MERCHANTDICE

CHANGE MANAGEMENT PLAN

Version *1.1*
24/10/2022

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Lee Wen Bin Andre	23/10/2022	Ling Yin	23/10/2022	Initial Draft
1.1	Lee Wen Bin Andre	24/10/2022	Ling Yin	24/10/2022	Added Introduction, Change Management Process, Responsibilities

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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

Generate CR → Evaluate CR → Authorize CR → Implement CR

Log Updated Status

Report Status
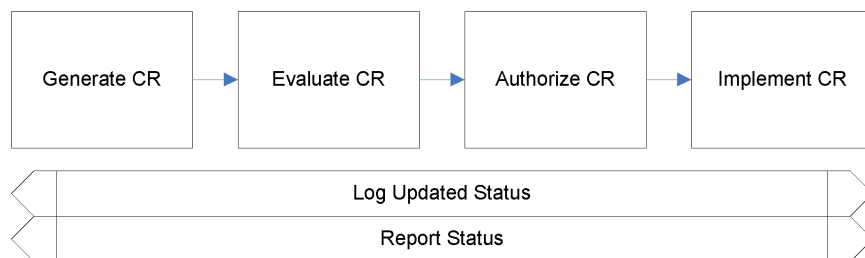
2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

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 (High, Medium, Low)

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	The issue is of paramount importance as it hinders the ability of the application to perform its basic function. Failure to address this change may result in detrimental financial burden to the business, or pose a severe security concern. It must be addressed with immediate effect.
High	The issue impacts the business process of the application such as a change in product requirements. This change request may impact its major users and should be addressed as soon as possible.
Medium	The change request was made by the client where rejection of such requests is not a viable option. This change request causes minimal impact to the integrity and performance of the application and should be addressed accordingly.
Low	The issue is minor and may consist of visual improvements, minor bug issues and client feature requests which may be rejected depending on the project schedule. This change request causes little to no impact to the integrity and performance of the application and should be addressed only when there is time.

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
Maintainability	Change affecting the maintenance complexity
Availability	Change affecting the uptime of the application
Reliability	Change affecting the integrity of the system
Usability	Change affecting the case of use of existing and future users
Scalability	Change affecting future expansion
Security	Change affecting the protection of the system against attacks

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
Closed	CR work is complete, has passed all tests, and updates have been released.
Approved	CR approved, but no assignments yet and work has not started
Rejected	CR is rejected
Deferred	CR is deferred to a later date, and awaits approval

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Ling Yin	9111 1111	● Oversees project progress ● Approves and executes project plan
Risk Manager	Andre Lee	9222 2222	● Ensures all risk project plans changes is emphasized ● Establishes strategies to minimize, eliminate risk if applicable
Client Representative	Andre Lim	9333 3333	● Recommends potential products or services to management

Role	Name	Contact	Description
			- Keeps and maintain process user accounts - Resolves customer complaints/queries via phone
Finance Manager	Trevor Lim	9444 4444	- Monitors cash flow - Ensures the business meets all its statutory and compliance obligations, including statutory accounting and tax issues - Keeps track of market trends
Test Manager	Kai Sheng	9555 5555	- Ensures all test adhere software functional requirements - Designs testing strategies - Executes test procedures
Development Manager	Andrew Ng	9666 6666	- Ensures changes requested can complete on time - Establishes and stimulates software development standards and processes along with best practices for delivery of scalable and high-quality software

3   RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Ling Yin	9111 1111	- Activity and resource planning - Controlling time management - Cost estimating and developing the budget

			• Analyzing and managing project risk • Monitoring progress • Managing reports and necessary documentation
Change Manager	Trevor Lim	9444 4444	• Apply a structured methodology and lead change management activities • Apply a change management process and tools to create a strategy to support adoption of the changes required by a project or initiative
Change Analyst	Kai Sheng	9555 5555	• Identify changes and their impacts, performing analysis functions • Defining and implementing change management activities • Participating in evaluating proposed change
Change Agent (Communication)	Andre Lim	9333 3333	• Provide clear communication to all key stakeholders on change related issues • Develop 2-way communication channels to foster ongoing organization change
Change Agent (Human Resource)	Andre Lee	9222 2222	• Provide expert HR advice on personal transitions and support • Provide change office and project based HR infrastructure
Executive Project Sponsor	Yang Yang	9777 7777	• Corporate Management, key project accountability and ownership

