SS ZG622:

Software Project Management

Contact Session # 12b

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BITS Pilani

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Types of change management

- Managing process changes in organization
- Managing change from existing to new software system
- Managing changes to the software system as it is being developed
- Managing changes to an existing software system
- Managing transition to agile software development (process model change)*

Topics

- Configuration management
  - **Change management**
  - *Version management*
  - *System building*
  - *Release management*
- Change management
  - Change management process
  - Change request form (example)
  - Change control board
  - Continuous integration

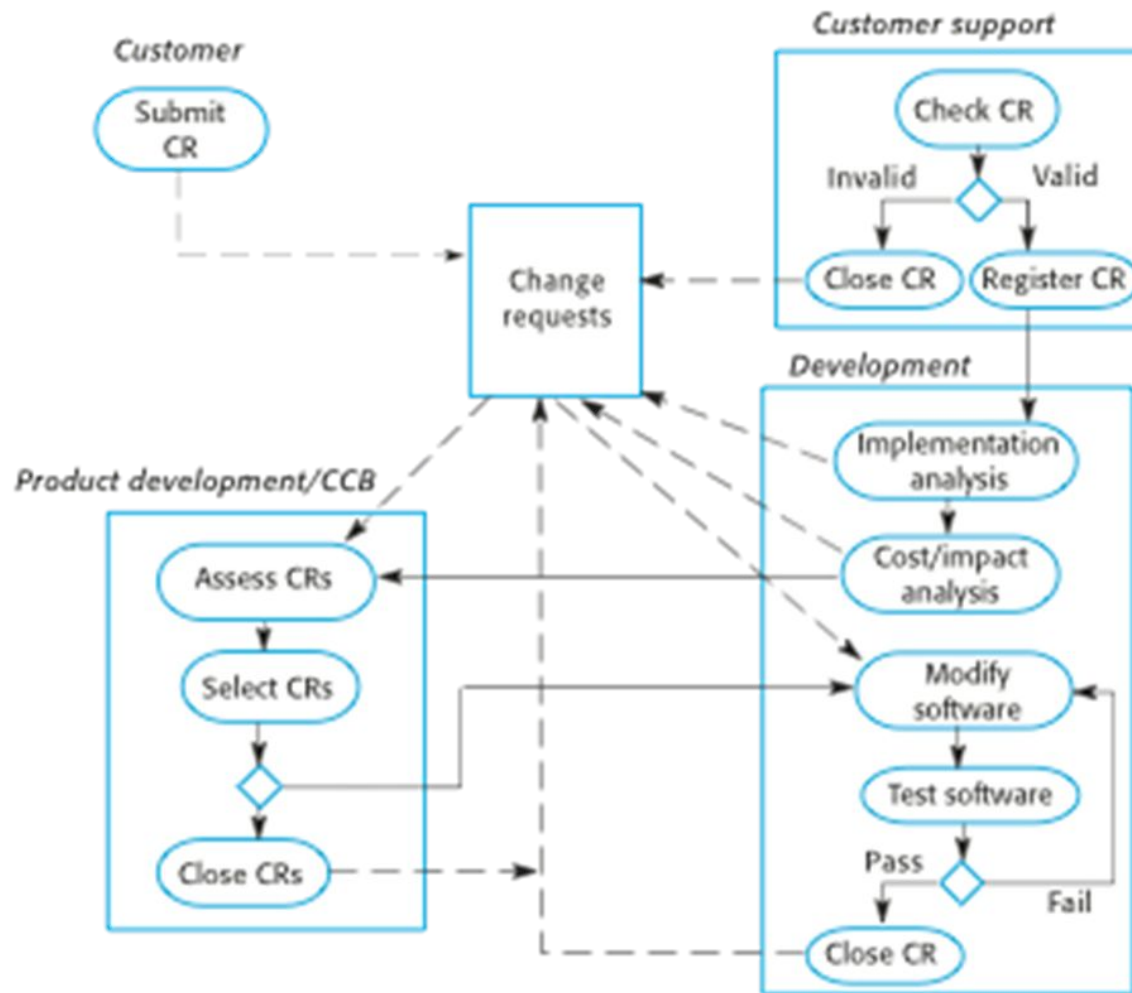# Change management process - an overview

Change management process in detail

https://docs.bmc.com/docs/smartit16/learning-about-change-management-677785119.html
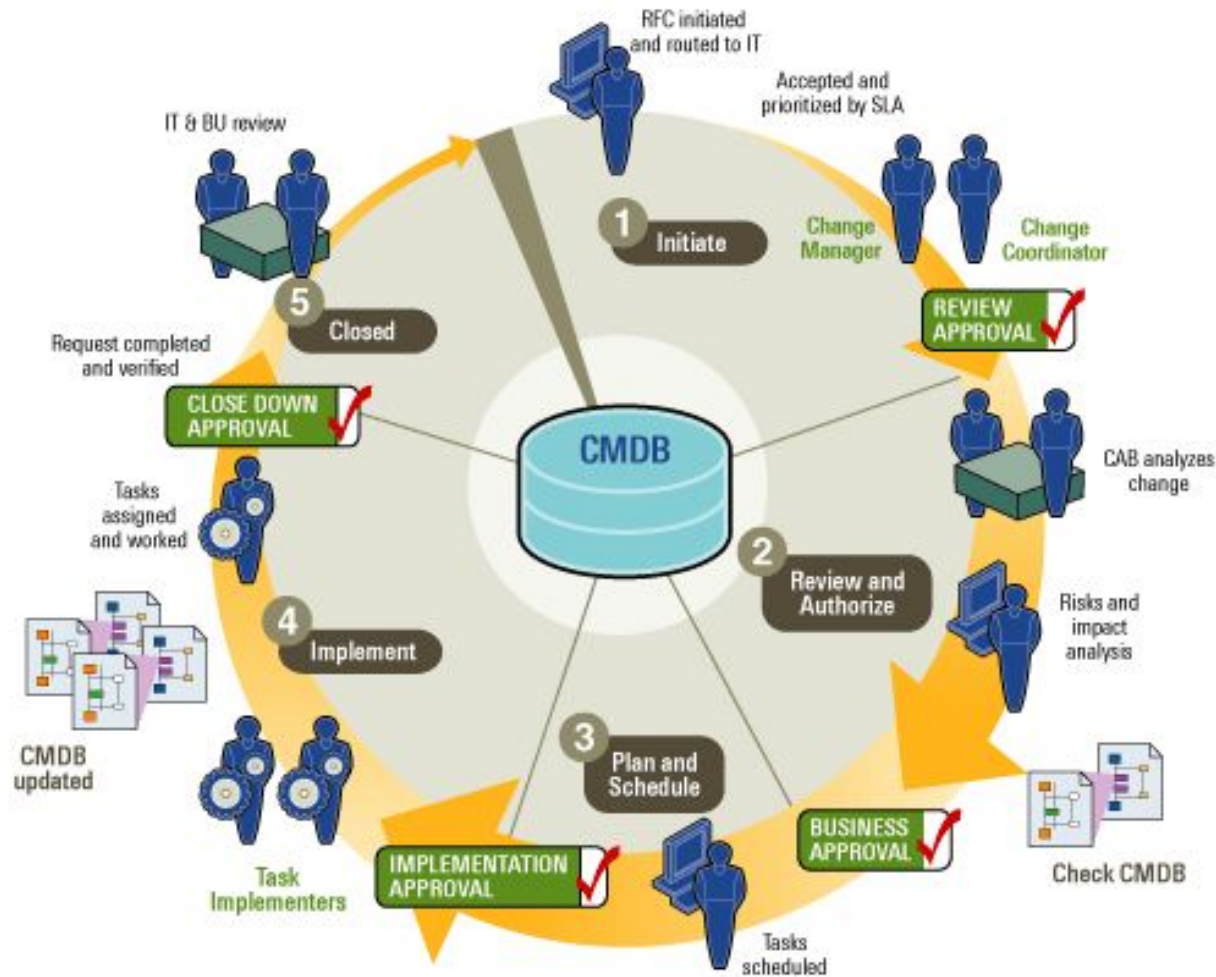
Change management process in detail

Chapter 25, Somerville, I. (2007). *Software engineering*. Addison-Wesley.

