
WANDERERS
CHANGE MANAGEMENT PLAN

Version 1.2
03/25/2025

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Leong Mininn Miko	03/23/2025	Isaac Chun	03/25/2025	Add contents for initial review
1.1	Isaac Chun	03/25/2025	Albert Yu	03/25/2025	Review initial document and add missing information
1.2	Isaac Chun	03/25/2025	Albert Yu	03/25/2025	Refine change control board table as it was missing details

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1 INTRODUCTION

1.1 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. It serves as a guide for how changes will be identified, assessed, communicated, and implemented throughout the project lifecycle.

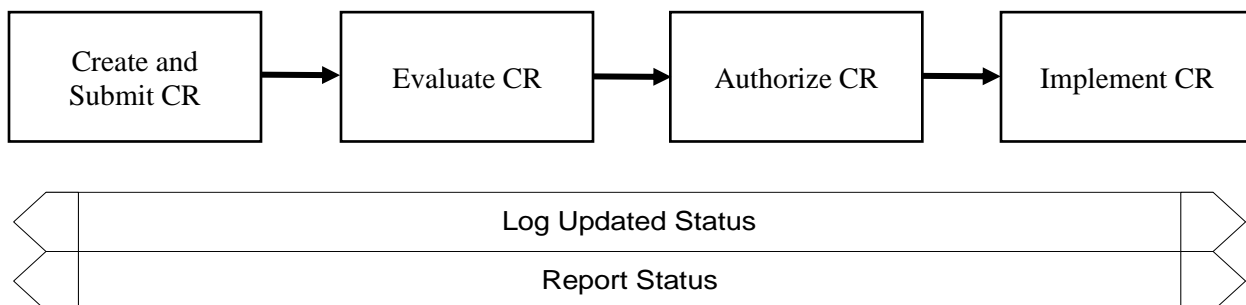
The Change Management Plan is created during the Planning Phase of the project. The intended audience of this plan is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

2 CHANGE MANAGEMENT PROCESS

The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for the release of all changes to the project's baselines. This ensures that all changes introduced are processed in a controlled and systematic manner. This can help reduce the risk of disruptions, scope creep, or uncontrolled alterations that could negatively impact the project's objectives, timeline, or budget.

2.1 CHANGE REQUEST PROCESS FLOW REQUIREMENTS

Step	Description
Creation and Submission of CR	A submitter completes a CR Form and sends the completed form to the Change Manager. The change request of the change, its reasons and, any of its anticipated impact must be documented clearly and formally.
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. The Change Manager assesses the completeness and clarity of the request.
Evaluate CR	Project personnel review the CR and provide an estimated level of effort to process and develop a solution for the suggested change.
Authorize	Approval to move forward with incorporating the suggested change into the project/product. When the evaluations are completed, the decision to approve or reject the change is documented.
Implement	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders.



2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

Element	Description
Date	The date the CR was created
CR#	Change Request ID 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 be described
CR Content	Description of how the change should be implemented.
Reason	Justification of a necessary change via requirements/unforeseen issues.
Affected Baseline	The scope/schedule/cost baseline that will be affected by the change.
Assumptions/Notes	Additional context to clarify certain conditions.
Submitter	Name of the person completing the CR Form.
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 urgency categorization of the requested change.
Hour Impact	An estimated number of hours required to implement the change.
Duration Impact	Impact the change will have on the overall project duration or timeline.
Schedule Impact	Impact of the change on specific milestones/deliverables/overall schedule.
Comments	Additional information, insights, or observations related to the change.
Recommendations	The suggested course of action or decision for handling the change.
Decision Details	Reasons and elaboration of the decision made.
Conditions	Any specific conditions for the change to be approved/implemented.

