

***Change
Management
Policy***
Consulting
Services for
Updating GEA
with Artifacts/Data
Dictionary at
Federal Structure,
Government of
Nepal

4th Sep 2019

Final

Strictly Private and
Confidential



1. *Introduction*

1.1. *Purpose*

The purpose of this document is the definition and determination of the change request process and its application to all parties involved in the operation & Maintenance phase of the project.

1.2. *Scope*

The aim is to introduce and implement a structured process to assist the management and the project success with respect to change requests

This document describes the activities, roles and responsibilities within the CR process of the Project in the operation & Maintenance phase.

This document refers to those who are involved in the Supporting Project especially:

- Work stream Structural
- Work stream XYZ
- Work stream XYZ

This CR process also applies to the Buyer Retail Workstreams where the CCB consist of other members.

The change request process is defined as follows:

- All changes to a work product initiate the CR process provided that the work product is at an approved or (partially) agreed version
- A CR is an amendment to the scope, work products, quality, timeline or cost
- To evaluate change requests for their impact including their prioritization
- To decide on change requests quickly
- Traceability of all CR approvals and rejections (transparency and documentation)



2. *Types of changes*

There are two possible types of changes:

1. Change Requests
2. Defects

Change requests include changes in the business or technical scope.

Minor changes in data mapping sheets e.g. changes in the field to field mapping are not treated as change requests and pass a simplified quality assurance process which is agreed between SELLER and Buyer. A versioning of the data mapping sheets ensures that only approved requirements will be handed over for implementation.

In the Migration Project Defects are not treated as change requests as far as they have no changes to requirement related work products.

If the finding of a defect implies a change on existing work products it initiates a change request and the defect is treated according to the process modelled for change requests.



3. *Manage change requests*

3.1. *Overview*

Change Requests can have an impact on:

- work products
- Project scope
- Costs
- Time
- Resources
- Quality
- Risks

3.2. *Tools*

The CR process is supported by following documents and tools:

- CR form
- SVN Tortoise for document historizing and versioning
- HP Quality Center for tracking
- Complete list of all CRs via Excel