			● Report to CEO on project outcomes/success

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the MerchantDice **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:	Ling Yin	Date:	24/10/2022
Print Name:	Ling Yin		
Title:	Project Manager		
Role:	Oversees the management of the team		

Signature:	Andrew Ng	Date:	24/10/2022
Print Name:	Andrew Ng		
Title:	Development Manager		
Role:	Lead teams of software developers		

Signature:	Trevor Lim	Date:	24/10/2022
Print Name:	Trevor Lim		
Title:	Change Manager		
Role:	Monitors and supervises process of operational changes		

Appendix B: References

The following table summarizes the documents referenced in this document.

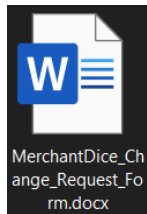| Document Name and Version	Description	Location
MerchantDice_ Change_Manag ement_Plan_v1. 1	MerchantDice Change Management Plan Document	http://155.69.100.27/3002s12 223_TS8APT200/index.php/ Main_Page

Appendix C: Key Terms

The following table provides definitions for terms relevant to this document. (The terms are listed in ascending alphabetical order)

Term	Definition
Authorization	Official permission to access a specific system or to carry out a specific function/task/change.
Baseline	An intermediate status of work results that record/save and approve at certain points in time. It serves to provide a fixed reference point for change management.
Budget	The estimated cost for the project to be approved by the project manager. It can also refer to work breakdown structure (WBS) components or schedule activities.
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 Request (CR)	A formal proposal for an alteration to some system. Such requests typically originated from bugs / system enhancement / development of other systems / changes in underlying structure and or standards.
Change Request Form (CRF)	A form that is used to request a change in the project.
Deliverable	Any unique and verifiable product, result, or capability to perform a service that must be produced to complete a process, phase, or project.
Milestone	A scheduling process that describes the set of related deliverables. These are the significant points in time or an event that mark important moments during the project.
Project Manager	The person in overall charge of the planning and execution of a project.
Quality	An interpretation which defines superiority and inferiority of things. It gives products' sustainability, maintainability, and reliability.
Quality Assurance	The approach which includes prevention of errors. It maintains the preferred level of the quality.
Quality Control	The procedures which certifies that product defines the necessary goals.
Reporting	A document file in which every information about the project is stored with the development records.
Risk Management	A methodology or a mechanism, carried out throughout the development process to identify, manage and control risks evolved before and during the development process.

Stakeholder	A person, group or company that is directly or indirectly involved in the project and who may affect or get affected by the outcome of the 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.

MerchantDice_Ch
ange_Request_Fo
rm.docx

Change Request Form

SUBMITTER - GENERAL INFORMATION				
CR#				
Submitter Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	☐ Low	☐ Medium	☐ High	☐ Mandatory
Reason for Change				
Other Artifacts Impacted				
Assumptions and Notes				
Attachments or References	☐ Yes	☐ No		
	Link:			

INITIAL ANALYSIS	
Hour Impact	
Duration Impact	
Schedule Impact	
Comments	
Recommendations	

CHANGE CONTROL BOARD - DECISION				
Decision	☐ Approved	☐ Approved w/Conditions	☐ Rejected	☐ More Info
Decision Date				
Decision Explanation				
Conditions				

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.

MerchantDice_Ch ange_Manageme nt_Log.xlsx

								Change Log Template						
Project Name:														
Project Manager Name:														
Program Manager Name:														
Change No.	Type	Description	Date Identified	Status	Priority	Assigned	Expected Resolution	Action	Impact	Date Work Begins	Escalation Required	Date Work Resolved	Sign off	Remarks