**Change Management Plan**

**RAM-IT ITRO’s Chatbot and Ticketing System**

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# Introduction

A Change Management plan is needed in many projects and is the crucial part of developing a project system and writing documentation for it, including the RAM-IT: Chatbot and Ticketing System. Every change should be processed orderly by reviewing, presenting, and deciding before implementing it. The plan outlines a structure that approaches the updating, identifying, and implementing changes that may happen to the future course of the developing project system. This plan ensures that the updates, changes, or modifications to the project system are thoroughly planned and evaluated by the project team and the client or the stakeholder.

The plan is a method for giving suggestions and recommendations for the project system through the processing of listing the features until the point that the process of approved by the stakeholder. This process is encouraged to do between the project team and the stakeholder, there will be discussions that may come up that the plan for the change by the project team will not always be approved, and the stakeholder will provide feedback or an idea that came from the project team's change plan or an on-point idea from the stakeholder. Though the project team considers their authority in developing the project system, still the modifications for the project system are needed to be approved by the stakeholders by executing it in an orderly. The rejected changes or modifications for the project system still be noted and documented for future development or updates that may or can be added from the project system upon presentation and approval of the stakeholder.

It is required to be aware of the changes and modifications that will be added or updated to the project system, a project team may see these modifications as a good sight or an opportunity for the betterment of the project. Though there will still experience a negative impact on the project system's progress, this is why it is critical for the project team and even for the stakeholders to blatantly decide to proceed or just approve a change for the project system and thus shows that the change management plan is also considered a critical plan and needs to have better planning and execution. The change management plan will assist and guarantees that the changes and deadlines for the modifications will contribute to the project's success.

# Change Control Board

The specified group of stakeholders in charge of approving or disapproving modifications to the Ramit: Ticketing system is displayed in the Change Control Board. The following table provides a summary of each member of the Change Control Board:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Control**  **Board Role** | **Role** | **Name** | **Contact** | **Responsibilities** |
| Change Control  Board Chair | Project  Sponsor | Mr. Jojo F. Castillo | jojoc@apc.edu.ph | * Accept or reject low/high modifications. * Oversees the examining low effect adjustments and has the authority to override project manager decisions about change requests. |
| Change Control  Board Member | Project Adviser | Ms. Jo Anne M. de la Cuesta | joannec@apc.edu.ph | * Can establish if the change request will have a high or low impact. * Ability to accept or reject low-impact adjustments. * May in charge of creating an implementation strategy for the modification request, should it be granted. conveys the steps necessary to put the changes into effect. * May update the project timeline, budget, and plan. |
| Change Control  Board Member | Project Manager | Jayson Aloya | jqaloya@student.apc.edu.ph | * In charge of accurately updating the change logs. * Assures correct application of the Change Management methodology. |

# Roles and Responsibilities

The following table lists each project participant's specific duties during the change management process:

|  |  |  |
| --- | --- | --- |
| **Name** | **Project Role** | **Responsibilities** |
| Mr. Jojo F. Castillo | Project  Sponsor | * Keep track of all the change requests submitted during the project and make sure that any with a significant effect are handled quickly. * Keep an eye on the Project Manager's choice about minimal impact requests. * If a modification request is considered essential, submit it. * Verify alignment with changes by reviewing the reports and the change request record. |
| ITRO | Internal and External Users of the system | * Submit a change request if deemed necessary. * Review the change request log and reports to ensure alignment with changes. |
| Ms. Jo Anne M. de la Cuesta | Project Adviser | * Confirmation and checking of the changes. * Oversees the effects and capability of the changes may applied. * Reads and looks into the development or documentation that may changes apply. * Provides insights either of the current progress or changes that may apply within the progress. |
| Jayson Aloya | Project Manager | * Submit a change request if deemed necessary. * Review the change request log and reports to ensure alignment with changes. * Conduct an impact analysis on every modification request to identify those with low and high impacts. This will help the Project Sponsor in making judgments on requests with significant consequences. * Review the change request log and reports to ensure alignment with changes. * Assist in managing the entire change request procedure. |
| Development Team | Developers | * Carry out the technical part of the action plan for change requests. * Review the change request log and reports to ensure alignment with changes. |
| Documentation Team | Document Specialists | * Carry out the documentation part of the action plan for change requests. * Review the change request log and reports to ensure alignment with changes. |

# Change Control Process

The Change Control process establishes the proper and in-order executions of changes which is an effective way to track change in the project system or the documentation. The control process tracks the created change, decisions, presentations, and implementations. The diagram and tables below present the team's agreed change control process.