Change Request
Form



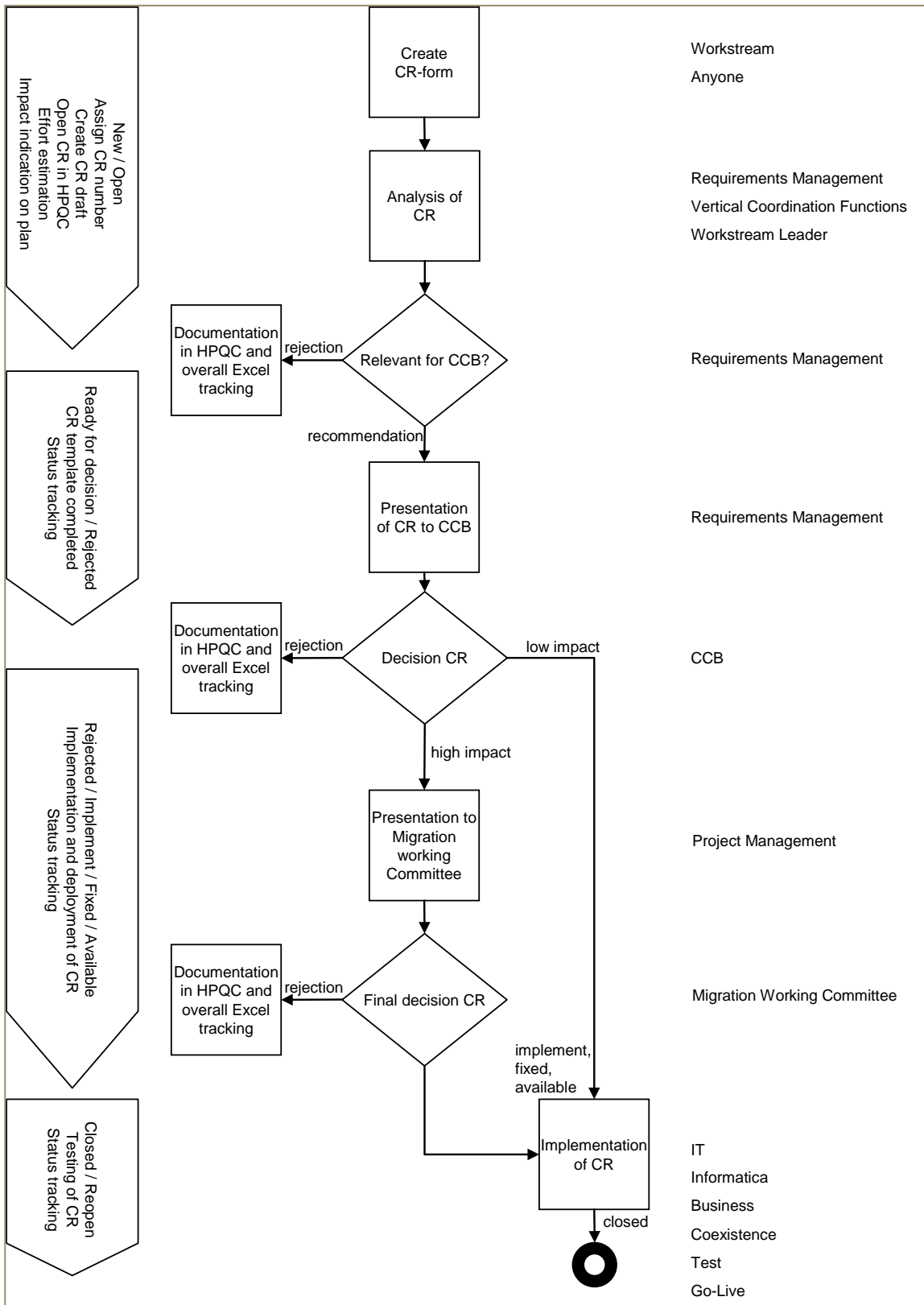
CR Tracking.xlsx



3.3. Roles, responsibilities and resources

Role	Responsibility	Resource
Anyone	<ul style="list-style-type: none">• Request for Change• Recommends changes to workstream leader• Creates CR (CR-form)	Project member
Change Control Manager (CCM)	<ul style="list-style-type: none">• Verification of the CR• Pre-qualification of the content and the document (formal correctness)• Tracking of change requests (CR)• Preparation of CCB-Meeting• Presentation of the CRs to the CCB for verification• Monitoring of the CR process• Tracking of CR status• Informs CR creator, workstream leader, PMO and project management regarding status and progress	Requirements Management, Test, Informatica, Data Alignment
Workstream Leader	<ul style="list-style-type: none">• Advisory and supportive function for the CCM• Initiating CR to bring out changes• Verification of CR with the CCM• Responsible for the CR's content (together with CR creator)• Can reject CRs• Evaluation of impact to critical success factors	
Change Control Board (CCB)	<ul style="list-style-type: none">• Verificaion of CR• Eventually assigns further (risk) analysis• Eventually consults specialists• Recommends prioritization• Can approve or reject CR (with corresponding documentation in HP QC) depending on the project's impact• Monitoring of the overall project context of the change request, if other areas of the project in addition to the above scope are affected• Advisory and supportive function for the TSA committee• If required address CR to stakeholders outside of the project	Project Management SELLER: BUYER:
Migration Working committee	<ul style="list-style-type: none">• Can approve or reject CR (with corresponding documentation in HP QC) if the CR has a high impact on the project• Eventually consults specialists	SELLER Members: Buyer Members:

Detailed process flow



3.4. Decision criteria

To come to a decision regarding change requests addressed to the Migration Project following criteria have to be taken into consideration:

1. Is the CR needed for a successful achievement of the project objective (data migration)?
2. What is the timeframe for the implementation of the CR?
3. What is the exact impact on the project timeline?
4. What are exactly the costs for implementing the CR?
5. How is the priority of the CR?

When the answers lead to a rejection of a CR or to the decision for implementation and which thresholds can be set has to be discussed in the decision-making bodies (i.e. CCM, CCB and Migration Working Committee).

3.5. Priority

High:

Without this feature, the system does not fulfill its primary purpose i.e. the system cannot be used without this feature.

