



PawfectMatch

CHANGE MANAGEMENT PLAN

Version 1.1

18/10/2025

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Chloie	14/10/25	Zi Jian	15/10/25	Change Management Plan Template
1.1	Zi Jian	18/10/25	Chloie	18/10/25	Change Management Plan Draft

TABLE OF CONTENTS

1 INTRODUCTION.....	4
1.1 PURPOSE.....	4
2 CHANGE MANAGEMENT PROCESS.....	4
2.1 CHANGE REQUEST PROCESS FLOW REQUIREMENTS.....	4
2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG.....	5
2.4 EVALUATING AND AUTHORIZING CHANGE REQUESTS.....	5
2.4.1 Change Control Board.....	7
3 RESPONSIBILITIES.....	8
APPENDIX A: CHANGE MANAGEMENT PLAN APPROVAL.....	9
APPENDIX B: REFERENCES.....	10
APPENDIX C: KEY TERMS.....	11
APPENDIX D: CHANGE REQUEST FORM EXAMPLE.....	12
APPENDIX E: CHANGE MANAGEMENT LOG TEMPLATE.....	13

1 INTRODUCTION

1.1 PURPOSE

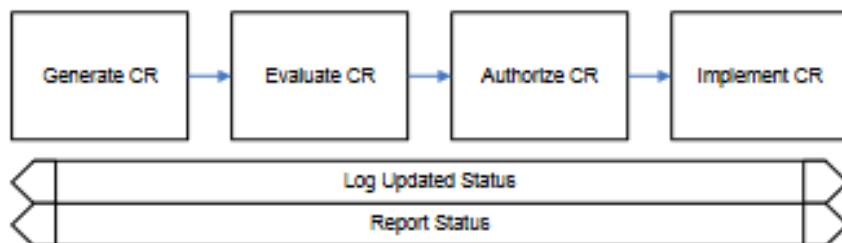
The *PawfectMatch* Change Management Plan defined the process for identifying, evaluating, approving, and implementing changes throughout the project lifecycle. It ensures that all proposed changes are assessed systematically to maintain project stability and alignment with academic and functional requirements.

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
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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
Email	Email of the submitter
Product	Product that the suggested change is for
Version	Product version that the suggested change is for
Priority	Code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low)

2.4 EVALUATING AND AUTHORIZING CHANGE REQUESTS

Change requests are evaluated using the following priority criteria:

Priority	Description
High	The change directly impacts critical system functionality, security or deadlines and must be addressed immediately.
Medium	The change enhances performance, usability, or maintainability but does not affect critical milestones.

Low	The change has minor impact, could be cosmetic, minor bugs or non-urgent improvement, and can be addressed later.
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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
Quality	Change affecting quality
Reliability	Change affecting reliability
Security	Change affecting security
Scalability	Change affecting scalability
Usability	Change affecting usability

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 has been reviewed and is being tested

Approved	CR is approved and awaiting for assignment
Rejected	CR is rejected

2.4.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Chan Zi Jian	8255 2668	<ul style="list-style-type: none"> • Oversees overall project progress. • Approve and execute project plans. • Assigns tasks and reports project status to team members. • Manage and motivate team members. • Represent the team to stakeholders and external parties.
Lead Developer	Chloie Tan Yue Yun	8344 7998	<ul style="list-style-type: none"> • Overall technical lead • Responsible for technical aspects of product release. • Oversees the product development. • Coordinate development efforts across teams.
QA Manager	Nelly Nurelda Binte Zulkiflee	8122 9337	<ul style="list-style-type: none"> • Oversees the overall product and process quality. • Ensure that QA standards are closely followed throughout development • Oversees testing and validation process carried out by QA engineer.

3 RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Chan Zi Jian	8255 2668	<ul style="list-style-type: none"> • Oversees the overall change management process • Maintains the documentations and files. • Communicate decisions to stakeholders.
Change Manager	Nelly Nurelda Binte Zulkiflee	8122 9337	<ul style="list-style-type: none"> • Logs all change requests. • Review and update change management log. • Approval of change requests.
Change Analyst	Chloie Tan Yue Yun	8344 7998	<ul style="list-style-type: none"> • Conduct analysis on proposed changes. • Prepares reports for review. • Implement approved changes.

APPENDIX A: CHANGE MANAGEMENT PLAN APPROVAL

The undersigned acknowledge they have reviewed the PawfectMatch 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: 12/10/2025
Print Name: Chan Zi Jian
Title: Mr.
Role: Project Manager

Signature:  Date: 7/10/2025
Print Name: Nelly Nurelda Binte Zulkiflee
Title: Ms.
Role: Quality Assurance Manager

Signature:  Date: 11/10/2025
Print Name: Chloe Tan Yue Yun
Title: Ms.
Role: Lead Developer

APPENDIX B: REFERENCES

Type	Description	Location
PawfectMatch_Change_Management_Plan_v1.0	PawfectMatch Change Management Plan documentation.	https://github.com/softwarelab3/3040-T-EL2-KK/tree/main/Documentation

APPENDIX C: KEY TERMS

Term	Definition
Change Request (CR)	A formal proposal to change any aspect of the project. Requests may range from bug fixes, feature implementations to cosmetic changes.
Change Request Form	A form to request a CR.
Change Control Board (CCB)	A committee responsible for reviewing and authorizing CR.
Change Management	A process to identify, evaluate, approve and implement changes to the project.
Change Management Log	A document containing all details and decisions regarding project changes.

APPENDIX D: CHANGE REQUEST FORM EXAMPLE

Change Request Form (CRF)

Change Request ID (CR #): _____

Date Submitted: _____

Requested By: _____

Department / Team: _____

Contact Information: Phone: _____ Email: _____

1. Change Summary

Title:	_____
Version:	_____
Description:	_____
Reason for Change:	_____

2. Impact Assessment

Impact Area	Description of Impact	Estimated Effort / Cost
Scope	_____	_____
Schedule / Time	_____	_____
Cost / Budget	_____	_____
Resources	_____	_____

3. Priority and Type

Priority Level:

High Medium Low

Type of Change:

Scope Time Cost Resources Deliverables Product Quality Compliance

4. Review and Authorization

Reviewed By	Role	Date	Remarks

5. Decision

Decision	Approved By	Role	Date	Comments / Conditions
<input type="checkbox"/> Approved				
<input type="checkbox"/> Rejected				

6. Implementation

Implemented By	Role	Date Started	Date Completed	Verification / QA Sign-off

7. Notes / Attachments

(Include screenshots, diagrams, or supporting documents related to the change request.)

APPENDIX E: CHANGE MANAGEMENT LOG TEMPLATE

Revision Date: 18/10/2025

Change Management Plan

For Internal NTU Use Only, Sensitive But Unclassified