

DataWorks Global Inc.

# Change Control Process Plan

DataWorks Security Optimization Initiative

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# Change Control Process Plan

## Purpose

The purpose of this Change Control Process is to establish a structured approach for managing changes to the project's scope, schedule, budget, or deliverables. The goal is to ensure all changes are evaluated for impact, documented, and approved by appropriate stakeholders before implementation.

## Change Control Board (CCB)

The Change Control Board (CCB) is responsible for reviewing, approving, or rejecting change requests. The CCB includes:

- Project Sponsor (CIO)
- Project Manager
- IT Security Manager
- Compliance Officer
- Azure Security Engineer

The Project Manager facilitates all CCB meetings and provides status updates on change requests.

## Change Control Process Steps

### 1. Identify and Document Change Request

- Any team member, stakeholder, or vendor who identifies a potential change can submit a Change Request Form.
- The form should include:
  - Description of the change.
  - Reason for the change.
  - Potential impact on project scope, schedule, cost, or quality.
- The Project Manager logs each change request in the Change Control Log.

### 2. Preliminary Review

- The Project Manager performs a preliminary review to ensure the change request form is complete and clearly stated.
- Minor, low-impact changes may be handled directly by the Project Manager, with documentation in the Change Control Log.
- Significant changes proceed to the next step for impact assessment.

### 3. Impact Assessment

- The Project Manager, along with relevant team members, performs an Impact Assessment to evaluate how the change would affect:
  - Scope: Any additional deliverables or modifications to existing ones.
  - Schedule: Any changes to start or end dates for key tasks.
  - Cost: Any budgetary adjustments required.
  - Resources: Any additional resource needs or reassignments.
- A summary of findings is documented in the Change Control Log.

### 4. CCB Review and Approval

- The Project Manager submits the Change Request and Impact Assessment to the CCB for review.
- The CCB considers the benefits, risks, and project implications before approving, rejecting, or requesting further information.
- Decisions are documented in the Change Control Log:
  - Approved: Proceed with the change.
  - Rejected: No further action; change is closed.
  - Deferred: Decision postponed pending further information or evaluation.

### 5. Implementation Planning

- If approved, the Project Manager updates the Project Plan and schedules resources, timelines, and budget adjustments.
- The Project Manager assigns tasks related to the change, ensuring all resources understand their new responsibilities.

### 6. Implementation and Validation

- The assigned team members execute the change as per the updated Project Plan.
- Validation is conducted to ensure the change meets quality standards and does not introduce new issues.
- The Project Manager updates the Change Control Log with implementation details and validation outcomes.

### 7. Communication and Documentation

- The Project Manager communicates the change status and impacts to all relevant stakeholders.
- The Change Control Log is updated, and any modified project documents, schedules, or budgets are archived for project records.

## Change Control Log Structure

Change ID	Date Submitted	Description	Requester	Impact Summary	Status	Decision Date	Decision
CR-001	11/13/2024	Extend UAT by 3 days due to additional testing needs	IT Security Manager	Schedule: +3 days	Pending	11/14/2024	Approved
CR-002	11/15/2024	Add MFA to external accounts	Compliance Officer	Scope: Add MFA	Pending	11/16/2024	Approved

*The Change Control Log is maintained by the Project Manager and updated as requests progress through the change control process.*

## Roles and Responsibilities

**Project Manager:** Manages the Change Control Log, conducts preliminary reviews, coordinates impact assessments, and communicates change status to stakeholders.

**Change Requester:** Completes the Change Request Form and provides details for consideration.

**CCB Members:** Review and decide on changes, considering project objectives, impact assessments, and available resources.

## Key Metrics for Change Control

- **Change Request Volume:** Tracks the number of change requests submitted.
- **Approval Rate:** Tracks the percentage of changes approved versus rejected.
- **Average Decision Time:** Measures how long it takes for changes to be approved, supporting timely decision-making.
- **Impact on Budget and Schedule:** Tracks cumulative impacts of changes on the project budget and timeline.

## Communication Plan for Change Control

**Weekly Status Meetings:** Update on open change requests and decisions made by the CCB.

**Stakeholder Updates:** Notify affected stakeholders of major approved changes.

**End-of-Project Report:** Summary of all approved changes and their cumulative impact on the project.