
FRIENDSTAGRAM

CHANGE MANAGEMENT PLAN

Version <1.0>
<14/03/2022>

VERSION HISTORY

Revision Number	Date	Primary Author(s)	Comments
0.1	March 13th, 2022	Manav Arora, Jovan Huang Tian Chun, Clarence Hong Shi Man, Tan Hui Zhan	First version
0.2	Mar 13th, 2022	Manav Arora, Jovan Huang Tian Chun, Clarence Hong Shi Man, Tan Hui Zhan, Zhu Weiji, Royce Ang Jia Jie	Completed
1.0	Mar 13th, 2022	Manav Arora	Reviewed and approved

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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.

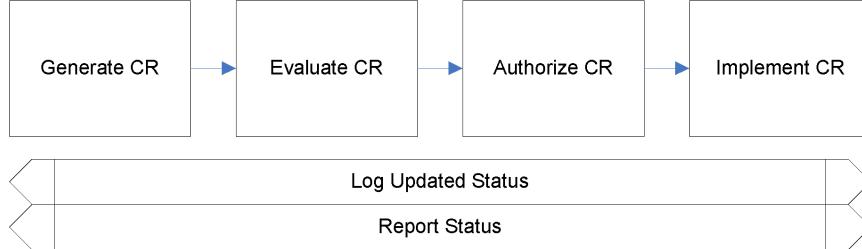
2 CHANGE MANAGEMENT PROCESS

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	<p>A submitter fills up a CR Form and submits the completed form to the Change Manager for validation and approval. Change requests could occur in any of the following:</p> <ul style="list-style-type: none"> • Prior error • Client request • User request • Maintenance <p>The CR form outlines:</p> <ul style="list-style-type: none"> • Justification for change • Description of change • Risk and Cost analysis • Priority order
Log CR Status	The Change Manager enters the CR into the CR Log. The CR's status is updated throughout the CR process from initiation, analysed, approved (or rejected).
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. Evaluation includes: <ul style="list-style-type: none"> • Planning and risk mitigation • Time allocation and scheduling • Implementation and roll out • alternative planning
Authorize CR	Approval to move forward with incorporating the suggested change into the project/product. Change Manager is responsible for authorization of CR forms. Approval is subject to the team's evaluation and viability of change.

Implement CR	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders. This implementation is carried out by the release and development team. All the necessary development processes and testing need to be completed in order to implement any change.
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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
Priority	A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low)

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
High	Change requests in this level should be addressed immediately as negligence will lead to a crash in the application. High priority change requests are those that address bugs that cause system failures.

Medium	<p>The change request requires review, analysis and implementation. There is a possibility that ignoring the change will have an impact on the system. Examples of a medium priority change request are changes that involve improving system performance.</p> <p>Change requests in this level necessitates review, analysis and implementation. While not of the utmost importance, ignoring such requests may affect the system. These requests include an improvement in system performance or addition of functionalities that are not critical i.e. not part of the main purpose of the web application.</p>
Low	Change requests in the level are not urgent and they are addressed only when time permits. These changes usually bring about a small improvement in user experience and have no real direct impact to the usability of the web application.

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

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.

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Manav Arora	91332470	Ensure that the change request is valid and feasible before approving it for the project.
QA Manager/Engineer	Jovan Huang	84828349	To analyse if the change request will affect the quality of the system.
Release Manager/Engineer	Clarence Hong	90345883	Analyse and ensure that the changes are significant and suitable for a release.

3 RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Manav Arora	91332470	Ensure that the change request is valid and feasible before approving it for the project.
QA Manager/Engineer	Jovan Huang	84828349	To analyse if the change request will affect the quality of the system.
Release Manager/Engineer	Clarence Huang	90345883	Analyse and ensure that the changes are significant and suitable for a release.
Lead Developer, Frontend Developer	Royce Ang	90023456	Overall incharge of the development process and responsible for the technical aspects of product release. The lead developer will be involved in all the change development processes. Frontend developer who is in charge of handling the frontend server and React JavaScript web application. Frontend change requests approved

			by the Change Control Board (CCB) will be handled by the frontend developer as well as the lead developer.
Backend Developer	Zhu Weiji	84848484	Backend developer who is in charge of handling the backend server and database. Backend change requests approved by the Change Control Board (CCB) will be handled by the backend developer as well as the lead developer.
QA Engineer	Tan Hui Zhan	93909090	To analyse if the change request will affect the quality of the system.

4 APPENDIX A: CHANGE MANAGEMENT PLAN APPROVAL

The undersigned acknowledge they have reviewed the Mr. Boba **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: Manav Arora Date: 14/03/2022

Print Name: Manav Arora

Title: Project Manager

Role: Project Manager

Signature: _____ Date: _____

Print Name: _____

Title: _____

Role: _____

5 APPENDIX B: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
Inspiration Change Management Plan, Version 1.0	Inspiration - Change Management Plan	CZ3002 ASE Project Inspiration/Lab 4/D09_ChangeManagementPlan_V1.0.pdf

6 APPENDIX C: KEY TERMS

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

Term	Definition
Change Control Board (CCB)	A group of stakeholders who assess the impact of changes and approve changes before it is implemented. They will also determine when the change will be released.

7 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.

SUBMITTER - GENERAL INFORMATION				
CR#				
Submitter Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	<input type="checkbox"/> Mandatory
Reason for Change				
Other Artifacts Impacted				
Assumptions and Notes				
Attachment or References	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
INITIAL ANALYSIS				
Hour Impact				
Duration Impact				
Schedule Impact				
Comments				
Recommendations				
CHANGE CONTROL BOARD - DECISION				
Decision	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Conditions	<input type="checkbox"/> Rejected	<input type="checkbox"/> More Info
Decision Date				
Decision Explanation				
Conditions				

8 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.

Change ID	Change Description	Requester	Date Requested	Decision	Date Decision	Comment