CHANGE MANAGEMENT PLAN

GuessWho!™

Face-Name Matching Game for Dementia Patients

Delivered by

Bookies

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Revision History

Version Number	Date	Author(s)	Comments
1.0	21 October 2018	Team Bookies	

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Introduction

1.1 Purpose

The change management plan documents and tracks the necessary information to effectively manage the changes to the project through the entire phase of development 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.

Change Management Process

The Change Management Process establishes a methodical and successful procedure for following the submission, coordination, review, evaluation, categorization, and endorsement

for release of all changes to the project's baselines.

2.1 Change Request Process Flow Requirements

Table 1: Change Request Process Flow

Step	Description
Generate CR	In the event that a stakeholder issues a change request, the developer or QA engineer is required to fill up a Change Request (CR). Once this is done, the developer or QA engineer must send the form to the Project Manager.
Log CR Status	The Project Manager logs the CR into the CR Log. The CR's status is updated throughout the CR process whenever necessary.
Evaluate CR	The CR is reviewed by the Change Control Board in order to provide an estimated level of effort to process. In order to develop a proposed solution for the suggested change, the Change Feasibility Group can set up a meeting to include the other members of the Project team in the assignment of the CR if required.

Authorize	Approval to move forward with incorporating the suggested change into the final product
Implement	If approved, perform the necessary adjustments to carry out the requested change and communicate the CR status to the submitter and other stakeholders

2.2 Change Request Form and Change Management Log

The following Change Request form should be created and approved prior to making changes.

Table 2: Change Request Form

Element	Description
Date	The date the change request was created
CR#	Change request number (assigned by the Change Manager)
Title	A brief summary of the change request
Category	The category that the CR falls under (according to the type of change and reasons for changing)
Description	Description of the desired change, the impact, or the advantages of incorporating the change
Submitter	Name of the person completing the CR Form
Phone	Phone number of the submitter
Email	Email address of the submitter
Product	The product that the suggested change is referring to
Version	The product version that the suggested change is referring to
Priority	A code that gives a recommended categorization of the urgency of the requested change (High, Medium, Low)
Expected Date	Estimated date/time of completion, if applicable
Approval Status	The state of completion of the CR
PM Sign Off	Project Manager's signature and date
Last Updated	The date which the CR log was updated to include the change and the project plan was modified to include the change

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The project manager is in charge of all change requests. Without the project manager's signature, a change request cannot be approved (the approval status cannot be changed to approved). A sample CR form is attached in Appendix A.

2.3 Evaluating and Authorizing Change Requests

Table 3: Change Request Priorities

Priority	Description
Critical	CRs that are of critical priority are critical in determining whether a project achieves its desired outcome. If such CRs are not dealt with within the schedule, the project can be delayed and may not complete in time. CRs with critical priority must be addressed first and completed. In general, it should not take longer than a week to gauge the manpower, man-days and cost required to implement a CR of critical priority. Some examples of CRs with critical priority include functionalities which achieve core business process requirements and functionalities which maintain or improve data integrity etc.
High	CRs with high priority are key in determining whether a project can be completed smoothly. It should not take between 2 to 3 weeks to gauge the manpower, man-days and cost required to implement such CRs.
Medium	CRs determined to be of medium priority are less urgent that CRs with high and critical priority. They can delay project completion if not attended to. In general, it should take between 3 to 6 weeks to gauge the manpower, man-days and cost required to implement such CRs. Possible CRs of medium priority could include requests that involve optimizing the process workflow.

	CRs determined to be of low priority do not directly impact the completion of a project can should only be addressed in the event that there is extra time and budget. In general, it takes more than 6 weeks to gauge the manpower, man-days and cost required to implement such CRs. Possible CRs of medium priority could include requests that do not alter business or functional requirements.
Low	

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

Table 4: Change Request Types

Type	Description
Scope	Change affecting scope of the project
Time	Change affecting time
Duration	Change affecting duration
Cost	Change affecting cost of the project
Resources	Change affecting resources
Deliverables	Change affecting deliverables
Product	Change affecting the product
Process	Change affecting the process
Quality	Change affecting the quality of the product

Change requests are assigned one of the following status types:

Table 5: Change Request Status Types

Status	Description
Open	Change request that has been proposed but not yet approved or assigned
Approved	CR that has been approved and assigned by the project manager but steps have not been taken to carry out the CR

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Work in Progress	CR which has been approved and assigned by the project manager and the CR is in the midst of being implemented
In Review	CR which has been implemented and is in final review before testing
Testing	CR which has been reviewed and is being tested
Rejected	CR which was not approved
Closed	All work for the CR is complete. The CR has passed all tests and updates have been released.

At every stage, the team member performing work or handling updates the CR. Where necessary, the Project Manager's approval will be sought.

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2.3.1 Change Control Board

The Change Control Board is a formally constituted group of stakeholders responsible for approving, or rejecting changes to the project baseline. The members of the Change Control Board for the GuessWho!™ project are as follows:

Table 6: Change Control Board Roles

Role	Name	Contact	Roles
Project Manager	Chaitanya Joshi	82274580	Approves/Rejects CR
Change Requests Engineer	Vidur Sharma	90526284	Handles all incoming CRs
Lead Developer	Heng Zhi Guang	97899320	In charge of CRs that deal with the development side
QA Manager	Chen Guanyu	98294392	In charge of CRs that involve quality of product

2.3.2 Change Feasibility Groups

If required, the Change Control Board will hold a meeting with the Change Feasibility Group to determine the feasibility of the proposed Change Request by performing a cost benefit analysis on each CR.

Responsibilities

Table 7: Change Control Board Responsibilities

Role	Name	Contact	Description
Project Manager	Chaitanya Joshi	82274580	In charge of the overall process and ensures CRs are attended to appropriately and in accordance to their priority.
Change Requests Manager	Vidur Sharma	90526284	Enters CRs into the log and spearheads the feasibility study for a change request.

QA Manager	Chen Guanyu	98294392	Assesses a CR from a quality assurance point of view.
Lead Developer	Heng Zhi Guang	97899320	Assesses the CR from a technical point of view.
Change Feasibility Group	Bookies Team	N/A	Investigates the feasibility of a proposed change by considering cost, and benefits of the change.
Change Implementation Group	Bookies Team	N/A	Implements and tests CRs which have been approved by the project manager.

Appendix A: Change Request Form

3   CR Form Template

Change Request Form	
Creation Date	*Date & Time*
CR#	***(For Official Use)***
Category	*A brief description of the change request*
Description	*Description of the desired change*
Submitter	*Name*
Phone	*Phone Number*
Email	*Email*
Product	*Product Name*
Version	*Product Version*
Priority	*CR Priority*
Expected Date	*Date & Time*
Approval Status	***(For Official Use)***
PM Sign-off	***(Project Manager's Signature & Date)***
Last Updated	*Date & Time*

4   CR Form Example

Change Request Form	
Creation Date	21 November 2018
CR#	CR 10001
Category	Application – Functionality
Description	An interface which allows the admin to add caregivers to the application is not included in the application. This can be added by manipulating the database.
Submitter	Heng Zhi Guang
Phone	97899320
Email	chaitjo@gmail.com
Product	GuessWho!™
Version	V1.0.1
Priority	Critical
Expected Date	27 November 2018
Approval Status	Approved
PM Sign-off	*Chaitanya*
Last Updated	23 November 2018

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Appendix B: Change Management Log

Change Management Log							
S No.	Issue Date	Title	Submitted by	Priority	Last Updated	Status	Last Party Responsible

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