Medium:

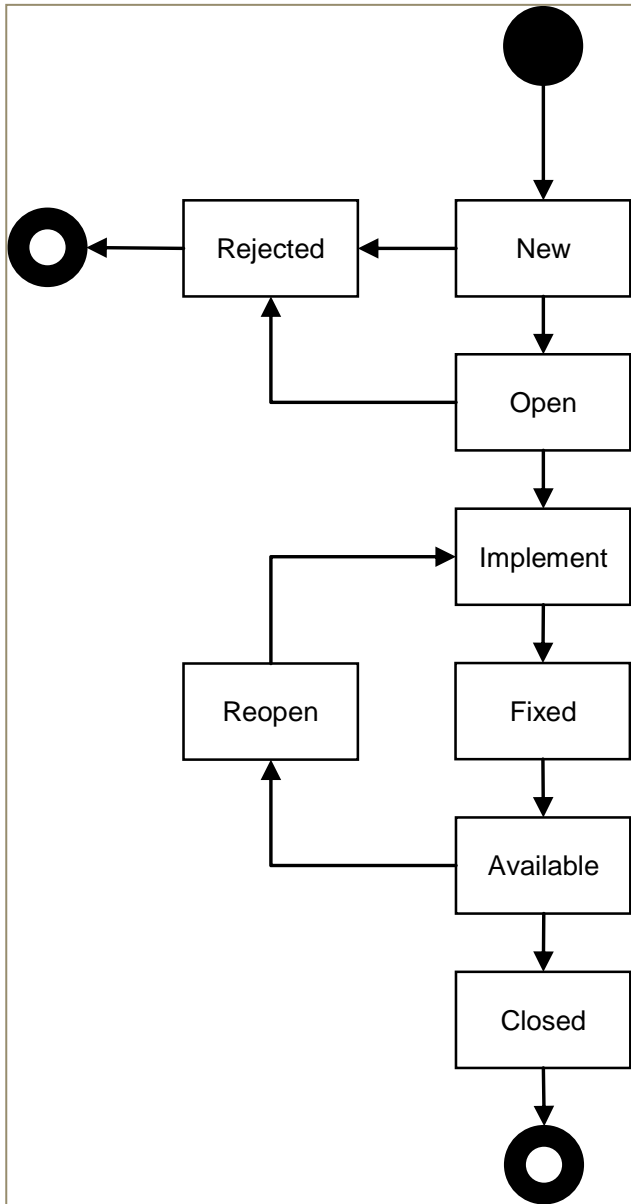
There will be a significant loss of satisfaction with using the system and there is a very high risk for incorrect data being input in the solution and/or a high risk for incorrect processing of data within the solution without this feature.

Low:

There will be a significant loss of satisfaction with using the system but there is little or no impact on the risk for incorrect data and/or processing of data or the feature makes life easier while using the system i.e. nice to have.

3.6. Change Request status

A change request can have following status:



Following transitions apply to the change requests. All changes in the status must be communicated to the Requirements Management.

Status from	Status to	Role	Comment
New	Open Rejected	CCM	All change requests begin with the status „New”
Open	Implement Rejected	CCM, CCB, TSA Committee	CR decided for implementation or rejected.
Implement	Fixed	IT, Informatica	When the implementation is done but not yet available for testing the status changes to “Fixed”.



Fixed	Available	IT, Informatica, Deployment Management	When the programmes are deployt in the test environment tht status changes to “Available”. CCM informs test.
Available	Reopen Closed	Test	When the implementation of the CR ended in an defect the status will be set to “Reopen” otherwise to “Closed
Reopen	Implement	CCM	CCM addresses the reopened CR to the IT / Informatica for implementation.
Closed	N/A	Test, CCM, CCB	After successful testing the CR will be closed and the CCB will be informed by the CCM.

3.7. List of work products

Amongst others work products can be:

- Requirements Document
- Data Mapping Sheet
- Supplementary Specification



4. *Abbreviations*

CCB	Change Control Board
CCM	Change Control Management
CR	Change Request



Appendix A. - Appendices

A.1. Appendix - Insert title

Insert text or table here