

CHANGE MANAGEMENT PLAN

Version 1.0
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Team Xeon

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REVISION HISTORY

Version	Date	Author	Description of Changes	Approved by
1.0	30/03/2021	Muhammad Irsyad Bin Redzuan	Baseline Version	Kenny Voo Tze Rung

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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.

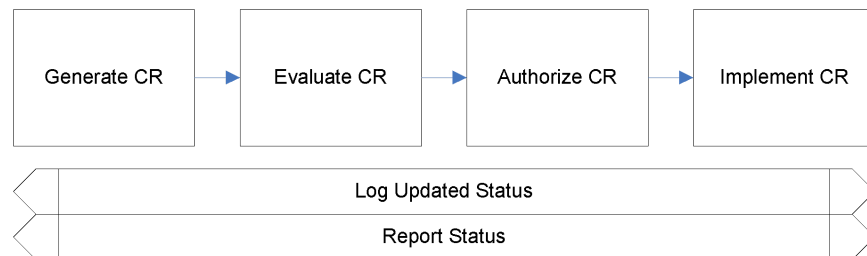
The Change Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

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 release of all changes to the project's baselines.

2.1 CHANGE REQUEST PROCESS FLOW REQUIREMENTS

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



2.2 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
Components Affected	The components that would be affected temporarily/permanently if the change were to be implemented.
Priority	A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low)
Conditions	Any condition if change were to take place.

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
Critical	The issue is severely important which will impact the ability of the product to perform its basic function, affecting the financial cost of the product or maybe of a security concern which must be addressed with immediate effect.
High	The issue impacts the business process of the product, for example a change in the project requirement and structure due to environmental changes. This CR may impact its major users and should be addressed as soon as possible.
Medium	CR was made by the client and the rejection of such request is not acceptable by the client. The CR cause little to no impact to the integrity and performance of the product. The issue should be addressed accordingly.
Low	The issue is minor and may be of cosmetic changes, minor bug issues and client feature request which can be rejected. The CR cause little to no impact to the integrity and performance of the product. The issue should be addressed accordingly.
Insignificant	May not even be a problem, could be some request made by client which would result in little improvement.
Mandatory	Additional features requested by client. Exclusion will not affect the running of the product.

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
Availability	Change affecting the uptime of the application
Maintainability	Change affecting the maintenance complexity
Reliability	Change affecting the integrity of the system
Scalability	Change affecting future expansion
Security	Change affecting the protection of the system against attacks
Usability	Change affecting the ease of use of existing and future users

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.
Approved	CR approved, but no assignments yet and work has not started
Rejected	CR is rejected.
Deferred	CR is deferred and waiting for approval

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Kenny Voo Tze Rung	8188 8188	<ul style="list-style-type: none"> Oversees project progress Approves and executes project plan Assigns tasks and reports status of project to team members Manages and motivates team members Represents the team to the outside world Makes the final call on the proposed timeframe
Risk Manager	Teo Boon Shuan	8288 8288	<ul style="list-style-type: none"> Conduct bi-weekly risk assessment meetings with the Risk management team to provide updates on new on existing risk progress. Ensure all risk project plans changes are emphasized and updated accordingly. Brainstorm with Risk management team on strategies to reduce and eliminate risk involved in the project.
Lead Developer	Wilson Tai	8388 8388	<ul style="list-style-type: none"> Overall Technical Lead Responsible for Product Release Coordinate team's schedule

			<ul style="list-style-type: none"> • Ensure Effective Communication between team members • Assess the change request and produce an estimated timeframe • Ensure Change Request are completed within the agreed timeframe.
QA Manager	Teo Boon Shuan	8288 8288	<ul style="list-style-type: none"> • Oversee the overall product and process quality, making sure all the functional and non-functional requirements are met • Recording, analyzing, and distributing statistical information • Supervising QA engineer • Oversee the test procedures made by QA engineer • Establish baseline for testing
Client Representative	George	8488 8488	<ul style="list-style-type: none"> • Articulate and present client request on product features/cosmetic/requirements addition and changes • Understand the change request solution and present to the client for feedback and approval.

3 RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Kenny Voo Tze Rung	8188 8188	<ul style="list-style-type: none"> • Prepare work breakdown structure • Ensure project schedules and deliverables are met • Cost and risk estimation • Monitoring and reporting progress update of change to the board
Change Manager	Muhammad Irsyad Bin Redzuan	8588 8588	<ul style="list-style-type: none"> • Identify and highlight changes. • Prepare and update the Change Management Plan for traceability verification • Assess the viability, cost and the urgency of the proposed change
Change Analyst	Kong Hou Jing	8688 8688	<ul style="list-style-type: none"> • Analyze the proposed change and predict its impact towards the existing system • Update the change requirements

			<ul style="list-style-type: none"> • Implement change management activities • Participate in evaluating the proposed change.
Communication Manager	Zeyu	8788 8888	<ul style="list-style-type: none"> • Oversee all internal and external communication of the project • Communicate with clients on change related issues and technical details.

