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**Change Management Process**

**Foxes Project**

**Abstract**

The Change Management establishes how changes will be proposed, accepted, monitored, and controlled.

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# Introduction

## Purpose

The Change Management establishes how changes will be proposed, accepted, monitored, and controlled. The change control procedures identified in the Change Management Plan will govern changes to the baseline project scope including changes to the work breakdown structure and requirements from project inception through to completion. In addition, the change control procedures will govern changes to the baseline schedule and cost. This Change Management Plan addresses the following activities:

* Identification and inventory of change requests
* Analysis and documentation of the complete impact of requested changes
* Approval or rejection of change requests
* Tracking changes and updating of project documentation to account for approved changes

## Scope

This document describes the processes used to manage changes to create or maintain the product, including:

* Change Management Process
* Participants (Roles & Responsibilities)
* Process Description

# 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.

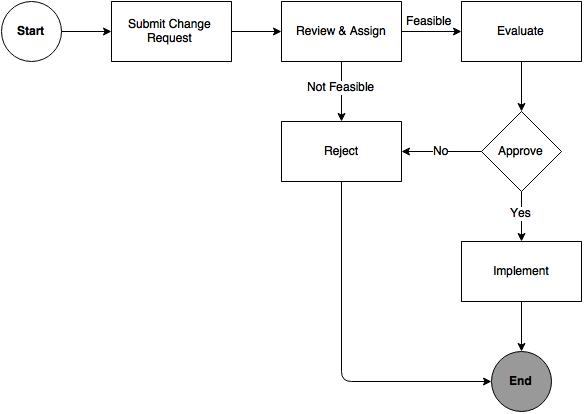


Figure 1 – Change Management Process

# Roles & Responsibilities

|  |  |  |
| --- | --- | --- |
| No. | Role | Responsibility |
| 1 | Project Manager | * Receive and log change requests. * Monitor project and recognize changes that result from realized risks and issues. * Track and facilitate the timely evaluation of change requests. * Track and facilitate timely decisions on changes. * Incorporate changes into the appropriate project documents. * Communicate changes to the project team and others as the communication plan below dictates. * Report change management activity as outlined in the reporting section below. * Analyze patterns in change requests to identify underlying systemic causes. * Ensure that the evaluation team is appropriately staffed to meet the volume and expertise requirements of the change requests. |
| 2 | Requestor | Who is any key stakeholder, may submit project change requests following the submittal process indicated below. |
| 3 | Evaluator | * Organize and perform the timely and adequate evaluation of changes in terms of their impacts on project deliverables and constraints. * Outline options and recommend courses of action and priorities for changes. * Ensure that appropriate expertise is brought to bear in the evaluation of all changes. * Apply their particular expertise and judgment to the evaluation of changes assigned to them. * Develop options and recommend courses of action for these changes. |
| 4 | Reviewer | * Approve, reject, or park changes. * Request further evaluation if insufficient information is available to support the decision. |
| 5 | Implementer | Who is any key stakeholder, may implement change request after approved. |

Table 1 – Roles & Responsibilities of Change Management Process

# Process Description

## Submit Change Request

|  |  |
| --- | --- |
| Required Input | The Requestor requires a change request. |
| Expected Output | A change request is created. |
| Participant | Requestor |
| The Requestor can submit a change request to the Project Manager. When the need for a change to the approved baseline is identified, the change will be clearly defined using the Redmine tool.  This activity creates the description of change by Requestor:   * Collecting proofs (trace, logs, documentation, other detailed information) of the change. * Create a Change Request in Redmine.   The following Redmine fields to be updated:   * Tracker - Select “Change” from pick up list * Subject – Short description for the change * Description - Detailed description for the change * Status – Select “Open” from pick up list * Priority – Select “High/Normal/Low” from pick up list * Assignee – Project Manager * Category * Files – Import attachment file | |

Table 2 – Submit Change Request

## Review & Assign

|  |  |
| --- | --- |
| Required Input | A change request is created. |
| Expected Output | The change request is reviewed and assigned to Evaluator. |
| Participant | Project Manager |
| This activity the Project Manager will review the change which is submitted by Requestor.  The Project Manager will determine if the request is viable and decide whether the request merits consideration.  If the change is viable, the Project Manager will create a “Change” in Redmine assign to Evaluator to evaluate it.  The following Redmine fields to be updated:   * Assignee – Evaluator * Estimated Time – Enter estimate time to evaluate the change   If the change is not viable, the Project Manager will “Rejected” it (for Redmine with the current status is “Open”)  The following Redmine fields to be updated:   * Status – Rejected * Estimated Time – Enter estimate time to evaluate the change | |

Table 3 – Change Review & Assign

## Evaluate

|  |  |
| --- | --- |
| Required Input | The change request is reviewed and assigned to Evaluator. |
| Expected Output | The change request results after were analyzed. |
| Participant | Evaluator |
| This activity the Evaluator will analyze and evaluate the change request. Identification, inventory of change requests, analysis and documentation of the complete impact of requested changes.  Evaluator will change status to “In Progress” to show he/she is in progress to analyze the change.  The following Redmine fields to be updated:   * Status – Select “In Progress” from pick up list | |

Table 4 – Change Evaluate

## Request Approval

|  |  |
| --- | --- |
| Required Input | The change request results after were analyzed. |
| Expected Output | The change request is approved, ready to implement. |
| Participant | Reviewer, Project Manager |
| When the impact of the change has been recorded, the Reviewer forwards the Change Request to review for acceptance or rejection.  The Reviewer will review the change request and indicate their decisions and returning it to the Project Manager.  Reviewer will change status to “In Review” to show he/she is reviewing the change.  After the review process:   * If approved, the Project Manager will update the appropriate project documentation to reflect the change, and change status to “Approved”. * If rejected, the Project Manager will update status to “Rejected”. | |

Table 5 – Change Request Approval

## Implement

|  |  |
| --- | --- |
| Required Input | The change request is approved, ready to implement. |
| Expected Output | Conducting implement the tasks to complete the change request. |
| Participant | Implementer, Project Manager |
| When the change request is approved, the Project Manager will assign tasks for Implementer.  In Redmine, the Project Manager should create tasks related to the change request and assign to Implementer. The Implementer(s) perform the tasks necessary to complete the change request. | |

Table 6 – Change Implementation

# Revision

|  |  |  |  |
| --- | --- | --- | --- |
| # | Date | Editor | Description |
| 8 | Aug 19th, 2015 | Tỷ Trần | * Adding Required Input & Expected Output. |
| 7 | Aug 18th, 2015 | Tỷ Trần | * Update the figure of Change Management Process. |
| 6 | Aug 17th, 2015 | Foxes Team | * The document is reviewed. |
| 5 | Aug 17th, 2015 | Tỷ Trần | * Adding Implementation step, update figure Change Management Process. |
| 4 | Aug 15th, 2015 | Tỷ Trần | * Re-define following with the Redmine tool. |
| 3 | Aug 14th, 2015 | Tỷ Trần | * Updating after reviewed. |
| 2 | Aug 5th, 2015 | Tỷ Trần | * Update Table of Contents and fix Roles & Responsibilities section. |
| 1 | Aug 3rd, 2015 | Tỷ Trần | * Change Management Plan created. |