**CHANGE MANAGEMENT PLAN**

Improving Consistency of Internet Access in APC: Bandwidth Management and User Policy

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**INTRODUCTION**

The Change Management Plan was created for the APC Internet Stabilization Project 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. All stakeholders will be expected to submit or request changes to the IS Project 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 APC Internet Stabilization Project will ensure that all proposed changes are defined, reviewed, and agreed upon so they can be properly implemented and communicated to all stakeholders. 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 was created to make sure this approach is followed for all changes. By using this approach methodology, Improving Internet Project team 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 which may be requested and considered for the Improving Internet Project. Depending on the extent and type of proposed changes, changes project documentation and the communication of these changes will be required to include any approved changes into the project plan and ensure all stakeholders are notified. Types of changes include:

* **Scheduling Changes**: changes which will impact the approved project schedule. These changes may require fast tracking, or re-baselining the schedule depending on the significance of the impact.
* **Scope Changes**: changes which are necessary and impact the project’s scope which may be the result of unforeseen requirements which were not initially planned for. These changes may also impact the schedule.

On a higher level, the Project Consultant/Adviser has the authority to approve or reject change requests after evaluating its importance on the project and the feasibility of the change being proposed. The project manager must ensure that any approved changes are communicated to the project team. 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.

**CHANGE CONTROL BOARD**

The Change Control Board (CCB) is the approval authority for all proposed change requests pertaining to the APC Internet Stabilization Project. The purpose of the CCB is to review all change requests, determine their impacts on the project risk, scope, schedule, and to approve or deny each change request. The following chart provides a list of the CCB members for the APC Internet Stabilization Project:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **CCB Role** |
| Sir. JoJo Castillo | Project Consultant | CCB Chair |
| Sir. Justin Pineda | Project Adviser | CCB Co-Chair |
| Paulo Capuz | Project Manager | CCB Member |
| Genesis Diocampo | Project Technical Lead | CCB Member |
| Jesus Brugada | Project Documentation Lead | CCB Member |
| Jefferson Gonzales | Project Technical Lead | CCB Member |

As change requests are submitted to the Project Manager by the project team, the Project Manager will log the requests in the change log and the CCB will convene every Wednesday to review all change requests. For a change request to be approved, the Project Sponsor must first verify it to ensure that the changes are feasible given the timeframe and all CCB members must vote in favor.

**ROLES AND RESPONSIBILITIES**

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

Project Consultant/Adviser:

* + Approve or reject all changes to schedule baseline
  + Approve or reject any changes in project scope
  + Evaluate the significance of the change in the project
  + Chair the CCB

Project Manager:

* + Receive and log all change requests from project stakeholders
  + Conduct preliminary risk, schedule, scope analysis of change prior to CCB
  + Make documentation revisions/edits as necessary for all approved changes
  + Participate on CCB

Project Team:

* + Submit all change requests to the Project Consultant/Adviser
  + Provide all applicable information and detail on change request forms
  + Be prepared to address questions regarding any submitted change requests
  + Provide feedback as necessary on impact of proposed changes

**CHANGE CONTROL PROCESS**

The Change Control Process for the APC Internet Stabilization Project will follow the organizational standard change process for all projects. The main role of the project sponsor is to accept or discard change requests depending on their significance on the project itself. The project manager will review the change requests before submitting it to the project sponsor. Lastly, the role of the project team is to request changes and have them checked by the project manager. All roles involved must participate in the weekly chair meeting.

1. Identify the need for a change (Project team) – Change requestor will submit a completed change request form to the project manager. The form will include the description of changes being proposed and its significance on the project.
2. Log change in the change request register (Project Manager) – The project manager will keep a log of all submitted change requests throughout the project’s lifecycle.
3. Evaluate the change (Project Manager and Project Team) – The project manager will conduct a preliminary analysis on the impact of the change to risk, schedule, and scope and seek clarification from team members.
4. Submit change request to CCB (Project Manager) – The project manager will submit the change request, as well as the preliminary analysis, to the CCB for review.
5. Obtain Decision on change request (CCB) – The CCB will discuss the proposed change and decide whether it will be approved based on all submitted information.
6. Implement change (Project Manager and Project Team) – If a change is approved by the CCB, both the project manager and the project team will update project documentation as necessary.

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| **SPONSOR ACCEPTANCE** |
| Approved by the Project Consultant: |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Sir. Jojo Castillo |  |
| ITRG – HEAD |  |