FORTUDE

Great Solutions, People, Relationships

Change Request (CR) Master Process Template (Version 1.0)

Prepared for: Brandix ICT
Prepared by: Fortude
Project: Enterprise Application Change Requests

Contents

Part 1
Requirement, technical solution, timelines & budget

Section A - Change Request Initiation (To be filled by PM)

1.	Digital Initiative ID	366
2.	Application & Module	Click or tap here to enter text.
3.	Name of the CR	BEB SAH and Other KPIs
4.	Requested SBU	BEL
5.	Project Manager	Amali Pr
6.	Consultant(s)	Hasitha
7.	Developer(s)	Nalinda
8.	BA(s)	NA
9.	Business Case Available?	No
10.	Quantitative Benefits Listed in BC?	Choose an item.

Section B - Kick-off Meeting (To be filled by PM)

1.	Kick-off Meeting Date	7/14/2022
2.	Requirement Owner	Maduranga
3.	Functional Owner	Dumindu
4.	UAT Users	To be confirm by Maduranga
5.	UAT Confirmation By	Maduranga
6.	Communication Group	TBC
7.	Feasible to Proceed?	Yes
8.	(If not feasible) Provide Details	NA
9.	CR Master Document Walkthrough	Not Complete
10.	Test Data Available	Yes

Note: If there are no quantitative benefits, functional Director should approve the DI to proceed.

11. Scenarios to Consider

#	Scenario	Impact / Considerations
1	None	Click or tap here to enter text.

12. Sustainability

#	Focus Area	Action Item	Responsible	Due Date
1	Business Process	NA	Click or tap here to enter text.	Click or tap to enter a date.
2	Communication	NA	Click or tap here to enter text.	Click or tap to enter a date.
3	Training	NA	Click or tap here to enter text.	Click or tap to enter a date.
4	Key Meetings	NA	Click or tap here to enter text.	Click or tap to enter a date.
5	Critical Activities	NA	Click or tap here to enter text.	Click or tap to enter a date.

13. Meeting 3Ws and Minutes:

#	Action Item / Minute	Responsible / By	Due Date
1	Share the UAT user list with project team	Maduranga	7/22/2022

Section C - Requirement Specification (To be filled by Consultant)

1. Functional Requirements:

Epics (High level requirements)

Epic ID	Epic Name
1	Consolidate BEB LIDL and BEB PVH to be shown as BEB in Production Status Report
2	Consolidate BEB LIDL and BEB PVH to be shown as BEB in Production Status Email
3	Consolidate BEB LIDL and BEB PVH to be shown as BEB in Lost Hour Detailed Report

4	Consolidate BEB LIDL and BEB PVH to be shown as BEB in Lost Hours Department wise report
5	Consolidate BEB LIDL and BEB PVH to be shown as BEB in Lost Hour Functional Summary Report
6	View Facility as BEB in Monthly Plan and Weekly Plan

(add more lines as required)

User Stories (Break up of high-level requirements)

Epic	US ID	As a User;	I should be able to;	Acceptance Criteria
1	1	As a Planning User	View KPIs for BEB LIDL and BEB PVH consolidated as BEB in the Production Summary Report	Can see KPIs consolidated for BEB
2	2	As a Planning User	View KPIs for BEB LIDL and BEB PVH consolidated as BEB in Production Status Email	Can see KPIs consolidated for BEB
3	3	As a Planning User	View Lost Hour Detailed Report for BEB consolidated	Can view details consolidated for BEB
4	4	As a Planning User	View Lost Hours Department wise report for BEB consolidated	Can view details consolidated for BEB
5	5	As a Planning User	View Lost Hour Functional Summary Report for BEB Consolidated	Can view details consolidated for BEB
6	6	As a Planning User	View Facility as BEB in Monthly Plan and Weekly Plan	Facility shown as BEB in drop down

(add more lines as required)

2. **List of Supporting Doscuments**	**http://bel-ctapp-01/belwisdom/** Meeting Recordings
3. **Assumptions**	Click or tap here to enter text.
4. **Risks (to be added to risk registry)**	Click or tap here to enter text.

5. Dependencies & Pre-requisites

#	Dependency	Responsible	Due Date
1	**None**		

6. Additional Information (related to requirement)

(Add here)

7. Non-Functional Requirements

Refer appendix A for more information on non-functional requirement categories.

#	Requirement
1	NA

(add more lines as required)

Section D - Test Cases (To be filled by Consultant)

Consultant Testing

ID	Test Description & Test Data	Steps	Expected Result	Actual Result	Status
1	TBU				Choose an item.
2					Choose an item.
3					Choose an item.
4					Choose an item.
5					Choose an item.
6					Choose an item.
7					Choose an item.
8					Choose an item.
9					Choose an item.
10					Choose an item.

