

EX-SELL

CHANGE MANAGEMENT PLAN

Version 1.0 approved

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25th March 2018

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

## Purpose of The Change Management Plan

The Change Management Plan documents and tacks 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.

# 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

|  |  |
| --- | --- |
| **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 |



## 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) |

## 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. |

### 

### 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. |

# 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.

|  |  |  |
| --- | --- | --- |
| **Document Name and Version** | **Description** | **Location** |
| *CDC\_UP\_Change\_Management\_Plan\_Template.doc* | *Template for Change Management document* | *https://ntulearn.ntu.edu.sg/bbcswebdav/pid-1263097-dt-content-rid-4782193\_1/xid-4782193\_1* |

**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 (WBS) | 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, control, and reporting. |

**Appendix D: Change Request Form Example**

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



**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.

