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| Change Management Plan |
| Human Resource Management |
| The Change Management Plan documents and tacks the necessary information required to effectively manage project change from project inception to delivery |

6/6/2012

Table of Contents

[1 Introduction 1](#_Toc326757188)

[1.1 Purpose of The Change Management Plan 1](#_Toc326757189)

[2 Change management Process 1](#_Toc326757190)

[2.1 Change Request Process Flow Requirements 1](#_Toc326757191)

[2.2 Change Request Form and Change Management Log 3](#_Toc326757192)

[2.3 Evaluating and Authorizing Change Requests 3](#_Toc326757193)

[2.3.1 Change Control Board 4](#_Toc326757194)

[3 Responsibilities 4](#_Toc326757195)

**Revision Table**

|  |  |  |  |
| --- | --- | --- | --- |
| **Author** | **Date** | **Reason for changes** | **Version** |
| Nhung Huynh | 12/1/2011 | Create plan for Change Management | 1.0 |
|  |  |  |  |
|  |  |  |  |

# Introduction

## Purpose of The Change Management Plan

The Change Management Plan documents and tacks 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.

# 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.

## Change Request Process Flow Requirements

Implement CR

Authorize CR

Evaluate CR

Generate CR

Log updated status

Report status

*Figure 1: change request process flow requirement*

|  |  |
| --- | --- |
| **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 | Approval to move forward with incorporating the suggested change into the project/product |
| Implement | 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) |

## Evaluating and Authorizing Change Requests

Change requests are evaluated using the following priority criteria:

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

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

A Change Control Board (CCB) is a formally constituted group of stakeholders responsible for approving or rejecting changes to the project baselines. This group may meet on a predefined schedule or on an as needed basis.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| Project Manager | Quang Nguyen | "quang nguyen" <quangsm1994@gmail.com> | Request change about project, process tools and give judgment about CR |
| Change Manager | Nhung Huynh | [nhunghuynhthihong@gmail.com](mailto:nhunghuynhthihong@gmail.com) | Control and manage about CR |
| Team member | Trần Nguyễn Hoàng Tân | [hoangtanvlu@gmail.com](mailto:hoangtanvlu@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Đinh Nguyễn Khôi Nguyên | [shadow141206@gmail.com](mailto:shadow141206@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Kim Tường | [kimtuongvlu@gmail.com](mailto:kimtuongvlu@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Phan Gia Bá Lộc | [tuongcuop.ali@gmail.com](mailto:tuongcuop.ali@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Ngọc Tùng | [haycogang0207@gmail.com](mailto:haycogang0207@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Khắc Quyết | [nguyenkhacquyet89vl@gmail.com](mailto:nguyenkhacquyet89vl@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Tiến Đặng | [dangnguyen2409@gmail.com](mailto:dangnguyen2409@gmail.com) | Report change, find information about influent of CR to Change Manager |

# Responsibilities

Description of persons responsible for each step of the change management process for the project.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Contact** | **Description** |
| Project Manager | Nguyễn Thế Quang | "quang nguyen" <quangsm1994@gmail.com> | Request change about project, process tools and give judgment about CR |
| Change manager | Huỳnh Thị Hồng Nhung | [nhunghuynhthihong@gmail.com](mailto:nhunghuynhthihong@gmail.com) | Control and manage about CR  Communicating details regarding requested changes and to help evaluate the most appropriate response |
| Team member | Trần Nguyễn Hoàng Tân | [hoangtanvlu@gmail.com](mailto:hoangtanvlu@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Đinh Nguyễn Khôi Nguyên | [shadow141206@gmail.com](mailto:shadow141206@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Kim Tường | [kimtuongvlu@gmail.com](mailto:kimtuongvlu@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Phan Gia Bá Lộc | [tuongcuop.ali@gmail.com](mailto:tuongcuop.ali@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Ngọc Tùng | [haycogang0207@gmail.com](mailto:haycogang0207@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Khắc Quyết | [nguyenkhacquyet89vl@gmail.com](mailto:nguyenkhacquyet89vl@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Team member | Nguyễn Tiến Đặng | [dangnguyen2409@gmail.com](mailto:dangnguyen2409@gmail.com) | Report change, find information about influent of CR to Change Manager |
| Customer | Department | "p.kh" <p.kh@vanlanguni.edu.vn> | Require about change management in requirement phase and sign when CR approved. |

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the *Personal Information Management-* **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.

[List the individuals whose signatures are desired. Examples of such individuals are Business Steward, Project Manager or Project Sponsor. Add additional lines for signature as necessary. Although signatures are desired, they are not always required to move forward with the practices outlined within this document.]

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: |  |  |  |

Appendix B: References

[Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.]

The following table summarizes the documents referenced in this document.

|  |  |  |
| --- | --- | --- |
| **Document Name and Version** | **Description** | **Location** |
| *<Document Name and Version Number>* | *[Provide description of the document]* | *<URL or Network path where document is located>* |

Appendix C: Key Terms

*[Insert terms and definitions used in this document.* *Add rows to the table as necessary. Follow the link below to for definitions of project management terms and acronyms used in this and other documents.*

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

|  |  |
| --- | --- |
| **Term** | **Definition** |
| *[Insert Term]* | *[Provide definition of the term used in this document.]* |
| *[Insert Term]* | *[Provide definition of the term used in this document.]* |
| *[Insert Term]* | *[Provide definition of the term used in this document.]* |

Appendix D: Change Request Form Example

The example Change Request From attached below can be used to submit changes during the life of the project.



Appendix E: Change Management Log Template

The detailed Change Management Log template attached below can be used to track and manage requested changes during the life of the project.