(add more lines as required)

User Acceptance Testing

Note: Copy and paste above table here for UAT

Section E - Effort Estimation (To be filled by Consultants and Developers)

#	Category	Sub Category	Effort
1	Development	Solution formulation, design, documentation	4
2	Development	Solution impact analysis	4
3	Development	Solution verification, amendments based on client feedback	4
4	Development	Initial Development	12
5	Development	unit testing	8
6	Development	performance testing, load testing, performance tuning	0
7	Development	Deployment	8
8	Development	Bug Fixing	8
9	BA / Consulting	Requirement Discussions	4
10	BA / Consulting	Understanding and scope finalization	3
11	BA / Consulting	Solution Walkthroughs	2
12	BA / Consulting	Consultant testing	18
13	QA	requirement understanding, solution verification	0
14	QA	test case design and writing	0
15	QA	bug verification	0
16	QA	release documentation, system change document	0
17	Dev/Con	UAT and production support/testing of the release	14
18	Meetings	Daily meeting	0
19	Meetings	SOS Daily Meeting	0
20	Meetings	Backlog grooming	0
21	Meetings	Sprint Planning	0
22	Meetings	SOS Backlog grooming	0
23	Meetings	SOS Sprint Planning	0
24	Meetings	Sprint Review	5
25	Meetings	Client Meetings	0
26	Meetings	Solution Walkthroughs	0
27	Meetings	Other meetings	0
28	Other	Release Management Effort	0
29	Dev/Con	Post deployment support	10
30	Other	APS Handover	4

31	Other	User manual update	0
32	Other	Project Mgt	31
		Total effort in hours	**139**
			-

Section F - Technical Solution and Diagrams (To be filled by Developer & Tech Lead)

Part 1 – Solution Description (to be filled by the developer)

1. Technologies Used	
Front end	Click or tap here to enter text.
Back end	Click or tap here to enter text.
Database	Click or tap here to enter text.
Other tools	Click or tap here to enter text.
2. Technical Solution Description	
3. Relevant Diagrams (architecture, deployment diagrams)	

Part 2 - Tech Lead Review (To be filled by the TL)

#	Comment / Revision Required	Status
1		Choose an item.
2		Choose an item.
3		Choose an item.
4		Choose an item.
5		Choose an item.

(*add more lines as required*)

Section G - Proposed Dates (To be filled by PM) – to be filled after the cost approval

#	Activity	Start Date	End Date / Due Date
1	Proposal Submission for Functional Approval	Click or tap to enter a date.	Click or tap to enter a date.
2	Proposal Approval by Function	Click or tap to enter a date.	Click or tap to enter a date.
3	User Acceptance Testing	Click or tap to enter a date.	Click or tap to enter a date.
4	Deployment	Click or tap to enter a date.	Click or tap to enter a date.
5	Hyper-care / Support	Click or tap to enter a date.	Click or tap to enter a date.

Section H – Proposed Budget (To be filled by PM)

#	Category	Sub Category	Effort
1	Development	Solution formulation, design, documentation	4
2	Development	Solution impact analysis	4
3	Development	Solution verification, amendments based on client feedback	4
4	Development	Initial Development	12
5	Development	unit testing	8
6	Development	performance testing, load testing, performance tuning	0
7	Development	Deployment	8
8	Development	Bug Fixing	8
9	BA / Consulting	Requirement Discussions	4
10	BA / Consulting	Understanding and scope finalization	3
11	BA / Consulting	Solution Walkthroughs	2
12	BA / Consulting	Consultant testing	18
13	QA	requirement understanding, solution verification	0
14	QA	test case design and writing	0
15	QA	bug verification	0
16	QA	release documentation, system change document	0
17	Dev/Con	UAT and production support/testing of the release	14
18	Meetings	Daily meeting	0
19	Meetings	SOS Daily Meeting	0
20	Meetings	Backlog grooming	0

21	Meetings	Sprint Planning	0
22	Meetings	SOS Backlog grooming	0
23	Meetings	SOS Sprint Planning	0
24	Meetings	Sprint Review	5
25	Meetings	Client Meetings	0
26	Meetings	Solution Walkthroughs	0
27	Meetings	Other meetings	0
28	Other	Release Management Effort	0
29	Dev/Con	Post deployment support	10
30	Other	APS Handover	4
31	Other	User manual update	0
32	Other	Project Mgt	31
		Total effort in hours	**139**
			-
			$ 3,696.22

(add more lines as required)

Total Cost: 3696.22

Section I - Approvals

Stage 1 – Requirement, T&A and Cost (To be filled by SPOC)

1. **Revisions required:**

#	Comment / Revision Required	Status
1		Choose an item.
2		Choose an item.
3		Choose an item.
4		Choose an item.
5		Choose an item.

