



**FOODIFY**

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## **CHANGE MANAGEMENT PLAN**

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Version 1.0  
23/10/2022

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*The information provided by Foodify change management team are in their best accuracy and clarity possible to date. Should there be ambiguousness please contact the Foodify team for clarification. Foodify does not hold any responsibility for wrong interpretation of information. Foodify reserved the rights to change the information when deemed necessary.*

## VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Kolady Anamika Martin Verma Nandini	23/10/2022	Duong Ngoc Yen	23/10/2022	Initial Change Management Plan

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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.

It will be used to define activities and roles among Team Runtime Terror to control any change during the development or maintenance phase of Foodify. The primary goals for this plan are to raise team awareness of an impending change and help the team adopt and implement the change swiftly. To achieve these two objectives, we have identified a quantifiable set of key performance indicators (KPI's) in this document. During the change execution, achieving these KPIs will help our team to track our progress toward our final goal.

This document also lays down a set of instructions to facilitate smooth and efficient communication between the developers and project manager of Team Runtime Terror. Developers and Managers must regularly discuss all questions and concerns. Mostly, developers have numerous questions which need to be clarified efficiently by the methods described in this document.

Change is seldom taken in a positive way by a team and hence this document also emphasizes on resistance management. When a certain group of people have been performing the same work for a while, they might resist to adapt to new processes as people tend to resist changes naturally. To resolve this, we have laid out a plan in this document to help Team Runtime Terror adapt to a business change which might involve a certain degree of training or other educational component. To achieve this, training sessions focussing on introducing and educating our team members on common changes, will be designed and implemented.

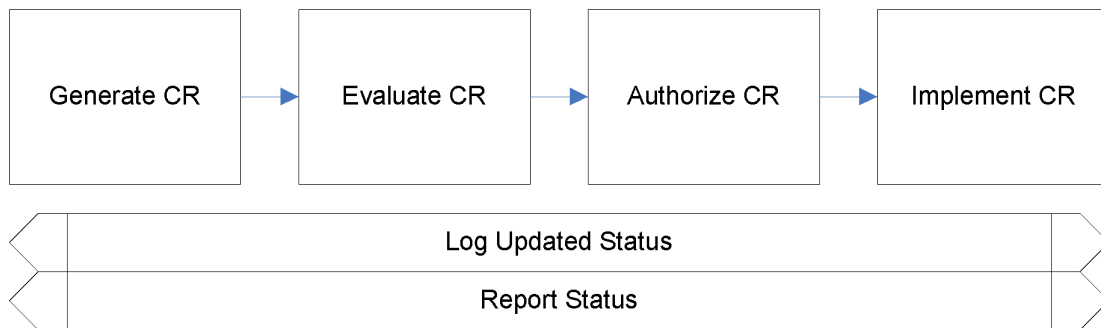
## 2 CHANGE MANAGEMENT PROCESS

The Change Management process is a series of well-defined steps which needs to be followed by our change management team in order to drive individual transitions and make sure that Foodify meets its intended outcomes. This is a process that 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. It guides our application change from the earliest stages of conception and preparation, through implementation and finally to resolution.

### 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. This form can be submitted by a stakeholder in the organization or by an application user so that they can request to alter a configuration item.
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. The log report will contain information necessary to make decisions for authorization and implementation of the proposed change. The information would include the description of the configuration item which needs to undergo change, type of change, reason for the proposed change, costs, timeframe and business justification.
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. Evaluating each change to assess its impact, risk and benefits is very critical for Foodify since it caters to a vast community. The impact assessment will consider the impact on the business environment, application infrastructure, customer service and implementation resources. The changes can also be reviewed by our stakeholders such as technical personnel or service owners to help evaluate the need for change.

Authorize	Approval to move forward with incorporating the suggested change into the project. Before beginning implementation, each change request will require authorization from the concerned authorities. The project manager and stakeholders will take a look at the anticipated risk of the change, size of the business at the point when the change is presented and potential financial repercussions while evaluating and authorizing the changes.
Implement	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders. Once authorized of the changes, the change request will be handed to the release manager for coordination and collaboration with the developers of Team Runtime Terror. Each change will have a backup plan in case it fails to be implemented. Once building and testing of the application according to the proposed changes is finished, the release and deployment team should notify the project manager of the results and suggested implementation requirements.



