Change Management

1.0 Introduction

1.1 Objective and Principles

Change in a shared system environment has a wide impact and should be carefully managed to assure efficient quality support and to minimize its costs.

It is important to plan and schedule all types of change to minimize any adverse business impact.

These standards and procedures set forth an approach to involve appropriate user and technical staff in initiation and approval of all major system changes.

1.2 Definition of Change

A change is any addition to, deletion from or alteration of the in-house system that must be undertaken using the processes outlined in this manual.

Change Management processes and procedures can cover multiple activities of the development cycle. Key points to manage include identifying and approving change requests, managing changes in scope once the original request is in development, and the deployment of the change into the production environment.

1.3 Scope

The implementation of IT Department Change Management procedure handles the approval of requests for change. Any change to the existing in-house system or new request of customized system is in the scope of this Change Management Process.

2.0   Roles and Responsibilities

The following are the key roles in the Change Management Process. One individual may perform several roles. Alternatively, several people could fulfill one role.

2.1   Requestor

The Requestor initiates the change process. Responsibilities include:

- Identify the business impact, service or technical need for the change.
- Define the success criteria for the change.
- Propose the change solution in business or technical terms as appropriate.
- Propose a date by which the change will be implemented.
- Identify the affected parties.
- Complete and submit *Change Request Form* [*Appendix 6*] for approvals.
- Prepare operation work flow

2.2   System Coordinator (SC)

System Coordinator manages the request for Change Management Process and decides on a case-by-case basis whether a change request warrants the advisory consultation or additional Approvers. If the change request is simple, routine, or clearly unacceptable, SC may use its discretion to approve or deny the request without additional consultation in order to expedite decision-making. SC is also responsible for maintaining Change Tracking information. Change Tracking responsibilities may be delegated.

2.2.1   SC Management Responsibilities include:
- Coordinate the movement of Change Requests through the Change Management Process.
- Manage the change approval process.
- Convene meetings (if required).
- Produce minute of meetings including current status of all open Change Requests (if required).
- Advise appropriate parties of the status of the change.
- Verify closure of change.

2.2.2   SC Responsibilities towards Change Tracking include:
- Verify the Change Requests are correctly completed.
- Ensure all signoffs are obtained in accordance with the change management procedure.

- Notify appropriate parties of Change Request status.
- Maintain and to update the IT Department In-house Product List *[Appendix 15]*
- Prepare and update Change Management Reports whenever necessary.

2.2.3   System Coordination Responsibilities include:

- Scope the impact and the level of effort required to implement the change:

  ➢ Identify those groups needed to provide resources and skills for the change.

  ➢ Identify the technical solution

  ➢ Assess the integrity of data and databases affected by the change

  ➢ Propose milestones for the change implementation.

  ➢ Propose the schedule for the change implementation.

  ➢ Assess any possible impact on the user manual, current processes and resources upon implementation of the change.
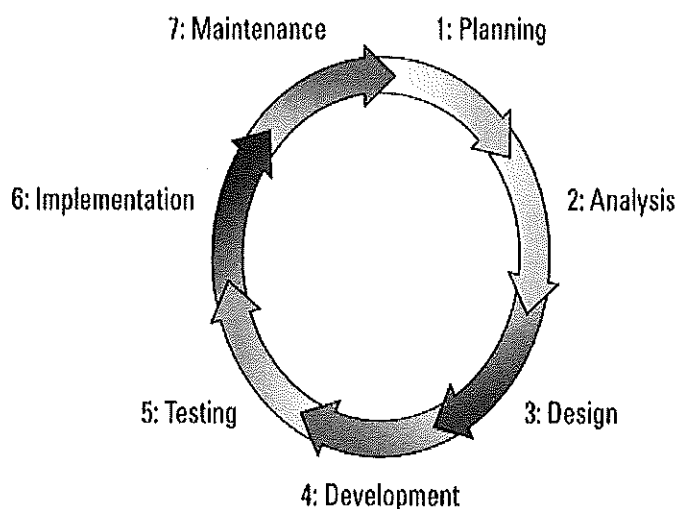
2.3   Developer

The Developer is the person responsible for scheduling, building and testing the solution that will satisfy the change request. Approved change request is to be accepted for the development.

3.0 Process and Procedure

3.1 System Development Life Cycle (SDLC) Process

3.1.1 Requestor is to initiate a new in-house system development by completing and submitting a Change Request Form. Requestor is responsible to prepare the operation work flow.

3.1.2 Planning phase

- System Coordinator is to take charge for defining the current issues and the objectives of the new system.

- It is to determine the feasibility of whether to proceed with developing a new system, to enhance the current system or to replace the existing system.

3.1.3 Analysis phase

- A feasibility study will be carried out for the system, involving determining whether it's organizationally, economically, socially, technologically feasible. A time frame agreeable by both requestor and SC shall be established

- It is important to maintain communication with the users to ensure the finished product is clearly determined.

3.1.4　Design phase

- The developer at the design phase comes after a good understanding of requestor's requirements.

- The design is specific to the technical requirements of the system that will be required to operate in and the tools used in building the system.

- After a complete understanding of system requirements and specifications, a prototype model is developed in line with the operation work flow prepared by requestor.

3.1.5　Development phase

- Upon review and approval of the prototype, the developer will proceed with the construction process eg: responsive web design & coding development for the requested system.

3.1.6　Testing phase

- Testing is the last phase before the system is delivered to users.

- Introducing the system to different inputs to obtain and analyze its outputs, behavior and the way it functions to ensure user's satisfaction.

3.1.7　Implementation phase

- The new or enhanced system is installed in the production environment, users are trained and data is converted (as needed).

- This phase includes efforts required to implement, resolve system problems identified during the implementation process and plan for sustainment.

3.1.8　Upon completion of the implementation phase, verification of the *Change Request Form* by Head of IT Department and Head of Requestor signifies the end of the change request process.

3.2   Procedure

Item	Description / Action	Responsibility
3.2.1	Determines the need for the change	Requestor
3.2.2	Fill up the *Change Request Form* [*Appendix 6*]	
3.2.3	Sends the *Change Request Form* & Operation Work Flow to IT Department	
3.2.4	Reviews *Change Request Form* for completeness.	System Coordinator
3.2.5	If the *Change Request Form* is incomplete, comment and return it to the Requestor.	
3.2.6	Reviews the Change Requests.	
3.2.7	Approves or Rejects the Change Request.	Manager, ITD
3.2.8	To arrange for kick-off meeting once change request was approved.	System Coordinator
3.2.9	Project Implementation (Planning, analysis, designing, development, testing, implementing, maintenance)	Developer
3.2.10	Verifies the Change Requests	Head of IT Department and Head of Requestor