

**NANYANG
TECHNOLOGICAL
UNIVERSITY**
SINGAPORE

Change Management Plan for TimeWise

Team 0
Lab group : SSP7

Group members	Roles
Mantri Raghav	Project Manager
Dwivedee Lakshyajeet	Development Lead
Harding James	Back-End Developer
Alex Bernini	Front-End Developer
Mittal Madhav	Release Manager
Xue Xueting	QA Engineer
Koh Hui Ling	QA Engineer
Lek Jie Ling	QA Manager

Version History

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Lakshyajeet	27/3/2020	Alex	27/03/2020	Initial formatting
1.1	Lakshyajeet	4/4/2020	Alex	4/4/2020	Completed till page 6
1.2	Alex	10/4/2020	Lakshyajeet	10/4/2020	Completed document

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Introduction

Purpose

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.

TimeWise will be developed using the Scrum workflow. This document will allow the team to implement changes quickly by keeping track of how, who, when, and what changes need to be made.

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.

Change Request Process Flow Requirements

The change request flow for TimeWise will be as follows:

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

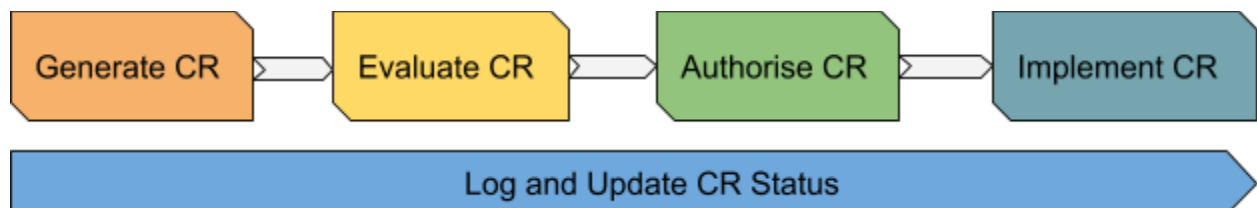


Fig. 1 Change Request Process Flow for TimeWise

Change Request Form and Change Management Log

Change Request Form:

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
Priority	A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low)

Change Management Log:

Element	Description
Team Name	Name of team working on the project
Project Manager	Overall person in charge of the project for planning and execution
Last Updated Date	The date when the CML was latest to be updated
Date Created	The date when the CML was created
Version:	The CML version
CR#	Identification Number assigned by the Change Manager
Escalation Status	Can have the values: Yes/No. Shows status of escalation to the CCB.
Description	Description of the desired change.
Steps Required	The procedures to be followed for the change to happen or steps taken for the change to occur.
Impact	Impact of the change. Can have the values: Insignificant, Tolerable, Serious or Catastrophic.
Submitter	Name of the person submitting the CR Form and who can answer

	questions regarding the suggested change
Date of Request	The date the CR was submitted
Change Type	Type of change required. Can have the values as specified in Section 2.3 under Change Type
Status	Status of the Change Request. Can have the values as specified in Section 2.3 under Status Type.
Priority	A code that provides a recommended categorization of the urgency of the requested change. Can have the values as specified in Section 2.3 under Priority Criteria.

Evaluating and Authorizing Change Requests

Priority Criteria

Priority	Description
Critical	<ul style="list-style-type: none"> • The entire application is malfunctioning • Major changes are required • The changes must be made as soon as possible
High	<ul style="list-style-type: none"> • Certain parts of the application aren't functioning properly • Changes will be finished fairly quickly
Medium	<ul style="list-style-type: none"> • No major changes to the system • Changes are necessary
Low	<ul style="list-style-type: none"> • Very small changes • Rectification can be delayed

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

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.

1. Change Control Board

Role	Name	Contact	Description
Project Manager	Mantri Raghav	MANT0003@e.ntu.edu.sg	The project manager has one of the highest level of authorities in the group, with the role of ensuring the project stays on track and meets deadlines, of which changes could drastically affect.
DEV Lead	Dwivedee Lakshyajeet	Dw0001et@e.ntu.edu.sg	With the highest authority over the TimeWise developers, the dev lead ensures software is progressing on track and any feedback from the QA engineers or end-users is handled appropriately.