Typical Change Request Form

Change Request Form Template			
Project Name	Name Of Project		
Requested By	Name Of Requestor	**Date**	
Request No	Request Number	**Name Of Request**	
Change Description	This slide is 100% editable. Adapt it to your needs and capture your audience's attention.		
Change Reason	This slide is 100% editable. Adapt it to your needs and capture your audience's attention.		
Impact Of Change	This slide is 100% editable. Adapt it to your needs and capture your audience's attention.		
Proposed Action	This slide is 100% editable. Adapt it to your needs and capture your audience's attention.		
Status	**In Review**	**Approved**	**Rejected**
Approval Date	This slide is 100% editable. Adapt it to your needs and capture your audience's attention.		
Approved By	This slide is 100% editable. Adapt it to your needs and capture your audience's attention.		

Activity CS12b-#1: Discuss CRs for Mux-Core system

- Example of a Change Request (brief – change to an existing functionality)

  Sales report columns (change) – The daily sales report includes only the total sales of each movies on each day of screening. This report should also contain a split of the total sales across screens. Such a report will help the manager in deciding on the number of shows for a given movie.

Activity CS13-#1: Functionality in the current Mux-Core system

User	Functionality
Admin	Add details of new movies
Admin	Add details of new counter staff
Supervisor	Schedule the counter staff
Supervisor	Prepare daily sales report
Manager	Schedule and set prices for new movies
Manager	Get sales reports of various movies and screens
Manager	Give occasional discounts to people
Customer	Register and access the system
Customer	Buy one or more tickets for a movie show
Customer	Rate and review movies I have seen
Customer	Search/Sort (by rating)/filter(by date, location) for movies and shows
Counter Staff	Sign in and sign out of duty session
Counter Staff	Sell movie tickets to customer
Theater Assistant	validate customer ticket(s)

