



CHANGE MANAGEMENT MODEL

STEP 1:

A change request can either come from the Business Process Engineering (BPE) Team, Development (Dev) Team, Sponsor or Supervisor. Once received, the Change Manager will record the change request in the Change Management Log.

STEP 2:

The Business Process Engineering (BPE) and Development (Dev) teams will define and assess the change request based on the following considerations:

1. Define: **5W1H**
2. Assess:
 - a. **Size and Type of Change (Tactical/Strategic Change)**
 - b. **Technical Complexity and Impact on existing codebase**
 - c. **Scheduling Feasibility**

Based on the assessment, the team will evaluate the change request to be of **Low/Medium/High Risk**.

DECISION POINT (LOW OR MEDIUM/HIGH RISK):

If the change request is considered to be of **Medium-High Risk**, move on to **next decision point**. Otherwise, if the change request is of **Low Risk**, move on to the **Step 4**.

DECISION POINT (BEFORE/AFTER ACCEPTANCE):

If the change request is **Before Acceptance**, move on to **Step 3A**. Otherwise, if the change request is **After Acceptance**, move on to the **Step 3B**.

STEP 3A:

Supervisor has not been assigned to the Team yet. The Project Manager and Change Manager will consult the Course Coordinator/Track Coordinators for advice with regards to the Change Request.

STEP 3B:

The Project Manager and Change Manager will consult the Supervisor for advice with regards to the Change Request.

STEP 4:

Under normal circumstances, Low Risk Change Requests will be accepted. For Medium/High Risk Change Requests, the Project Manager will review the information gathered thus far and make the final decision on whether to accept or reject the Change Request.

DECISION POINT (ACCEPT/REJECT):

If Change Request is accepted, move on to **next decision point**. Otherwise, if Change Request is rejected, move on to **Step 5**.

STEP 5 (REJECT):

The Change Manager will update the Change Management Log and inform relevant stakeholders (Team, Sponsor & Supervisor) of the decision. **Process ends**.

DECISION POINT (TACTICAL/STRATEGIC CHANGE):

If the Change Request is a Tactical Change, move on to **Step 6A**. Otherwise, if it is a Strategic Change, move on to **Step 6B**.

STEP 6A:

Project Manager will update the Product Backlog with Tactical Change to be planned for subsequent sprints.



STEP 6B:

If it is a Strategic Change Request, the Business Process Engineering and Development Teams will scope the Change Request and discuss schedule adjustments that need to be made.

STEP 6C:

The Change Manager will inform all stakeholders (Team, Supervisor, Reviewers, Course Coordinators and Track Coordinators) of the accepted Strategic Change.

STEP 7:

Change Manager will ensure all accepted changes are well-documented in the Change Management Log.

Process Ends.

