# SmartFix Company

|  |  |
| --- | --- |
| Team Members | |
| Project Manager | 1 |
| Senior Developer | 1 |
| Junior Developer | 1 |
| UI/UX Designer | 1 |
| QA Expert | 1 |
| HR | 1 |

## Change Request Form

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| --- | --- |
| Change Request Number | CR-002 |
| Change Request Title | Expansion and Compliance for North America Operations |
| Request Date | 20th Oct, 2025 |
| Requested By | Client Representative |
| Department/Role | Business Owner |
| Description of Change | The client requests that the SmartFix system operate throughout North America, including Mexico, Canada, the United States, and the Caribbean. This adaptation requires the system to comply with the different legislation of each country and to function across diverse technological platforms (browsers, operating systems, etc.), as well as adhere to the specific security restrictions and privacy requirements of each nation. |
| Reason for Change | To expand the system's market reach and ensure legal and operational compliance in multiple regions. This change supports SmartFix’s goal to provide a unified service experience across North America while maintaining compliance with local data protection and cybersecurity regulations. |
| Configuration items | * System architecture and infrastructure * Security and compliance modules * Localization and internationalization settings * Browser and OS compatibility features * Regional APIs and databases schema |
| Impact on Time | 25-30 working days |
| Impact on Budget | $60,000–$75,000 (approximately 25% increase) |
| Impact on HR/Resources | Requires additional developers, legal advisors, and cybersecurity consultants |
| Require compliance with local data protection and cybersecurity regulations? | Yes |
| Risk Level (Low/Medium/High) | High |

## SWOT Analysis

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| --- | --- |
| Strengths | Weaknesses |
| * Skilled technical team with experience in multi-platform support * Existing modular architecture allows scalability | * Limited experience with multi-country compliance * Need for regional testing and QA teams |
| Opportunities | **Threats** |
| * Expansion into new market * Increased brand recognition across North America * Additional developers, Advisors, legal team | * Legal complications due to regional differences * Potential cybersecurity vulnerabilities during adaptation * Project failure * Compliance Penalties |

## Policy Summary

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| --- | --- | --- | --- | --- |
|  | Risky | Medium | Low | Option |
| Budget | 1 | 3 | 3 |  |
| Time | 1 | 3 | 3 |  |
| HR | 1 | 2 | 3 |  |
| Mandatory |  |  |  | Yes |
|  |  |  |  |  |

## Configuration Control Board

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| --- |
| Members |
| Owner |
| Project Manager |
| Lawyer |
| Clients Representative |
| QA Manager |
| HR Manager |
| Financial Manager |