

SeniorConnect Project Change Management Plan

Version 2.0

06/11/2015

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20/10/2015

Revision History

Name	Date	A*MD	Reason For Changes	Version
Liu Yikun	15/10/2015	A, M	Draft the plan	v1
Liu Yikun	30/10/2015	A, M, D	Revise and modify the plan	v1.1
Liu Yikun	06/11/2015	A, M	Final revision	v2

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1 Introduction

1.1 Purpose of the Change Management Plan

The Change Management Plan documents and tracks 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 SeniorConnect Project Manager, SeniorConnect Project Team, project sponsor and client, i.e. School of Computer Engineering (SCE) in Nanyang Technological University (NTU) and any senior leaders whose support is needed to carry out the plan.

1.2 Scope of the Change Management Plan

Any stakeholder of SeniorConnect Project can submit the following types of issues to the change control system:

- requests for requirements changes (additions, deletions, modifications, deferrals) in software currently under development
- reports of problems in current production or beta test systems
- requests for enhancements in current production systems
- requests for new development projects

This change control process applies to baselined work products created or managed by the members of the SeniorConnect Project, including:

- software that has been released to production or is in beta test
- requirements specifications for SeniorConnect
- group procedures and processes
- user and technical documentation

The following work product classes are exempted from this change control process:

- work products that are still under development, except for requirements changes requested in new projects
- interim or temporary work products created during the course of a project
- any work products intended for individual use only

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

The table below outlines the change request (CR) process flow for SeniorConnect Project.

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	The Evaluator or the Evaluation Team assigned by Change Control Board (CCB) Chair will review the CR and provide an estimated level of effort to process, and develop a proposed solution for the suggested change.
Authorize	CCB sign off approval to move forward with incorporating the suggested change into the project/product.
Implement	If approved, CCB Chair will assign a Modifier to make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders
Verify	If requested change carried out, a Verifier assigned by CCB Chair will verify if the change has been carried out by the Modifier properly, and communicate CR status to the submitter and other stakeholders.

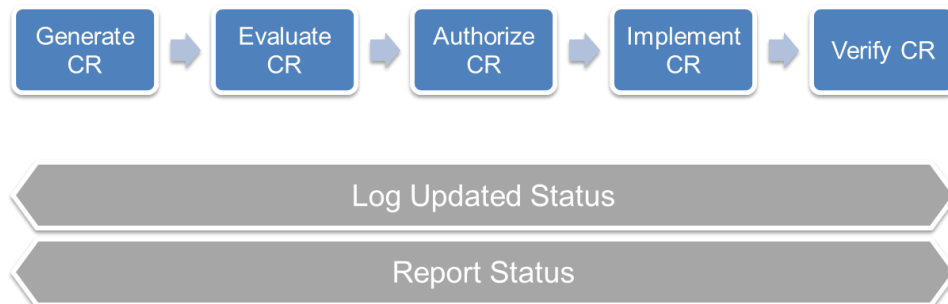


Figure 1: Change Request Process Flow

2.2 Change Request Form and Change Management Log

The Change Request Form is to be used to submit changes during the life of the project.

The Change Management Log is to be used to track and manage requested changes during the life of the project.

The table below lists and defines the minimum data elements need to be included on the Change Request Form and in the Change Management Log. The full version of Change Request Form is documented in Appendix C and Change Management Log is documented in a separate document.

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)

2.3 Evaluating and Authorizing Change Requests

In order to evaluate and prioritize a change request, the “priority” and “type” of the change are taken into consideration. The 3 tables below tabulate the priority, type and possible status of the change request.

Change requests are evaluated using the following priority criteria:

Priority	Description
Low	Change request is expected to have a moderate effect on the project, but will require resources to address.
Medium	Change request will have material effect on project, has potential to be moved to high category and/or requires significant resources to manage.
High	Change request will likely move the project back in terms of budget or timeline, or will materially affect quality or scope.
Critical	Change request will stop project progress if not resolved.

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

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

Status	Description
Approved	The CCB decided to implement the request and allocated it to a specific future build or product release. The CCB Chair has assigned a Modifier.
Canceled	The Originator or CCB decided to cancel an approved change. Details should be provided with canceller's signature when a CR is cancelled.
Change Made	The Modifier has completed implementing the requested change.
Closed	The change made has been verified (if required), the modified work products have been installed, and the request is now completed.
Evaluated	The Evaluator has performed an impact analysis of the request.
Rejected	The CCB decided not to implement the requested change.
Submitted	The Originator has submitted a new issue to the change control system.
Verified	The Verifier has confirmed that the modifications in affected work products were made correctly.

2.3.1 Change Control Board

A Change Control Board (CCB) is a formally constituted group of stakeholders responsible for approving or rejecting changes to the project baselines.

For SeniorConnect Project, this group will meet on an as needed basis, which is one week after the CR has been submitted. The table below provides a brief description of personnel acting as the Change Control Board (CCB) and their role/level of authority within that group.