**Figure 1: Change Request Process Flow Chart**

## 2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

Element	Description
Date	The date the CR was created
CR#	Assigned by the Change Manager. This will be used to identify each CR by its unique serial number.
Title	A brief description of the change request. Title should clearly state what the CR is about and convey a clear message to the Change Manager.
Description	Description of the desired change, the impact, or benefits of a change should also be described. The description should contain information on how the change will affect the application infrastructure, business environment and customer service.
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).

The template in the Appendix represents change management log. It will have all the details from the change request form filled into it as and when a request is accepted. This way, it will help to keep a track of all the changes which have been implemented to Foodify after its first release.

## 2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Changes made in an uncontrolled manner to Foodify's application can significantly degrade the application experience and can even break the system in the worst cases.

Therefore, we have implemented a rigorous and robust process for both evaluation and authorization of change requests such that the changes are delivered within the specified budget and agreed timelines by all parties. The main motive for such a system is that minor changes that have little impact on the Foodify's experience must not carry large development and testing overhead as compared to major change requests.

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*The information provided by Foodify change management team are in their best accuracy and clarity possible to date. Should there be ambiguousness please contact the RuntimeError team for clarification. Runtime Error does not hold any responsibility for wrong interpretation of information. Runtime Error reserved the rights to change the information when deemed necessary.*

The authorization of change requests is done by the Change Control Board (CCB) of Foodify. It is a committee of subject matter experts and managers that constantly review and authorize if the changes are to be implemented in the project. For this application, there are two types of CCB:

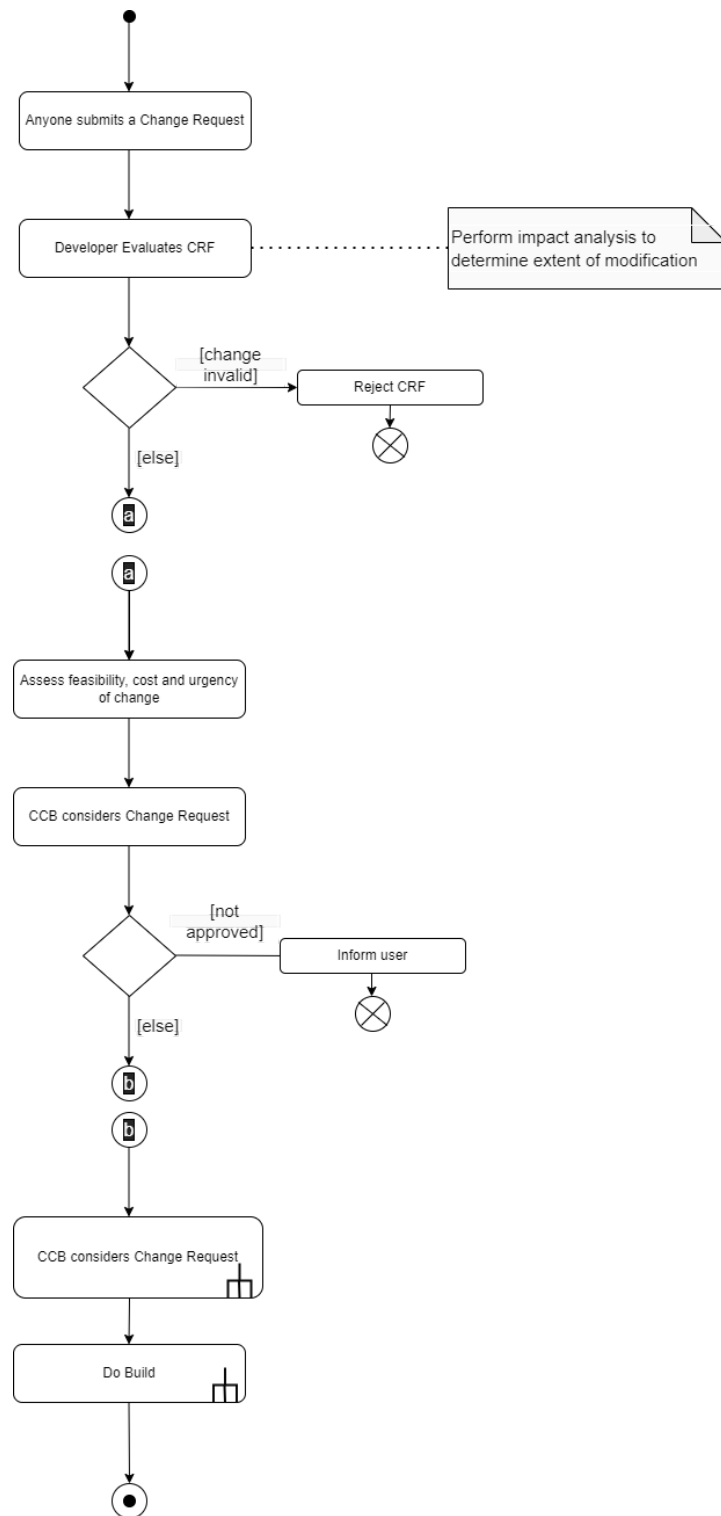
- Project Level CCB
- Software Change Control Board (SCCB)

