Change Management Plan

for

Cafe Bunny

CM_PRO_006_V1.1
Version 1.1 approved
Prepared by Team CodeNation

Nanyang Technological University,
School of Computer Science & Engineering
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Submitted to:

Dr. Shen Zhiqi, Lab Supervisor

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Chew Zhi Kang	24/03/2021	Ong Yi Shen	25/03/2021	1st Draft (Sections 1-2.2)
1.1	Bachhas Nikita	26/03/2021	Ong Yi Shen	26/03/2021	1st Draft (Sections 2.3-3)

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1.   INTRODUCTION

1.1   PURPOSE OF THE CHANGE MANAGEMENT PLAN

The Change Management Plan documents and lacks the necessary information required to effectively manage project change from project inception to delivery.

The CodeNation Team created the Change Management Plan 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.

In the Cafe Bunny project, the team introduces change management to manage change requests made after the release of the Cafe Bunny mobile application. A team member may make change requests on any of the software configuration identification items such as the main source code, documents, and notes.

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, where the official Cafe Bunny project baselines are outlined in the software requirements and design.

2.1 CHANGE REQUEST PROCESS FLOW REQUIREMENTS

The following shows a generic change request process flow of our project.

| Step	Description
Generate Change Request (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 by the Change Manager throughout the CR process as needed.
Evaluate CR	Project personnel will review the CR and supply an estimated level of effort to process and develop a proposed solution for the suggested change. At the same time, the project personnel also analyse the potential impact of applying the proposed changes to the software.
Authorization of CR	Approval to move forward with incorporating the suggested change into the project/software/documentation.
Implementation and testing of changes	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders.
Integration into Baseline and Validation	Once the team implements the CR, they will integrate it with the baseline and confirm for the correctness and against the requirements.
Closure of CR	The team will close the CR after implementation.
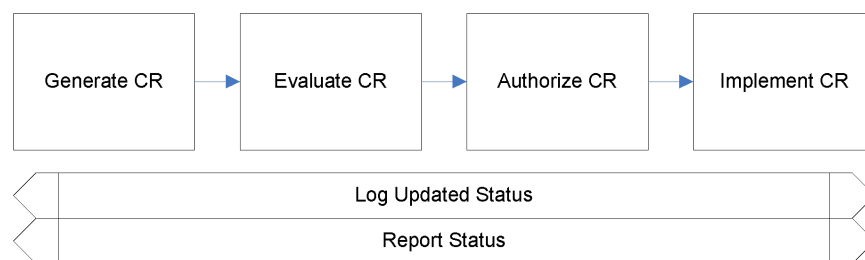
Figure 1: Sequence of Events from a Change Request (CR)

2.2   CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

The following list and define the data elements the project team needs to include on the Change Request Form and in the Change Management Log. The examples of the CR form and Change Management Log are available in Appendix D and Appendix E. At a minimum, the project's Change Request Form and Change Management Log should include the following data.

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, including the software configuration identification item, 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
Critical	Significant issue that impacts the ability to produce basic function of the product or has a financial impact regardless external or internal issue. This CR will impact multiple departments and all users.
High	Any change that impacts important business processes/system, may require outage. This include the need to overhaul project requirement and structure. This CR need to be resolve with immediate attention as it will impact major users.
Medium	Any change that does not impact critical business processes and does not affect critical software components. Typically requested features made by client. Rejecting such a request is not an option by the client. This CR cause little to no impact on the integrity and performance of the system.
Low	Minor problems or cosmetic change. Typically requested feature made by client. Rejecting is viable. This CR does not impact daily process and/or for which a work around is available.
Insignificant	Little to no problems. Small-scale feature made by client. This CR does not impact the system in any form.
Mandatory	Add-On features requested by client. Exclusion does not affect the system.

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 to the public domain
Reliability	Change affecting the integrity of the system.
Scalability	Change affecting future enhancements.
Maintainability	Change affecting efficiency and performance of operational status restoration

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.
On Hold	CR approved, assigned, and work is put on hold

2.3.1   Change Control Board

Role	Name	Contact	Description
Project Manager	Ong Yi Shen	Mobile Number: 97558726 Email: ongyishen24@gmail.com	Oversees project progress. Approves and executes project plan.
Risk Manager	Chew Zhi Kang	Mobile Number: 98836912 Email: CHEW0379@e.ntu.edu.sg	Ensure all risk project plans changes are emphasized. Established strategies to minimize, eliminate risk if applicable.
Client Representative	Jordan Tan Rei Yao	91901316 Email: jordanreiyaotan@gmail.com	Recommend potential products or services to management. Keep and maintain process user accounts. Resolve customer complaints/queries via phone.
Finance Manager	Bachhas Nikita	Mobile Number: 86611401 Email: Nikitabachhas25@gmail.com	Monitoring cash flow. Ensuring the business meets all its statutory and compliance obligations, including statutory accounting and tax issues. Keeping track of market trends.
Test Manager	Ng Qin Wei	Mobile Number: 90064367 Email: julisignet@gmail.com	Ensure all test adhere software functional requirement. Designs testing strategies. Executes test procedures.
Development Manager	Mohamad Asyraaf Bin Abdul Rahman	Mobile Number: 87937651 Email: masyraaf@hotmail.com	Ensure changes requested can complete on time. Establish and stimulate software development standards and processes along with best practices for delivery of scalable and high-quality software.

3. RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Ong Yi Shen	Mobile Number: 97558726 Email: ongyishen24@gmail.com	Monitors project process Control project direction Approves and executes project plan Assigns tasks and reports status of project to team members Manages and motivates the team Represents the team to the outside world Activity and resource planning Controlling time management Cost estimating and developing the budget Analyzing and managing project risk Monitoring progress Managing reports and necessary documentation.
Lead Developer	Mohamad Asyraaf Bin Abdul Rahman	Mobile Number: 87937651 Email: masyraaf@hotmail.com	Mentors other developers in the team Directing development team in design, development, coding, testing and debugging of the applications Develops the basic foundation of the project Aids in planning the product, process and schedule for the project Provides feedback marketing and sales team Decides the technology needed for the project
Front-End Developer	Jordan Tan Rei Yao	Mobile Number" 91901316 Email: jordanreiyaotan@gmail.com	Responsible for implementing visual elements that users see and interact with in an application Translate UI/UX design wireframes to actual code that will produce the visual elements of the application Working alongside with the UI/UX design and the graphical/design team Optimise application for maximum speed, stability and scalability
Back-End Developer	Bachhas Nikita	Mobile Number: 86611401 Email: Nikitabachhas25@gmail.com	Responsible for server-side application logic Design and implement data storage solutions Responsible for integrating user-facing elements developed by front-end developers with server side logic Responsible for implementation of security and data protection
QA Manager and Engineer	Ng Qin Wei	Mobile Number: 90064367 Email: julisignet@gmail.com	Ensures acceptable software quality Designs testing strategies Creates and manages test plans Verify software requirements Executes test procedures

Release Engineer/Manager	Chew Zhi Kang	Mobile Number: 98836912 Email: CHEW0379@e.ntu.edu.sg	Ensures the application is configured and coded properly for successfully integration
			Responsible for assessing quality and risks of the products
			Builds test environment and troubleshoot any issues pertaining to the product's performance
			Document all processes for future references
			Assembles data on release metrics, oversee source code management system and document steps during the release process
			Organise release schedule for the product

APPENDIX A: CHANGE MANAGEMENT PLAN APPROVAL

The undersigned acknowledge they have reviewed the **Cafe Bunny 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:	Yi Shen	Date:	03/23/2021
Print Name:	Ong Yi Shen		
Title:	Project Manager		
Role:	CCB Approval		

Signature:	Asyraaf	Date:	03/23/2021
Print Name:	Mohamad Asyraaf Bin Abdul Rahman		
Title:	Lead Developer		
Role:	CR Recommender		

Signature:	Zhi Kang	Date:	03/23/2021
Print Name:	Chew Zhi Kang		
Title:	Release Engineer/Manager		
Role:	CR Audit		

APPENDIX B: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name and Version	Description
System Requirements Specifications v1.2	The document outlining the software requirements of the Cafe Bunny Application.
Quality Plan v1.2	The document outlining the quality assurance plan of the project team.

APPENDIX C: KEY TERMS

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

Term	Definition
Baseline	Baselines form the standard for measuring actual work against. Baseline cost and schedule goals should be realistic projections of the total cost, the total time to complete the project, and interim cost and schedule goals.
Change Control Board (CCB)	A formally constituted group of stakeholders responsible for reviewing, evaluating, approving, delaying, or rejecting changes to the project. The team records all decisions and recommendations.
Change Management Log	A tool used by project teams to document and track the resolution of change requests.
Change Request (CR)	A request to expand or reduce the project scope, change policies, processes, plans, or procedures, change costs or budgets, or revise schedules. Requests for a change can be direct or indirect, externally, or internally initiated, and legally or contractually mandated or optional. The team only processes formally documented requested changes, and only implements approved change requests.
Cafe Bunny	The official name of the web application product developed by the project team.
Quality Assurance (QA)	The process of evaluating overall project performance regularly to supply confidence that the project will satisfy the relevant quality standards.

APPENDIX D: CHANGE REQUEST FORM EXAMPLE

Team members may send changes using the Change Request Form in the team Wiki during the lifecycle of the project.

Change Request Form

SUBMITTER - GENERAL INFORMATION				
CR #				
Submitter Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	Low	Medium	High	Mandatory
Reason for Change				
Other Artifacts Impacted				
Assumptions and Notes				
Attachments or References	Yes	No		

	Link:

INITIAL ANALYSIS		
Hour Impact		
Duration Impact		
Schedule Impact		
Comments		
Recommendations		

CHANGE CONTROL BOARD - DECISION				
Decision	Approved	Approved (Conditional)	Rejected	More Info
Date				
Explanation				
Conditions (If any)				