(add more lines as required)

2. **Sign-off:**

Declaration: Sign-off for requirements (Section C), test cases (Section D), proposed dates (Section G) and budget (Section H) to proceed with the CR.

Name	
Designation	
Date	
Digital Signature	

Stage 2 – User Acceptance Testing (Nominated User)

Declaration - This is to confirm that all test cases have been conducted and the results are satisfactory to proceed with the deployment.

Name	
Designation	
Date	
Digital Signature	

Part 2

Production deployment

Section J - Release Notes (To be filled by Developer)

Release Notes and Change Management Notes:
(features, bug fixes, changes)

Section K - Approvals

Stage 3 – Production Deployment (BP / Nominated User)

Declaration – This is to confirm the successful completion of the sanity test of the deployed solution. (acceptance for adoption)

1.	Name	
2.	Designation	
3.	Date	
4.	Digital Signature	

Part 3

Closure & hindsight

Section L – Closure

1. **Hindsight**

What worked out well	What went wrong	Learning
•	•	•
•	•	•
•	•	•

#	Section	Completed By	Status
1	Section A – Change Request Initiation	PM	Choose an item.
2	Section B – Kick-off Meeting	PM	Choose an item.
3	Section C – Requirement Specification	Consultant	Choose an item.
4	Section D – Test Cases	Consultant	Choose an item.
5	Section E – Effort Estimation	Consultant and Developer	Choose an item.
6	Section F – Technical Solution and Diagrams	Developer	Choose an item.
7	Section G – Proposed Dates	PM	Choose an item.
8	Section H – Proposed Budget	PM	Choose an item.
9	Section I, K – Approvals	N/A	Choose an item.
10	Section J – Release Notes	N/A	Choose an item.
11	Section L – Closure	PM	Choose an item.
12	Inform DPMO – DI Closure	PM	Choose an item.

2. **Corrective action for incomplete activities:**

#	Section	Gap	Corrective Action
1	Choose an item.		

2	Choose an item.		
3	Choose an item.		
4	Choose an item.		
5	Choose an item.		

(add more lines as required)

3. Completed by:

1. Name	
2. Date	Click or tap to enter a date.
3. Digital Signature	

Appendix A - Non-functional Requirement Categories

The following is a list of typical nonfunctional requirements that can be considered.

- Reliability (e.g., mean time between failures, MTBF).
- Availability (e.g., expected hours of operation).
- Maintainability (e.g., ease with which components can be replaced).
- Performance (e.g., must return prompt within two seconds).
- Accessibility (e.g., different navigation paths for novice and experienced end users).
- Environmental conditions (e.g., dirty, dark, or dusty environments).
- Ergonomic (e.g., use of specific colors to reduce eye strain).
- Safety (e.g., loudness of signals, so they can be heard but not harm hearing).
- Security (e.g., who is authorized to do what).
- Facility requirements (e.g., require special electrical or phone capabilities or use standard already in building).
- Transportability (e.g., weight limits of handheld units).
- Training (e.g., are tutorials or textbooks required?).
- Documentation (e.g., online help, reference manuals).
- External interfaces (e.g., support industry-standard protocols).
- Testing (e.g., support remote diagnostics).
- Quality provisions (e.g., minimum required calibration intervals).
- Policy and regulatory (e.g., government requirements, constraints).
- Compatibility to existing systems (e.g., must support analog phone lines for Internet access).
- Standards and technical policies (e.g., must conform to SAE, ASME, or national electrical codes).
- Conversion (e.g., will support data from older versions of system).
- Growth capacity (e.g., will support X end users over Y years).
- Installation (e.g., can the new system be put into service while old is still running?).
- Migration (moving data to different platforms)

Appendix B – Glossary of Terms

1. Sustainability

Sustainability refers to the ability of a CR to be fully adopted once implemented. Below areas should be looked at to ensure sustainability.

- Business Process: Any business process that should be introduced, revised and/or decommissioned before the CR is being implemented. This should cover customer processes as well. (where applicable)
- Communication: Any critical communications that should happen to ensure that all relevant teams are aware of the CR.
- Training: Training requirements related to using the CR by both users and admins.
- Key Meetings: List of meetings that should be held to ensure adoption of the CR.
- Critical Activities: List of critical activities that must be completed to ensure the adoption of the CR.

End of the document