
<QMePls by Team Titans>

CHANGE MANAGEMENT PLAN

Version <1.1>

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Version History

| Version # | Implemented By | Revision Date | Approved By | Approval Date | Reason |
|-----------|----------------|---------------|-------------|---------------|--|
| 1.0 | Samuel Lee | 2/10/2021 | Jolene Tan | 6/10/2021 | First draft. Added content to all sections of document |
| 1.1 | Soh Qian Yi | 5/10/2021 | Jolene Tan | 6/10/2021 | Edit and format document |

UP Template Version: 11/30/06

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1. Introduction

1.1 Purpose of the Change Management Plan

The Change Management Plan documents and tracks the necessary information required to effectively manage project change from project inception to delivery.

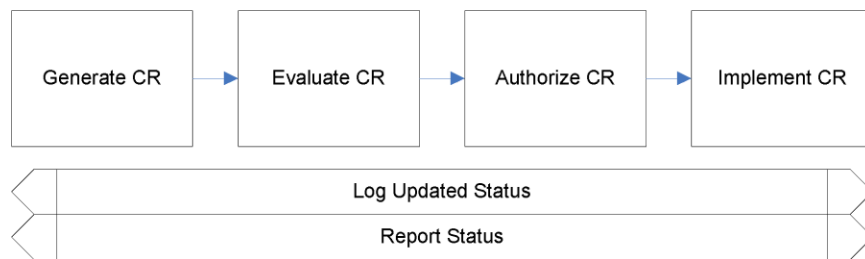
The Change Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

2. Change Management Process

The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the project's baselines.

2.1 Change Request Process Flow Requirements

| Step | Description |
|---------------|---|
| Generate CR | A submitter completes a CR Form and sends the completed form to the Change Manager |
| Log CR Status | The Change Manager enters the CR into the CR Log. The CR's status is updated throughout the CR process as needed. |
| Evaluate CR | Project personnel review the CR and provide an estimated level of effort to process, and develop a proposed solution for the suggested change |
| Authorize | Approval to move forward with incorporating the suggested change into the project/product |
| Implement | If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders |



2.2 Change Request Form and Change Management Log

| Element | Description |
|-------------|--|
| Date | The date the CR was created |
| CR# | Assigned by the Change Manager |
| 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 CR Form and who can answer questions regarding the suggested change |
| Phone | Phone number of the submitter |
| 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) |

2.3 Evaluating and Authorizing Change Requests

Change requests are evaluated using the following priority criteria:

| Priority | Description |
|----------|---|
| High | Change request must be reviewed and implemented immediately otherwise there is a high chance that it will lead to a breakdown in the QMePIs application |
| Medium | Change request should be reviewed and implemented as soon as possible otherwise there is a moderate chance that it will lead to a breakdown in QMePIs application |
| Low | Change request can be reviewed and implemented when time permits as there is a low chance that it will lead to a breakdown in QMePIs application |

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 |

Change requests are evaluated and assigned one of the following status types:

| Status | Description |
|------------------|--|
| Open | Entered/Open but not yet approved or assigned |
| Work in Progress | CR approved, assigned, and work is progressing |
| In Review | CR work is completed and in final review prior to testing |
| Testing | CR work has been reviewed and is being tested |
| Closed | CR work is complete, has passed all tests, and updates have been released. |

2.3.1 Change Control Board

| Role | Name | Contact | Description |
|-------------------------|---------------|-----------|--|
| Project Manager | Jolene Tan | 8321 0630 | Oversees overall project progress, approves and executes plan. Responsible for implementing frontend and liaising with backend for data exchange. |
| Lead Developer | Jacob Law | 8660 7856 | Oversees overall development progress. Has a good knowledge of the progress on both the front and backend side of the projects, assisting the area that is in need of direction or help. |
| Frontend Developer | Zeta Chua | 9028 8713 | Responsible for implementing frontend and liaising with backend for data exchange. |
| Backend Developer | Samuel Lee | 97814300 | Responsible for implementing backend infrastructure and liaising with frontend for data exchange. |
| QA Manager, QA Engineer | Aloysius Seow | 9847 5067 | Responsible for making quality and risk plans, ensuring the quality standard and ensures quality of product. Designs the test strategies. |
| Release Engineer | Soh Qian Yi | 9072 2239 | Oversees release deployment, generate release notes, and configure software to all platforms. |

3. Responsibilities

| Role | Name | Contact | Description |
|--------------------|---------------|-----------|---|
| Project Manager | Jolene Tan | 8321 0630 | Ensure that the change request is valid and necessary for the project |
| Lead Developer | Jacob Law | 8660 7856 | Assess cost and time required for the change request and how the change requests affects development as a whole |
| Frontend Developer | Zeta Chua | 9028 8713 | Assess how the change request affects frontend development |
| Backend Developer | Samuel Lee | 9781 4300 | Assess how the change request affects backend development |
| QA Manager | Aloysius Seow | 9847 5067 | Verify if the change request will affect the quality of the system |
| Release Engineer | Soh Qian Yi | 9072 2239 | Verify and ensure that the changes are significant for a release |

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the *QMePls* **Change Management Plan** and agree with the approach it presents. Changes to this **Change Management Plan** will be coordinated with and approved by the undersigned or their designated representatives.

Signature:



Date:

11/10/2021

Print Name:

Jolene Tan

Role:

Project Manager

Appendix B: References

The following table summarizes the documents referenced in this document.

| Document Name and Version | Description | Location |
|----------------------------------|--|--|
| System Requirement Specification | Document that states the functional and non-functional requirements of the project which describes what the software will do and how it is expected to perform | Google Drive > Team Titans > Documentations > System Requirement Specification > D02_System_Requirement_Specification_V1.0 |
| Software Quality Plan | Document that states software quality standards and methods to ensure proper quality of the software | Google Drive > Team Titans > Documentations > Quality Plan > D03_Quality_Plan_V1.2 |
| Risk Management | Document that identifies possible risks and provides mitigation strategies to reduce its effect on the project | Google Drive > Team Titans > Documentations > Risk Management > D05_Risk_Management_V1.3 |

Appendix C: Key Terms

The following table provides definitions for terms relevant to this document.

| Term | Definition |
|------|-------------------|
| QA | Quality Assurance |
| CR | Change Request |

Appendix D: Change Request Form Example

The example Change Request Form attached below can be used to submit changes during the life of the project.

Change Request Form

| SUBMITTER - GENERAL INFORMATION | | | |
|---------------------------------|------------------------------|---------------------------------|--|
| CR# | | | |
| Submitter Name | | | |
| Brief Description of Request | | | |
| Date Submitted | | | |
| Date Required | | | |
| Priority | <input type="checkbox"/> Low | <input type="checkbox"/> Medium | <input type="checkbox"/> High <input type="checkbox"/> Mandatory |
| Reason for Change | | | |
| Other Artifacts Impacted | | | |
| Assumptions and Notes | | | |
| Attachments or References | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| | Link: | | |

| INITIAL ANALYSIS | | |
|------------------|--|--|
| Hour Impact | | |
| Duration Impact | | |
| Schedule Impact | | |
| Comments | | |
| Recommendations | | |

| CHANGE CONTROL BOARD - DECISION | | | |
|---------------------------------|-----------------------------------|--|--|
| Decision | <input type="checkbox"/> Approved | <input type="checkbox"/> Approved w/Conditions | <input type="checkbox"/> Rejected <input type="checkbox"/> More Info |
| Decision Date | | | |
| Decision Explanation | | | |
| Conditions | | | |

