helpdesk. Then, the helpdesk will issue an acceptance form to the user. The user will test the requested function on their end once it is good they shall approve the acceptance form and update the helpdesk. The helpdesk will then inform the development team to deploy the requested function into the live server. And the team will then publish it to the live server.

Ref ID	Process Name	Procedure
1	Request for Change	1. Requestor will call level 1
		2. Level 1 will gather the request of the requestor
		3. Level 1 will then inform the level 2 about the request of the requestor
		4. Level 2 will analyze the request of the requestor
		5. If the request is doable, level will then process the Request for Change form.
		6. Then level 2 will deliver the RFC form to the level 3 for approval.
		7. Level 3 will then review the RFC form
		8. If RFC form is approved by level 3, Level 2 will then create a ticket for the request
		9. Once ticket is created, development of the request will then proceed.
		10. Level 2 developer will do the unit test of all the functionalities of the request
		11. If unit testing of functionalities was successful then, level 2 will inform level 1 about the request status.
		12. Level 2 will send also the Acceptance Form to the level 1
		13. Level 1 will give the Acceptance form and inform the requestor to do some unit testing about his/her request in the test environment.
		14. If user finds error in the requested functionalities, user will inform level 1 about the error and level 1 will inform level 2.
		15. Level 2 will then fix the error and inform the level 1 to inform user to test again the functionality

		16. Level 1 will then inform user to test again the system functionality
		17. If user did not see any errors, user will then approved the Acceptance form and inform level 1 that the function is running properly
		18. Level 1 will then inform the level 2 that the user approved the Acceptance form and the function/system is ready to go live.
		19. Level 2 will deploy the system in the live server.
		20. Level 2 will inform again the level 1 to inform the user that the system is already in the live server.
		21. Level 2 will have 1 month to monitor the deployed system, if there are no issues or errors in the system within one month, level 2 will then closed the ticket of the request