Configuration or Change Control Board
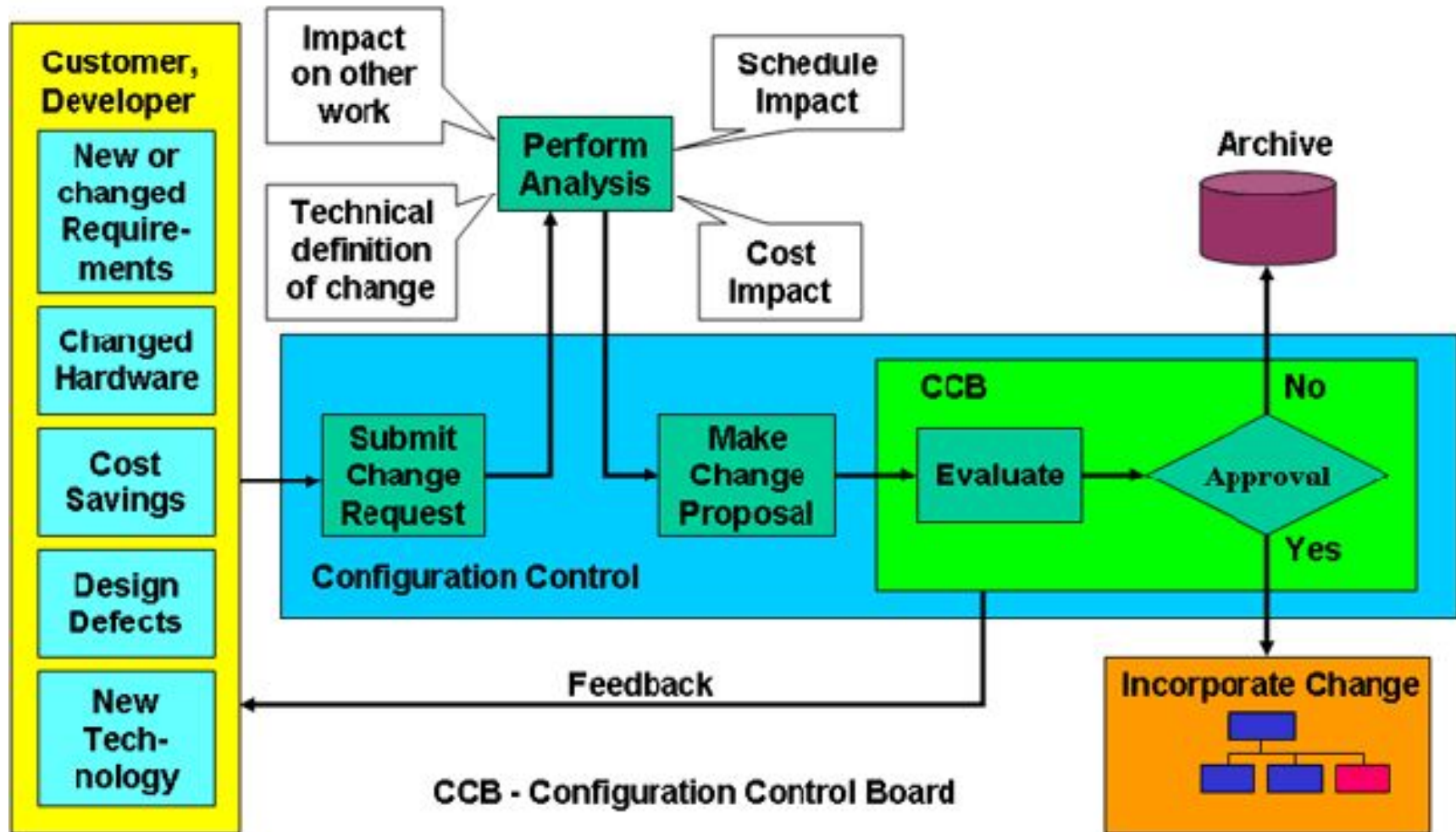
http://www.chambers.com.au/glossary/configuration_control_board.php

Change Control Board

- Responsible for:
  - Evaluating and approving or disapproving proposed changes to a system
  - Prioritizing the incorporation of approved changes
  - Scheduling the changes for forthcoming releases.
- In some projects the CCB may also be responsible for verifying that approved changes are implemented.

Change Control Board

- Medium to large projects may have more than one CCB.

  - an external CCB comprising users, developers and marketing people is formed to deal with changes that will impact the customer.

  - An internal CCB comprising developers and technical managers is formed to deal with changes to the software system, or impact costs and delivery dates.

Activity CS12b-#2: Analyze CRs and Approve/Deny

CR1: Sales report columns (change) – The daily sales report includes only the total sales of each movies on each day of screening. This report should also contain a spit of the total sales across screens. Such a report will help the manager in deciding on the number of shows for a given movie.

CR2: Counter staff scheduling (bug) – The draft schedules suggested by the system is infeasible because some staff are assigned to more that one counter for certain durations and it does not take into account the maximum hours per day and/or week. This must be fixed asap.

