

The purpose of the bank network upgrade project's change request management

Process

The purpose of this change request management procedure is to guarantee that any adjustments made as part of the bank's network upgrading project are managed methodically. It attempts to keep illegal alterations from interfering with the project while permitting updates that are required to enhance the project's result. The procedure guarantees that prior to implementation, every modification is thoroughly assessed, recorded, and authorized.

Scope

Any suggested modifications that could have an impact on the project's budget, schedule, scope, or resource allocation must follow this process. It includes scheduling modifications, hardware and software changes, and risk mitigation techniques to guarantee the project's integrity, security, and compliance are upheld during the upgrade.

Change Request Process

The following procedures are involved in the management of change requests:

- Filling a change request form

A modification request can be submitted by any party participating in the project, including sponsors, clients, and team members. It is necessary to complete a formal Change Request Form (CRF), which includes information on the change's nature, goal, and any effects on the project. After that, the form is finished and sent to the project manager for a preliminary examination.

- Project Manager's initial review

After the change request is received, the Project Manager carries out a preliminary assessment to ascertain whether the modification is significant or necessitates more investigation. At this point, minor adjustments that have no appreciable impact on the project's budget, schedule, or scope can be allowed. But if the modification has more significant effects, the Change Control Board (CCB) receives it for a thorough examination.

- Impact Evaluation

The Project Manager and pertinent project team members will evaluate the change's impact if more analysis is needed. Analyzing the impact of the change on the project's resources, money, schedule, scope, and network security is part of this. After that, the impact assessment report is ready for the CCB to evaluate.

- The Change Control Board's (CCB) ruling

The impact assessment is reviewed by the CCB, which is made up of important parties like the Project Sponsor, the IT Lead, and other senior members. They determine whether to

accept, reject, or amend the suggested modification after weighing its advantages and disadvantages. The project manager will proceed with modifying the project plan if the change is authorized. If the request is denied, the decision and an explanation will be sent back to the requestor.

- **Putting into Practice Approved Changes**

A change is added to the project plan once it has been authorized. The project manager makes sure that the modifications are reflected in the project schedule, budget, and other pertinent documentation.

- **Record-keeping and correspondence**

To ensure openness, all changes—approved or denied—are recorded in a change register. The status of each request and any project modifications are monitored via the change register. Furthermore, the results of the change request and any modifications to the project plan that may be required are communicated to all parties involved.

Roles and Responsibilities

- **Project Manager:** Oversees the entire procedure, from the first review to the application of authorized modifications.

The Change Control Board (CCB) is responsible for reviewing and approving major changes, particularly those that impact the timing, budget, or scope.

- **Project Team:** Implements authorized modifications and supports effect assessment.
- **Stakeholders:** Could seek changes and offer criticism as needed.

Tools and Systems

To ensure a smooth and controlled process, the following tools are used:

- **Change Request Form (CRF):** An uniform form for requesting modifications to a project.
- **Version Control System (e.g., GitHub):** Maintains track of modifications made to configuration files, code, or project documents, making sure that each version is correctly approved and recorded.
- **Change Register:** This is a log that the project manager keeps recording and monitor the progress of each change request.

Key Metrics

The success of the change request process is measured through:

- **Total Change Requests:** Keeping track of all the requests for changes that have been made, accepted, and denied.
- **Impact on Schedule and Budget:** Evaluating any modifications made to the project's original scope, schedule, and budget.

- **Time to Process Changes:** Tracking how soon requests for changes are examined, accepted, or denied.