Release Manager	Mittal Madhav	MADHAV006@e.ntu.edu.sg	The release manager has a lower level of authority, but works closely with the project manager, and as changes can affect releases, is an essential member for the board.
QA Engineer	Xue Xueting	xxue004@e.ntu.edu.sg	Quality Assurance engineers need to be represented and consulted with regards to changes, as their role is essential in testing any new or changed software and ensuring coding practices and standards are met across the project.

Responsibilities

Role	Name	Contact	Description
Project Manager	Mantri Raghav	MANT0003@e.ntu.edu.sg	Acts as the Change Control Board leader - organises and conducts meetings regarding proposed changes to the TimeWise software project.
DEV Lead	Dwivedee Lakshyajeet	Dw0001et@e.ntu.edu.sg	Changes passed need to be passed onto the dev team to fulfill appropriately. Therefore the development lead needs to be aware of changes occurring affecting the software.
Release Manager	Mittal Madhav	MADHAV006@e.ntu.edu.sg	Changes can affect the flow of a release, possibly inducing delays of which the release manager needs to be aware of.
QA Engineer	Xue Xueting	xxue004@e.ntu.edu.sg	Test leads are common members of Change Control Boards, so as a Quality Assurance Engineer, they need to be informed on changes occurring to ensure retesting and peer reviewing are conducted.

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the **TimeWise 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:	10/04/2020
Print Name:	Mantri	Raghav	
Title:	Mr.		
Role:	Project Manager		

Signature:	Lakshya jeet	Date:	10/04/2020
Print Name:	Dwivedee Lakshya jeet		
Title:	Mr.		
Role:	DEV Lead		

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
Centers for Disease Control and Prevention	Glossary containing key terms related to this document (see Appendix C)	https://www2.cdc.gov/cdcup/library/glossary/default.htm

Appendix C: Key Terms

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

Term	Definition
Change Control Board (CCB)	A formally constituted group of stakeholders responsible for reviewing, evaluating, approving, delaying, or rejecting changes to the project, with all decisions and recommendations being recorded.
Change Control System	A collection of formal documented procedures that define how project deliverables and documentation will be controlled, changed, and approved.
Change Management	The change management process establishes an orderly and effective practice that tracks the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the baseline*
Baseline	The approved time phased plan (for a project, a work breakdown structure component, a work package, or a schedule activity), plus or minus approved project scope, cost, schedule, and technical changes. Baselines are the standard against which actual work is measured. Baselines are used in the annual report to Congress required by Federal Acquisition Streamlining Act Title V on variances of 10 percent or more from cost and schedule goals and any deviation from performance (scope) goals. Baseline cost and schedule goals should be realistic projections of total cost, total time to complete the project, and interim cost and schedule goals. Performance (scope) goals should be realistic assessments of what the investment or project is intended to accomplish, expressed in quantitative terms, if possible.
Change Management Log	A tool used by project teams to document and track the resolution of change requests.
Change Request (CR)	A form that is submitted to request a change (see Appendix D).
Configuration Management	The process of identifying and defining configuration items in a system, recording and reporting the status of those items, requests for change, and verifying completeness. Typically, a configuration management system will control definable units such as files, requirements, documents, etc.
Configuration Item	An item part of the configuration management process that can be individually managed and versioned. Typically these are definable and include such items as files, requirements, documents, etc.
Integrated Change Control	The process of reviewing all change requests, approving changes and controlling changes to deliverables and organizational process assets.

Appendix D: Change Request Form Example

Change Request #:	
Submitted By: John Doe	Date: 4th March, 2020
Product: Change Management Plan	
Version: 1.0	
Priority: Medium	
Title: Removal of Section 2	
Description: This is a description of the changes that must be made	
Submitter Phone Number: 1111 1111	
Submitter Email: johndoe@gmail.com	

Appendix E: Change Management Log Template

Change Management Log									
Team Name: Team A		Project Manager: John Doe						Version: 1.0	
Last Updated Date: 4th March, 2020								Date Created: 2nd March, 2020	
CR #	Type	Description	Steps Required	Impact	Submitter	Request Date	Escalation Status	Status	Priority