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**SECTION G5  
TEAM 7**

**SMART CONTRACT PRODUCT (SCP)**

**CHANGE MANAGEMENT PLAN**

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# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 3-9-2019 | 1.0 | Initial write-up | Kenny Kwek, Ong De Lin, Janell Lee, Mark Tan, Lau Jun Rong |
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# Change Management

## Introduction

### Purpose

The purpose of the Change Management Documentation is to establish standard procedures for managing change requests in an agile and efficient manner in an effort to drastically minimize the risk and impact a change can have on business operations.

### Key Performance Indicators (KPIs)

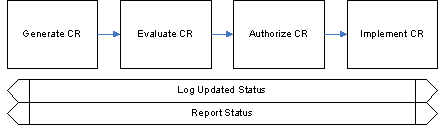
|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Key Performance Indicators (KPI)** | **Metric** | **Target** |
| 1 | Number of successful changes implemented | Percentage | 100% |
| 2 | Incidents associated with changes | Percentage | 0% |
| 3 | Average time to implement a change | Days | 3 |
| 4 | Change success rate | Percentage | 100% |
| 5 | Number of disruptions (Incidents, Problems) caused by failed changes | Number | 0 |

### Change Management Process

The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the project’s baselines.

### Change Request Process Flow

|  |  |
| --- | --- |
| Generate CR | A submitter completes a CR Form and sends the completed form to the Change Manager |
| Log CR Status | The Change Manager enters the CR into the CR Log. The CR’s status is updated throughout the CR process as needed. |
| Evaluate CR | Project personnel review the CR and provide an estimated level of effort to process, and develop a proposed solution for the suggested change |
| Authorize | Approval to move forward with incorporating the suggested change into the project/product |
| Implement | If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders |



## Change Management Log

|  |  |
| --- | --- |
| **Element** | **Description** |
| Date | The date the CR was created |
| Ticket # | Assigned by the Change Manager |
| Title | A brief description of the change request |
| Description | Description of the desired change, the impact, or benefits of a change should also be described |
| Issuer | Name of the person completing the CR Form and who can answer questions regarding the suggested change |
| Product | The product that the suggested change is for |
| Version | The product version that the suggested change is for |
| Priority | A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low) |

## Evaluating Change Requests

|  |  |  |
| --- | --- | --- |
| **Type** | **Priority** | **Description** |
| Emergency | High | * Must be assessed and implemented as quickly as possible to resolve a major incident. * Tends to be more disruptive and have a high failure rate, so they should be kept to a minimum. |
| Standard | High/ Medium | * Occurs frequently * Low risk and has a pre-established procedure with documented tasks for completion. * Subject to pre-approval in order to speed up the change management process. * If the standard change type increases in risk to the organization, it may become a Normal Change. |
| Major | Medium | * May have significant financial implications and/or be high risk. * May require a different level of authority for the approval. |
| Normal | Medium/ Low | * Not standard and not emergency * Typically requires an important change to a service or the IT infrastructure. * Subject to the full change management review process, including review by the Change Advisory Board (CAB) and authorization/rejection. |

Change requests are evaluated and assigned one of the following status types:

|  |  |
| --- | --- |
| **Status** | **Description** |
| Open | Entered/Open but not yet approved or assigned |
| Work in Progress | CR approved, assigned, and work is progressing |
| In Review | CR work is completed and in final review prior to testing |
| Testing | CR work has been reviewed and is being tested |
| Closed | CR work is complete, has passed all tests, and updates have been released. |

## Change Advisory Board (CAB)

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| COO | Loc Hguyen Huynh | is214coo@gmail.com | Approves the change |
| Wendy Tan & Michelle Kan | Product Manager | is214pm@gmail.com | Informed about the change |

## Roles and Responsibilities

### IT Operations Manager

The IT Operations Manager is accountable for ensuring that the process is being performed according to the agreed and documented process and is meeting the aims of the process definition.

