

**PROCEDUCE FOR**

**CHANGE MANAGEMENT**

**Software Process And Quality Management**

**Team 5 K16T1**



**CONTENTS**

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[List of table: 2](#_Toc376253772)

[List of Figure: 2](#_Toc376253773)

[1. INTRODUCTION: 3](#_Toc376253774)

[1.1. DOCUMENT PURPOSE: 3](#_Toc376253775)

[1.2. SCOPE: 3](#_Toc376253776)

[1.3. REFERENCE MATERIALS 3](#_Toc376253777)

[1.4. TEMPLATE 3](#_Toc376253778)

[1.5. ABBREVIATIONS AND ACRONYMS. 3](#_Toc376253779)

[2. ROLES: 4](#_Toc376253780)

[3. ENTRY CRITERIA: 4](#_Toc376253781)

[4. INPUTS 4](#_Toc376253782)

[5. ACTIVITIES/PROCESS DETAIL 5](#_Toc376253783)

[5.1. WORK FLOW 5](#_Toc376253784)

[5.2. ACTIVITIES DESCRIPTION 5](#_Toc376253785)

[6. EXIT CRITERIA 6](#_Toc376253786)

[7. OUTPUTS 7](#_Toc376253787)

[8. METRICS 7](#_Toc376253788)

[9. ANNEX 7](#_Toc376253789)

**REVISIONS**

# List of table:

[Table 1: List Abbreviation and acronyms 3](#_Toc376253696)

[Table 2: Roles 3](#_Toc376253697)

[Table 3: Steps description 5](#_Toc376253698)

# List of Figure:

[Figure 1: Change process 4](#_Toc376253731)

# INTRODUCTION:

## DOCUMENT PURPOSE:

The purpose of this procedure is to monitor and control changes within a project in order to:

* Reduce the impact of change to the project.
* Ensure that changes do not affect the project’s ability to achieve its desired objects.
* Control the cost of change within the project.

## SCOPE:

All the changes associated with a project raised from project members and customer are monitored and controlled by this procedure.

## REFERENCE MATERIALS

## TEMPLATE

* Change request tracking log (**CRL**)
* Change request form. (**CRF**)

## ABBREVIATIONS AND ACRONYMS.

|  |  |
| --- | --- |
| Abbreviations | Acronyms |
| TM | Team member |
| PM | Project Manager |
| PrM | Project Member |
| CCB | Change control board |
| CR | Change request |
| CRL | Change request tracking log |
| CRF | Change request form |
| RTM | Requirement Traceability matrix |
| PS | Project Schedule |
| WBS | Work breakdown structure |

Table 1: List Abbreviation and acronyms

# ROLES:

|  |  |  |
| --- | --- | --- |
| No | Roles | Description |
| 1 | Team member | Recognize the need for a change to project  Complete the initiation part of CRF that fully describes the change from her/himself or from customer.  Forward the CRF to the PM for review  Attend to impact analysis meeting if needed |
| 2 | Project Manager | Assign members to record changes to project from customer  Review and analyze CRF(s).  Investigate each CRF to determine whether the change is critical to project success.  Complete the impact analysis part of CRF that fully describes benefits, costs and impact on the project.  Negotiate with stakeholders make a decision whether to implement the change or not  Identify the specific actions needed to implement each CRF  Schedule and implementing the approved changes  Review all implemented changes to ensure that they have had the desired effect on the project. |
| 3 | Supervisor | Review each CRF to determine the risks, issues, costs and benefits associated with the change  Decide on the acceptance the analyzed results of CRF submit from PM |
| 4 | CCB | Reviewing all CRFs forwarded by the Project Manager  Considering all supporting documentation  Approving / rejecting each CRF based on its relevant merits  Resolving change conflict (where 2 or more changes overlap) |

Table 2: Roles

# ENTRY CRITERIA:

When having a need for a change from project members or receive a CR to a project from customer

# INPUTS

* RTM
* Project schedule
* WBS file

# ACTIVITIES/PROCESS DETAIL

## WORK FLOW



Figure 1: Change process

## ACTIVITIES DESCRIPTION

|  |  |  |
| --- | --- | --- |
| Activities | Description | Responsibility |
| Raise a request change | * Describe or record CR by completing the Detailed Change Request of CRF. * Register the CR to CRL * Send CRF to PM for review | Team member |
| Review and Analyze | * Review CRF * Analyze the impact of the change to project. Define the effected functions/ features, work product and the change required to each work product by referring to RTM. * Complete the Impact analysis part of RTM * Make a decision on CR and update status of CR (set the status to Escalated to supervisor in case the CRF needs to escalate to supervisor) * Update CRL | PM, Project member |
| Escalate to supervisor | * Send CRF to higher manager if the CR is critical impact to project for reviewing to accept/reject the results of impact analysis * Update the status of CR to “Need re- analyze” in case of rejected and “Approved” in case of accepted * Plan for re-analysis in case the results of impact analysis is rejected by supervisor * Update CRL | PM |
| Negotiate with stakeholders | * Inform stakeholders the decision on CR (after the CR has been accepted by supervisor in case it is critical impact to project) * Negotiate with stakeholders about the decision on CR to get commitment if necessary. * Update the status of CR to “Need re- analyze” in case cannot get the commitment * Update CCR | PM |
| Implement the change | * Implement and monitor the approved CR based on implement and monitor processes | PM |
| Closure the change | * Update CCR to close the change | PM |

Table 3: Steps description

# EXIT CRITERIA

* Change request is closed

# OUTPUTS

* CRF
* CRL
* Implement Schedule
* WBS

# METRICS

N/A

# ANNEX

* Document Control Procedure
* Record Control Procedure