



GO WHERE GAIGAI CHANGE MANAGEMENT PLAN

Version <1.0>
<10/10/2022>

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Isaac Soh	10/10/2022	Eugene Lim	10/10/2022	Risk Management Plan First Version

UP Template Version: 11/30/06

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1 INTRODUCTION

1.1 PURPOSE OF THE CHANGE MANAGEMENT PLAN

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

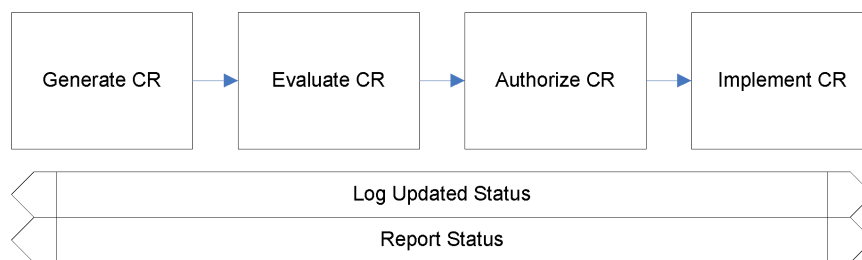
The Change Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

2 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.

2.1 CHANGE REQUEST PROCESS FLOW REQUIREMENTS

Step	Description
Generate CR	A submitter completes a CR Form and sends the completed form to the Change Manager
Log CR Status	The Change Manager enters the CR into the CR Log. The CR's status is updated throughout the CR process as needed.
Evaluate CR	Project personnel review the CR and provide an estimated level of effort to process, and develop a proposed solution for the suggested change
Authorize	Approval to move forward with incorporating the suggested change into the project/product
Implement	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders



2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

Element	Description
Date	The date the CR was created
CR#	Assigned by the Change Manager
Title	A brief description of the change request
Description	Description of the desired change, the impact, or benefits of a change should also be described
Submitter	Name of the person completing the CR Form and who can answer questions regarding the suggested change
Phone	Phone number of the submitter
E-Mail	Email of the submitter
Product	The product that the suggested change is for
Version	The product version that the suggested change is for
Priority	A code that provides a recommended categorization of the urgency of the requested change (Critical,High,Medium or low)

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	There is a significant business service impact which affects multiple users. Significant amount of manpower will be required and management will be involved in the decision process. The change manager seeks advice on change authorization and planning.
High	There is a clear service impact which affects at least one user. The request must be discussed in the change control board meeting and approved by the change manager. The change manager seeks advice on authorization and planning.
Medium	There is little impact on current services as no customers are affected as a result of the change. The change manager is allowed to authorize the CR.
Low	There is no impact on current services. The CR can be executed without prior approval from the change manager.

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
Security	Change affecting security
Usability	Change affecting usability
Reliability	Change affecting reliability

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
In Review	CR work is completed and in final review prior to testing
Testing	CR work has been reviewed and is being tested
Approved	CR has been approved and implementation is in progress
Rejected	CR is rejected.
Closed	CR work is complete, has passed all tests, and updates have been released.

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Eugen Lim Zhi Jie	8683 0294	1) Oversees the entire project 2) Representative of the team and communicates with the client directly
Lead Developer	Yeo Kai Liang Jasper	9450 3397	1) Oversees the development of the project 2) Ensure each and every requirements from the clients are implemented 3) Oversees the implementation of the product
QA Manager	Huang Rui Min	9186 8413	1) Responsible for QA of the product 2) Ensure product is up to the highest standard 3) Oversees the testing done by the QA engineer

3 RESPONSIBILITIES

Role	Name	Contact	Responsibilities
Project manager	Eugen Lim Zhi Jie	8683 0294	1) Oversee both internal and external communication 2) Monitoring of CRs progress 3) Reports to the board
Change manager	Yeo Kai Liang Jasper	9450 3397	1) Ensure that CR is feasible 2) Ensure that CR is properly documented 3) Ensure that CR is reviewed and bring up to the necessary stakeholder if needed
Change Analyst	Isaac Soh Wei Yang	97681793	1) Analyze the CR and record the impact of it 2) Updating of existing and new CRs
QA Manager	Huang Rui Min	9186 8413	1) Ensure that QA is up to standard after new CR(s) has been implemented

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the *Go Where Gai Gai* **Change Management Plan** and agree with the approach it presents. Changes to this **Change Management Plan** will be coordinated with and approved by the

Signature:  Date: 10/6/2022

Print Name: Eugene Lim Zhi Jie

Title: Project Manager

Role: Project Manager

Signature:  Date: 10/6/2022

Print Name: Huang RuiMin

Title: QA Manager

Role: QA Manager

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
CDC UP Change Management Plan	Change Management Plan	https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2965315-dt-content-rid-26443382_1/xid-26443382 1

Appendix C: Key Terms

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

Term	Definition
<i>Change Request(CR)</i>	<i>A formal proposal to change an aspect of the product. Request can range from fixing bugs to implementing new features</i>
<i>Change Request form(CRF)</i>	<i>A form to request a CR</i>
<i>Change Control Board(CCB)</i>	<i>A committee that review and either accept or reject change request</i>

Appendix D: Change Request Form Example

The example Change Request Form attached below can be used to submit changes during the life of the project.



CDC_UP_Change_Re
quest_Form_Example

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.



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