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3/21/2017

# Change Management Plan

EXIT6 – Trip Planning Application for  
Singapore

**Delivered by,  
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## Document Change Record

Revision	Description of Change	Approved by	Date
0.1.0	Initial Template	EXIT 6 Team	13/03/2017
1.0.0	Release	Seshadri Madhavan	21/03/17

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## Introduction

### Purpose

This purpose of the Change Management Plan is to ensure that changes are managed and controlled. Given the context of software changes being unavoidable should new business requirements arise, the need for a documented process of managing change is crucial for any project.

The Change Management Plan aims to define the change control processes and the necessary documentation required to ensure that change processes are effectively tracked and managed. Detailed in this document would be the comprehensive description for components covered under the Change Management Process which includes change initiation, change request analysis and approval; roles and responsibilities of the change control board (CCB); Change implementation and integration.

The Change Management Plan's intended audience is the project manager, team members and other relevant stakeholders involved with process of managing change in the project environment.

## 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.

### Change Request Process Flow Requirements

*Table 1 Change Request Process Flow Requirements*

Step	Description
Identify and generate Change Request (CR)	Changes that arise due to evolving business requirements or other sources to be identified at project meetings. These changes are documented on the change request form by the submitter of the change (Developer, Tester, Stakeholder) and sent to the project manager
Log CR	Project manager logs change requests in change control log
Evaluate CR	Subject matter expert (SME) with expertise on the scope/nature of the change request assesses and analyses the change request based on quality, schedule, budget and scope of change and measures risk and impact. CR can be either rejected or moves on towards approval by the CCB
Approve and schedule change	Change is reviewed by project manager and approved/denied. Decision is reflected in the change control log. Change is scheduled based on urgency and scale
Implement	Change is implemented. Necessary documentation to be completed and recorded during the implementation of change
Review	Post-implementation review is conducted to ensure if desired goals have been achieved.

## Change Request Form and Management Log

Table 2 Change Request Form and Management Log

Element	Description
Date	The date the change request was created
Change Request ID	Change request number assigned by the Change Manager
Priority	Describe the level of urgency of the requested change (High, Medium, Low)
Title	A concise description of the change request
Product	The product that the suggested change is for. Specify the version and/or components
Description	Description of the desired change, the impact, or benefits of a change should also be described
Supporting information	Screenshots/printout of errors or problem areas
Affected Areas	Areas of the project that will be affected by the change, according to the perception of the requester
Reasons and Justifications	Description of the reasons for the change
Submitter Details	Name, position, email and contact number of the person submitting the change.
CR Status	Current status of the CR
Last Updated	Last updated date when change is updated into the CR log

## Evaluating and Authorizing Change Requests

Change requests are evaluated in categories of priority with the following criteria

*Table 3 Change Request Priorities*

Priority	Description
Critical	Critical change that takes the highest priority as it has an impact that is crucial in determining a project's completion or success. If change is not implemented in the shortest time possible (1 week), it can lead to serious consequences. All personnel responsible should divert effort from non-critical work to implement this change; e.g. Software patch to remedy security exploits
High	Important changes with immense and far-reaching effect to be implemented as soon as possible (2 to 3 weeks); e.g. Changing server configuration to accommodate expanding user base and meet specifications
Medium	Non-critical, non-urgent change with significant effect to be implemented within a certain time period, although it can be deferred; e.g. Revision of code practices to allow better maintainability.
Low	Minor changes with minimal/indefinite level of urgency; e.g. Changing typo in application text field, tweaking of UI for aesthetic purposes

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

*Table 4 Change Request Types*

Type	Description
Scope	Involves changing of the objectives or requirements to be fulfilled by the project
Time	Redefinition of specific dates and times, particularly deadlines that the project is due by
Duration	Redefinition of length of time of project components are expected to take
Cost	Involves monetary aspects of the project or human resource requirements

Resources	Involves both hardware and software aspects of project development
Deliverables	Changes made to deliverables expected in any stage of development
Product	Change involving the product to be developed/delivered
Processes	Revision of the development practices and principles
Quality	Change affecting overall efficiency, aesthetic etc.

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

*Table 5 Change Request Status Types*

Status	Description
Open	Open and awaiting approved or not yet assigned
Approved	CR that is approved by the project manager but not yet assigned
Work in Progress	Approved CR which has been assigned to personnel and work is underway
In Review	Change is qualitatively assessed and tested to determine efficacy
Rejected	CR that does not meet the requirements of approval
Testing	CR that is currently undergoing testing
Closed	CR work is complete, has passed all tests, and updates have been released

### Change control board

The Change Control Board (CCB) reviews, approves or rejects a change request. The Change Control Board consists of a formally constituted group of stakeholders responsible for reviewing, evaluating, approving, delaying or rejecting the changes to the project. The members of the Change Control Board for EXIT6 are listed in the table below.

*Table 6 Change Control Board Members*

Status	Name	Contact
Project Manager	Seshadri Madhavan	-
Change Manager	Tan Jun Qiu	-
Assistant Change Manager	Sim Long Siang	-
Lead Developer	Lim Hao Zhe	-



## Responsibilities

Listed below are the responsibilities that each member of the CCB is responsible for:

*Table 7 Responsibilities of CCB*

<b>Role</b>	<b>Name</b>	<b>Contact</b>	<b>Description</b>
Project Manager	Seshadri Madhavan	-	Responsible for initial approval and final assessment of the CR
Change Manager	Tan Jun Qiu	-	Responsible for initial approval, delegation of personnel, testing and final assessment. Oversees the entire process of change management
Assistant Change Manager	Sim Long Siang	-	Aids the Change Manager in delegation of personnel, testing and final assessment
Lead Developer	Lim Hao Zhe	-	Subject matter expert to assess CR based from the technical perspective

## Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the **EXIT6 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:	_____
Print Name:	Seshadri Madhavan		
Title:	_____		
Role:	Project Manager		

Signature:	_____	Date:	_____
Print Name:	Tan Jun Qiu		
Title:	_____		
Role:	Change Manager		

Signature:	_____	Date:	_____
Print Name:	Sim Long Siang		
Title:	_____		
Role:	Assistant Change Manager		

## Appendix B: Change Request Form

Change Request Form	
<b>Date</b>	<i>Date &amp; Time</i>
<b>Change Request ID</b>	<b><i>(For Official Use)</i></b>
<b>Priority</b>	<i>Estimated level of priority of change request</i>
<b>Title</b>	<i>Short Description of the desired change</i>
<b>Product</b>	<i>Product that change is for</i>
<b>Version</b>	<i>Product Version</i>
<b>Description</b>	<i>Detailed Description of the desired change</i>
<b>Supporting information</b>	<i>Screenshots</i>
<b>Affected Areas</b>	<i>Areas of project changes affects</i>
<b>Reasons and Justifications</b>	<i>Elaborate</i>
<b>Submitter Name</b>	<i>Name</i>
<b>Position</b>	<i>Submitter Position</i>
<b>Email</b>	<i>Email</i>
<b>Contact Number</b>	<i>Submitter Contact</i>
<b>CR Status</b>	<b><i>(For Official Use)</i></b>
<b>PM Sign-Off</b>	<b><i>(Project Manager's Signature &amp; Date)</i></b>
<b>Last Updated</b>	<i>Date &amp; Time</i>

## Appendix C: Change Management Log

Change Management Log							
S No.	Issue Date	Title	Submitted by	Priority	Last Updated	Status	Last Party Responsible