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***CHANGE MANAGEMENT***

***FOR***

***Residential Communication Channel System***

***Version 1.3***

***Team 2 - GENTLEMAN***

***Revision***

|  |  |  |  |
| --- | --- | --- | --- |
| *Author* | *Version* | *Date* | *Content* |
| *Quan Ngo* | ***1.1*** | *24/10/2018* | *Initiate Document* |
| *Quan Ngo* | ***1.2*** | *25/10/2018* | *Update Document* |
| *Vinh Nguyen* | ***1.3*** | *27/10/2018* | *Review and Update Document* |

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1. ***Document Overview***
   1. ***Purpose***
      * This document contain the necessary information required to effectively manage project’s change from project initiate to delivery.
   2. ***Audience***

|  |  |  |
| --- | --- | --- |
| **Intended Audience** | **Name** | **Reading Suggestions** |
| GENTLEMAN – Team Member | * Manh Truong * Quan Ngo * Hao Vo * Lam To * An Pham | Review Document and report |
| Mentor | * Quoc Nguyen | Review Document |
| Project Manager | * Vinh Nguyen | Initiate and Document Specification |

1. ***Change Management***
   1. ***Change Process***



|  |  |
| --- | --- |
| **Step** | **Description** |
| Change Request Identification | Identify the need for a change and describe it on the project change request form. |
| Change Request Assessment | If the change is not valid, it has to be deferred or rejected.  Determine appropriate resources required to analyze the change request.  Perform quick assessment of the potential impact and update the change request form.  At this stage, rejected change request should stopped |
| Change Request Analysis | For analysis assign the change request to an authorized member  Deferred change re-enter this analysis step.  At this stage, rejected change request should stopped |
| Change Request Approval | Identify change risk and complexity level before approval  Identify the impact level of the change before approval  Review impact of Change Request to authorized person for approval  At this stage, rejected change request should stopped |
| Change Request Implementation | Update project procedure and management plans  Inform about the changes to the team  Monitor progress of change request  Record the completion of change request  Close change request |
| Rejected and Deffer Change Request | Change Request Rejected or Deffer will be stopped |

* 1. ***Change Request Form and Change Management Log***

|  |  |
| --- | --- |
| CHANGE REQUEST FORM | |
| **Element** | **Description** |
| **Date** | The date which Change Request was created |
| **CR#** | Assigned by the Change Manager |
| **Type** | The type of change request (Scope, time, duration, …) |
| **Title** | A brief description of the change request |
| **Description** | Description of the desired change, the impact, or benefits of a change should also be described |
| **Submitter** | Name of the person completing the Change Request Form and who can answer questions regarding the suggested change |
| **Assiged to** | The person who is assigned to solve the change request |
| **E-Mail** | Email of the submitter |
| **Product** | The product that the suggested change is for |
| **Version** | The product version that the suggested change is for |
| **Priority** | A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low) |

|  |  |
| --- | --- |
| CHANGE MANAGEMENT LOG | |
| **Element** | **Description** |
| **ID** | Normally CR# ( CR01, CR02,…) |
| **Current Status** | It have 3 status: Open, Work in Progress, Close |
| **Priority** | It have 3 level : High, Medium, Low |
| **Change Request Description** | A brief description of the change request |
| **Assigned To Owner** | The person who is assigned to solve the change request |
| **Expected Resolution Date** | The date expected to make solution for change request |
| **Impact Summary** | Descript the impact with project |
| **Change Request Type** | The type of change request (Scope, time, duration, …) |
| **Resolution Date** | The date to make final solutioin for change request |
| **Final Resolution**  **& Rationale** | Descript the final solution for change request and rationale why solution is maked |

* 1. ***Change Assessment and Analysis***

**Change requests are evaluated using the following priority criteria:**

|  |  |
| --- | --- |
| Priority | Description |
| **Critical** | If the change request effect and become a important problem to project, project will failed if we not solve the change request the change request priority is Critical |
| **High** | If the change request effect and can become a critical problem to project, the change request priority is High |
| **Medium** | If the change request effect and can become a problem to project, the change request priority is Medium |
| **Low** | If the change request may or may not effect to project, the change request priority is Low |

**Change requests are evaluated and assigned one or more of the following change types:**

|  |  |
| --- | --- |
| Type | Description |
| **Scope** | Change affecting scope |
| **Time** | Change affecting time |
| **Duration** | Change affecting duration |
| **Cost** | Change affecting cost |
| **Resources** | Change affecting resources |
| **Deliverables** | Change affecting deliverables |
| **Product** | Change affecting product |
| **Processes** | Change affecting process |
| **Quality** | Change affecting quality |

1. ***Change Control Board***

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name | Contact | Responsibility |
| Project Manager | Vinh Nguyen | Please refer to SEP\_Team4\_CommunicationPlan | Generate CR  Record to Change Management Log  Evaluate CR  Authorize  Implement |
| Project Team | GENTLEMAN\_TEAM | Please refer to SEP\_Team4\_CommunicationPlan | Generate CR  Evaluate CR  Authorize  Implement |
| Customer | Mr.Dat | Please refer to SEP\_Team4\_CommunicationPlan | Generate CR |

1. ***Reference***

RCC\_PM\_CommunicationManagementPlan\_ver 1.1.docx

RCC\_PM\_ChangeManagementLog.xlxs