KIM'S CONVENIENCE MODERN CINEMA

CHANGE MANAGEMENT PLAN

Version 1.4

20th October 2021

By:
Team Kim's Convenience

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Wong Ying	10 October 2021		11 October 2021	Initial Change Management Plan draft
1.1	Wong Ying	13 October 2021		18 October 2021	Revision to Change Request Process Flow Requirements
1.2	Wong Ying	14 October 2021		18 October 2021	Amendments to Appendix D and E
1.3	Wong Ying	19 October 2021		20th October 2021	Final changes & revision for all sections

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1   INTRODUCTION

1.1   PURPOSE OF THE CHANGE MANAGEMENT PLAN

The Kim's Convenience Modern Cinema (KCMC) Change Management Plan documents and tracks all the necessary information required to effectively manage project change from project inception to delivery.

The KCMC Change Management Plan was created during the Planning Phase of the project. The intended audience for this document 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

After the software configuration identification stage, the process flow for a change request will be followed.

The process flow requirements for a Change Request (CR) are listed as follows:

Step	Description
Initiation	A completed CR Form stating details of key information of the desired change is to be submitted to the Change Manager by the stakeholder requesting for the change.
Review and Analyse (Approval/ Rejection/ Deferral)	The Change Manager reviews and decides whether the CR received should be rejected/returned to the submitter or accepted. Some factors taken into consideration would be the completeness and correctness of the CR and adequacy of details provided.
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.
Evaluation	Depending on the size and impact of change, either the 1. Project Level Change Control Board(CCB) for small changes or 2. Software Change Control Board(CCB) for major/urgent changes will assess the impact of the change and approve the change before it is implemented and determine when the change will be released. They will also develop a proposed solution together with the plan of action for the suggested change.

Authorization	The CCB will give approval to move forward upon completing the evaluation.
Implementation	Upon approval, the Project Manager will designate a subset of developers to make the necessary adjustments pertaining to the requested change and communicate CR status to the submitter and other stakeholders.
Unit Test	Upon completion of development, unit testing should be done. Unit testing helps to isolate a function to test more rigorously which reveals unnecessary dependencies between functions being tested and other units so the dependencies can be eliminated.
Integration	Integrate the tested changes with the product and perform integration testing for product verification and validation against the CR and updated requirements.
Validation	Roll out the implemented change as a new release or patch.
Closure	End of the CR process, CR status should also be updated accordingly.

