

PROJECT CHANGE MANAGEMENT PLAN
Bregghan Point of Sale System

Bregghan Mini Grocery Store

MT MAKILING ST
MAKATI CITY, 1201

APRIL 12, 2023

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INTRODUCTION

This plan intends to direct and aid in the smooth changeover from the existing system to a new innovative system. Bregghan will experience major change when a new POS (Point of Sale) system is implemented since it affects many distinct parts of operations, procedures, and personnel.

This Change Management Plan's objective is to present an organized plan that will aid in ensuring a seamless transition to the new POS system. It will offer a precise road map for dealing with change's difficulties, including stakeholders, and promoting the adoption and integration of the new system into routine operations. We want to reduce interruptions, increase user acceptability, and achieve the intended business objectives by actively managing the transition.

A new POS system's implementation is a major work, but with a well-organized change management strategy in place, the business may effectively manage the transition. The business may accomplish a seamless adoption of the new POS system and enjoy its advantages by addressing difficulties, including stakeholders, offering training and support, and maintaining excellent communication. The project will be guided by this change management plan, which will ensure that every component of change is properly controlled and tracked.

CHANGE CONTROL BOARD

A crucial step in the change management procedure of an organization is the Change Control Board (CCB). It acts as a governing body charged for examining, assessing, and accepting or rejecting suggestions for modifications to the documentation inside a project or throughout the entire business. The main goal of the CCB is to make sure that all changes or updates to documents are well studied, in line with business objectives, and compliant with accepted standards and procedures. The table below shows the information of each stakeholder in charge of Change Control Board:

| Change Control Board Role | Role | Name | Contact | Responsibilities |
|-----------------------------|-----------------|--------------------------|--|--|
| Change Control Board Chair | Project Sponsor | Ms. Devilyn C. Ligligen | bligligen@gmail.com | <ul style="list-style-type: none"> • Approve or deny high impact changes. Has the responsibility to review the minimal impact changes and can overturn decisions made by the Project Manager about change requests. |
| Change Control Board Member | Project Manager | Ramon Benedict V. Elloso | bedictmann@gmail.com | <ul style="list-style-type: none"> • Determines if the impact of the change request is high or low. Approve or deny minimal impact changes. Responsible for formulating an action plan to implement the change request, if approved. • Communicates the required actions to implement the changes. • Update the project plan, budget, and schedule as needed. |

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| Change Control Board Member | Change Coordinator | Carlos C. Ligligen | ccligligen@gmail.com | <ul style="list-style-type: none"> • Ensures that the Change Management process is properly implemented. Responsible for updating the change logs accordingly. Prepare Change Status Report. • Create a report at the end of each month summarizing the status of the contents of the change control logs. |
|-----------------------------|--------------------|--------------------|--|--|

Table 1: Change Control Board

ROLES AND RESPONSIBILITIES

The responsibilities for each project participant during the change management process are listed in the following table:

| Name | Project Role | Responsibilities |
|--------------------------|-----------------------------|--|
| Ms. Devilyn C. Ligligen | Project Sponsor | <ul style="list-style-type: none"> Communicate the change message effectively to all stakeholders. Engage and influence stakeholders throughout the change process. Identify, assess, and manage risks associated with the change effort. |
| Store Manager | Internal user of the system | <ul style="list-style-type: none"> Test and quality assurance. Monitor the system performance and gather feedback |
| Cashier Staff | Internal user of the system | <ul style="list-style-type: none"> Test and quality assurance. Monitor the system performance and gather feedback |
| Ramon Benedict V. Elloso | Project Manager | <ul style="list-style-type: none"> Assess the impact of proposed changes on various aspects such as processes, systems, and personnel. Coordinate the implementation of changes, ensuring that they are executed according to plan and within specified timelines. Manage the entire change request process in collaboration with the Change Coordinator. |
| Carlos C. Ligligen | Back-End Developer | <ul style="list-style-type: none"> Review and understand proposed changes to the back-end systems. Collaborate with the project team to plan and implement back-end changes. |

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| Andrei Gabriel Palma | QA (Quality Assurance) Tester | <ul style="list-style-type: none"> Review and understand proposed changes and their impact on the system. |
| Donne Paolo Y. Tarinay | Front-End Developer | <ul style="list-style-type: none"> Review and understand proposed changes to the back-end systems Collaborate with the project team to plan and implement front-end changes. |

Table 2: Change request roles and responsibilities

CHANGE CONTROL PROCESS

The process of change control for a document encompasses a sequence of steps and protocols to effectively handle alterations, revisions, and updates to the document. It guarantees thorough review, approval, implementation, and communication of changes. Below is an outline of the change control process for a document:



Diagram 1: High level view of the change request process flow

| Process step | Description | Change Log Status |
|---------------------------|---|--------------------------|
| Change Request Initiation | Any stakeholder who identifies the need for a change in the document will initiate a change request. This can be done by communicating through a meeting. | Submitted |
| Change Request Review | The change request will be reviewed by the project team. They evaluate the characteristics, consequences, and practicality of the suggested modifications. | In Review |
| Change Impact Assessment | A comprehensive evaluation is conducted to analyze how the proposed changes will affect the document. This assessment encompasses an examination of their potential impact on the project schedule. | In Review |

| | | |
|-----------------------|--|--------------------------|
| Approval | Change control board reviews and grants approval for the change request, ensuring that the proposed modifications are in accordance with organizational standards, regulatory obligations, and document management policies. | Approved or Denied |
| Change Implementation | After receiving approval for the change request, the document undergoes the necessary modifications. | Ready for Implementation |

Table 3: Flow of the change request process

To monitor the progress of change requests, each step is associated with a specific status, as indicated in the table provided below:

| Status | Description |
|--------------------------|---|
| Submitted | A change request log submitted by a member of the project team or key stakeholders awaits review by the Change Control Board to perform an impact analysis. |
| In Review | An analysis is being conducted to assess the potential impact |
| Approved | The change request has received approval and is now ready for implementation |
| Denied | The change request has been rejected. |
| Ready for Implementation | The change request is prepared and ready to be implemented. |

Table 4: Change request status description

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

Ms. Devilyn C. Ligligen
Project Sponsor

Date: _____