CR3: Loyalty card for customers (new) – We need to implement loyalty functionality (registration, issue of electronic card, point scheme, discounted prices, priority seating, etc.) to improve our customer service.
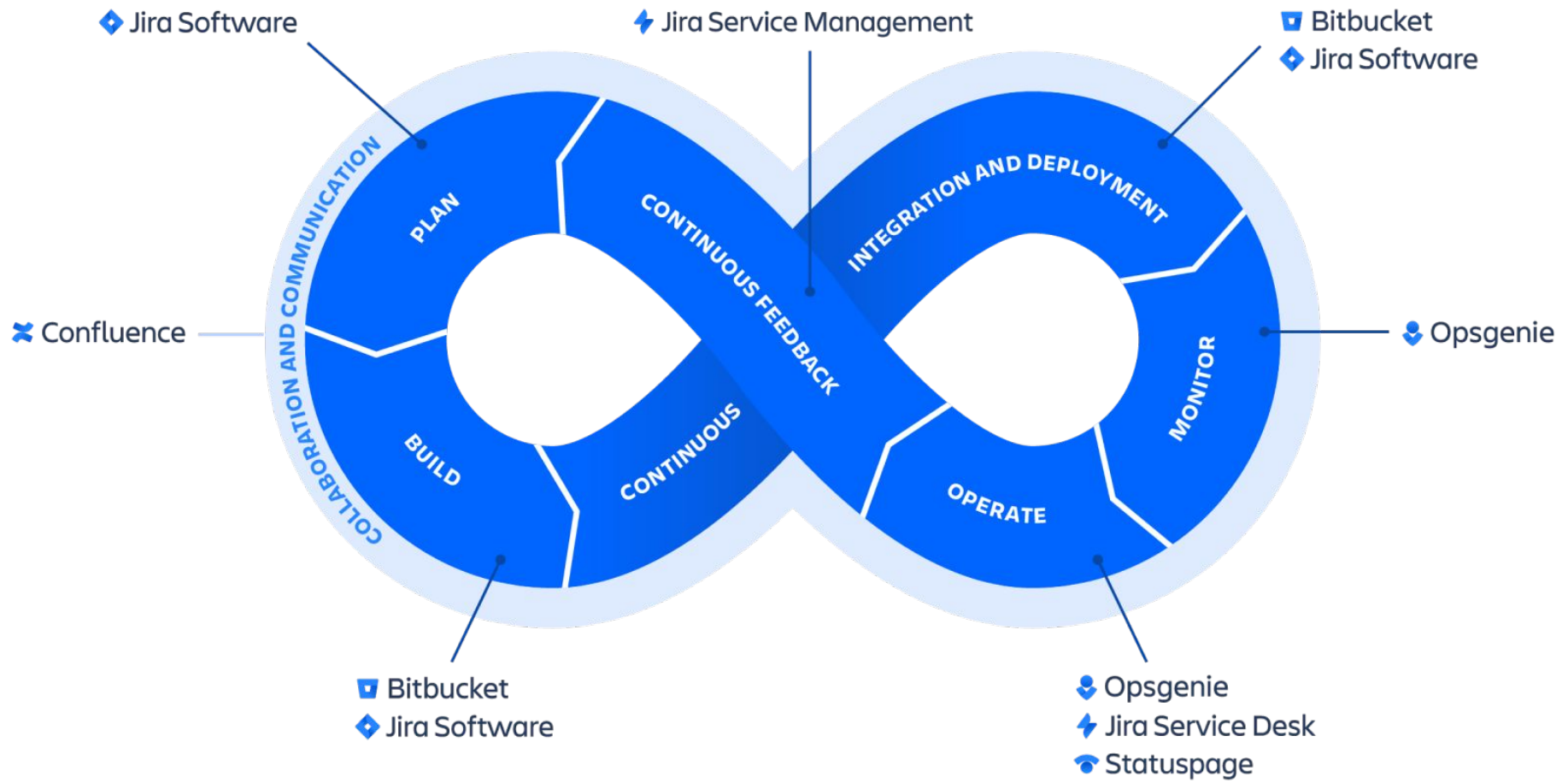
Estimate the effort required (in person-days), possible impact(s) of the change on the system (specific parts), and whether you approve or deny the CR.

