

Asia Pacific College

#3 Humabon Place, Magallanes, Makati City

Change Management Plan

for

Resort Reservation System

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**I****NTRODUCTION**

The Change Management Plan was created for the Resort Reservation System in order to set expectations on how the approach to changes will be managed, what defines a change, the purpose and role of the change control board, and the overall change management process. The client will be expected to submit or request changes to the said system in accordance with this Change Management Plan and all requests and submissions will follow the process detailed herein.

**CHANGE MANAGEMENT APPROACH**

The Change Management approach for the Resort Reservation System will ensure that all proposed changes are defined, reviewed, and agreed upon so they can be properly implemented and communicated to the client. This approach will also ensure that only changes within the scope of this project are approved and implemented.

The Change Management approach is not to be confused with the Change Management Process which will be detailed later in this plan. The Change Management approach consists of three areas:

* Ensure changes are within scope and beneficial to the project
* Determine how the change will be implemented
* Manage the change 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 developers will prevent unnecessary change from occurring and focus its resources only on beneficial changes within the project scope.

**DEFINITIONS OF CHANGE**

There are several types of changes that can be requested and considered for the project. Depending on the size and type of the proposed changes, changes the project documentation, and these changes are then included into the project plan and ensured that all the project stakeholders are aware and notified. Types of changes include:

**Scheduling Changes**

The better the project team understood the application and environment, the more precise the schedule can be. Nevertheless, schedules are probably going to change. Project manager should strive to keep projects on time but they should also predict, adjust, alter, modify, and after that clarify plan changes. Project Managers are charged of evaluating the overall accuracy of the schedule calendar and communicating project status, in among different measurements, by adherence or deviation of the project.

**Budget Changes**

Practically for each situation, change implies more prominent cost. It's uncommon to have change lessen cost. Change management includes sponsors of the project - those paying for it - comprehend the effect of changes on the financial plan. Where changes can be controlled, for example, budget impacts, are part of the change analysis and may result in a decision to forego or defer the changes.  The project team, led by the project manager, should also be prepared to brainstorm on ways to hold to the budget despite the impact of changes.

**Scope Changes**

Scope Change is an official choice made by the project manager and the customer to change a feature, to add, or lessen its functionalities. Generally, scope change includes making adjustments to the cost, budget, different components, or the project timeline.

The project manager needs to make sure that any changes that are approved, are communicated to all the project stakeholders. In addition, as changes are approved, the project manager must ensure that these are recorded into the project documentation where necessary. These updates to the documentation must be communicated to the project team and stakeholders as well.

**CHANGE CONTROL BOARD**

In software development, a Change Control Board (CCB) or Software Change Control Board (SCCB) is an advisory group that makes decisions in regard of whether proposed changes to a software project is to be executed. In short any progressions to the Baseline Requirements concurred with the customer, should be taken up by project team on endorsement from this committee. If any chance that any change is concurred by the committee, it is conveyed to the project team and customer and the necessity is Baselined with the change. The change control board is constituted of project stakeholders or their delegates. The power of the change control board may differ from project to project, yet choices came to by the change control board are regularly acknowledged as last and official.   
The following chart provides a list of the CCB members for the Project:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **CCB Role** |
| Alfredo L. Calimbo | Project Sponsor | CCB Chair |
| Hannah Mae E. Reyes | Project Manager | CCB Member |
| Kyle Vincent V. Lee | Project Team Member | CCB Member |
| Maica L. Belchez | Project Team Member | CCB Member |

When the Project Team sends change requests to the Project Manager, the manager will record the requests in the change log and the CCB will meet for whenever time possible to review and discuss all the requests. For the change to be implemented, all members of the CCB must vote to be in favor of the request. Any additional information and clarification about the change requests can be discussed during the said meeting. If a change is considered critical, an arranged CCB can be called on a certain date to review the change.

**ROLES AND RESPONSIBILITIES**   

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

**Project Sponsor**

**Role:**

works intimately with the project manager. They legitimize the project's goals and take an interest in high-level project planning. What's more, they regularly settle conflicts and remove obstacles that happen all through the project, and they approve endorsements needed to advance each phase.

