

Q4. Change management is an essential part of configuration management in the software development life cycle. It is the process of recording the changes that has been implemented in the software according to the customer demand. Which includes the study over change requests to find how it will affect the software and to check whether if it is cost efficient or not. Also the change management process helps to understand the necessary changes that might be helpful to make the software effective and reliable. Change management is used in two cases. Firstly, for reporting the bugs and secondly to request additional functionality. In both these cases the requests are submitted by means of Change Request Form (CRF). A sample template of CRF is given below.

Change Request Form
Project: Change Requester: Requested Change: Date:
Change Analyser: Analyse Date: Components Affected: Associated Components:
Change Assessment:
Change Priority: Change Implementation: Estimated Efforts: Decision: Change Implementer: Date of Change: Comments:

(Sommerville, 2011)

The benefits of using CRF are,

1. CRF is an evidence showing that the change request has been made by a customer or stakeholder. So the change requester can't deny that later, once the software changes has been made.
2. The electronic change request form is the best method used nowadays in order to record the changes to share that with the entire software team.
3. CRF records all the changes made so that every team member can view the changes that's implemented in the software.
4. CRF contains all the information about the changes, including the recommendation, cost of change, requested date, approval, implementation, validation and how the change is implemented.
5. CRF should mainly emphasis on defining the changes required than focusing on the implementation issues.

6. This improves the communication among the entire software team which is very much required during the development process. And every one can give their own suggestion about the relevance of the change.
7. When there is a number of change request made at a particular time, the CRF will help to prioritise the request in order to solve that one by one.
8. The CRF will improve the efficiency and performance of an organization through handing the changes effectively and documenting it.

REFERENCES

Sommerville, I. 2011, *Software engineering*, 9th, International edn, Pearson, Boston.