To better visualise the process flow for a change request, refer to the flow chart given in Figure 1 below:
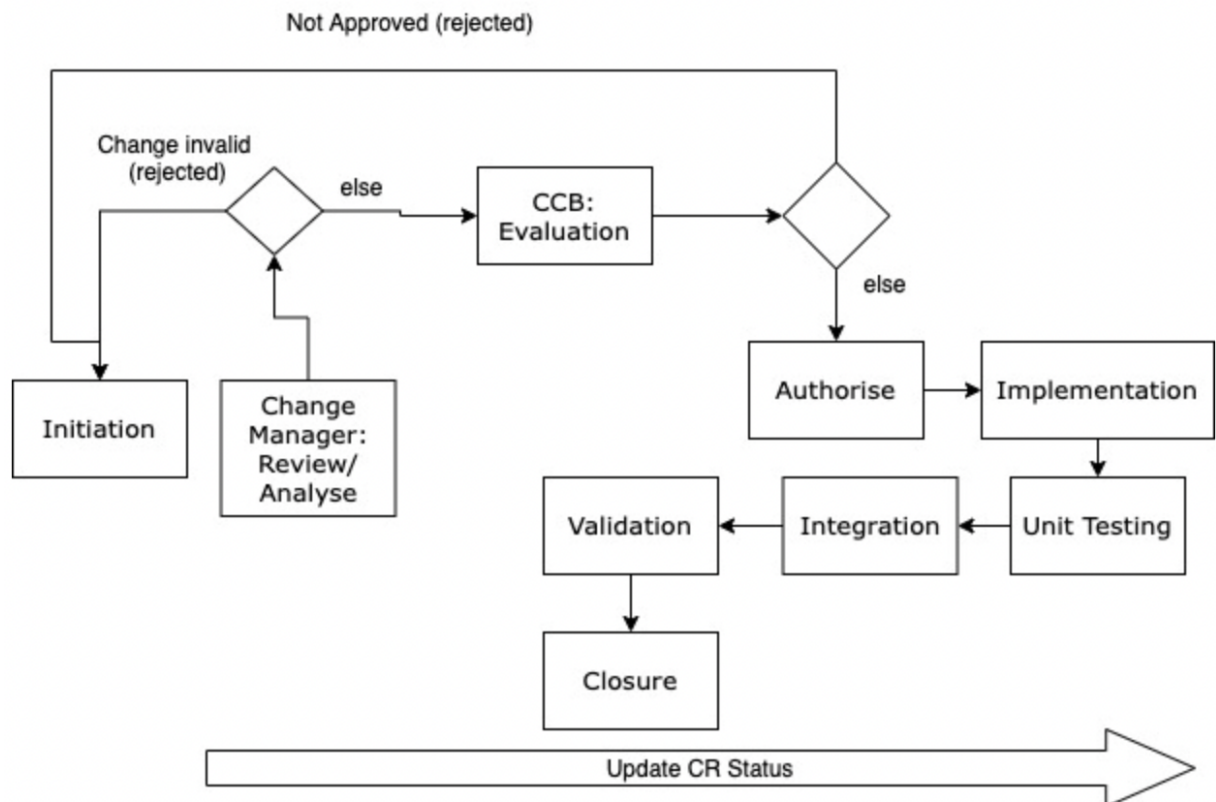

Figure 1: Change Request Process Flow

2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

The following details of the Change Request Form must be completed, updated in the Change Management Log, and approved by the Project Manager prior to implementing any changes in the project.

The actual Change Request Form Template, reflecting all mentioned details, may be found in Appendix D. Some of the elements are defined below:

Element	Description
Creation Date	The date the CR was created
CR#	Change request number (assigned by the Change Manager)
Title	A brief description of the change request
Change Type	The type of component the change will affect (i.e. Hardware, Software, Database, Security, Network)
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
Submitter Role	The role of the submitter in the project
Phone	Phone number of the submitter
Email	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)
CR Status	The status of approval of the change (In review, Approved, Rejected), approval is done by Project Manager
Decision Date	The date the CR was approved/rejected
By	Name of person who approved the CR
Sign-off	Signature of the person who approved the CR

2.3 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description

Critical	Critical priority CRs are immediately necessary to ensure that the project achieves its intended objectives. These CRs include fixes/changes that address the identified problem components which acted as a barrier for further development of the system where no further progress could be made.
High	High priority CRs are key in ensuring the timely completion of development of the system. A high priority CR is a necessary change required to fix a potentially damaged service/component that can affect a significant portion of the system
Medium	Medium priority CRs are classified as changes that might solve small recurring problems/issues, repair some missing functionality or optimize some work processes. Since these CRs are less critical than Critical and High priority CRs and can thus be scheduled
Low	Low priority CRs are classified as quality of life changes that do not directly impact the development of the system. These CRs can also be scheduled

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 of the product

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

Status	Description
Open	CR entered/open but not yet approved or assigned
Invalid	CR that has been reviewed and rejected by Change Manager
Evaluating	CR is awaiting response from CCB.
Approved	CR that has been reviewed and approved by CCB.

Rejected	CR that has been reviewed and rejected by CCB.
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
Integrating	Developers are integrating CR with the product
Closed	CR work is complete, has passed all tests, and updates have been released.

