Change Management Plan

Medical Question Answering Systems

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**ASIA PACIFIC COLLEGE**

School of Computing and Information Technology

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# Introduction

The objective of this change management plan is to present clear descriptions for the direction of the project by ensuring that requests for changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled and consistent manner.

# Change Management Approach

The approach for Change Management is simple and the scope are laid as the following:

* Ensure that all changes are consistent with the reviews and technical plans
* Monitor the number, reason, type, and associated risk of the changes
* Identify and review solutions or changes prior to the implementation
* Implement the solution or change along with the appropriate guidelines and industry practices
* All changes must adhere to the change management process

# Definitions of Change

We have identified three types of changes to the overall management of the project, these will be defined and implemented based on each review:

Application Changes: Every component must be reviewed by at least one member of the team who is familiar or has significant knowledge of the deliverable. Afterwards, it will then be presented to the group for a generalised review on the application. This review will be conducted to ensure the technical aspects of the project are accurate to the specified goals at hand.

Architecture Changes: Reviews are done to ensure that the architecture and design of the software stands with the requirements. Errors and flaws with the general design will be uncovered, quality of the design will be improved, and tests to see if the software will be ready for the next phase of the design or the implementation will be done under this review.

End User Review Changes: The objective is to identify the customer’s objects and feedback on the project. The intent is to ensure that the program holds a significance in regards to the market. It is imperative to deliver end user reviews after most deliverables are made public.

# Change Control Board

The Change Control Board’s purpose is to review and prioritize changes presented during the entire course of the project. If any change is agreed by the committee, it is communicated to the project team and client and the requirement is Baselined with the change. These people are:

|  |  |  |
| --- | --- | --- |
| Name | Position | CCB |
| John Patrick Amata | Project Manager/Developer | CCB Chair |
| Immanuel Espiritu | System Analyst/QA | CCB Member |
| Jayvee Febrer | System Analyst/Reviewer | CCB Member |
| Dr Lorena Rabago | Project Advisor | CCB Co-Chair |

# Roles and Responsibilities

We have identified three major roles involved with the change management of the project, each with their separate responsibilities:

1. Project Manager
   1. The person who initially perceives the need for the change and develops, plans, and executes the steps necessary to meet the initial requirements for a Request for Change.
   2. Supports the authorization of changes and to assist change management in the assessment and prioritization of changes.
   3. Undertakes post change reviews and owns the sign off mechanism
   4. Monitoring the Change Assignment process for assigned Changes
   5. Identifying and assembling the team required to create the change
   6. Resolving issues associated with promoting the change into production, where possible
   7. Ultimately responsible for resolving Change Management service dissatisfaction
2. Change Reviewer
   1. Plans and monitor all changes introduced into the project
   2. Considers the recommendations or rejection of changes
   3. Reviews change requests for procedural compliance, information quality and completeness
   4. Developing backup and/or back out plans
   5. Has a responsibility to cover for the project manager’s absence
3. Team Members
   1. Co-ordinates task documentation within a change request with other team members
   2. Ensures that pre and co-requisites for the change are considered and completed
   3. Attends change assessment, scheduling and review meetings, as appropriate
   4. Ensures all owned rejected changes are placed into a ‘fit state’ for re-submission
   5. Responsible for undertaking change tasks within the change implementation as required
   6. Participates in change task co-ordination meetings as part of change implementation planning
   7. Designing and creating the code, procedures or process modifications required to affect the change

# Change Control Process

1. Identify Changes: The results of the continuous reviews during the course of the project will identify any need for changes of the project
2. Plan the Change Process: Once the need for a change has been determined, the change is planned in terms of schedule and necessary resources
3. Early Validation: A preliminary analysis on the impact of the change to risk, cost, schedule, and scope and seek clarification from team members
4. Create a Change Proposal: Based on the validation testing, the change proposal will contain information required in assessing the goals, costs, and risks associated with the change
5. Document the Change: The designated officers will update and document the change logs, project analysis, and every other relevant data.
6. Implement the Change: Once the change has been approved, the technical and application reviews and any other corrections will kick off