The role includes responsibility for:

* Ensuring that the Change Management process is fit for purpose
* Ensuring that there is optimal fit between people, process, technology/tool and governance
* Ensuring that proper Key Performance Indicators are set
* Ensuring that quality reports are produced, distributed and utilized
* Integrating the process into the organization
* Assisting with and ultimately responsible for the process design
* Defining appropriate requirements and standards to be employed throughout the process
* Documenting, training and publicizing the process including process changes
* Defining Key Performance Indicators (KPIs) to evaluate the effectiveness and efficiency of the process and design reporting specification
* Reviewing KPIs and taking the action required following the analysis
* Periodically auditing the process to ensure compliance to policy and standards
* Addressing any issues with the performance of the process
* Reviewing and initiating improvements in the tool, process, governance mechanisms and people
* Attending top-level management meetings to assess the impact of organizational decisions on the Change Management environment

### Support Manager

The Support Manager is accountable to the IT Operations Manager. He performs the day-to-day operational and managerial tasks required by the process activities.

The role includes responsibility for:

* Ensure and promote the (correct) use of the Change Management process, policies and procedures
* Ensure reporting and information to Change Management and other processes are provided
* Ensure that the Change Management Key Performance Indicators are tracked and met
* Ensure that the Change Management process operates effectively and efficiently
* Receive, accept, review and allocate a priority, in collaboration with the initiator, to all Change Requests
* Escalate all Change Requests that require CAB review
* Contribute to the list of people who will be involved or informed of the Change
* After consideration of the advice given by the CAB, authorize acceptable Changes
* Ensure Changes are added to the Change Schedule(s) and announcements are distributed
* Liaise with all necessary parties to coordinate Change building, testing and implementation
* Take actions to improve the handling of Changes within the Change Management process to improve service quality
* Review all implemented Changes to ensure that they have met their objectives
* To be a representative for the team at the CAB meetings
* Coach Change Coordinators, Change Testers, Change Implementers and vendors in the correct use of the process and procedures
* Contribute to identifying improvement opportunities to ensure that the process and tools are effective and efficient
* Function as a point of escalation for Tier 1, Tier 2, Tier 3, Security and Quality Assurance
* Escalate process conflicts to the IT Operations Manager and Quality Assurance

### Tier 1 - Communication

Tier 1 - Communication will be at the frontline of the user support by communicating with the users who are requesting for change. She will then assign the change requests to Tier 2 - Business Analyst to analyze the impact of the change requests before closing the change requests.

### Tier 2 - Business Analyst

Tier 2 - Business Analyst will review and analyze the impact of the change requests. This analysis will then be informed to the CAB for change requests to be approved. He will then assign the change requests to Tier 3 - Dev and Infrastructure & Security for follow-up actions.

### Tier 3 - Dev and Infrastructure & Security

Tier 3 - Dev and Infrastructure & Security will implement the changes as stated in the change requests once they are approved. He will then assign the change requests to Tier 1 - Communication to close the change requests.

### Quality Assurance

After changes are being made, the Quality Assurance will ensure that the live environment is not affected and there will be no incidents or problems arising. He will execute the test plans based on the Quality Management’s test requirements and new changes’ requirement

## Change Methodology

Change methodology will be adopted as follows based on the team’s analysis of the change requests:

|  |  |  |
| --- | --- | --- |
| **Comparison** | **Staged Waterfall** | **Agile** |
| **Requirement stability** | Limited changes | Some changes |
| **Size of change** | Large | Medium |

## Risk Management

[Risks for managing change](https://docs.google.com/document/d/1VbpXdeAM_QFG6wkBmkDm1G8z3INm2Jo-nNqB3ttYDSM/edit)

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# Appendix

## Change Log

1. [**Change Log**](https://docs.google.com/spreadsheets/u/1/d/1owWYCRjvB4j01i9d6-2ygErvQQBPXpqZ-y1AqQuj5GY/edit?usp=drive_web&ouid=113467154525055047448)

## Change Requests

1. [**Folder for Change Requests**](https://drive.google.com/drive/u/1/folders/1lCxysdIxBE7gMkgCSBY1H9tG_e3iEmPc)

## Approval for Change Requests

1. [**Approval for Fantasma Web Services Changes**](https://docs.google.com/document/d/1XyN21xoZ2FBZ55W5h5P7CroiBLRA4DOhyuqpXUySLoA/edit)
2. [**Approval for QA Security Script**](https://docs.google.com/document/d/1zt5Xnnd86RppYae5P8nFInvxf4Hkoycw55F7LXoCRS4/edit)