VOTAFUN

CHANGE MANAGEMENT PLAN

Version 1.1
24/10/2023

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	WANG XIN YAN LLOYD	18/10/2023	NG YUE JIE ALPHAEUS	24/10/2023	Initial version
1.1	NG YUE JIE ALPHAEUS	24/10/2023	NG YUE JIE ALPHAEUS	24/10/2023	Added more qualities for the change request form

TABLE OF CONTENTS

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 in a future sprint cycle
Implement	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders for that sprint cycle

Generate CR → Evaluate CR → Authorize CR → Implement CR

Log Updated Status

Report Status
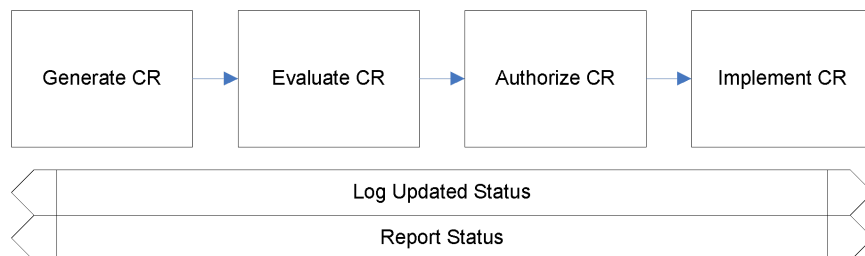
2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

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 (Critical, High, Medium, Low).
Task Custodian	The member of the team who is responsible for the change.
Implementation	Description of how the task custodian will implement the change, budget, manpower and duration needed.
Assessed Date	The date when the change control board assesses the change request.
Items affected	Description of the items that will be affected due to this change request.
Decision	The decision of the change control board if the change will go through. (Approved, Rejected)
Decision Date	The date when the decision for the change request is made.
Approving Member	The change control board member who approved of the change.
Reason for approval	Description of why the change control board approved the CR.
Status	The status of the CR.
Type	The type of CR.

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	This CR requires immediate attention and action. These are issues that pose a significant threat to the project's success, safety, or functionality. Critical priority changes often involve severe errors, security vulnerabilities, or compliance issues that need to be addressed urgently. Immediate allocation of resources and a quick resolution plan are essential to prevent major disruptions to the project's timeline and objectives.
High	The CR is important and can significantly impact the project, but they do not require immediate action like critical changes. High-priority changes address important issues, such as potential risks, quality improvements, or functionality enhancements that should be incorporated as soon as feasible. While not emergencies, they should be prioritized over medium and low-priority requests to maintain project efficiency and objectives.
Medium	The CR represents issues or enhancements that are neither critical nor high-priority but are still valuable for the project's success. These changes may involve modifications to existing features, performance enhancements, or process improvements. Medium-priority changes are generally scheduled within the project's normal workflow, balancing their importance against other ongoing tasks and priorities.
Low	The CR involves non-critical, optional, or future-oriented enhancements. These changes may be considered for implementation after the project's main objectives are met. Low-priority changes are often placed in a backlog for future consideration, and resources are allocated to them when more critical tasks are addressed. These changes are nice-to-have rather than essential for project success.

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

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 and waiting for approval

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Ng Yue Jie Alphaeus	9000 0000	● Oversees project progress ● Approves and executes project plan ● Assigns tasks and reports status of project to team members ● Manages and motivates team members ● Represents the team to the outside world ● Makes the final call on the proposed timeframe
Lead Developer	Abdul Siddiq Bin Mohd Yussaini	9000 0001	● Conduct bi-weekly risk assessment meetings with the Risk management team to provide updates on new on existing risk progress. ● Ensure all risk project plans changes are emphasized and updated accordingly. ● Brainstorm with Risk management team on strategies to reduce and eliminate risk involved in

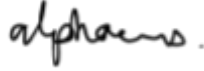|			the project.
Back-end Developer	Roy Lau Run-Xuan	9000 0002	● Overall Technical Lead ● Responsible for Product Release ● Coordinate team's schedule ● Ensure Effective Communication between team members ● Assess the change request and produce an estimated timeframe ● Ensure Change Request are completed within the agreed timeframe.
QA Engineer	Tran Trung Dung	9000 0003	● Oversee the overall product and process quality, making sure all the functional and non-functional requirements are met ● Recording, analyzing, and distributing statistical information ● Supervising QA engineer ● Oversee the test procedures made by QA engineer ● Establish baseline for testing

3   RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Ng Yue Jie Alphaeus	9000 0000	● Prepare work breakdown structure ● Ensure project schedules and deliverables are met ● Cost and risk estimation ● Monitoring and reporting progress update of change to the board
Change Manager	Wang Xin Yan Lloyd	9000 0004	● Identify and highlight changes. ● Prepare and update the Change Management Plan for traceability verification ● Assess the viability, cost and urgency of the proposed change
Change Analyst	Ryan Teo Cher Kean	9000 0005	● Analyze the proposed change and predict its impact towards the existing system ● Update the change requirements ● Implement change management activities ● Participate in evaluating the proposed change

APPENDIX A: CHANGE MANAGEMENT PLAN APPROVAL

The undersigned acknowledge they have reviewed the VotaFun **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: Date: 24/10/2023

Print Name: Ng Yue Jie, Alphaeus

Title: Mr

Role: Project Manager

APPENDIX B: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
CZ3002_VotaFun_Change_Management_Log v1.1	VotaFun Change Management Log	https://docs.google.com/spreadsheets/d/1j7G-4mqLiKpg_CUXa-8E89HkCmbQlzuvVu2C06XXyKE/edit?usp=sharing
CZ3002_VotaFun_Change_Request_Form v1.1	VotaFun Change Request Form	https://docs.google.com/document/d/1jft_09LN4ObPwfsnEht7xqJ_kBTOzFvLA381GKgtdZQ/edit?usp=sharing

APPENDIX C: KEY TERMS

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

Term	Definition
Baseline	A reference point to measure and compare the project's progress against. They are snapshots of the project updated after every change is made.
Change Control Board (CCB)	A committee responsible for recommending and making decisions on requested changes to baselined work.
Change Request (CR)	A formal proposal on changes to the project which can be submitted from anyone inside and outside of the project. Change requests may range from bug fixes, feature requests, performance upgrades to cosmetic changes.
Change Request Form (CRF)	A form which is used to request for change in 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.

VotaFun

Change Request Form

Application

Change Request No.: _____   Date: _____

Submitter: _____

Phone Number: _____   E-Mail _____

Title: _____

Product: _____   Version: _____

Description:

```
[                                                    ]
[                                                    ]
[                                                    ]
[                                                    ]
```

Assessment

Priority: _____   Assessed Date: _____

Items affected:

```
[                                                    ]
[                                                    ]
[                                                    ]
```

Implementation

```
[                                                    ]
[                                                    ]
[                                                    ]
```

Decision

Approving member: _____   Decision Date: _____

Reason for approval:

```
[                                                    ]
[                                                    ]
[                                                    ]
```

Task Custodian: _____

APPENDIX E: CHANGE MANAGEMENT LOG TEMPLATE

The detailed Change Management Log template shown below can be used to track and manage requested changes during the life of the project.

VotaFun Change Management Log												
Change Request No.	Date	Title	Submitter	E-Mail	Version	Priority	Decision	Decision Date	Approving Member	Task Custodian	Status	Type