

**Campus Meal Ordering System**

**Change Management Plan**

**By *Team Foodie***

**Lab Group: TS3**

**Date: October 2020**

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# SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

**NANYANG TECHNOLOGICAL UNIVERSITY**

**VERSION HISTORY**

| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Reason** |
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# **INTRODUCTION**

## **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 project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

There are 3 reasons behind a change management plan. They are:

* Documents and tracks the necessary information required to effectively manage project change from project inception to delivery
* Used for traceability, to allow the project manager to trace the reason behind a change request and the reason behind a decision
* Intended to be read by the following groups of people:
  + Project Manager
  + Project Team
  + Project Sponsor
  + Senior Management

# **CHANGE MANAGEMENT PROCESS**

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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.

## **CHANGE REQUEST PROCESS FLOW REQUIREMENTS**

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| **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 CR | Approval to move forward with incorporating the suggested change into the project/product |
| Implement CR | If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders |

## **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 (High, Medium, Low) |

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## **EVALUATING AND AUTHORIZING CHANGE REQUESTS**

Change requests are evaluated using the following priority criteria:

| **Priority** | **Description** |
| --- | --- |
| High | Change request must be reviewed and implemented immediately, otherwise it may lead to a breakdown in CMOS application |
| Medium | Change request should be reviewed and implemented as soon as possible, otherwise there is a moderate chance that it will lead to a breakdown in CMOS application |
| Low | Change request can be reviewed and implemented when time permits as there is a low chance that it will lead to a breakdown in CMOS application |

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** |
| --- | --- |
| 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. |

### 

### **Change Control Board**

| **Role** | **Name** | **Contact** | **Description** |
| --- | --- | --- | --- |
| Project Manager  Frontend Developer | Ma Xiao | 93797588 | Oversees overall project progress. Approves and executes project plan. Responsible for design and code of user interface. |
| Lead Developer  Backend Developer | He Yu Hao | 84206901 | Oversees overall development progress.  Responsible for back end processes which includes building and maintaining the core application logic, database, data, and application integration etc. |
| Frontend Developer  Release Engineer | Han Simeng | 81775609 | Responsible for design and code of user interface. Oversees release deployment, generate release notes, and configure software to all platforms. |
| Frontend Developer  QA Engineer | Loh Yi Xuan Renice | 97658601 | Responsible for design and code of user interface. Responsible for assessing the quality of specifications and technical design documents. Involved in planning and implementing strategies for quality management and testing. |
| Backend Developer  QA Manager | Yeoh Jun Yi | 94768838 | Responsible for back end processes which includes building and maintaining the core application logic, database, data, and application integration etc. Determine quality standard and work with QA Engineer to ensure quality of product. |

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# **RESPONSIBILITIES**

| **Role** | **Name** | **Contact** | **Description** |
| --- | --- | --- | --- |
| Project Manager  Frontend Developer | Ma Xiao | 93797588 | Ensure that the change request is valid and necessary for the project |
| Lead Developer  Backend Developer | He Yu Hao | 84206901 | Access how the change request affects development on a whole. Assess cost and time required for the change request. |
| Frontend Developer  Release Engineer | Han Simeng | 81775609 | Access how the change request affects frontend development. Verify and ensure that the changes are significant for a release. |
| Frontend Developer  QA Engineer | Loh Yi Xuan Renice | 97658601 | Access how the change request affects frontend development. Assess if the change request will affect the quality of the system |
| Backend Developer  QA Manager | Yeoh Jun Yi | 94768838 | Assess how the change request affects backend development. Verify if the change request will affect the quality of the system. |

**Appendix A: Change Management Plan Approval**

The undersigned acknowledge they have reviewed the Campus Meal Ordering System **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: | 26/10/2020 |
| --- | --- | --- | --- |
| Print Name: | Ma Xiao |  |  |
| Title: |  |  |  |
| Role: | Project Manager |  |  |

**Appendix B: References**

The following table summarizes the documents referenced in this document.

| **Document Name** | **Description** | **Location** |
| --- | --- | --- |
| System Requirement Specification | Document that states the functional and non-functional requirements of the project which describes what the software will do and how it will be expected to perform | http://155.69.100.27/3002S12021\_FOODIE/uploads/a/a9/System\_Requirement\_Specifications.pdf |
| Software Quality Assurance | Document that states software engineering processes and methods that is followed to ensure proper quality of the software | http://155.69.100.27/3002S12021\_FOODIE/uploads/c/c5/Quality\_Plan.pdf |
| Risk Management | Document that identify possible risks and come up with mitigation strategies to reduce its effect on the project | http://155.69.100.27/3002S12021\_FOODIE/uploads/b/b1/Risk\_Management\_Plan.pdf |

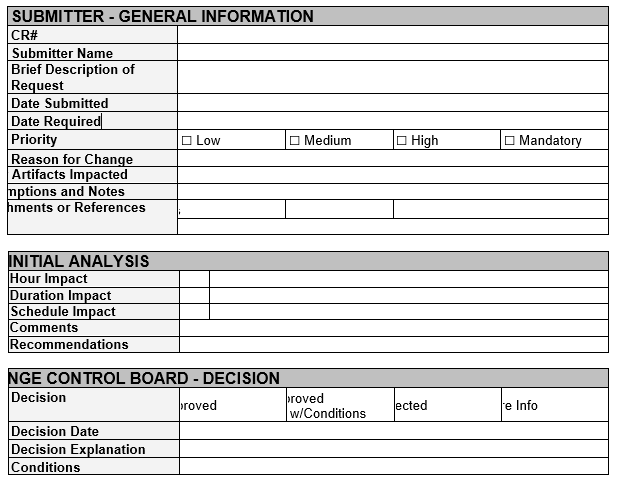
**Appendix C: Key Terms**

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

| **Term** | **Definition** |
| --- | --- |
| CR | Change Request |
| CMOS | Campus Meal Ordering System |

**Appendix D: Change Request Form Example**

The form below is the Change Request Form used to submit change request for CMOS Project.



**Appendix E: Change Management Log Template**

The template below is the Change Management Log which is used to track and manage change requests for CMOS Project.

| **CR #ID** | **Description of Change** | **Name of Requester** | **Date Requested** | **Decision** | **Decision Date** | **Remarks** |
| --- | --- | --- | --- | --- | --- | --- |
| 23 | Added new ranking algorithm | Tommy | 5/10/2020 | Approved | 12/10/2020 | - |