

change request is a document containing a call for an adjustment of an application and have some importance for the management. For example, a change request is not raised for a wording change in a letter. This is why it is necessary to have some evaluation of effort and duration when receiving the change request.

The information need is:

- statement of what need to be accomplish
- change request ID
- customer ID
- project ID
- deadline
- type of change (adaptive, corrective)
- time and effort evaluation change (adaptive only, not for the bugs)
- priority
- relate documentation of which requirements the change request affect
- source of origin (5 sources below)

Change requests typically originate from one of five sources (customer):

- (i) problem reports that identify bugs that must be fixed, which forms the most common source,
- (ii) system enhancement requests from users
- (iii) events in the development of other systems,
- (iv) changes in underlying structure and or standards (e.g. in software development this could be a new operating system),
- (v) demands from senior management

Another example. Often users report bugs or desire new functionality from their software programs, which leads to a **change request**. The application of

the company then looks into the technical and economical feasibility of implementing this change and consequently it decides whether the change will actually be realized. If that indeed is the case, the change has to be planned, for example through the usage of traditional effort estimation or using function points. The actual execution of the change leads to the creation and/or alteration of software code and when this change is propagated it probably causes other code fragments to change as well. After the initial test results seem satisfactory, the documentation can be brought up to date and be released, together with the software. Finally, the project manager verifies the change and closes this entry in the change log. This last part have more to do with traceability than change request.

I put an example of a process for change request.