Continuous Integration
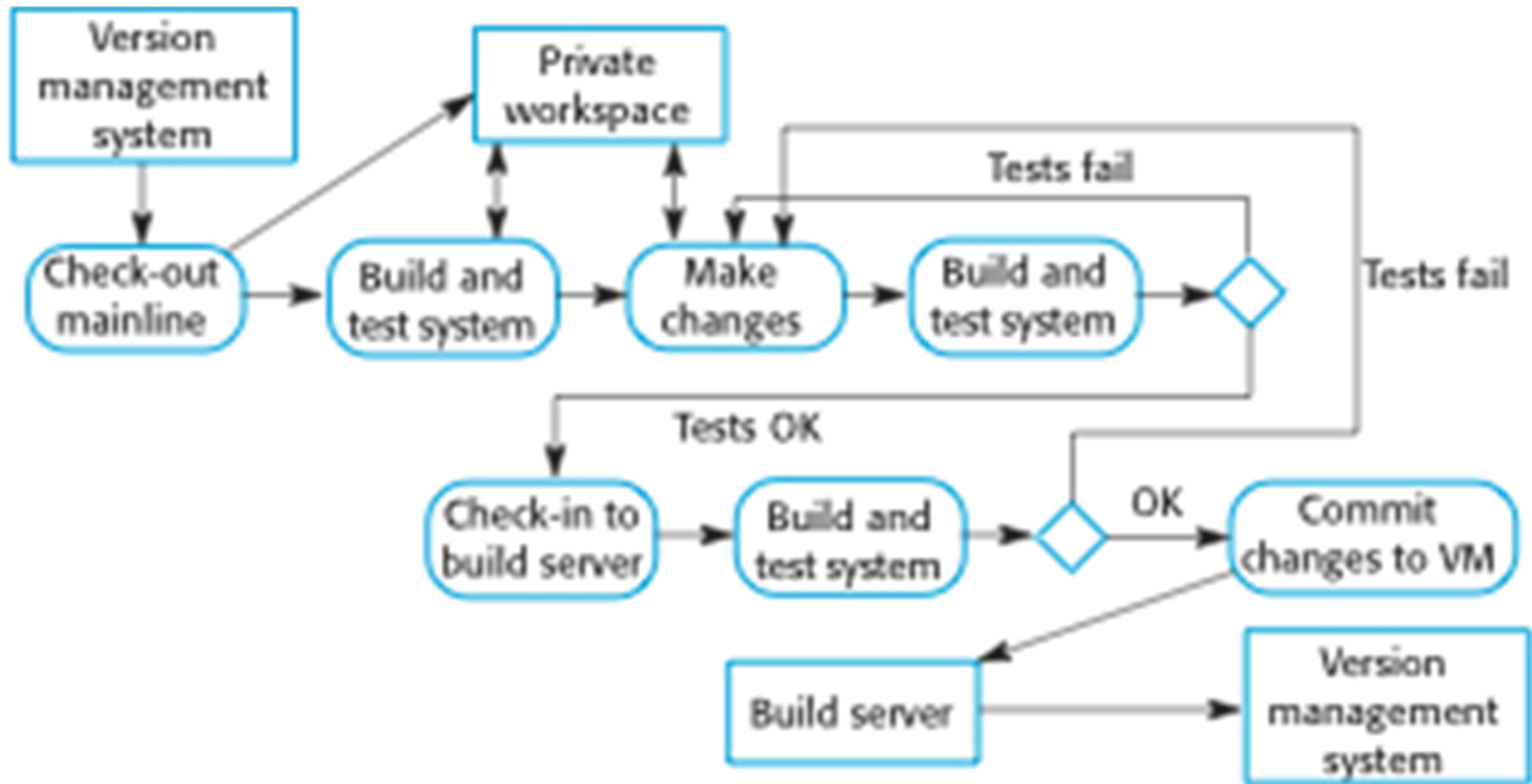
Chapter 25, Somerville, I. (2007). *Software engineering*. Addison-Wesley.

Continuous Integration and Continuous Deployment

https://www.atlassian.com/devops