SportZ

CHANGE MANAGEMENT PLAN

Version 1.0
Prepared by Team SportZ

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VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Chew Poshi	03/24/2022	Lim Sheng Zhe	03/28/2022	Initial Change Management Plan

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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 Change Request (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
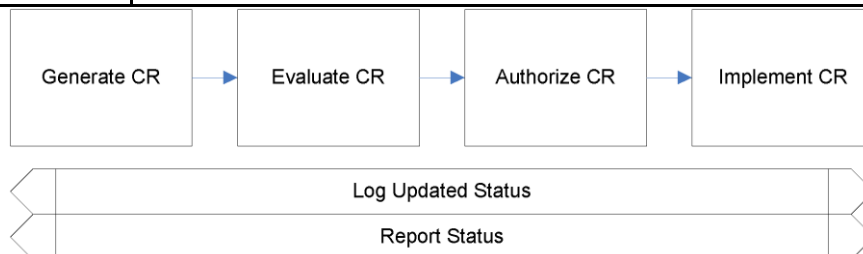
2.2 CHANGE REQUEST FORM AND CHANGE MANAGEMENT LOG

Element	Description
Date	The date the CR was created
CR ID	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	This issue results in the unusability of the product due to its basic functions not being able to run. This CR will impact all users and has to be resolved immediately.
High	Any change that impacts important product components or systems structure, may require outage. This includes the need to overhaul project requirements and structure. This CR need to be resolve with immediate attention as it will impact major users
Medium	CR was made by a client and is mandatory. CR causes little to no impact on the integrity and performance of the system and should be addressed accordingly.
Low	Minor issues such as minor bug issues , cosmetic changes , and client feature requests that can be rejected. CR causes little to no impact on the integrity and performance of the system and should be addressed accordingly.
Insignificant	Small-scale feature made by client. This CR does not impact the system to any form.

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 domain
Reliability	Change affecting the integrity of the system
Scalability	Change affecting future enhancements
Maintainability	Change affecting efficiency and performance 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.
On Hold	CR approved, assigned, and work is put on hold

Rejected	CR is rejected

2.3.1 Change Control Board

Role	Name	Contact	Description
Project Manager	Lin Zixing	90691707	- Oversees project progress - approves and executes project plan - Distribute task to team - Report to team on progression of project - Manage and motivate team members - Represents team to outside world - Makes decisions on deadline for tasks
Risk Manager	Hermes Lim HongJun	96387628	- Conduct bi-weekly risk assessment meetings with the Risk management team to provide updates on existing risk progress. - Ensure all risk project plans changes are up to date. - Brainstorm with the Risk management team on strategies to reduce and eliminate risk involved in the project.
Client representative	Chia Songcheng & Lim Sheng Zhe	83157488	- Represents client and present client request on requested changes or additions. - Understand the solution provided and present it to the client for feedback and approval.
QA Manager	Chee Zi Hoe	92572848	- Oversees Overall product and process quality - Ensures all functional and non-functional requirements are met - Establish baseline for testing - Develops, manages, and executes all phases of quality assurance testing, including analysis of product requirements to produce test requirements

			- Recording, analyzing, and distributing statistical information - Supervising QA Engineer - Oversee the test procedures made by QA engineer
Tech Lead	Fabian Wong	87256323	- Overall Technical Lead - Responsible for Product Release - Coordinate team's schedule - Ensure Effective Communication between team members - Establish stimulated software development standards - Establish best practices for delivery of high-quality software - Assess the change request and produce an estimated timeframe - Ensure Change Requests are completed within the agreed timeframe.

3 RESPONSIBILITIES

Role	Name	Contact	Description
Project Manager	Lin Zixing	90691707	- Activity and resource planning - Controlling time management by preparing work breakdown structure - Ensure project schedules and deliverables are met - cost and risk estimation - Monitor progress and report to Change Control Board - Manage report and necessary documentation
Change Manager	Chia Songcheng	83157488	- Identify and highlight changes to be made - Prepare and update the Change Management Plan for traceability verification - Assess the cost and urgency of the change request - Apply strategies to support adoption of change required.

Change Analyst	Lim Sheng Zhe	84672875	- Analyze the Change Request and predict impact of the change - Update change requirement - Implement change management activities - Participate in evaluating impact of proposed change

Communication Manager	Chew Poshi	88654911	- Oversee all internal and external communication of the project - Communicate and feedback to clients on change related issues and technical details

Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the **Sportz 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: 31/03/2022

Print Name: Lin Zixing

Title: Project Manager

Role: Oversees the management of the team

Signature: _____   Date: 31/03/2022

Print Name: Fabian Wong

Title: Tech Lead

Role: Lead team of software developers

Signature: _____   Date: 31/03/2022

Print Name: Chia Songcheng

Title: Change Manager

Role: Monitors and supervises the process of operational changes

Appendix B: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
SportZ_Change _Management_ Plan_v1.0	Sportz Change Management Plan Document	Team SportZ MediaWiki

Appendix C: Key Terms

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

Term	Definition
Baselines	An stable version of configuration items. It serves to provide a fixed reference point for change management.
Change Control Board	A committee that evaluates and prioritizes change requests in the context of projects.
Change Request (CR)	A formal proposal for an alteration to some system. Such requests typically originated from bugs / system enhancement / development of other systems / changes in underlying structure and or standards.
Change Request Form (CRF)	A form that is used to request a change in the project.
Work Breakdown Structure (WBS)	A project management tool that breaks down the deliverables of the project into smaller components. It helps to orgainze the team's work into manageable sections and accomplish a large project within a certain timeframe.

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.

Sportz_Change_Request
_Form.doc

SportZ   # Change Requests Form

General Information					
Change Request ID:					
Project Name:					
Requested By:		**Phone:**		**E-mail:**	
Date of Request:					
Priority:	☐ Critical	☐ High	☐ Medium	☐ Low	☐ Insignificant

Change Detail	
Change Title:	
Description of Change:	
Reason for change:	
Other Artifacts Impacted:	
Assumptions and Notes:	
Attachments or Reference:	

Initial Analysis		
Hour Impact:		
Duration Impact:		
Schedule Impact:		
Comments:		
Recommendations:		

Change Control Board Decision				
Decision	☐ Approved	☐ Approved w/Conditions	☐ Rejected	☐ More info
Decision Date				
Decision Explanation				
Conditions				

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.

SportZ_Change_Management_Log.xlsx

SportZ Change Management Log					
Project Name:					
Project Manager Name:					

Change No.	Type	Description	Data Identified	Status	Priority	Assigned	Remarks

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