**The Team**

# Change Management Plan

E-Tendance - Facial-Recognition Based Attendance Taking System

**[Change Management Plan]**
Version 1.1 Approved

<u>The Team</u>

Li Shanlan
Zeng Jinpo
Akshaya Muthu
Simon El Nahas Christensen
MN Shaanmugam
Cao Ngoc Thai

# VERSION HISTORY

| Version # | Implemented By | Revision Date | Approved By | Approval Date | Reason |
|---|---|---|---|---|---|
| 1.0 | Akshaya Muthu | 08/11/2019 | Simon El Nahas Christensen | 13/11/2019 | Initial Draft |
| 1.1 | Akshaya Muthu | 10/11/2019 | Simon El Nahas Christensen | 13/11/2019 | Addition of Change Management Process, Responsibilities |
| | | | | | |

## TABLE OF CONTENTS

# 1 INTRODUCTION

## 1.1 PURPOSE OF THE CHANGE MANAGEMENT PLAN

The Change Management Plan documents and tacks the necessary information required to effectively manage project changes from project start to delivery. The change management plan documents how errors found in the system will be handled and fixed and how the team reacts to any software changes. This is mandatory as errors are common and unavoidable and documenting how they will be handled is paramount.

The Change Management Plan is created during the Planning Phase of the project. Its intended audience are 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
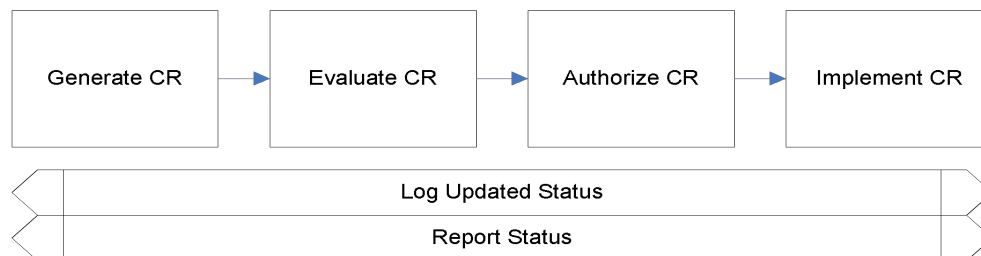
## 2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

| Element | Description |
|---|---|
| Date | The date the change request was created. |
| CR# | Identification of change request as assigned by the Change Manager. |
| Title | A brief summarized overview of the change request. |
| Description | Description of the reason for the change, desired change, the impact, or benefits of a change should also be described. |
| Submitter | Name of the person submitting the change request Form with the request for change. Also the person who can answer questions regarding the suggested change and submitted change request form. |
| 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 |
|---|---|
| High | 3 factors are considered when categorizing change request.<br><br>The frequency of the error, for which change request is submitted, showing up. If the frequency of the error occurring is large, the change request is given a high priority.<br><br>The impact of the error. If the error affects major functionalities and the scope of the project it is given a high priority.<br><br>Estimated time needed to fix the error. If the estimated time required for the error to be rectified is comparatively long, higher priority is given to the change request. |

| | |
|---|---|
| Medium | A change request is given medium priority when any two of the above mentioned three factors are high. In this case, the change request is fairly important. |
| Low | Change requests that are neither high nor of medium priority are given low priority. These change requests do not have to be handled immediately as the impact of the corresponding errors on the software system is low. |

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 |

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. |

## 2.3.1        Change Control Board

| Role | Name | Contact | Description |
|---|---|---|---|
| Project Manager | Simon El Nahas Christensen | sim24n@gmail.com | Project Head responsible for approving changes in the project. |
| Lead Software Developer | Li Shanlan | melodyli710@gmail.com | To assess the change required and deem it possible and risks involved in carrying our change request.<br><br>Suggest better alternatives. |
| Change Manager | Rajasekara Pandian Akshaya Muthu | akshaya522@gmail.com | Reviews the change request and aids in the approval and communication between relevant personnel involved. |

## 3    RESPONSIBILITIES

| Role | Name | Contact | Description |
|------|------|---------|-------------|
| Project Manager | Simon El Nahas Christensen | sim24n@gmail.com | Approve or reject change requests based on risk and cost of each change request. |
| Lead Software Developer | Li Shanlan | melodyli710@gmail.com | Assess feasibility of change request and risks involved in carrying out change request.<br><br>Suggest better alternatives. |
| Change Manager | Akshaya Muthu | akshaya522@gmail.com | Reviews the change request and aids in the approval of request.<br><br>Communicates between relevant personnel involved. |

## Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the E-tendance Online Attendance Taking System **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: | Akshaya | Date: | 11/11/2019 |
|---|---|---|---|
| Print Name: | Rajasekara Pandian Akshaya Muthu | | |
| Title: | Miss | | |
| Role: | Change Manager | | |

| Signature: | Simon | Date: | 11/11/2019 |
|---|---|---|---|
| Print Name: | Simon El Nahas Christensen | | |
| Title: | Mr | | |
| Role: | Project Manager | | |

| Signature: | Shanlan | Date: | 11/11/2019 |
|---|---|---|---|
| Print Name: | Li Shanlan | | |
| Title: | Miss | | |
| Role: | Lead Developer | | |

## Appendix B: References

The following table summarizes the documents referenced in this document.

| Document Name and Version | Description | Location |
|---|---|---|
| Project Plan | The project plan documents the tasks, design principles and schedules that were used to implement the E-Tendance system. | http://155.69.100.27/3002s11920_TheTeam/index.php/File:Project_Plan.pdf |

## Appendix C: Key Terms

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

| Term | Definition |
|---|---|
| Change Management Plan | The change management plan documents the necessary information required to effectively manage project changes from project start to delivery. |
| Change Request | Change request is the request made by a team member to change certain aspects of the software when an error occurs. |
| Change Request Form | Change request form is the form that has to be filled and submitted when a member wishes to request for a change in the system. |
| Change Manager | Change Manager is the team member who is responsible for reviewing change requests and communicating between relevant personnel. |
| Change Request Status | Change request status is the current status of the request being processed. Status can be : Open, Work-in-Progress, In Review, Testing and Closed. |

## 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.

| Change Request Form | |
|---|---|
| Date: | |
| Project: | |
| Requester: | |
| Requested Change: | |
| Change Analyzer: | |
| Components Affected: | |
| Associated Components: | |
| Change Assessment: | |
| Change Priority: | |
| Change Implementation | |
| Change Control Board Decision: | |
| Change Implementation: | |
| Quality Assurance / Testing: | |

## 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.

| No. | Date | Requester | Description | Approved | Approved By | Actions Taken |
|-----|------|-----------|-------------|----------|-------------|---------------|
|     |      |           |             |          |             |               |
|     |      |           |             |          |             |               |
|     |      |           |             |          |             |               |
|     |      |           |             |          |             |               |