ByteXpress - Team 9
ByteXecom E-commerce System

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CHANGE REQUESTS

This document containes a full explanation of the change request procudure, change request form motivating the request and indicating which subsystem(s) will be effected by the change as well as the change request report.

It also includes the configuration management principles.

Client Information - Jannes Janse van Rensburg is the co-owner of Natuurlik. He is currently working as a Business Area Manager for DSV - Global Transport and Logistsics.

Client
Jannes Janse van Rensburg

Email
jan2rens@gmail.com

Cellphone number
072 881 0004

Table of Contents

1. Introduction

This document includes the change request procedure process the client will undergo if they request for a change on the system, as well as the documentation that goes along with the request.

2. Change Request Procedure

Introduction

In this section, the ByteXpress team compiled a series of steps in which the client is to follow when submitting a change request for the system.

Change Request Procedure Steps:

Step 1: If the client for which the system is designed for requests for a change to be made on the system, They will contact the system administrator or the team via email, bytexpress5@gmail.com, or using other means of communication.

Step 2: The client will then have to fill in a change request form, which needs to have detailed information regarding the type of change that is needed in order for the request to be implemented as requested.

Step 3: Upon receiving the completed change request form, the team will carefully analyse the request and determine the following:

- Which parts of the system does it affect? (Subsystems)
- Is the request within the scope and budget which was initially agreed on?

Step 4: The team informs the client of the incurring costs due to the request being out of the agreed-on scope and budget. The client then accepts the extra costs, and the process continues.

Alternative Step 4: The client does not accept the additional costs that will incur due to the request. The client will either submit another change request form requesting a different change or end the change request procedure entirely

Step 5: When the team reviews the request, they will record this review by filling in a change request analysis in the change request form, which will consist of the following details:

- The terms which the client and the team agreed on
- The outcome of the request (approved/rejected etc.)

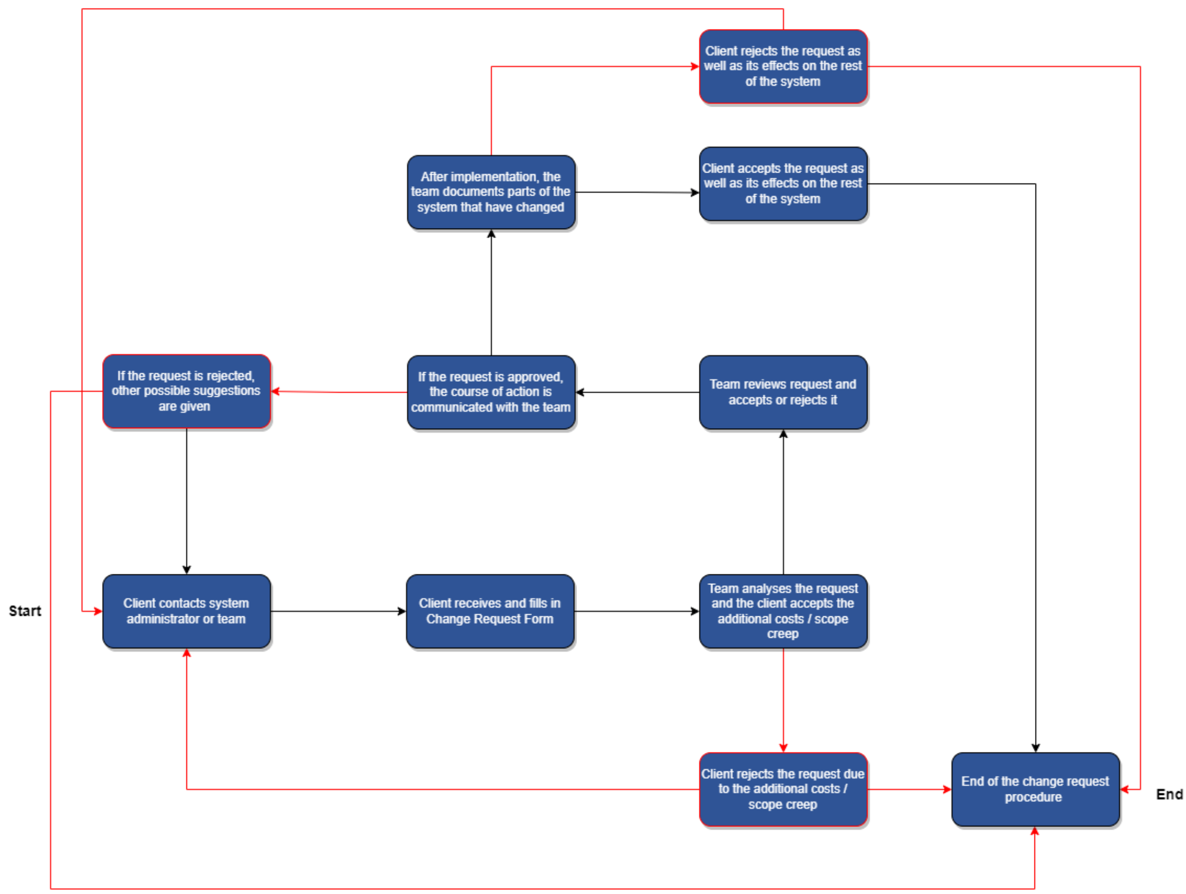
Step 6: If the team approves the change request, the system administrator will communicate details of the course of action. The development team will also be contacted and informed of the change request as well as confirm the specifics.

Alternative Step 6: If the team rejects the change request, they must also provide other possible suggestions which are likely to be approved. If the client accepts the suggestions, they will complete another change request form. If not, the change request procedure ends.