Before submitting a change request, here are some questions that “you” (any client or stakeholder of the project) can consider:

- Will the change request result in any significant modification of the business requirements or the software requirement specification?
- Will the change request result in a request for additional funds or sponsorship from the stakeholders?
- Is the change request important enough such that it is required to be implemented as soon as possible or can it be delayed?

It is important to consider such factors before submitting a request for change such that it is easy to determine for the project managers whether the change request should be accepted. Once a request is submitted, it is evaluated using the different criterion given below.





**Figure 2: Change Control Process - Evaluate Change**

**Change type criteria:**

Priority	Description
Major	The CR contains a new requirement to be added to the product or a significant change/expansion of an existing functional requirement. The project lifecycle timelines will be altered due to the change and additional funding or sponsorship may be required to implement the change.
Minor	It is a routine CR, such as upgradation of programming language version, supporting libraries, or any other change having little impact on the overall Foodify system. It will not result in alteration of the project timelines and will not require additional funding to be implemented.

**Change requests are evaluated using the following priority criteria:**

Priority	Description
Critical	Significant issue that impacts the ability to produce basic function of the product or has a financial impact regardless of external or internal issue. These issues can cause the application to crash or hang for prolonged periods of time and may result in incorrect results or behavior. The change carries a high development overhead and no known easy work-arounds. All users and multiple departments are impacted by the issue and the CR is required to be handled as soon as possible.

High	Any change that impacts important business processes/systems, causes the application to produce incorrect behavior or require change in the functional requirements of the software with no known work-arounds, may require outage. This includes the need to overhaul project requirements and structure. This change request needs to be resolved with immediate attention as it will impact major users.
Moderate	Any change that does not impact critical business processes and does not affect critical software components. Such issues impact minimal areas of the software and can be fixed with some known workarounds. This CR causes little to no impact on the integrity and performance of the system. Typically requested features made by the client. Rejecting such a request is not an option by the client.
Low	Minor problems or cosmetic change. Typically requested features made by the client. Rejecting is viable. This change request does not impact the daily process and/or for which a work around is available.
Insignificant	Little to no problems. Small-scale feature made by client. This change request does not impact the system to any form.
Mandatory	Add-On features requested by client. Exclusion does not affect the system.

**Change requests are evaluated and assigned one or more of the following change types:**

Type	Description
Scope	Change affecting scope of the project listed in the project Software Requirements Specification (SRS) or Software Design Document (SDD) file.
Duration	Change affecting time timeline of the project and altering the critical path or due dates of project milestones.
Cost	Change affecting cost or budget change and requires additional funding or sponsorship from stakeholders.
Resources	Change affecting resources including the equipment or manpower required.
Deliverables	Change affecting deliverables of the project as mentioned in the Project Proposal.
Product	Change affecting the product. Some CRs may only result in change or fixing of non-product areas such as documentation.
Processes	Change affecting the process adopted for the product. Some significant CRs may require changes in the adopted processes to make them more suitable for the current product.
Quality	Change affecting quality.
Scalability	Change affecting future enhancements.
Maintainability	Change affecting efficiency and performance of operational status restoration. Large codebase changes or incorrect coding techniques will compromise maintainability in the future.
Reliability	Change affecting the integrity of the system. Any CRs that introduce ambiguous or experimental features will result in loss of reliability of the application.
Availability	Change affecting the uptime of the application to the public domain. Changes related to the back-end system such as database, cloud, or APIs will result in down-time for the user.