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	This is a major/significant issue that directly impacts the core functionalities and basic functions of the product or would cause immediate loss in the financial aspects (external, internal). This issue poses high negative risk to the product and organization.
High	This is a change that impacts important processes that may cause interruptions to user experience or accessibility. This change would require the attention of the development team to resolve as it would mean that project requirements or architectures might be changed since this issue affects our users.
Medium	A change request that has a moderate impact on the project such as adjustments to enhance project performance without posing immediate risk. It must also not affect critical business processes or software components. They are important but not urgent.
Low	A change request with minimal impact on the project such as minor adjustments that can be deferred or implemented at the project's discretion.

Change requests are evaluated and assigned one or more of the following change types:

Type	Description
Scope	A modification to the project's scope.
Time	A change to the project's schedule/timeline.
Duration	A change to the duration required for specific tasks/phases/entire project.
Cost	A change that affects the budget by changing financial resources required.
Resources	A change in the project's resource requirements.
Deliverables	A change to the project's expected deliverables and their specifications.
Product	A modification to the project's product or end deliverable.
Processes	A change to the workflows, procedures, or tools used in project execution.
Quality	A change to the quality standards of project outcome or deliverables.
Risk	A change to the project's risks, risk assessments, or mitigation strategies.
Communication	Changes to the reporting methods and the frequency of updates.
Compliance	Changes to meet regulatory/legal/industry compliance requirements.
Technical	Changes related to the tools/platforms/systems used in the project.

Change requests are evaluated and assigned one of the following status types:

Status	Description
Open	Entered/Open but not yet approved or assigned
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 to verify that it is working.
Pending	CR work has been tested but has yet to return a response
Closed	CR approved and completed, all tests passed, and updates released.
On Hold	CR was approved and work was assigned but was put on hold.

2.3.1 Change Control Board

Role	Name	Description
Project Manager	Kim Seo Jin	Leading the change control process and ensuring that the correct procedures are followed. Oversees the project progress and approves, executes project plan against our requirements (user, functional, business, etc.)
Release Manager	Isaac Chun Jun Heng	Involves when a change involves releasing a new version of the product, system updates, or deployment-related changes. Coordinates with various teams to ensure smooth and timely releases. Manages version control and ensures that all release notes and documentation are up to date.
QA Manager		Involves especially when changes impact the quality assurance process or require new testing. Ensures that all changes meet the required quality standards before implementation. Oversees the creation and execution of test plans and manages the QA team to address any issues that arise during testing.
Release Engineer	Raghav Rajendran Nair	Provides technical input or assistance during discussions, especially during deployment or integration. Ensures that all technical aspects of the release are properly managed and executed. Collaborates with development and operations teams to resolve any deployment-related issues.
QA Engineer		Involves when a change requires a deep dive into testing specifics or new test cases. Conducts detailed testing and validation of changes to ensure they meet the required standards. Works closely with the QA Manager to identify and address any defects or issues.
Development Lead	Yu Zi Hao Albert	When a change request involves significant technical work or the architecture of the project. Provides technical leadership and guidance to the development team. Ensures that all changes align with the overall project architecture and technical strategy.
Back-end Developer		Involves when a change requires alterations to back-end systems or infrastructure. Implements changes to server-side logic, databases, and APIs. Collaborates with other developers to ensure seamless integration of changes.
Back-end Developer	Hazim Khoiruddin	Involves when a change requires alterations to back-end systems or infrastructure. Implements changes to server-side logic, databases, and APIs. Collaborates with other developers to ensure seamless integration of changes.
Front-end Developer	J'sen Ong Jia Xuan	Involves when a change involves significant updates to the user interface (UI) or user experience (UX). Implements changes to the front-end code, ensuring that UI/UX enhancements are visually appealing and user-friendly. Works closely with designers and other stakeholders to create a cohesive user experience.
Front-end Developer	Leong Mininn Miko	Involves when a change involves significant updates to the user interface (UI) or user experience (UX). Implements changes to the front-end code, ensuring that UI/UX enhancements are visually appealing and user-friendly. Works closely with designers and other stakeholders to create a cohesive user experience.