**Responsibilities:**

* Ensures that the project management team is monitoring project progress, managing project risk, and managing project issues.
* Approve all changes to schedule baseline
* Appoints and/or approves project leadership.
* Disposes of issues and project scope change requests
* If applicable, provides updates to the Executive Sponsor.
* Approves project charter and subsequent documentation.
* Makes decisions regarding issues or changes that impact project scope, project budget, business change, or institutional culture.
* Ensure availability of resources
* Ensuring changes to the project are properly managed

**Project Manager**

**Role:**

has the primary role in the creation of the project, and is also the one who is responsible for its completion. The job of the manager is to make sure that the project continues within the specified time and under the established budget, while achieving the given objectives. The project manager also makes sure that the projects are provided with enough resources, while managing the relationships with its stakeholders and contributors.

**Responsibilities:**

* Develop plan for the pending change
* Manage deliverables
* Establish schedule on the changes
* Receive and log all change requests from project stakeholders
* Conduct preliminary risk, cost, schedule, scope analysis of change prior to CCB
* Seek clarification from change requestors on any open issues or concerns
* Make documentation revisions/edits as necessary for all approved changes
* Participate on CCB
* Documenting the process
* Approves job orders and change orders
* Final approval of the design specification
* Provides project management, process improvement, and change management expertise.
* Reviews and provides support for change management and changes to business processes.
* Works collaboratively with all team members to facilitate decision-making and to make sure progress is being made on all tasks.
* Ensures proper change review procedures are followed when changes are made to project timeline, budget, or scope and manages them.

**Project Team Members/Stakeholders**

**Role:**

gathering of individuals who are included in performing shared/individuals tasks of the project and accomplishing goals and objectives for the purpose of fulfilling the projects and delivering its outcomes.

**Responsibilities:**

* Provide expertise
* Complete individual deliverables
* Work with users to establish and meet business needs
* Contribute to overall project objectives
* Responsible for contributing to overall project objectives and specific team deliverables
* Documentation and analysis of current and future processes/systems
* Receives regular updates and provide input as needed.
* Ensures the development and implementation of the project communications plan
* Focuses on changes to business processes, technological function, team roles and responsibilities, organization structures, and the impacts of these changes on budget
* Producing the deliverables to agreed specifications
* Reviewing key project deliverables
* Planning for completing the assigned activities
* Reporting on issues, changes, risks, and quality concerns to the project leader

**CHANGE CONTROL PROCESS**

The following are the process to be used when implementing changes.

1. A change request form will be filled in for every change that is to be requested and implemented. This is necessary to ensure that all changes to be made are dispersed sufficiently to all affected parties, as well as for future references. Management approval is needed for all changes corresponding their risk assessment levels.

2. There is a group called the Change Control Board (CCB) that meets whenever time possible to review changes or implementation of changes to the project

3. All requested changes will be recorded and entered into the change requests and into a change log prior to its implementation

4. The requester will dictate the proper risk assessment levels, taking into account the possible impact of the change to the user community in the event of failure of the change during implementation

5. Once submitted, the request will be scheduled for a Technical Assessment. This is to review the request by appropriate people to determine the technical impact the change will have to the environment or to the affected parties. The review will include:

* Technical Impact/Risk Analysis
* Technical Adequacy of plans
* Dependencies and/or conflicts
* Ensuring compliance with existing Strategies, Plans and Change Management Standards

6. The resulting analysis of this evaluation is a key contribution to the change approval process.

7. A Business Assessment is then done to determine the business effect of implementing or not implementing the change. The resulting analysis also becomes a key contribution to the change approval process.

8. Once the Technical and Business Assessments are effectively finished, change approval can be given. This is done at any of the three Change Team gatherings which occurs weekly. As of now, the change group allots a date and time for change implementation. As a part of the approval procedure, it is assumed that, as one of the criteria for approval of the change request, the requester's manager has guaranteed that the best possible testing techniques have been taken after and there was a successful test completed.

9. The change implementation is finished when the requester verifies the acceptance criteria, defined prior to the change install, have been effectively met.

10.  Tracking of the change by the Change Control Board stops after the change has been introduced and checked as effective.

**SPONSOR ACCEPTANCE**

Approved by the Project Sponsor:

<Project Sponsor>

<Project Sponsor Title>

Date:

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