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the SmartLib **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:  Date: 30/03/2021

Print Name: Kenny Voo Tze Rung

Title: Project Manager


Role: Oversee & manage the whole project

Signature:  Date: 30/03/2021

Print Name: Muhammad Irsyad Bin Redzuan

Title: Change Manager

Role: Identify and highlight changes

Signature:  Date: 30/03/2021

Print Name: Wilson Tai

Title: Lead Developer

Role: Lead the team of developers

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
SmartLib_Change_Management_Plan v1.0.doc	SmartLib Change Management Plan Document	In wiki

Appendix C: Key Terms

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

Term	Definition
Baselines	A reference point to measure and compare the project's progress against. They are snapshots of the project updated after every change is made.
Change Control Board (CCB)	A committee responsible for recommending and making decisions on requested changes to baselined work.
Change Request (CR)	A formal proposal on changes to the project which can be submitted from anyone inside and outside of the project. Change request may range from bug fixes, feature request, performance upgrades to cosmetic changes.
Change Request Form (CRF)	A form which is used to request for change in the project.
Security	The ability of the product (Software) to protect itself from being attacked by an external source whether it is to impact the integrity of the product or unauthorized access of database information.
Database	A central location where a collection of information is stored and organized to be accessed by the software system. It contains user data and, in our project, library seat information and other sensitive attributes which can be accessed, managed, and updated by the system.
Software Bug	An error, flaw or fault in the software which causes it to produce incorrect or unexpected results and not behaving in the intended way.
Work Breakdown Structure (WBS)	It is a structure in project management which breaks down the deliverables of the project into smaller and manageable components. It helps to organize the team's work by defining all the things the project needs to accomplish within a certain timeframe

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.


Change Request
Form.xlsx

SMARTLIB Change Request Form

TECHNICAL ANALYSIS OF CHANGE


CHANGE MANAGER: **ENTER NAME** DATE OF CREATION: **#####**

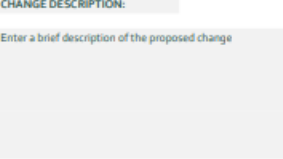
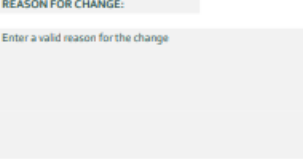
 PROJECT NAME: Enter project name here  PRODUCT: Enter product name

 REQUESTER NAME: Enter your address here  PRODUCT VERSION: Enter product version

REQUESTER PHONE: Enter Phone Number

REQUESTER EMAIL: Enter your email here

 CHANGE TITLE: Enter the title for the requested change

CHANGE DESCRIPTION:  REASON FOR CHANGE: 

Enter a brief description of the proposed change

Enter a valid reason for the change

TECHNICAL ANALYSIS OF CHANGE

CHANGE ANALYZER: **ENTER NAME** DATE OF CREATION: **DATE**

COMPONENTS AFFECTED:  BENEFITS: 

List the components affected if the change were to be implemented

List the benefits the change bring to the product

DOWNTIME: 

Enter the estimated downtime this change would bring if implemented

ASSESSMENT OF CHANGE

CHANGE ANALYZER: **ENTER NAME** DATE OF CREATION: **DATE**

CHANGE IMPLEMENTATION:  CHANGE PRIORITY ☐ CRITICAL ☐ HIGH ☐ MEDIUM ☐ LOW ☐ INSIGNIFICANT ☐ MANDATORY

Enter details of the change implementation. Also include the impact, market and budget situation of the company to assess the priority level of the change towards the project.

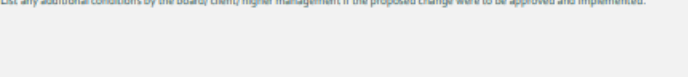
IMPLEMENTATION AND EVALUATION

CHANGE CONTROL BOARD REPRESENTATIVE: **ENTER NAME** DATE OF CREATION: **DATE**

DECISION: ☐ APPROVED ☐ REJECTED ☐ SHELVED

REASON FOR DECISION: 

Describe why decision was made that way

ADDITIONAL CONDITIONS: 

List any additional conditions by the board/ client/ higher management if the proposed change were to be approved and implemented.

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.

SmartLib Change
Log.xlsx

SmartLib Change Log

Project Name:	
Project Manager Name:	

Change No.	Type	Description	Date Identified	Status	Priority	Assigned