3 RESPONSIBILITIES

The following table follows the usual steps of change control process, and each person generally is assigned a particular role in the CR process.

Role	Name	Description
Project Manager	Kim Seo Jin	<ol style="list-style-type: none"> 1. Initiates the change request process by identifying the need for change either from users or internal feedback. 2. Ensures that the change request (opening or closure) is communicated to the relevant stakeholders. 3. Reviews the analysis report and approves, rejects or defers the change request based on the project's needs and priorities after leading the discussion with the change control board. 4. Closes the change request after successful validation and implementation 5. Ensures that all documentation is updated, and the change request is properly archived in our configuration management system.
Change Manager	Isaac Chun Jun Heng	<ol style="list-style-type: none"> 1. Implement a structured way of handling and leading change management activities. 2. Analyzes the change request to assess its impact on the project 3. Coordinate with various teams to gather input and assess the feasibility of the change request 4. Streamline the workflow of change management through automation and ensure version control and release notes are up to date.
Release Engineer	Raghav Rajendran Nair	<ol style="list-style-type: none"> 1. Integrates the approved changes into the main codebase to prepare for deployment 2. Ensure that all technical aspects of the change request is properly managed and execution for successful deployment 3. Collaborates with development team and operation teams to resolve any deployment related issues 4. Validates the integrated changes through detailed testing and validation process 5. Ensure change meet the required standards and do not introduce new defects to the product. 6. Work closely with the QA manager to identify and address defects or issues.
QA Engineer		
Development Lead	Yu Zi Hao Albert	<ol style="list-style-type: none"> 1. Responsible for identifying and documenting the software configuration items. 2. Ensures that all configuration items are properly categorized and tracked. 3. Provides technical leadership to ensure accurate identification of configuration elements.
Back-end Developer		
Back-end Developer	Hazim Khoiruddin	<ol style="list-style-type: none"> 1. Implements the approved changes to update our back-end systems or infrastructure 2. Make changes to database schema if necessary and creation of new endpoints to support change request 3. Collaborate with front-end team for seamless integration and release team for successful deployment.
Front-end Developer	J'sen Ong Jia Xuan	<ol style="list-style-type: none"> 1. Implements the approved changes to the user interface (UI) to ensure change requirements are fulfilled 2. Add relevant testing such as unit testing to ensure correct functioning of change. 3. Collaborate with back-end team for seamless integration and release team for successful deployment.
Front-end Developer	Leong Mininn Miko	<ol style="list-style-type: none"> 1. Implements the approved changes to the user interface (UI) to ensure change requirements are fulfilled 2. Add relevant testing such as unit testing to ensure correct functioning of change. 3. Collaborate with back-end team for seamless integration and release team for successful deployment.

Change Management Plan Approval

The undersigned acknowledge they have reviewed the *wanderers* **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:	ICJH	Date:	25/03/25
Print Name:	Isaac Chun Jun Heng		
Title:	Quality Manager + Release Manager		
Role:	-		

Signature:	KSJ	Date:	25/03/25
Print Name:	Kim Seo Jin		
Title:	Project Manager		
Role:	-		

Signature:	YZHA	Date:	25/03/25
Print Name:	Yu Zi Hao Albert		
Title:	Development Team Lead		
Role:	-		

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
<i>Change Management Plan</i>	<i>Documents and tracks the necessary information required to effectively manage project change from project inception to delivery</i>	<i>GitHub: wanderers > labs > lab4 > Change_Management_Plan.pdf</i>

