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# **RoomieLah**

## **CHANGE MANAGEMENT PLAN**

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Version 1.1  
03/29/2022

## VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Agarwal Gopal	22/03/22	Pandey Pratyush	22/03/22	Initial Change Management Plan
1.1	Agarwal Gopal	26/03/22	Pandey Pratyush	29/03/22	Final Revision and added Appendices

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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. This is a process which guides our application change to success, from the earliest stages of conceptualization and preparation, through development and finally to resolution. It can be used to establish detailed processes which can then be used for tracking the submission, coordination, review, and approval for the release of the proposed changes to RoomieLah.

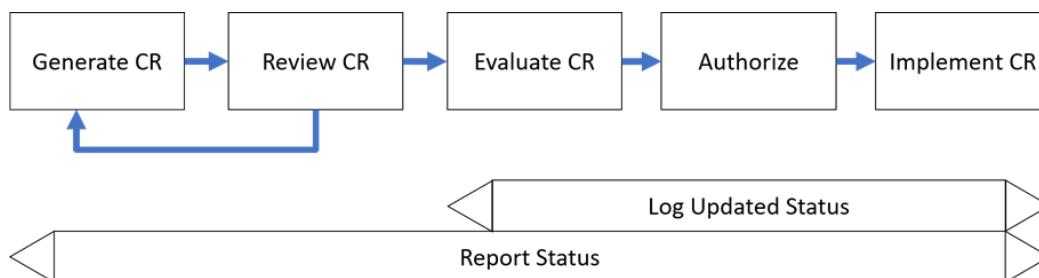
### 2.1. CHANGE REQUEST PROCESS FLOW REQUIREMENTS

The process flow requirements for a Change Request (CR) are listed as follows:

Step	Description
Generate CR	Any stakeholder, external to the development team, who requests for changes to be made completes a CR Form detailing key information of the desired change and sends the completed form to the Change Manager.
Review CR	The Change Manager is then responsible for reviewing and deciding whether the CR received should be rejected/returned to the submitter or accepted. This decision is based on the completeness and correctness of the CR and adequacy of details provided by the submitter.
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. Depending on the category of change, the log report will contain information necessary to make decisions for authorization and implementation of the proposed change.
Evaluate CR	Depending on the size and impact of change, either the Project Level Change Control Board (for small changes) or the Software Change Control Board (for major/urgent changes) re-evaluates the CR based on feasibility, cost and urgency of change and decides to either approve or reject the CR

	If approved, the Change Control Board personnel will provide an estimated level of effort to process the change, and develop a proposed solution together with the plan of action for the suggested change
Authorize	Approval to move forward with incorporating the suggested change into the project/product. Every change requested will require authorization from all concerned authorities before the implementation process can begin. This decision will involve considerations of risk of the change proposed, size of business at that point and potential financial and structural repercussions.
Implement	If approved, the Project Manager will designate a subset of developers to make the necessary adjustments pertaining to the requested change and communicate CR status to the submitter and other stakeholders
Review and Close	Upon completion of a change, a final post implementation review will be done to ensure all the objectives of the changes have been successfully achieved. If everything has been successfully implemented, all the changes associated with fixing errors for this change should be closed. If not, the project manager should follow the backup plan laid out for the change appropriately or discard the change entirely.

To better visualize the process flow for a change request, refer to the flow chart given below:



**Figure 1: Change Request Process Flow**

## 2.2. CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

The following change request form needs to be submitted to the project manager prior to making changes:

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)

Project Manager's approval to change request form is necessary. Appendix A contains a sample for a change request form.

## 2.3. EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	These contain the highest priority issues that cause the application to crash or be unusable by the user. This CR will impact multiple departments and all users
High	Any change that impacts important business processes/systems, may require an outage. This includes the need to overhaul project requirements and structure. This CR needs to be resolved with immediate attention as it will impact major users.
Medium	Any change that does not impact critical business processes and does not affect critical software components. This CR causes little to no impact on the integrity and performance of the system.
Low	Minor problems or changes to the user interface. This CR does not impact daily processes and/or for which a work around is available.
Insignificant	Little to no problems. There is no loss of system functionalities in this CR. This CR does not impact the system to any form.

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

Type	Description
Scope	Change affecting scope of the project
Time	Change affecting the timeline of the project and altering the dates of the existing project milestones.
Duration	Change affecting duration of the project
Cost	Change affecting the cost of the project which might require more funding from the project sponsor.
Resources	Change affecting resources that are available or required for the completion of the project like equipment or manpower.
Deliverables	Change affecting the deliverables of the project
Product	Change affecting the product. Some CRs may result in changes in only non-product areas such as documentations.
Processes	Change affecting process adopted for implementing the product. Some CRs might require changes in the adopted processes to make them more suitable for the current product.
Quality	Change affecting the quality of the product and services
Availability	Change affecting the percentage of time in a given period that the system is available to perform its tasks and functions under normal conditions.
Reliability	Change affecting the integrity of the system.
Scalability	Change affecting future enhancements and the system's ability to increase or decrease in performance and cost in response to changes in application and system processing demands.
Maintainability	Change affecting efficiency and performance of operational status restoration. Poor coding and documentation practices will compromise the maintainability of the product.

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

Status	Description
Open	The CR has been submitted but not yet approved or assigned by the Change Control Board
Work in Progress	CR approved, assigned to the teams responsible by the project manager, and work is progressing
In Review	CR work is completed and submitted for final review before 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.
On Hold	CR approved, assigned to the teams responsible, and added to the backlog. Other items of the backlog which have higher priority are being completed before this CR.

### 2.3.1. Change Control Board

The Change Control Board (CCB) is a formally constituted group of stakeholders responsible for approving or rejecting changes to the project baselines. This group may meet on a predefined schedule or on an as needed basis. The table below provides a brief description of personnel acting as the Change Control Board (CCB) and their role/level of authority within that group.

Role	Name	Contact	Description
Project Manager	Arora Srishti	+65 88103009	Approves/Rejects CR
Change request Manager	Tayal Aks	+65 85154231	Handles all incoming CRs
Lead Developer	Pandey Pratyush	+65 99875432	In charge of CRs that deal with the development side.
QA Manager	Acharya Atul	+65 75451722	In charge of CRs that involve quality of product.
Release Engineer	Agarwal Gopal	+65 98765467	In charge of releasing the changes made.

### 2.3.2. Change Feasibility Groups

If required, the Change Control Board will hold a meeting with the Change Feasibility Group to determine the feasibility of the proposed Change Request by performing a cost benefit analysis on each CR.

Role	Name	Contact	Description
Project Manager	Arora Srishti	+65 88103009	In charge of the overall process and ensures CRs are attended to appropriately and in accordance to their priority.
Change request Manager	Tayal Aks	+65 85154231	Enters CRs into the log and spearheads the feasibility study for a change request.



Lead Developer	Pandey Pratyush Kumar	+65 99875432	Assesses the CR from the technical perspective.
QA Manager	Acharya Atul	+65 75451722	Assess the CR from the Quality Assurance perspective. Reviews the final changes and assures that it meets the standards and quality benchmarks.
Change Analyst	Surawar Sanath	+65 76789765	Investigates the feasibility of a proposed change by considering the cost, and benefits of the change.
Change Implementation Lead	Iyer Rajagopal Mahadevan	+65 89764565	Implements and tests CRs which have been approved by the project manager.

### 3. RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Arora Srishti	+65 88103009	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	Tayal Aks	+65 85154231	Apply a structured methodology and lead change management activities for faster adoption, and higher ultimate utilization of the software. Apply a change management process and tools to

			create a strategy to support adoption of the changes required by RoomieLah
Change Analyst	Surawar Sanath	+65 76789765	Investigates the feasibility of a proposed change by considering the cost, and benefits of the change. Identify changes and their impacts, performing analysis functions. Defining and implementing change management activities. Participating in evaluating proposed change.
Change Agents (Communication)	Agarwal Gopal	+65 78936271	The main point of contact for mitigating the changes requested in the CR. Provide clear communication to all key stakeholders on change related issues.
Change Agent (Human Resource)	Acharya Atul	+65 78654687	Provide expert HR advice on personal transitions and support. Analyze how the change impacts the employees and communicate essential information with them.
Executive Project Sponsor	Iyer Rajagopal Mahadevan	+65 78231123	Corporate Management, key project accountability and ownership. Report to CEO on project outcomes/success.

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**Appendix A: Change Management Plan Approval**

The undersigned acknowledge they have reviewed the RoomieLah **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: Srishti Date: 29-03-2022

Print Name: Arora Srishti  
Title: Project Manager  
Role: Oversees the overall management and development of the project

Signature: Pratyush Pandey Date: 29-03-2022

Print Name: Pandey Pratyush Kumar  
Title: Lead Developer  
Role: In-charge of the development of the project and its systems

Signature: Gopal Agarwal Date: 29-03-2022

Print Name: Agarwal Gopal  
Title: Release Manager  
Role: Monitors and supervises release and change procedures

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## Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
CDC_UP_Change_Management_Plan_Template.docx	Change Management Plan template from NTULearn	<a href="https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2780753-dt-content-rid-23231071_1/xid-23231071_1">https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2780753-dt-content-rid-23231071_1/xid-23231071_1</a>
LarkDetect_Change_Management_Plan_v1.0.pdf	Sample Change Management Plan document from NTULearn	<a href="https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2780753-dt-content-rid-23231073_1/xid-23231073_1">https://ntulearn.ntu.edu.sg/bbcswebdav/pid-2780753-dt-content-rid-23231073_1/xid-23231073_1</a>

## 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
<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 a 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 a project. It is used to measure performance of a team against a certain benchmark.

<b>Milestone</b>	These are points during 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 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.
<b>Quality Control</b>	The procedures which are used to check that the product satisfies its requirements.
<b>Risk Management</b>	A plan which is developed in order to deal with any unseen circumstances during the course of the project, even after development is completed. It is used to control risks that are associated with any project that is undertaken.
<b>Stakeholder</b>	A person, group or company that is involved in the project and they have the ability to affect the outcome of the project as well as get impacted by it.

## 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

SUBMITTER - GENERAL INFORMATION			
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:		

INITIAL ANALYSIS	
Hour Impact	
Duration Impact	
Schedule Impact	
Comments	
Recommendations	

CHANGE CONTROL BOARD - DECISION			
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			



CDC\_UP\_Change\_Request\_Form\_Example

## 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 Log 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



CDC\_UP\_Change\_Management\_Log\_Template