2.3.1 Change Control Board

A Change Control Board (CCB) is a formally constituted group of stakeholders responsible for approving or rejecting changes to the project baselines. The members of the CashTrack CCB and their corresponding responsibilities are as follows:

Role	Name	Contact	Description
Project Manager	Wong Ying	93621108	Approves CRs
Release Engineer & Acting Change Manager	Ta Anh Duc	85043853	Manages incoming CRs
Lead Developer	Hussain Kheriwala	92397414	Assigns CRs that are on the development side
QA Manager	Taneja Parthsarthi	87897860	Assigns CRs that involves bug fixes and the quality of the product

3   RESPONSIBILITIES

Role	Name	Contact (Email/Phone)	Description
Project Manager	Wong Ying	wong1131@e.ntu.edu.sg 93621108	In charge of the overall process and ensures CRs are attended to appropriately and in accordance to their priority.
Release Engineer & Acting Change Manager	Ta Anh Duc	anhduc001@e.ntu.edu.sg 85043853	Enters CRs into the log and spearheads the feasibility study for a change request.
QA Manager	Taneja Parthsarthi	tane0037@e.ntu.edu.sg 87897860	Assesses a CR from a quality assurance point of view.
Lead Developer	Hussain Kheriwala	hussaink001@e.ntu.edu.sg 92397414	Assesses the CR from a technical point of view.
Change Feasibility Group	Team KCMC	wong1131@e.ntu.edu.sg	Investigates the feasibility of a proposed change by considering cost, and benefits of the change.
Change Implementation Group	Team KCMC	wong1131@e.ntu.edu.sg	Implements and tests CRs which have been approved by the project manager.

APPENDIX A: CHANGE MANAGEMENT PLAN APPROVAL

The undersigned acknowledge they have reviewed the CashTrack **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: 21 Oct 2021

Print Name: Wong Ying

Title: Project Manager

Role: Oversees and ensures compliance with the Change Management Plan

Signature: Date: 2021

Print Name: Hussain Kheriwala

Title: Lead Developer

Role: Analyze the CR's feasibility/impact from a technical point of view

Signature: Date: 2021

Print Name: Taneja Parthsarthi

Title: QA Manager

Role: Analyze the CR's feasibility/impact from a quality assurance point of view

Signature: Date: /2021

Print Name: Ta Anh Duc

Title: Release Engineer / Acting Change Manager

Role:	Spearheads the feasibility study of CRs and logs them into the Change Log

APPENDIX B: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
Project Proposal	Responsibilities of members in the team	KCMC MediaWiki - Lab 1 Deliverables

APPENDIX C: KEY TERMS

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

Term	Definition
Stakeholder	Groups or individuals that are either directly involved in, affects or be affected by the development of the system
Procedure	A series of steps conducted in a planned and orderly manner
Priority	The importance of ordering in which the accepted changes are scheduled to be handled
Change Request	A change request is a document containing a call for an adjustment of a system
Baseline	An agreed description and definition of attributes of the product that has been formally reviewed and approved by responsible management, that thereafter serves as the basis for further development

APPENDIX D: CHANGE REQUEST FORM EXAMPLE

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

Change Request Form			
General Information			
CR# (Internal Use)		**Product**	
Submitter		**Phone**	
Submitter Role		**Email**	
Description			
Creation Date			
Change Type			
Priority (Circle)	Critical	High	Medium	Low
Reason for Change			
Other Components Affected			
Assumptions and Notes			

Initial Analysis	
Hour Impact	
Duration Impact	
Schedule Impact	
Comments	
Recommendations	

Internal Use:			
CR Status	In review	Approved	Rejected
Decision Date			
By		**Sign-off**	
Notes			

APPENDIX E: CHANGE MANAGEMENT LOG TEMPLATE

The detailed Change Management Log template attached below can be used to track and manage requested changes during the life of the project.

Change Management Log

Project Name	Kim's Convenience Modern Cinema (KCMC)	Description	Movie booking web application which provides personalised movie recommendations with the help of deep learning to create a recommendation system
Project Manager	Wong Ying		
Date Created	Sep 2021		

CR#	Type	Submitted Date	Submitter	Status	Description	Priority	Schedule Impact (days)	Approved by	Sign-off	Comments