

Change Control Process

Purpose

The purpose of this document is to provide the project manager, sponsors, steering committee members and all other stakeholders with the standard process for managing changes on the [project name] project.

Related Documents

The scope of the [project name] has been defined in the approved Project Charter dated [date]. The work breakdown of the project and the timeline are detailed in the approved project plan dated [date].

Purpose and Objectives

The purpose of this change management procedure is to manage change requests so that approved changes will be controlled, ensuring the project remains on schedule, within budget and provides the agreed deliverables.

The primary objectives of change management are to:

- manage each change request from initiation through to closure;
- process change requests based upon direction from the appropriate authority;
- communicate the impact of changes to appropriate personnel; and
- allow small changes to be managed with a minimum of overhead.

Scope

The Change Management Process is the mechanism used to initiate, record, assess, approve and resolve project changes. Project changes are needed when it is deemed necessary to change the scope, time or cost of one or more previously approved project deliverables. Most changes will affect the budget and/or schedule of the project.

Policy

The use of the formal change management procedure will be required when any changes are discovered or requested which impact previously reviewed, approved and published project deliverables.

The documentation and tracking of all change requests will be managed using the defined procedure and facilitated by the use of the change management log.

A multi-tiered approach will be used to approve change requests:

- The Project Manager will make decisions to analyze and decisions to proceed with changes if the changes do not impact scope, budget or schedule or result in an increase in risk for the project.
- Changes which do impact scope, budget or schedule will be forwarded to the Steering Committee for review. The Steering Committee will advise the Project Sponsor.
- Where the [functional owner] has the resources to absorb the impact of the change, the Project Sponsor will make the final decision, based upon the information provided by the Project Manager and the input of the Steering Committee. The Project Sponsor, the [advisor], and [advisor] will discuss requests that may result in a significant change in scope, schedule, and budget, i.e. the impact of the change cannot be covered by [functional owner] resources. This group will advise the Steering Committee.
- The Steering Committee will make the final decision based upon the information provided

Decision Matrix

		<i>scope change</i>	<i>increase budget</i>	<i>not increase budget</i>	<i>increase risk</i>	<i>not increase risk</i>	<i>increase schedule</i>	<i>not increase schedule</i>
The impact of the change may be absorbed by [functional owner]	Decision by Project Manager	N	N	Y	N	Y	N	Y
	Vet with Steering Committee	Y	Y	N	Y	N	Y	N
	Decision by Project Sponsor	Y	Y	Y	Y	Y	Y	Y
the change cannot be absorbed by [functional owner]	Vet with [advisor names]	Y	Y	n/a	Y	n/a	Y	n/a
	Decision by Steering Committee	Y	Y	Y	Y	Y	Y	Y

The following is a general guideline for the change management process. Most changes will require a subset of the steps listed.

Procedures

Each request will be tracked from the time of presentation through:

1. Identify (identify and document the required change)
2. Validate (verify the change is valid and requires management)
3. Analyze (analyze and record schedule, cost and effort impact of change)
4. Control (decide whether to execute the change)
5. Action (execute decision, including revision to project plans if necessary)
6. Close (verify that action is complete and close change request)

Identify Change Request

Action	Responsibility
1. Identify and record the issue (in [location]).	Project Manager or Team Lead

Validate Change Request

Action	Responsibility
2. Identify member of the management team as the issue owner. 3. Validate change request with project team members as appropriate. 4. Assess and evaluate change for necessity to project. 5. Update change request with target date for completion of analysis.	Project Manager

Analyze Impact

Action	Responsibility
6. Triage w/ consultation of the Project Sponsor 7. Meet contract requirements for responding to Change Requests. 8. Assign resources to review the impact of the change request. 9. Direct activity to assess the scope, cost and schedule impact of the change. 10. Update change request with impact analysis and estimates in terms of scope, cost, schedule and effort impacts. 11. Update change request with target date for decision.	Project Manager

Control Change Request

Action	Responsibility
12. Meet Sigma contract requirements for responding to Change Requests. 13. Determine required approvals and assign priority to the change request. 14. If changes impact scope, budget or schedule place request on agenda for next Steering Committee meeting. 15. If changes do not impact scope, budget or schedule decide whether to proceed with the change.	Project Manager
16. Review and discuss analysis of change request. 17. Develop recommendation for the Project Sponsor.	Steering Committee
18. Decide whether to proceed with the change. 19. If impact of change cannot be absorbed by [functional owner], schedule discussion with [advisor names].	Project Sponsor
20. Review and discuss analysis of change request. 21. If change request should be escalated to Steering Committee, place request on agenda for next meeting (or email if request is urgent). 22. Develop recommendation for the Steering Committee.	Project Sponsor, [advisor names]
23. Review and discuss analysis of change request. 24. Decide whether to proceed with the change.	Steering Committee
25. Generate approval signature sheets for each outstanding change request. 26. Update status of change request with control decision.	Project Sponsor

Action Change Request

Action	Responsibility
27. Negotiate contract changes. 28. Execute contract changes.	Project Manager, Project Sponsor, Technology Acquisition Manager
29. Incorporate change request into appropriate plans and work plan. 30. Update work plan baseline for agreed changes.	Project Manager

Close Change Request

Action	Responsibility
31. Close change request. 32. Communicate work plan change to project team.	Project Manager

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| <p>33. Monitor and report progress against project plan.
34. Confirm all updates have been recorded and file all Change Request Documents.</p> | |
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