LARKDETECT

THE ONLINE TRIAL MAKING TEST (TMT)

CHANGE MANAGEMENT PLAN

Version 1.0

Prepared by CoronaSG

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VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	*Sam Jian Shen*	*03/26/20*	*Ang Zhan Phung (Edmund)*	*03/26/2020*	*Initial Change Management Plan*

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1   INTRODUCTION

1.1   PURPOSE OF THE CHANGE MANAGEMENT PLAN

The Change Management Plan documents and tacks the necessary information required to effectively manage project change from project inception to delivery.

The Change Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

2   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.

2.1   CHANGE REQUEST PROCESS FLOW REQUIREMENTS

Step	Description
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

Generate CR → Evaluate CR → Authorize CR → Implement CR

Log Updated Status

Report Status
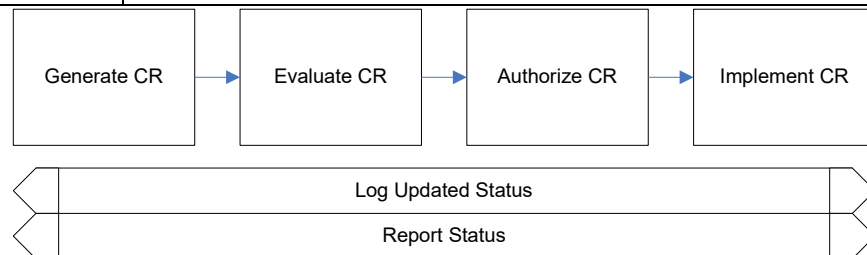
2.2   CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

Element	Description
Date	The date the CR was created
CR#	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
Submitter	Name of the person completing the CR Form and who can answer questions regarding the suggested change
Phone	Phone number of the submitter
E-Mail	Email of the submitter
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 (Critical ,High, Medium, Low, Insignificant)

2.3   EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	Significant issue that impacts the ability to produce basic function of the product or has a financial impact regardless external or internal issue. This CR will impact multiple departments and all users.
High	Any change that impacts important business processes/system, may require outage. This include the need to overhaul project requirement and structure. This CR need to be resolve with immediate attention as it will impact major users.
Medium	Any change that does not impact critical business processes and does not affect critical software components. Typically requested features made by client. Reject such request is not an option by the client. This CR cause little to no impact on the integrity and performance of the system.
Low	Minor problems or cosmetic change. Typically requested feature made by client. Reject is viable. This CR does not impact daily process and/or for which a work around is available.
Insignificant	Little to no problems. Small-scale feature made by client. This CR does not impact system to any form.
Mandatory	Add-On features requested by client. Exclusion does not affect the system.

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Change requests are evaluated and assigned one or more of the following change types:

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
Availability	Change affecting the uptime of the application to the public domain
Reliability	Change affecting the integrity of the system.
Scalability	Change affecting future enhancements.
Maintainability	Change affecting efficiency and performance of operational status restoration

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.
On Hold	CR approved, assigned, and work is put on hold

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Ang Zhan Phung (Edmund)		Oversees project progress. Approves and executes project plan.
Risk Manager	How Mo Xuan		Ensure all risk project plans changes is emphasized. Established strategies to minimize, eliminate risk if applicable.
Client Representative	Ang Yong Xin		Recommend potential products or services to management. Keep and maintain process user accounts. Resolve customer complaints/queries via phone.
Finance Manager	Emmanuelle Vania		Monitoring cash flow. Ensuring the business meets all its statutory and compliance obligations, including statutory accounting and tax issues. Keeping track of market trends.
Test Manager	Brenda Ng Xin En		Ensure all test adhere software functional requirement. Designs testing strategies. Executes test procedures.
Development Manager	Sam Jian Shen		Ensure changes requested can complete on time. Establish and stimulate software development standards and processes along with best practices for delivery of scalable and high-quality software.

3 RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Ang Zhan Phung (Edmund)		Activity and resource planning. Controlling time management. Cost estimating and developing the budget. Analyzing and managing project risk. Monitoring progress. Managing reports and necessary documentation.
Change Manager	Emmanuelle Vania		Apply a structured methodology and lead change management activities. Apply a change management process and tools to create a strategy to support adoption of the changes required by a project or initiative.
Change Analyst	Brenda Ng Xin En		Identify changes and their impacts, performing analysis functions. Defining and implementing change management activities. Participating in evaluating proposed change.
Change Agents (Communication)	Ang Yong Xin		Provide clear communication to all key stakeholders on change related issues. Develop 2-way communication channels to foster ongoing organization change.
Change Agent (Human Resource)	How Mo Xuan		Provide expert HR advice on personal transitions and support. Provide change office and project baser HR infrastructure.
Executive Project Sponsor	Steven Ong		Corporate Management, key project accountability and ownership. Report to CEO on project outcomes/success

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the LarkDetect **Change Management Plan** and agree with the approach it presents. Changes to this **Change Management Plan** will be coordinated with and approved by the undersigned or their designated representatives.