**Full View:**



Figure 1 - Change Control Process

**Cropped View:**



Figure 2 - Change Control Process I



Figure 3 - Change Control Process II

|  |  |  |
| --- | --- | --- |
| **Process Step** | **Description** | **Change Log Status** |
| List of Requested Changed | 1. The **Development team** or the **Documentation team** will list the changes from their suggestions and recommendations that may be made through the developers' project system or the documentation's documents. 2. The list of changes will be submitted and compiled by the **Project Manager** and prepared for the team's meeting discussion. | Submission |
| Analyzation and Discussion | 1. Upon compiling the list of changes on the project system and the documentation, the **Project Manager** will set a meeting to further discuss and brainstorm about the submitted changes on how they will affect and benefit the project system. 2. The **Project Manager** should be able to make each member be on the same phase and understand the list of changes. 3. Either the **Development team** or **Documentation** **team** will address and clarify the list of changes submitted while being supported by the project manager. | Reviewing |

|  |  |  |
| --- | --- | --- |
| Team’s Approval or Denial | After discussing the list of changes, the **Project Manager** will base the decision not only on himself but also on the team. The decision will determine the standards, possibility, and capability to create the changes to the project system and determines if the changes should proceed to progress.  The **Project Manager** and the team will consider the changes through the following standards:   1. **Minor changes** 2. After discussing the specific change, once the team decides that the change is minor, the Project Manager will put it as the **least priority.** 3. If the team approves the minor change, it will not be a priority to present but will be guaranteed to discuss with the client. 4. If the team denies the minor change, the change will be closed. 5. Once decided, it will be recorded in the change logs and have its **change status until further notice.** 6. **Major changes** 7. After discussing the specific change, once the team decides that the change is major, the Project Manager will put it as a **high priority.** 8. If the team approves the major change, it will add to one of the changes presented to the client. 9. If the team denies the major change, it will be listed out from being presented and thus be documented instead for future purposes. 10. Once decided, it will be recorded in the change logs and have its **temporary change status.** |  |
| Presentation of Changes | 1. The **Project Team** will present the team's approved changes to the client. 2. The effects and benefits of the approved changes will be presented by the **Project Manager**, supported by the **Developers** and **Document Specialists**, or who submitted the change for further explanation or information about the changes. | Presenting |
| Client’s Approval or Denial | After presenting the list of changes, the **Client** will decide which of the presented changes must proceed or not. The **team** will depend on their actions toward the client on what they should do to the approved or denied changes, given that the client is the final judge of the presented changes.  Technically there are only (2) statuses, and their action might change until further notice or update from either the client or the project team through the **Project** **Manager**. The followings are statuses on what will happen to the decided changes:   1. **Approved**    1. The **team** will proceed to develop and implement the approved changes.    2. Instructions for the approved changes may differ depending on the process or execution of the change. The instructions may specifically be coming from the **client**. 2. **Denied**    1. The **team** will close the change that was denied by the client. | Deciding |
| Implementation Changes | 1. After the change is approved, the **Project** **Manager** will create an action plan to know how to execute the changes implemented in the project system. 2. Once the **Project** **Manager** finished making the action plan, the Project Manager will distribute the responsibilities to those involved in the changes. 3. The **members** involved, either or both **Development team** and **Documentation** team will do their tasks following the created action plan. 4. The **Project** **Manager** will update the project plan, budget, schedule, and the documents of the project system that are affected by the change. | In Progress |
| Verification of Implemented Changes | 1. The **Project** **Manager** will verify that the approved changes have been implemented and are being developed, or listed and will undergo development with the **Client** and **Project Adviser**. 2. The **Project** **Manager** will update the change logs and the monitoring charts, which be used to present to the **Client** and **Project** **Adviser** from time to time for the progress updates of the changes. | Verifying |
| Closing Requested Changes | 1. The **Project** **Manager** will forward the final statuses of the changes to the team, adviser, and client. 2. This section **closes** the approved submitted change. 3. Once the changes are implemented, the **final** **results** of either the project system or documents will be presented. | Closed |

For the team to easily track the change, each of the following processes has its status for it to be easily recognized and understood. The table below describes each status of the process steps:

|  |  |
| --- | --- |
| Status | Description |
| Submission | A Developer, Documentation, or any of the team members submitted a list of changes, here includes their suggestions and recommendations for the project under their respective parts or deliverables. |
| Reviewing | Decisions and analyses of the change are done. |
| Team - Deciding | Determining the minor and major changes, and deciding the changes to be either to proceed and present or not to the client or to keep the closed changes for future purposes of the project system. |
| Presenting | Presenting the final list of approved changes of the team to the client. |
| Client - Deciding | Choosing between proceeding or not and removing or keeping for future purposes of the project system. |
| In Progress | To plan, execute and implement the approved changes. |
| Verifying | Reviewing, documenting and updating the implementation of changes. |
| Closed | Submitted change of the team is complete, passed every process, and is expected to be done as much as possible while following the plan created. |

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>