Appendix C: Key Terms

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

Term	Definition
Change Request (CR)	A formal proposal to change a project's scope, timeline, resources, or other components. It includes the details of the change, its reason, and its anticipated impact.
<i>Change Request Form (CR Form)</i>	A document used to submit a change request that contains the change content, its justification, impact assessment, and other relevant information.
<i>Change Manager</i>	The person responsible for overseeing the change management process which includes logging, tracking, evaluating, and coordinating the change requests.
<i>Change Control Board (CCB)</i>	A group of stakeholders responsible for reviewing, evaluating, and approving/rejecting changes to the project baselines.
<i>Change Management Log (CR Log)</i>	A log that tracks all change requests (CRs) submitted for the project such as their current status, impact, and decisions.
<i>Change Impact</i>	The effect a proposed change will have on the project's scope, schedule, cost, quality, or other baseline aspects.
<i>Priority (CR Priority)</i>	A categorization of the urgency of the change request such as High, Medium, Low
<i>Scope Impact</i>	The effect a change will have on the project's defined scope.
<i>Time Impact</i>	The effect a change will have on the project's overall schedule, including milestones, deadlines, and timelines.
<i>Duration Impact</i>	The effect a change will have on the time required to complete specific tasks or project phases.
<i>Cost Impact</i>	The effect a change will have on the project's financial resources.
<i>Resources Impact</i>	The effect a change will have on the project's resource requirements such as manpower, equipment, or other assets.
<i>Deliverables Impact</i>	The effect a change will have on the project deliverables.
<i>Product Impact</i>	The effect a change will have on the end product or service delivered by the project.
<i>Processes Impact</i>	The effect a change will have on project workflows, procedures, or tools.
<i>Quality Impact</i>	The effect a change will have on the quality standards or expectations for the project's outcomes.
<i>Risk Impact</i>	The effect a change will have on the project's risk profile, including new risks or changes to existing risks.
<i>Compliance Impact</i>	The effect a change will have on ensuring the project meets legal, regulatory, or industry compliance standards.
<i>Technical Impact</i>	The effect a change will have on the project's technical systems, platforms, or tools used in execution.
<i>Open Status</i>	A change request that has been entered into the system but has not yet been approved, assigned, or worked on.
<i>In Progress Status</i>	A change request that has been approved and is currently being worked on.
<i>In Review Status</i>	A change request that has been completed and is undergoing final review before being tested.
<i>Testing Status</i>	A change request that has passed review and is now being tested to ensure that it works as expected.
<i>Pending Status</i>	A change request that has been tested but is awaiting a response or resolution.
<i>Closed Status</i>	A change request that has been approved, completed, tested, and released.

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<i>Submitter</i>	The person who completes and submits the change request form.
<i>Affected Baseline</i>	The project baseline (scope, schedule, or cost) that is impacted by the proposed change.
<i>Decision</i>	The final determination made regarding the change request, whether it is approved, rejected, or deferred.
<i>Decision Details</i>	The reasons and explanations behind the final decision regarding a change request.
<i>Assumptions/Notes</i>	Additional context or conditions that clarify any uncertainties or dependencies associated with the change request.
<i>CR Content</i>	A detailed description of how the requested change should be implemented, including methods, tools, or processes to be followed.
<i>Reason</i>	The rationale behind submitting the change request, including requirements, issues, or unforeseen circumstances.
<i>Comments</i>	Additional remarks, observations, or insights related to the change request, which could help in its evaluation or implementation.
<i>Recommendations</i>	Suggested actions, decisions, or courses of action for handling the change request based on its evaluation.
<i>Conditions</i>	Specific conditions under which the change request will be approved or implemented, including dependencies or requirements that must be met.
<i>Version</i>	The specific version of the product or system that the change request is related to.

Appendix D: Change Request Form Example

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



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Change Request Form (*example*)

SUBMITTER - GENERAL INFORMATION				
CR#				
Submitter Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	Low	Medium	High	Mandatory
Reason for Change				
Other Artifacts Impacted				
Assumptions and Notes				
Attachments or References	Yes	No		
	Link:			

INITIAL ANALYSIS		
Hour Impact		
Duration Impact		
Schedule Impact		
Comments		
Recommendations		

CHANGE CONTROL BOARD - DECISION				
Decision	Approved	Approved w/Conditions	Rejected	More Info
Decision Date				
Decision Explanation				
Conditions				

