

Change Management Policy

Version 1.0

14/04/2022

Purpose

The purpose of this policy is to set a standard for change in requirements of an LMS being developed by students of Software Engineering Section L2, at Habib University. The policy covers the aspects of how to change requirements, the tools for it and the methodology to evaluate quality of changes requested.

What is Change?

Change here refers to as 'the addition, modification or removal of anything that could have an effect on LMS services'. This includes modification to LMS infrastructure, processes, documentation etc.

Process to propose Change

1. Change requests are to be submitted via a document detailing the change by the team proposing the change.
2. The change should not be completed until reviewed and approved according to procedures defined within this policy.
3. The documentation must identify the scope of the change, areas affected, back-out process, testing completed, communication plan and planned date of deployment.

(This to be done at a level to ensure the scope as described can be accomplished and to provide assurance that the change will have the desired result.)

4.Once a change request is submitted it will be known as a change item and is assigned a change number.

Types of Change

Type	Authorization	Change Timing/Discussion
Standard	This type of change is performed on a regular basis and is considered routine. Standard changes can be created as a small document (bulleted list). A user cannot create a standard change in the same fashion as other changes.	These changes bypass the approval process. However, if both parties ie, the team(s) proposing change and the team(s) accommodating change do not agree to categorize the change as standard they can proceed with approval procedure
Emergency	This type of change is usually a response to a failure or error that needs an urgent fix. Emergency changes must be made quickly and are usually recorded after the change has already been made.	Approval Required
Major	This type of change requires a lot of items or dependencies and may require other associated change requests.	Approval Required
Minor	Small changes or changes that have a small or minor effect are classified this way.	Approval Required
Significant	These changes have a large impact on the organization.	Approval Required

	Similar to major except that significant changes might need to be divided into several partial subsequent changes that together would constitute a large significant change, depending on the policies and requirements of your organization.	
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Table 1.1. Here type means the category of change that is taking place. Authorization indicates the people who will authorize this change. Timing refers to when this change is to be applied

Approval of Change

A group that will propose change shall make a formal document about it. This will be a Word document that will be shared with all groups (dependent and non-dependent) and the client as well. Their combined approval will then lead to implementation of change.

Items that are not approved according to the table above should not be implemented until the review and approval process is followed. Unapproved change items should only remain so for a short period of time (1 or 2 change meetings only). Items that cannot be approved and/or will not be deployed in a reasonable timeframe should be moved to deferred status and reactivated when the change is ready for deployment.

When group who requests change should submit a document following Word doc template and must also contain the following details:

Type	Description
Scope	Change affecting scope
Time	Change affecting time
Duration	Change affecting duration
Cost	Change affecting cost
Resources	Change affecting resources
Deliverables	Change affecting deliverables

Product	Change affecting product
Processes	Change affecting process
Quality	Change affecting quality

Table 1.2. Here type is the category of the affect due to change that is taking place and description explains what this change affects

Priority	Description
High	<Insert definition group considers is a high priority change request>
Medium	<Insert definition group considers is a medium priority change request>
Low	<Insert definition group considers is a low priority change request>

Table 1.3. This table indicates the priority of changes proposed and what the group considers falls into high, medium, low priority

When a group's change has been approved by aforementioned parties, a change log document shall be created which will have the following details:

Element	Description
Date	Date change request was created
Title	A brief description of change request
Description	Description of the desired change, the impact, or benefits of a change should also be described
Submitter	Name of group representative/group which submitted the change request and can answer questions regarding it
E-Mail	Email of submitter

Product	The product or service the change request is being made for
Version	The product/service version the change request is made for
Priority	High/Medium/Low priority change request
Implementation	If the change request made was implemented or not
Implementation Time	When the change request was implemented (if implemented)

Table 1.4. This table indicates the elements to be present in the change log after a change request is approved and a description of each element.

The change log is to be in the form of a document (preferably a Google doc) that can be edited by other groups when their change requests are approved and viewable to all groups.

- A chart or report (statistical or categorical) shall be documented that shows how the software has evolved after integration of change with pre-existing form of software with regards to its requirements. A timeline shall be maintained with the purpose of tracking all the changes made during the development period. Each change can then be followed by a short description about what it would translate into as the final product and how beneficial or detrimental it was/would be to the final product. Affected groups may also produce a similar report that shows how their project was affected by the change(s) taking place.