As soon as a Change Request is submitted, it is assigned a status of 'Open'. As the request moves along the process of evaluation, authorization, and implementation, the following statuses are assigned to the CR.

**Change requests are evaluated and assigned one of the following status types:**

Status	Description
Open	Entered/Open but not yet approved or assigned by the Change Control Board.
Work in Progress	The CR is approved, assigned to a team(s), and is currently in the implementation and building phase.
In Review	The CR implementation and building work is completed and in final review before testing and QA.
Testing	The CR review is complete and is currently undergoing testing.
Closed	The CR work is completed, the testing has been successful, and updates have been built and released to production.
On Hold	The CR is approved, a team is assigned, but the work is put on hold and the tasks are currently in the backlog.

### 2.3.1 Change Control Board

#### Project Level CCB

Role	Name	Contact	Description
Project Manager	Anandarajan Sindini	+65 1200 5421	Oversees project progress. Approves and executes project plan.
Lead Developer	Verma Nandini	+65 8923 1222	Oversees all front-end and back-end development activities. Responsible for timely execution of development tasks.

QA Manager	Kolady Anamika Martin	+65 8716 1615	Responsible for development and direct quality assurance procedures so that the application meets internal and external standards before shipment to users.
QA Engineer	Duong Ngoc Yen	+65 4238 9999	Oversees on improving software development processes and preventing defects in production and making sure that the software development is done in a correct way with good software practices.
Release Manager	Kolady Anamika Martin	+65 8716 1615	Responsible for scheduling, and controlling the software's development and delivery process.

**Software Change Control Board (SCCB)**

Role	Name	Contact	Description
Project Manager	Anandarajan Sindini	+65 1200 5421	Oversees project progress. Approves and executes project plan.
Release Manager	Kolady Anamika Martin	+65 8716 1615	Responsible for scheduling, and controlling the software's development and delivery process.
Finance Manager	Verma Nandini	+65 8923 1222	Responsible for producing financial reports, direct investment activities, and develop strategies and plans for the long-term financial goals of their organization and the projects.
Service level Engineer	Duong Ngoc Yen	+65 4238 9999	Responsible for negotiating Service Level Agreements and making sure that the IT Service Management processes, Operational Level Agreements are appropriate for the agreed service level targets.
Application Manager	Jim Sean	+65 4281 3738	Responsible for managing the software applications within a business and overseeing the specific applications that are needed to improve business operations, and then supervise the installation, upgrading and daily maintenance of software applications.

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Business Relationship Manager	Verma Nandini	+65 8923 1222	Oversee initiation and develop relationships with clients for business growth. Keep up with the recent industry trends, markets, and technologies. Develop and maintain detailed business plans for client projects.
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### 3 RESPONSIBILITIES


Role	Name	Contact	Description
Project Manager	Anandarajan Sindini	+65 1200 5421	Oversees project progress. Approves and executes project plan. Analyses and manages project risk. Monitoring progress. Managing reports and necessary documentation.
Lead Developer	Verma Nandini	+65 8923 1222	Oversees all front-end and back-end development activities. Responsible for timely execution of development tasks.
Change Manager	Jim Sean	+65 4281 3738	Responsible for creating and implementing change management strategies and plans for Foodify. He needs to plan in order to drive faster adoption, higher ultimate utilization of the software.
Release Manager	Kolady Anamika Martin	+65 8716 1615	Responsible for scheduling, and controlling the software's development and delivery process.
QA Manager	Kolady Anamika Martin	+65 8716 1615	Responsible for development and direct quality assurance procedures so that the application meets internal and external standards before shipment to users.
Change Agent (Communication)	Duong Ngoc Yen	+65 4238 9999	Provide clear communication to all key stakeholders on change related issues. Measure and improve the current communications efforts and overseeing the allocated annual communications budget.

## Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the *Foodify* **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: Sindini Date: 23 October 2022  
Print Name: Anandarajan Sindini  
Title: Project Manager  
Role:

Signature:  Date: 23 October 2022  
Print Name: Verma Nandini  
Title: Lead Developer  
Role:

Signature:  Date: 23 October 2022  
Print Name: Kolady Anamika Martin  
Title: Release and Change Manager  
Role:

## Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
The online trial marketing test (TMT) Change Management Plan	Change Management Plan template provided for reference	NTU Learn CZ3002 course site -> Content -> Labs -> Release Management, Change Management Plans, Design for Maintainability Templates and Examples -> LarkDetect_Change_Management_Plan.pdf <a href="https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2965318-dt-content-rid-26443374_1/xid-26443374_1">https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2965318-dt-content-rid-26443374_1/xid-26443374_1</a>
Fodify Change_Management_Log_template	Change Management Plan Template for Foodify	<a href="https://docs.google.com/spreadsheets/d/1cxiHk33pIBrxJ7Xu moWugxRWWJQXqlKh21TxBPgveNQ/edit?usp=sharing">https://docs.google.com/spreadsheets/d/1cxiHk33pIBrxJ7Xu moWugxRWWJQXqlKh21TxBPgveNQ/edit?usp=sharing</a>
Fodify Change_Request_Form	Change Request Form Template	<a href="https://docs.google.com/document/d/1x-kxUKL3rdr5wehLv-HeimNY1ih6q2-Y75-cxfgQDw/edit?usp=sharing">https://docs.google.com/document/d/1x-kxUKL3rdr5wehLv-HeimNY1ih6q2-Y75-cxfgQDw/edit?usp=sharing</a>

## Appendix C: Key Terms

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

Term	Definition
<b>Authorization</b>	Official permission given by the Change control board members to access a specific system or to carry out a specific function/task/change to the system,
<b>Budget</b>	The estimated cost of the project which is approved by the project manager.
<b>Change Control Board</b>	A group of people who evaluate change requests and approve it based on considerations such as cost, urgency and impact of changes on the system.
<b>Change Management</b>	A plan which consists of set of guidelines of how a team will proceed throughout the development schedule. It consists of the details regarding the authority to approve or reject any changes to the system.
<b>Change Request (CR)</b>	“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.”
<b>Change Request Form (CRF)</b>	A form which needs to be filled by stakeholders who request a change for the system. This form includes the details regarding the change requested.
<b>Cost</b>	The complete process of estimating the amount of effort required to develop a product.
<b>Key Performance Indicators (KPI)</b>	It is a set of marks used to quantify the achievements of a team during the course of a project. It is used to measure performance of a team against a certain benchmark.
<b>Milestone</b>	These are points in the course of a project where a significant event takes place and hence is marked as important. It is used to keep track of time to achieve a set of deliverables during the course of a project.
<b>Project Manager</b>	An individual who is responsible for leading a project team. They supervise the whole planning and execution of the project.
<b>Quality</b>	The set of parameters which are used to define product qualities such as sustainability, reliability and maintainability. Product attributes can be compared to set benchmarks.

<b>Quality Assurance</b>	The set of procedures implemented to avoid errors in our system. It ensures that a desired level of quality is maintained throughout the course.
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## 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.

Change Request Form	
<b>SUBMITTER - GENERAL INFORMATION</b>	
CR#	
Submitter Name	
Brief Description of Request	
Date Submitted	
Date Required	
Priority	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Mandatory
Reason for Change	
Other Artifacts Impacted	
Assumptions and Notes	
Attachments or References	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Link:
<b>INITIAL ANALYSIS</b>	
Hour Impact	
Duration Impact	
Schedule Impact	
Comments	
Recommendations	
<b>CHANGE CONTROL BOARD - DECISION</b>	
Decision	<input type="checkbox"/> Approved <input type="checkbox"/> Approved w/ conditions <input type="checkbox"/> Rejected <input type="checkbox"/> More Info
Decision Date	
Decision Explanation	
Conditions	

Template for Change Request Form:

[Change Request Form Template](#)

## 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.

Change Management Template												
Project Name:												
Project Manager Name:												
Program Manager Name:												
Date created:												
Date modified:												
Change #	Type	Description	Date Identified	Status	Priority	Assigned	Expected Resolution	Action	Impact	Date work resolved	Sign off	Remarks



Template Excel File for Change Management –  
[Foodify Change Management Log Template](#)