



Business Analyst Training

Change Management

Change Management and Change – Definition

Change Management



Definition: Process that guides Business Analysts in preparing, supporting, and adopting process changes

Change



Definition: Any modification or revision of the requirements in the PDD
Example: Newly identified input format

Definition of Change



- Refers to any modification in the initial process requirements as documented and agreed in the signed of Process Definition Documents (PDDs)
- Is not a Bug/Defect
- Can be triggered by:
 - Bugs or issues fixing
 - Business operations as part of the continuous improvement process/process optimization
 - Business operations following a modification in the steps of the process in scope of the automation.
 - Gaps in the PDD documentation [e.g exception not captured etc]
 - External modifications in the IT landscape used in the process



- Analyze the propose changes and apply KRAC approach
- Identify impact: duration, risks, etc
- Use Traceability matrix for logging the approved changes

KEEP

ADD

REMOVE

CHANGE

Change Management – Steps



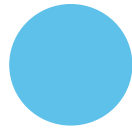
Change-Request

- A detailed Change-request is created that enlists the Reasons for change, Description and Urgency



Assess the Change

- Scope of Change
- Impact of Change on Business Process and System
- Risks related to Change implementation
- Estimate the effort required for change implementation



Change Management Board

- Change Management board will validate the Assessment & information captured
- Will Approve, Prioritize or Reject the Change



Thank you!
