**Change Management Plan**

**SurveiRams**

**Asia Pacific College**

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**Makati City, 1232 Metro Manila**

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# Introduction

A well-defined change management plan is vital to the effective execution of any project, including the SurveiRams Tiketing System project. This plan establishes a structured approach for identifying, assessing, and implementing changes that may arise throughout the project lifecycle. It ensures that all modifications undergo thorough evaluation, remain within the project's scope, and are effectively communicated to stakeholders.

The change management strategy encompasses a defined process for submitting, evaluating, and approving changes. This process is communicated to all stakeholders, who are encouraged to submit their modification requests. The project team then assesses these requests, considering their impact on the project's schedule, cost, and quality. Approved changes are implemented in an organized and controlled manner, while rejected changes are documented and archived for future reference.

Understanding the importance of adhering to the established change management strategy is crucial as changes made outside of this framework can negatively impact the project's progress and outcome. All stakeholders must recognize this and be familiar with the change management process to ensure that the project stays on course and that any implemented changes actively contribute to its overall success.

# Change Control Board

The Change Control Board consists of a designated group of stakeholders who have the authority to approve or reject changes related to the Dispatch Directory System. The following table provides a concise overview of each individual serving on the Change Control Board:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Control Board Role | Role | Name | Contact | Responsibilities |
| Change Control Board Chair | Project Sponsor | Mr. Jose Manuel Garcia | [manoletg@apc.edu.ph](mailto:jojoc@apc.edu.ph) | * has the authority to grant or decline significant changes. * responsible for assessing low-impact changes and have the power to overturn the Project Manager's decisions regarding change requests. |
| Change Control Board Chair | Project Sponsor | Mr. Jojo F. Castillo | [jojoc@apc.edu.ph](mailto:jojoc@apc.edu.ph) | * has the authority to grant or decline significant changes. * responsible for assessing low-impact changes and have the power to overturn the Project Manager's decisions regarding change requests. |
| Change Control Board Member | Project Manager | Ian Onrubia | [iconrubia@student.apc.edu.ph](mailto:iconrubia@student.apc.edu.ph) | * Assess the impact of the change request as high or low. * Approve or reject low-impact changes. * Develop an action plan for implementing approved change requests. * Communicate the necessary steps for implementing the changes. * Update the project plan, budget, and schedule as required. |
| Change Control Board Member | Change Coordinator | Jan Karlo Boongaling | [jmboongaling@student.apc.edu.ph](mailto:atmartin@student.apc.edu.ph) | * Oversee the implementation of the Change Management process. * Update the change logs as necessary. * Prepare the Change Status Report. * Generate a monthly report summarizing the status of the change control logs. |

# Roles and Responsibilities

Below is a breakdown of the responsibilities of each project member involved in the change management process:

|  |  |  |
| --- | --- | --- |
| Name | Project Role | Responsibilities |
| Mr. Jose Manuel Garcia | Project Sponsor | * Monitor and address high impact change requests promptly. * Monitor the decisions made by the Project Manager regarding low impact change requests. * Submit a change request if necessary. * Review the change request log and reports for alignment with the proposed changes. |
| Mr. Jojo F. Castillo | Project Sponsor | * Monitor and address high impact change requests promptly. * Monitor the decisions made by the Project Manager regarding low impact change requests. * Submit a change request if necessary. * Review the change request log and reports for alignment with the proposed changes. |
| Ian Christopher Onrubia | Project Manager | * If necessary, submit a change request. * Review the change request log and reports to ensure consistency with the changes. * Conduct impact analysis for each change request to distinguish between low-impact and high-impact requests. This will assist the Project Sponsor in making decisions regarding high-impact requests. * Supervise the entire change request process in collaboration with the Change Coordinator. |
| Jan Karlo Boongaling | Change Coordinator | * Assists the project manager in analyzing the change requests |
| Security Guard | Internal User of the System | * Submit a change request if deemed necessary. * Review the change request log and reports to ensure alignment with changes. |
| ITRO | Internal User of the System | * Submit a change request if deemed necessary. * Review the change request log and reports to ensure alignment with changes. |
| BMO | Internal User of the System | * Submit a change request if deemed necessary. * Review the change request log and reports to ensure alignment with changes. |
| Development Team | Developers | * Carry out the technical tasks outlined in the change request action plan. * Evaluate the change request log and reports to ensure they are consistent with the implemented changes. |

# Change Control Process

The SurveiRams Ticketing System Project Change Management Process places emphasis on managing the scope and modifications through the change request method. The process outlines the steps involved in handling changes. The SurveiRams Project's Change Control Process adheres to the organization's standard change procedure for all projects. The project manager is responsible for executing the change management approach for each change request.

Figure 1 High level view of the change request process flow

1. **Assessing the need for a change (Stakeholders)**: The change requestor will submit a completed change request form to the project manager.
2. **Keeping track of change requests (Project Manager, Change Coordinator)**: Throughout the project's lifecycle, the project manager and the change coordinator will maintain a log of all received change requests.
3. **Evaluating the change (Project Manager, Team, Requestor)**: The project manager will conduct a preliminary analysis of the change's impact on risk, cost, schedule, and scope. They will also consult with team members and the change requestor for further clarification.
4. **Sending the change request to CCB (Project Manager)**: The project manager will forward the change request and preliminary analysis to the CCB (Change Control Board) for review.
5. **Receiving the Change Request Decision (CCB)**: Based on the information provided, the CCB will deliberate on the proposed change and determine whether it will be approved.
6. **Implementing the modification (Project Manager)**: If the CCB approves a change, the project manager will update and establish new baselines for project documents.

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date: May 2023

Mr. Jose Manuel Garcia

Campus Architect

Mr. Jojo F. Castillo

Executive Director, Technical Services

Change Request Form

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name |  | Date |  |
| Project Number |  | Requestor |  |
| Project Manager |  | Project Owner |  |

|  |
| --- |
| Describe the Requested Change |
|  | |
|  | |
|  | |

|  |  |
| --- | --- |
| Describe the Reason for the Request | |
|  | |
|  | |
|  | |
| Describe Alternative Options | |
| Risk Identification/Analysis | |
|  | |
|  | |
|  | |
|  | |
| Impact Analysis | |
| Work Products to be Modified | Version Number |
| 1. |  |
| 2. |  |
| 3. |  |
| *Describe the impact of the suggested change to work that is already complete.* | |

|  |  |  |  |
| --- | --- | --- | --- |
| Quality Impact | | | |
| Additional Quality Assurance or Quality Control Activities | | | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| *Describe the impact of the change to quality assurance activities and quality control activities.* | | | |
| Schedule Impact | | | |
| New Deliverables Description | Effort Hours | Date Required | Impact to Other Delivery Dates |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |
| *Based on the impact, state the estimated date for implementing the requested change. State the new estimated project completion date.* | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Budget Impact | | | |
| New Deliverables Description | Lessen or Eliminate Other Expenses? Please describe. | Cost of New Deliverable | Total |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |
| *Describe the overall impact to budget/cost.* | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Decision | | | | |
|  |  |  |  |  |
|  |  | Approved |  | Rejected |
|  |  |  |  |  |
|  |  | Approved with modifications |  | Deferred |
|  |  |  |  |  |
| Justifications | | | | |
|  | | | | |
| *Additional Comments* | | | | |
|  | | | | |

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Approver’s Printed Name Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

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