CHANGE MANAGEMENT PLAN

**ADENICSY**

**Apelo Dental Clinic System**

**Apelo Dental Clinic**

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**Parañaque City, 1700 Metro Manila**

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**I****NTRODUCTION**

The Change Management plan was created for the ADENICSY project in order to set and meet goals on how the clinic would change regarding appointments and storage. All stakeholders are expected to submit or request changes to the ADENICSY 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 ADENICSY 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 the scope of this project 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.
* Ensure satisfaction with the client.

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, the ADENICSY Project developers 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 ADENICSY Project. Depending on the extent and type of proposed changes, changes 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 will impact on the scheduling of dentists to ensure a fair and balanced work time. It will also impact patients as the new system would assist their schedules regarding the time, date, and even the dentist they prefer.
* Budget Changes: changes which will impact on the approved project budget. These changes require a functioning database, tablets/smartphones/computers/laptops for the staff to store, manage, and view the data.

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 ADENICSY Change Control Board is the approval authority for all proposed change requests pertaining to the IS Project. The purpose of ADENICSY is to review all change requests, determine their impacts on the project risk, scope, cost, and schedule, and to approve or deny each change request. The following chart provides a list of the CCB members for the IS Project:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **CCB Role** |
| D. Apelo | Project Sponsor | CBC Chair |
| 1. De Vera | Project Manager | CBC Member |
| 1. De Vera | Project Technical Lead | CBC Co-Chair |
| 1. De Vera | Project Operations Lead | CBC Member |

The ADENICSY Change Control Board meets every other Friday to examine all change requests. Once change requests are presented to the IS Project Leader/Manager by the project team, the project manager will record them in the change log. Each ADENICSY member must cast a vote in favor for the modification to be accepted. If additional information is required for a specific modification request, the request will be deferred and sent back to the requestor for clarification. An ad hoc CCB meeting can be arranged to discuss a modification if it is determined to be critical before the subsequent biweekly CCB meeting is planned.

**ROLES** **AND RESPONSIBILITIES**

The following are the roles and responsibilities for all change management efforts related to the IS Project:

**Project Leader/Manager**

The project manager oversees defining ADENICSY’s project scope and goal. The Project Leader/Manager oversees developing or implementing new software, launching a new product, or completely overhauling an organization's marketing plan.

**Project Technical Lead**

Determines ADENICSY’s project requirements and develops work schedules for the team. Identifying risks and forming contingency plans as soon as possible. Analyzing the existing operations and meeting to discuss improvements.

**Project Operations Lead**

The operation lead is in charge of developing any project execution strategies and overseeing the project's operational performance by keeping track of the project's progress.

**Project Documentations Lead**

Documentation lead is responsible for identifying and suggesting improvements after assessing the effectiveness and efficiency of the current document management systems and practices.

**CHANGE CONTROL PROCESS**

Apelo Dental Clinic System would like to provide the outmost care for the patients who want to achieve their desired procedure for their dental health. And is responsible for achieving the patients’ demand. ADENICSY’s change protocol process guarantees that, in accordance with accountability protocols, each change proposed during an initiative is properly specified, examined, and approved before execution. The change control process promotes the effective use of resources and helps prevent unneeded modifications that could have an influence on delivery in terms of time, budget, and quality.

The following steps below are the ADENICSY’s change control process:

1. **Proposing a Change** - ADENICSY’s project leader oversees submitting a Change Request Form. At this point, organizational process inefficiencies, technological improvements, and changing client needs all point to the need for change.
2. **Change Request Evaluation** - The second step involves evaluating the change request to determine its effect on company operations, resource requirements, and budgeting. This step also includes risk assessment and any behavioral adjustments necessary for the change to be successful. If the change is authorized, the procedure then advances to the following stage. If it is denied, the reasons are logged and shared with the customer and stakeholders.
3. **Decision** - The third step of a change endeavor involves thorough preparation. Building a clear and simple strategy that includes dates, resources, pilot testing, and how to lessen the impact of change.
4. **Implementing a Change** – In this step, in order to accommodate the change, update the strategy and obtain resources.
5. **Closing a Change Request** – In this last step of ADENICSY’s change control

process. Review all the implemented changes and update the change log. Once the document is signed for closure, the process will be finalized.

Approved by the Project Sponsor:

Date:

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