Step 7: After the implementation of the change request, the team will document other parts of the system that may have been affected. The change may affect how functionality that has already been implemented works.

Step 8: The team will then inform the client of the affected functionality due to the request which has been implemented. The team will also inform the client of the different tests the added functionality went under. The client accepts these changes and the change request procedure ends.

Alternative Step 8: The client does not accept the changes that come with the functionality added due to the request. The client will then complete another change request form requesting an additional change or the removal of the request.



Conclusion

This concludes the change request procedure steps to be followed by the client requesting a change on the system.

3. Change Request Form

Introduction

This section contains the change request form that will be filled in when the client request changes to be made on the system. It includes the client information, request details as well as the affected subsystems and users.

<table>
<tr><th colspan="11">CHANGE REQUEST FORM</th></tr>
<tr><th colspan="11">Client Details</th></tr>
<tr><td>First Name</td><td colspan="10"></td></tr>
<tr><td>Last Name</td><td colspan="10"></td></tr>
<tr><td>Phone Number</td><td colspan="10"></td></tr>
<tr><td>Email Address</td><td colspan="10"></td></tr>
<tr><th colspan="11">Change Request Details</th></tr>
<tr><td>Change Request Date</td><td colspan="10"></td></tr>
<tr><td>Change Required Date</td><td colspan="10"></td></tr>
<tr><td>Change Description</td><td colspan="10"></td></tr>
<tr><td>Reason for the Change Request</td><td colspan="10"></td></tr>
<tr><td>Benefits of the change</td><td colspan="10"></td></tr>
<tr><td>Level of Urgency</td><td colspan="2">Very Urgent
☐</td><td colspan="2">Urgent
☐</td><td colspan="2">Neutral
☐</td><td colspan="2">Somewhat Urgent
☐</td><td colspan="2">No Urgent
☐</td></tr>
<tr><td>Platform</td><td colspan="5">Web Application
☐</td><td colspan="5">Mobile Application
☐</td></tr>
<tr><td>Change Request Type</td><td colspan="2">Software
☐</td><td colspan="2">Security
☐</td><td colspan="2">Error Handling
☐</td><td colspan="2">Design
☐</td><td colspan="2">Other
☐</td></tr>
<tr><td>If Other, please provide further details</td><td colspan="10"></td></tr>
</table>

Affected Subsystem			
	User Management Subsystem		Location Subsystem
	Administrative Subsystem		Reporting Subsystem
	Reseller Subsystem		Suppler Subsystem
	Product Subsystem		Driver Subsystem
	Order Subsystem		VAT Subsystem
	Query Reason Subsystem		Reseller Credit Settlement Time Subsystem
	Review Subsystem		Video Subsystem
	Inventory Management Subsystem		Help Subsystem

Affected Users						
Admin	Inventory Manager	Sales Manager	Driver	Customer	Reseller	Other
☐	☐	☐	☐	☐	☐	☐

Additional Comments

Change Request Approval		
Client	Signature	Date
Project Manager	Signature	Date
ByteXpress Witness	Signature	Date

Conclusion

In conclusion, this section addressed the necessary steps needed for the client to make a change request

3. Change Request Report

Introduction

This section contains the change request report that will be filled in by the team after receiving the change request form from the client. It includes the project managers details, change request details as well as the approval or rejection of the request.

CHANGE REQUEST REPORT					
Project Manager Details					
First Name					
Last Name					
Phone Number					
Email Address					
Date					
Change Request Details					
Request Number					
Request Date					
Required Date					
Level of Urgency	Very Urgent ☐	Urgent ☐	Neutral ☐	Somewhat Urgent ☐	Not Urgent ☐
Change Impact Descriptions	Scope				
	Schedule				
	Cost				
	Resources				
	Other				
Change Request Conclusion					
Associated Risks					

Recommendations		
Conclusion	Approved ☐	Rejected ☐
Additional Comments		
Change Request Approval		
ByteXpress Members	____________________ Nomusa Vumisa ____________________ Kyle van Eeden ____________________ Ofhani Mungani	____________________ Thenjiwe Ntsonda ____________________ Aphiwe Shozi ____________________ Date
Client	____________________ Signature	____________________ Date

Conclusion

This section contains the change request report that will be filled in by the team after receiving the change request form from the client. It includes the project managers details, change request details as well as the approval or rejection of the request.

4. Configuration Management Principles

Introduction

In this section the team will walk through the configuration management principle that we are going to use on the system

Configuration Identification

The first step is to identify the configuration items to be able to maintain control as the system evolve throughout the development life cycle. The configuration list item includes: the libraries used on the system that might need maintenance, integrated software (Power BI Database Access Engine, Android targeting different API levels) and also encryption of sensitive data. The detailed configuration item register is documented with accurate records.

Configuration audits

In order for us to see if the systems functionality meets the requirements, the configuration data will be committed on GitHub repository and also demo videos will be uploaded on the cloud drive. This will leave an audit trail to make sure the system has been built according to its requirements.

Configuration control

To product the system from improper modifications, the configuration data will be on GitHub repository so whenever improper modifications occurs, we will be able to revert the changes back to the previous version

Configuration status accounting

This allows all configuration data and documentation to be recorded throughout the system development life cycle or iterations. The updated configuration information will help us with making changes to the system that needs to be implemented and planning on how to approach other requirements

Conclusion

In conclusion the ByteXpress team explained the configuration management principles in summary which are Configuration Identification, Configuration audits, Configuration control and Configuration status accounting.

5. Conclusion

This concludes the change request document compiled and documented by the ByteXpress team