**CHANGE MANAGEMENT PLAN**

**SM Hotels – Service Request Management System**

**COMPANY NAME**

**STREET ADDRESS**

**CITY, STATE ZIP CODE**

**DATE**

**11/25/2017**

## TABLE OF CONTENTS

[INTRODUCTION 2](#_Toc6311)

[CHANGE MANAGEMENT APPROACH 2](#_Toc6312)

[DEFINITIONS OF CHANGE 2](#_Toc6313)

[CHANGE CONTROL BOARD 3](#_Toc6314)

[ROLES AND RESPONSIBILITIES 4](#_Toc6315)

[CHANGE CONTROL PROCESS 4](#_Toc6316)

# INTRODUCTION

The Change Management Plan was created for the SM Hotels – SRMS in order to have a guide on how the project team will manage the changes, the purpose and the roles of the change control board, and overall the change management process. The project team already expected that the stakeholders are going to submit a request for a change to the SH Hotels – SRMS project. All requests for changes and submission will follow the process detailed in this document.

# CHANGE MANAGEMENT APPROACH

The Change Management approach for the SM Hotels – SRMS Project will ensure that all proposed changes are going to be reviewed first by the Project Manager, after reviewing it the Project Manager will the proposed changes details to the CCB. The CCB will also reviewed it and they will either approve or disapprove the proposed change. This approach will ensure that the 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 four areas:

* Ensure changes are within scope and beneficial to the project
* Reviewed proposed change
* Determine how the change will be implemented
* Manage the change as it is implemented

The Change Management process has been designed to make sure that the Change Management Approach is being followed for all changes in the scope of the project. With this approach, the SM Hotels – SRMS Team will prevent unnecessary change from occurring and focusing its resource only on beneficial changes within the entire project scope.

# DEFINITIONS OF CHANGE

The project team already knows that there are several changes that will be requested and approved for the SM Hotels – SRMS Project. The changes depend whether it's a change in the scope or project documentation, all of these changes will be required to be reviewed and approved by the CCB and will ensure all stakeholders are notified. Types of changes include:

* Scheduling Changes: The project schedule will be affected if there's a request for a change, these changes may require fast tracking, crashing or re-baselining on the project schedule. All of these depends on the impact in the schedule.

* Budget Changes: The changes will also have an impact to the approved project budget. The changes may require additional funding or releasing the funding that won't be needed anymore for the project.

.

* Scope Changes: If there is a request for the scope, the project schedule and the project budget will be also affected. The Work Breakdown Structure, project scope statement and other project documentation will be required for revisions.

The project stakeholders will be notified by the project manager that there are changes that has been approved. As the changes are approved the project manager will log it in the project documentation, the project team and project stakeholders will be notified about the updates in the documentation.

# CHANGE CONTROL BOARD

The Change Control Board (CCB) are the one who approves the proposed change requests for the SM Hotels - SRMS Project. The Change Control Board will review all changes request, determine the change impacts on the project risks, scope, cost, and schedule. They can also either approve or deny each change request. The following table provides the list of the CCB Members for the SM Hotels – SRMS Project:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **CCB Role** |
| Mr. Neil Rumbaoa | SRMS Project Sponsor | CCB Chair |
| Mr. Joe Gene Quesada | SRMS Project Advisor | CCB Co-Chair |
| Mr. Manuel Sebastian S. Sanchez | CSPROJ2 Advisor | CCB Co-Chair |
| Lurenne Tangi | SRMS Project Manager | CCB Member |
| Kenneth Abuel | SRMS Project Developer | CCB Member |

As change requests are submitted to the SRMS Project Manager by the project team/stakeholders, the Project Manager will log the requests in the change log and the Change Control Board will review all change request and they will determine if the change request is going to be approved. For a change request to be approved, all Change Control Board members must vote in favor. In the event more information is needed for a particular change request, the request will be deferred and sent back to the requestor for more information or clarification. If a change is deemed critical, an ad hoc Change Control Board meeting can be called in order to review the change prior to the next scheduled bi-weekly CCB meeting.

# ROLES AND RESPONSIBILITIES

The following are the roles and responsibilities for all change management efforts related to the SM Hotels - SRMS

Project Sponsor:

* Approve all changes to budget/funding allocations
* Approve all changes to schedule baseline
* Approve any changes in project scope
* Chair the CCB

Project Manager:

* Receive and log all change requests from project stakeholders
* Review the change request
* 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

Project Team/Stakeholders:

* Submit all change requests on standard organizational change request forms
* 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

This section should describe the change control process from beginning to end. Typically, a change control process should be an organizational standard and repeatable. This process is the tool which is used to ensure adherence to the organization’s change management approach which was discussed in an earlier section. By following all of the steps, the project team can successfully incorporate approved changes, communicate the changes, and update project documentation.

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. Identify the need for a change (Stakeholders) – Change requestor will submit a completed change request form to the project manager.
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, Team, Requestor) – The project manager will conduct a preliminary analysis on the impact of the change to risk, cost, schedule, and scope and seek clarification from team members and the change requestor.
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 or not it will be approved based on all submitted information.
6. Implement change (Project Manager) – If a change is approved by the CCB, the project manager will update and re-baseline project documentation as necessary.

## SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mr. Neil Rumbaoa

VP Marketing at SM Hotels and Conventions