



# **EX-SELL**

## **CHANGE MANAGEMENT PLAN**

**Version 1.0 approved**

**Prepared by Zenith**

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Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	<i>Lim Yan Jun</i>	<i>03/25/2018</i>	<i>Yiu Hong Sum</i>	<i>25/03/2018</i>	<i>Initial Change Management Plan</i>

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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.

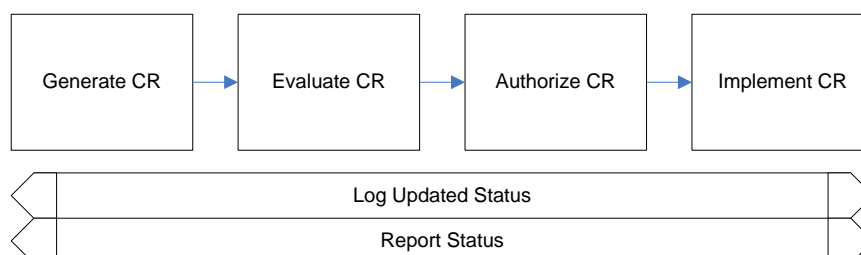
The Change Management Plan is created during the Planning Phase of the project. Its intended audience is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out the plan.

## 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
Critical	Product is totally unusable. Flaw in the infrastructure related to security loophole, which had to be resolve immediately
High	Changes that could involve changing the project requirements and structure. This requires to be resolve as soon as possible
Medium	Requested features made by client. Rejecting of such request is not acceptable by client. Might cause little to no impact on application performance.
Low	Lack of certain features. Low amount of impact to the application functionality.
Mandatory	Additional features requested by client. Exclusion does not affect application in any way.

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
Availability	Change affecting the uptime of the application to the public
Scalability	Change affecting future improvements.
Maintainability	Change affecting efficiency and speed of operational status restoration

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
Product Manager	Yiu Hong Sum	96399127	Oversees project progress. Approves and executes project plan
Development Manager	Lim Kian Hock Bryan	91371197	Ensures changes requested is able to be accomplish.
Test Manager	Soong Jie Ming	90289372	Ensures acceptable software quality. Designs testing strategies. Executes test procedures
Risk Manager	Chen Zhenni	97365716	Ensures all risk and key project plans changes is been emphasized.
Client Representative	Cheng Yang Zhen	81288836	Responsible for interacting with client and ensure product meets client needs.

## 3. Responsibilities

Role	Name	Contact	Description
Project Manager	Yiu Hong Sum	96399127	Create work breakdown structure, schedule and assignment of tasks.
Change Manager	Soong Jie Ming	90289372	Prepare change management plans, assesses change readiness
Senior Manager	Lim Kian Hock Bryan	91371197	Approves or reject changes made.
Project Support Functions Representative	Chen Zhenni, Aaron Chang Keat Lueng	97365716, 98551266	Supporting task management.
Project Team Representative	Cheng Yang Zhen, Lim Yan Jun	81288836, 81683800	Prepare and design changes requested. Raise all the challenges upon application changing process.

## Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the **Ex-Sell 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:	03/25/2018
Print Name:	Yiu Hong Sum		
Title:	Project Manager		
Role:	Responsible in managing the team		

Signature:	_____	Date:	03/25/2018
Print Name:	Soong Jie Ming		
Title:	Change Manager		
Role:	Identify and highlight changes		

Signature:	_____	Date:	03/25/2018
Print Name:	Lim Kian Hock Bryan		
Title:	Development Manager		
Role:	Prepare and design changes requested. Raise all the challenges upon application changing process.		



## Appendix B: References

The following table summarizes the documents referenced in this document.

<b>Document Name and Version</b>	<b>Description</b>	<b>Location</b>
<i>CDC_UP_Change_Management_Plan_Template.doc</i>	<i>Template for Change Management document</i>	<i><a href="https://ntulearn.ntu.edu.sg/bbcswebdav/pid-1263097-dt-content-rid-4782193_1/xid-4782193_1">https://ntulearn.ntu.edu.sg/bbcswebdav/pid-1263097-dt-content-rid-4782193_1/xid-4782193_1</a></i>

## Appendix C: Key Terms

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

Term	Definition
Authorization	Having the appropriate levels of permission to access a specific application or perform a specific function.
Baseline	The approved time phased plan
Budget	The approved estimate for the project or any work breakdown structure component or any schedule activity.
Change Control Board	A formally constituted group of stakeholders responsible for reviewing, evaluating, approving, delaying, or rejecting changes to the project, with all decisions and recommendations being recorded.
Change Request (CR)	A request to expand or reduce the project scope, modify policies, processes, plans, or procedures, modify costs or budgets, or revise schedules. Requests for a change can be direct or indirect, externally or internally initiated, and legally or contractually mandated or optional. Only formally documented requested changes are processed and only approved change requests are implemented.
Change Request Form	A form that is submitted to request a change.
Deliverable	Any unique and verifiable product, result, or capability to perform a service that must be produced to complete a process, phase, or project.
Project Manager	The person assigned by the performing organization to achieve the project objectives. The Project Manager is responsible for project performance in relation to approved cost, schedule and performance baselines.
Stakeholder	A person or organization that is actively involved in the project, and/or that could positively or negatively impact the achievement of the project objectives, and/or whose interests may be positively or negatively affected by the execution or completion of the project.
Undersigned	The signatory or co-signatories to the document in question.
Work breakdown structure	A subdivision of the work which the project is responsible for, defined as hardware, software, and service elements, integrating effort, and provides a framework for planning,

(WBS)	control, and reporting.
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## 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.



CDC\_UP\_Change\_Re  
quest\_Form\_Example

## 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.



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anagement\_Log\_Tem