Change Management Plan

Introduction

This Change Management Plan was created for the CloverApp Mobile Point of Sale (MPOS) to design the method of handling changes, determine changes, and the overall process of managing changes. Stakeholders are required to submit or ask for changes to the CloverApp Mobile Point of Sale (MPOS) in accordance with this Change Management Plan and all solicitations and entries will follow the process stated in this document.

Change Management Approach

The approach for this MPOS Project will guarantee that all requested changes are well-defined, studied and approved so changes can be applied and communicated to stakeholders. This approach is to guarantee that only revisions under the scope of the project are approved and implemented.

The Change Management Approach consists of these purposes:

* To validate that changes are under project scope and is helpful to the project
* To know how the revision will be performed
* To manage the revision as it is implemented

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, the team will prevent unnecessary revisions from occurring and focus its resources only on beneficial changes within the project scope.

Definitions of Change

The project manager must ensure that any approved changes are communicated to the project stakeholders. Additionally, as changes are approved, the project manager must ensure that the changes are captured in the project documentation where necessary. These document updates must then be communicated to the project team and stakeholders as well.

Several types of changes may be proposed for the CloverApp MPOS project. All stakeholders should be informed regarding the changes to be made to the documentation of the project. Types of changes include:

* Scope change: changes that are necessary and have effect on the project scope and may have impact on budget and schedule. Revisions on WBS, project vision and scope, and project documentation are needed.
* Requirements change: these changes are necessary and may have effect on the project schedule. Software features are needed to be changed on the documentation. This change is necessary when the developers failed to analyze the project sponsor workflow well or the project client was not able to explain the complete workflow to the project developers.

Change Control Board

The Change Control Board (CCB) is the people involved in the project, be it project sponsor or project developer who has the authority to approve proposed revision requests relating to the CloverApp(MPOS). The role of the CCB is to review change proposals, know the impact of change proposal on the project risk, scope, cost, and schedule, and to decide whether to implement or deny change requests. The chart below provides a list of the CCB members of the project:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **CCB Role** |
| Poseidon IT Solutions; | Project Sponsor | CCB Chair |
| Valbuena, Rhea-luz | Project Adviser | CCB Co-Chair |
| Arteta, Rodger Louis | CloverApp MPOS Project Manager | CCB Member |

Project stakeholders will send change requests to the project manager to log the requests. The CCB will arrange a meeting to discuss about the change and decide whether to implement or decline the change requests. All CCB members should vote to approve the change request for the request to be implemented. On the event that a change request is denied, the change request will be delivered back to the requestor for more clarification.

Roles and Responsibilities

The following are the roles and responsibilities for all change management efforts related to the IS Project:   
Project Sponsor:

* Approves all the progressions to spending plan distributions
* Approves all the progressions timetable standard
* Approves all the progressions timetable standard
* Leads the CCB

Project Manager:

* Receive and log all change demands from venture partners
* Lead preparatory threat, cost, plan, scope examination of progress before CCB
* Pursue explanation from change requestors on any exposed conflicts or concerns
* Create documentation amendments/edits as needed for all approved progressions
* Contribute on CCB

Project Team/Stakeholders:

* Submit all change requests on normal administrative revisions request forms
* Provide all appropriate information and feature on revision request forms
* Be prepared to report questions concerning any submitted revision requests
* Provide response as needed on effect of proposed changes

Change Control Process

The Change Control Process for the IS Project will follow the organizational standard change process for all projects. The project manager has overall responsibility for executing the change management process for each change request.

1) Recognize the requirement for an alteration (Stakeholders) – Change requestor will submit a finalized revision request form to the project manager.   
2) Record revisions in the change request record (Project Manager) – The project manager will keep a record of all submitted change requests throughout the project’s development.   
3) Evaluate the revision (Project Manager, Team, Requestor) – The project manager will conduct an initial examination on the effect of the change to threat, cost, schedule, and scope and ask an explanation from team members and the change requestor.   
4) Submit revision request to CCB (Project Manager) – The project manager will submit the change request, as well as the initial examination, to the CCB for assessment.   
5) Finalize decision on revision request (CCB) – The CCB will discuss the proposed revisions and decide whether it will be accepted based on all submitted information.   
6) Apply the revisions (Project Manager) – If a revision is approved by the CCB, the project manager will update and re-baseline project credentials as needed.