**CHANGE MANAGEMENT PLAN**

**Escalation Straight-Up (ESU):  
An Escalation Management Module for Taal Vista Hotel**

**Prepared by:**

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# INTRODUCTION

Since change is inevitable in any kind of project, it is important to have Change Management Plan to ensure that any change on the project is well-managed, communicated to all stakeholders and stays within the project scope.

The Change Management Plan was created for Hotel Escalation Management Module to show the following:

* The approach that the project team will going to use in managing change throughout the project’s lifecycle
* Definition of change
* Purpose of having a change control board and their roles
* Roles and responsibilities of the project team members throughout the change management process
* Overall change management process

Any member of the project team is expected to submit or request any changes to the Hotel Escalation Management Module in accordance with the change management process that is included in the document.

# CHANGE MANAGEMENT APPROACH

The change management approach ensures that all proposed changes for Hotel Escalation Management Module are defined by the project team, reviewed by the project manager and agreed upon among the members of the team. This approach also ensures to properly implement the approved changes within the scope of the project to deliver an acceptable change management plan.

The change management approach consists of the following:

* Ensure changes requested were within the scope of the project
* Determine if request for change is necessary for the project
* Determine how the change will be implemented
* Manage the change if it will be implemented

Change management process ensures that the change management approach is followed in managing all changes. By using this approach, the project team will be able to prevent or lessen unnecessary change from occurring and allows them to focus on what changes will be beneficial within the scope of the project.

# DEFINITION OF CHANGE

In this project, it is inevitable for the client to ask the group to apply changes in different areas of the module. These changes will then be communicated to the different project members and will also be included in the project plan. These types of changes include:

* Scheduling Changes: changes which will impact the approved project schedule. Priority of problems that will be solved will depend on the impact it may cause to the module.
* Scope Changes: changes which are inevitable in the group’s module and impact the project’s scope which may be the result of unforeseen requirements which were not initially planned for. This may affect and cause the group to change their scope and limitations, and other parts of the documentation that are related to as necessary.
* Workload Changes: due to the change of scope, workload will also be affected respectively. These are changes in which the group will have to face in any project. Distribution of workload is essential since the progress of the project will depend on the assignment of it.

The project manager must ensure that any approved changes are communicated to the project members. Additionally, as changes are approved, the project manager must ensure that the changes are captured in the project documentation where it is necessary. These document updates must then be communicated to the project team and project members as well.

# CHANGE CONTROL BOARD

In the Change Control Board (CCB), all changes that will be made whether by the project manager or the project team members shall be posted here. In this way, the entire group will be able to review all the changes that will be needed and its implication to the module. The following positions has the authority to see, review, accept or deny change:

* Project Manager
* Project Team Members such as:
* Project Researcher
* Project Developer
* Database Analyst
* Project Client or Adviser

Since change requests are submitted to the Project Manager by the team, the Project Manager will be the one in charge of logging it in the Change Control Board. Then an overview of the state of changes in the project will be projected in the Change Control Board so that the team may review and analyze the existing changes in the module. If there are changes that was postponed due to lack of information, it will be sent back to the requestor for more information or clarifications. However, if it is critical, the project manager may hold a meeting to review the change prior to the next scheduled meeting.

# ROLES AND RESPONSIBILITIES

The table below shows the roles and responsibilities for all works related to the module:

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| **ROLES** | **RESPONSIBILITIES** |
| Project Manager | * Oversee all the works of the team members * Delegate tasks to the team members * Approve changes in the documentation and system itself * Make progress report each week |
| Database Analyst | * Analyzes the data that will put into the database * Double checks attributes * Approves changes in the database * Do the tasks that was assigned to the database analyst by the project manager |
| Project Web Developer | * In charge of the web design and functionalities in the module * Designs both the front-end and back-end of the website * Makes the website easy to navigate and user friendly * Connects the website to the database * Follow client’s requirements * Let the project developer check the progress |
| Project Mobile Developer | * In charge of the mobile design and functionalities in the module * Makes the mobile application easy to navigate and user friendly * Connects the mobile application to the database * Follow client’s requirements * Let the project developer check the progress |
| Project Researcher | * Makes the diagrams * Consults with the project manager from time to time for changes * In charge of Review of Related Studies and Literature * Research on what the team needs in any part of the project |

# CHANGE CONTROL PROCESS

The Change Control Process for the Hotel Escalation Management project reflects the different steps when dealing with changes in the process and project itself.

1. Identify Changes (Team) – Identify what parts in the project should be changed.
2. Assign Tasks (Project Manager) – The project manager assigns tasks to the team
3. Doing of Tasks (Team) – The team works on the assigned task by the project manager
4. Checking of Progress and Changes (Project Manager) – Project manager checks the work of the team and ensures that the designated tasks will finish on time.
5. Verification (Project Manager/Adviser) – The project manager asks the adviser to double check on the work of the group and asks for suggestions.

# SPONSOR ACCEPTANCE

Approved by the Project Sponsor

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| --- | --- |
| <Project Sponsor>  <Project Sponsor Title> | **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |