CHANGE MANAGEMENT PLAN

# D7 Auto Service Center Web-App

**D7 AUTO SERVICE CENTER**

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**INTRODUCTION**

The Change Management Plan was created for the D7 Auto Service Center Web-App project to set expectations on how the approach to changes will be managed, what defines a change, the purpose and role of the change control board, and the overall change management process. All stakeholders will be expected to submit or request changes to the D7 Auto Service Center Web-App Project in accordance with this Change Management Plan and all requests and submissions will follow the process detailed herein.

**CHANGE MANAGEMENT APPROACH**

The Change Management approach for the D7 Auto Service Center Web-App Project will ensure that all proposed changes are defined, reviewed, and agreed upon so they can be properly implemented and communicated to all stakeholders. This approach will also ensure that only changes within this project's scope are approved and implemented.

The Change Management approach is not to be confused with the Change Management Process which will be detailed later in this plan. The Change Management approach consists of three areas:

* Ensure changes are within scope and beneficial to the project.
* Determine how the change will be implemented.
* Manage the change as it is implemented.

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, the Elite Four Team will prevent unnecessary change from occurring and focus its resources only on beneficial changes within the project scope.

**DEFINITIONS OF CHANGE**

There are several types of changes which may be requested and considered for the D7 Auto Service Center Web-App Project. Depending on the extent and type of proposed changes, changes to project documentation and the communication of these changes will be required to include any approved changes into the project plan and ensure all stakeholders are notified. Types of changes include:

* **Scheduling Changes**: changes which will impact on the approved project schedule. These changes may require fast tracking, crashing, or re-baselining the schedule depending on the significance of the impact.

The project manager must ensure that any approved changes are communicated to the project stakeholders. Additionally, as changes are approved, the project manager must ensure that the changes are captured in the project documentation where necessary. These document updates must then be communicated to the project team and stakeholders as well.

**CHANGE CONTROL BOARD**

The Change Control Board (CCB) is the approval authority for all proposed change requests pertaining to the D7 Auto Service Center Web-App Project. The purpose of the CCB is to review all change requests, determine their impacts on the project risk, and schedule, and to approve or deny each change request. The following chart provides a list of the CCB members for the D7 Auto Service Center Web-App Project:

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**ROLES AND RESPONSIBILITIES**

The following are the roles and responsibilities for all change management efforts related to the D7 Auto Service Center Web-App Project:

Project Sponsor:

* + Approve all changes to budget/funding allocations.
  + Approve all changes to schedule baseline.
  + Approve any changes in project scope.

Project Manager:

* + Receive and log all change requests from project stakeholders.
  + Conduct preliminary risk, cost, schedule, scope analysis of change prior to CCB.
  + Seek clarification from change requestors on any open issues or concerns.
  + Make documentation revisions/edits as necessary for all approved changes.
  + Participate on CCB

Product Owner:

* Leading change efforts and ensuring all stakeholders are aware of the changes that will take place.
* Creating and implementing a change management plan that addresses potential resistance to change.
* Identifying and addressing potential risks and issues associated with the change.

**CHANGE CONTROL PROCESS**

The Change Control Process for the D7 Auto Service Center Web-App Project will follow the organizational standard change process for all projects. The project manager has overall responsibility for executing the change management process for each change request.

1. Identify the need for a change (Stakeholders) – Change requestor will submit a completed change request form to the project manager.
2. Log change in the change request register (Project Manager) – The project manager will keep a log of all submitted change requests throughout the project’s lifecycle.
3. Evaluate the change (Project Manager, Team, Requestor) – The project manager will conduct a preliminary analysis on the impact of the change to risk, cost, schedule, and scope and seek clarification from team members and the change requestor.
4. Submit change request to CCB (Project Manager) – The project manager will submit the change request and the preliminary analysis to the CCB for review.
5. Obtain Decision on change request (CCB) – The CCB will discuss the proposed change and decide if it will be approved based on all submitted information.
6. Implement change (Project Manager) – If a change is approved by the CCB, the project manager will update and re-baseline project documentation, as necessary.

To effectively monitor the progress of change requests, a specific change request status is assigned to each step, as illustrated in the table below:

|  |  |
| --- | --- |
| **Status** | **Description** |
| Submitted | A change request log submitted by any member of the Elite Four team has not yet undergone impact analysis by the Project Manager. |
| In Review | Conducting an impact analysis is in progress. |
| Approved | The change request has been approved and will now proceed to the implementation stage. |
| Denied | The change request has been rejected. |
| In Progress | The action plan for implementing the change request is currently in progress. |
| Verifying | A review is being conducted to ensure proper implementation of the change request. |
| Closed | The change request has been fully executed, with successful testing and the release of updates. |

**SPONSOR ACCEPTANCE**

Date: February 21, 2023

Approved by the Project Sponsor:

Ms. Anne Sydney Reyes-Simpelo D7 Auto Service Center Owner