Role	Name	Contact	Description
Project Manager (CCB Chair)	Liu Yikun	Yliu023@e.ntu.edu.sg	<ul style="list-style-type: none"> Has final decision-making authority; Chairs all CCB meetings; Assigns the Evaluator, Modifier and Verifier for a proposed change
Lead Developer	Ma Xiaoxue	Xma005@e.ntu.edu.sg	<ul style="list-style-type: none"> In most cases act as the main Evaluator and Modifier, to analyze the impact of a proposed change to the system from a technical perspective; In other cases may be assigned as Verifier, to verify whether the change has been carried out appropriately
Front-end Developer	Wang Siqi	Wang0789@e.ntu.edu.sg	In most cases act as Evaluator and Modifier, in charge of front-end functions
Back-end Developer	Mao Huiqi	Mhuiqi001@e.ntu.edu.sg	In most cases act as Evaluator and Modifier, in charge of back-end functions
SQA Manager	Li Yishan	Li0031an@e.ntu.edu.sg	In most cases act as main Verifier, to verify whether the change has been carried out appropriately
SQA Engineer	Wong Way-ne	Wwong010@e.ntu.edu.sg	In most cases act as Verifier
Client Representative/ Sponsor Representative	Dr. Shen Zhiqi	SQShen@ntu.edu.sg	Act as the Evaluator, to evaluate the impact of a proposed change from a budget and schedule perspective
User Representative			Act as the Evaluator, to evaluate the impact of a proposed change from a user functionality and requirement perspective

3 Responsibilities

The table below provides a brief description of persons responsible for each step of the change management process for the project.

Role	Description
CCB Chair / Change Manager	<ul style="list-style-type: none">• Chairperson of the change control board;• Has final decision-making authority if the CCB does not reach agreement;• Assigns the Evaluator for each change request and the Modifier for each approved change request;• Receives, logs and allocates a priority to all requests for changes that are totally impractical;• Chairs all CCB meetings
Change Control Board	The group that decides to approve or reject proposed changes for a specific project
Evaluator	The person whom the CCB Chair asks to analyze the impact of a proposed change
Modifier	The person who is assigned responsibility for making changes in a work product in response to an approved change request; updates the status of the request over time
Originator/Submitter	The person who submits a new change request
Project Manager	The person who is responsible for overall planning and tracking of the development project activities
Verifier	The person who determines whether a change was made correctly

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the **SeniorConnect 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:	<u>刘昱坤</u>	Date:	<u>06/11/2015</u>
Print Name:	<u>Liu Yikun</u>		
Title:	<u>Ms.</u>		
Role:	<u>Project Manager/Change Manager</u>		

Signature:	<u>Shen Zhiqi</u>	Date:	<u>06/11/2015</u>
Print Name:	<u>Shen Zhiqi</u>		
Title:	<u>Dr.</u>		
Role:	<u>Project Sponsor Representative</u>		

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
CML_FUN.2 (Change Management Log)	To be used to track and manage requested changes during the life of the project.	SeniorConnect Wiki Page (soft copy)

Appendix C: Change Request Form

SUBMITTER - GENERAL INFORMATION				
CR#				
Submitter Name				
Submitter Contact Number				
Submitter E-mail				
Product Name				
Product Version				
Request Title				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	<input type="checkbox"/> Critical
Reason for Change				
Other Artifacts Impacted				
Assumptions and Notes				
Attachments or References	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Link:			

INITIAL ANALYSIS		
Hour Impact		
Duration Impact		
Schedule Impact		
Comments		
Recommendations		

CHANGE CONTROL BOARD - DECISION				
Decision	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Conditions	<input type="checkbox"/> Rejected	<input type="checkbox"/> More Info
Decision Date				
Decision Explanation				
Conditions				

Appendix D: Change Validation Form

Change Request Validation Form			
Part A: Change Request Validation Information			
Related Project Name:			
Related Change Request Number:			
Validator:		Date of Validation:	
Description of Validation Process:			
Part B: Changes Made by Previous Implementation Assignee			
	CI	Changes Made	
1			
2			
3			
4			
Part C: Detailed Validation of CIs			
	CI	Issue Description (if any)	Accept/Reject
1			
2			
3			
4			
Part D: Validation Result			
Decision of Validator on next status of related CR:			
Reason for Decision:			
Subsequent Implementation Assignee (if applicable):			
Estimated Date of Completion (if applicable):			

Checked by:

Validator

Signature: _____

Approved by:

Change Assignee

Signature: _____

Project Manager

Signature: _____

Appendix E: Key Terms

The following table provides definitions for terms relevant to this document.

Term	Definition
Change Request (CR)	An item that someone has submitted to the change control system that describes a software problem, a requested enhancement, a proposed change in requirements for a product under development, or a new project being proposed.
Stakeholder	Someone who is affected by or who can influence the project.
Software Quality Assurance (SQA) Team	The team who are responsible for software quality assurance process and tasks.

Appendix F: State-Transition Diagram for Change Request Statuses

