

Impact Analysis

Customer Support System Transformation

Organization: Walmart

Framework: Traditional / Waterfall

Project Sponsor: VP, Customer Experience

Project Manager: Asvin Pradeep

1. Purpose

The purpose of this document is to define the **standard approach used to assess the impact of proposed changes** on project scope, schedule, cost, quality, and risk before approval.

This document supports informed decision-making and protects approved project baselines.

2. When Impact Analysis Is Required

Impact analysis is performed when a change request:

- Affects scope, timeline, cost, or quality
- Introduces new risk or dependency
- Impacts customer-facing operations
- Requires executive approval

All changes assessed here are logged in the **Change Log**.

3. Impact Assessment Dimensions

Each change is evaluated across the following dimensions:

3.1 Scope Impact

- Does the change add or remove functionality?
- Does it affect approved requirements or acceptance criteria?
- Does it introduce scope creep?

3.2 Schedule Impact

- Does the change affect milestones or critical path?
- Can the impact be absorbed within existing buffers?
- Does it require re-baselining?

3.3 Cost Impact

- Does the change increase implementation, training, or support costs?
- Is contingency required?
- Is additional budget approval needed?

3.4 Quality Impact

- Does the change affect system stability or performance?
- Does it impact acceptance criteria?
- Does it introduce rework?

3.5 Risk Impact

- Does the change introduce new risks?
 - Does it increase the probability or impact of existing risks?
 - Are new mitigation actions required?
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4. Impact Rating Scale

Impact Level	Definition
Low	Minimal impact, manageable within baseline
Medium	Noticeable impact requiring adjustments
High	Significant impact requiring approval

5. Sample Impact Analysis (Representative)

Change ID: CR-01 — Extend UAT Duration

Impact Area	Assessment
Scope	No scope change
Schedule	+1 week extension
Cost	Minor additional testing effort
Quality	Improved defect resolution
Risk	Reduced go-live risk
Recommendation	Approve

6. Decision Guidance

- **Low impact changes** may be approved by the Project Manager
- **Medium impact changes** require Business Owner review
- **High impact changes** require Executive Sponsor approval

No change is implemented without documented approval.

7. Integration with Project Controls

Impact Analysis results feed into:

- Change Log
 - Risk Register
 - Project Schedule updates
 - Cost & contingency planning
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8. Governance & Accountability

- The Project Manager is responsible for conducting impact analysis
 - Stakeholders provide input as needed
 - Approval authority depends on impact severity
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12. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

Status

Impact Analysis Approach: Approved (Simulated)