Signature: _____   Date: _____ 03/26/2020 _____

Print Name: _____ Ang Zhang Phung (Edmund) _____

Title: _____ Project Manager _____

Role: _____ Oversees the management of the team. _____

Signature: _____   Date: _____ 03/26/2020 _____

Print Name: _____ Sam Jian Shen _____

Title: _____ Development Manager _____

Role: _____ Lead teams of software developers. _____

Signature: _____   Date: _____ 03/26/2020 _____

Print Name: _____ Emma _____

Title: _____ Change Manager _____

Role: _____ Monitors and supervises process of operational changes. _____

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
LarkDetect_change_management_plan v1.0	Change Management Plan Template	*OneDrive -> CoronaSG -> LarkDetect_change_management_plan v1.0*

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Appendix C: Key Terms

The following table provides definitions for terms relevant to this document. (The terms are listed in ascending alphabetical order)

Term	Definition
Activity	The amount of work performed that converts input to appropriate outputs.
Agile	A term used to describe approaches to software development emphasizing incremental delivery, team collaboration, continual planning, and continual learning.
Authorization	Official permission to access a specific system or to carry out a specific function/task/change.
Baseline	An intermediate status of work results that record/save and approve at certain points in time. It serves to provide a fixed reference point for change management.
Budget	The estimate cost for the project approved by project manager. It can also be referred to work breakdown structure (WBS) components or schedule activities.
Case Study	A process in which an individual or a team conducts a research on particular project to analyze its crucial aspects.
Change Control Board	A committee that evaluates and prioritizes change requests in the context of projects.
Change Management	A project management plan that has authority to approve or reject the changes on the project.
Change Request (CR)	A formal proposal for an alteration to some system. Such request typically originated from bugs / system enhancement / development of other systems / changes in underlying structure and or standards.
Change Request Form (CRF)	A form that is used to request a change in the project.
Cost Estimation	The process of predicting the effort required to develop a software system
Critical Path Method (CPM)	A step-by-step project management technique for process planning that defines critical and non-critical tasks with the goal of preventing time-frame problems and process bottlenecks.
Dashboard	A platform which helps to check all the useful information about the project.
Deliverable	Any unique and verifiable product, result, or capability to perform a service that must be produced to complete a process, phase, or project.
Milestone	A scheduling process that describes the set of related deliverables. These are the significant points in time or an event that mark important moments during the project.

Project Manager	The person in overall charge of the planning and execution of a project.
Quality	An interpretation which defines superiority and inferiority of things. It gives products' sustainability, maintainability, and reliability.
Quality Assurance	The approach which includes prevention of errors. It maintains the preferred level of the quality.
Quality Control	The procedures which certifies that product defines the necessary goals.
Reporting	A document file in which every information about the project is stored with the development records.
Risk Management	A methodology or a mechanism, carried out throughout the development process to identify, manage and control risks evolved before and during the development process.
Stake holder	A person, group or company that is directly or indirectly involved in the project and who may affect or get affected by the outcome of the project.
Waterfall Model	A traditional project management procedure in which sequential development process is followed. Development moves in downward direction
Work Breakdown Structure (WBS)	A deliverable-oriented hierarchical decomposition of the work to be executed by the project team to accomplish the project objectives and create the required deliverables.
Work Plan	An outline of a group of goals with the help of which project team can reach those goals.

Appendix D: Change Request Form Example

The example Change Request From attached below can be used to submit changes during the life of the project.

LarkDetect_Chan
ge_Request_Form

Change Request Form

SUBMITTER - GENERAL INFORMATION				
CR#				
Submitter Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	☐ Low	☐ Medium	☐ High	☐ Mandatory
Reason for Change				
Other Artifacts Impacted				
Assumptions and Notes				
Attachments or References	☐ Yes Link:	☐ No		

INITIAL ANALYSIS		
Hour Impact		
Duration Impact		
Schedule Impact		
Comments		
Recommendations		

CHANGE CONTROL BOARD - DECISION				
Decision	☐ Approved	☐ Approved w/Conditions	☐ Rejected	☐ More Info
Decision Date				
Decision Explanation				
Conditions				

Appendix E: Change Management Log Template

The detailed Change Management Log template attached below can be used to track and manage requested changes during the life of the project.

LarkDetect_Chan
ge_Management_

Change Log Template															
Project Name:															
Project Manager Name:															
Program Manager Name:															
Change No.	Type	Description	Date Identified	Status	Priority	Assigned	Expected Resolution	Action	Impact	Date Work Begins	Escalation Required	Date Work Resolved	Sign off	Remarks	