

# Change management

<Project title>

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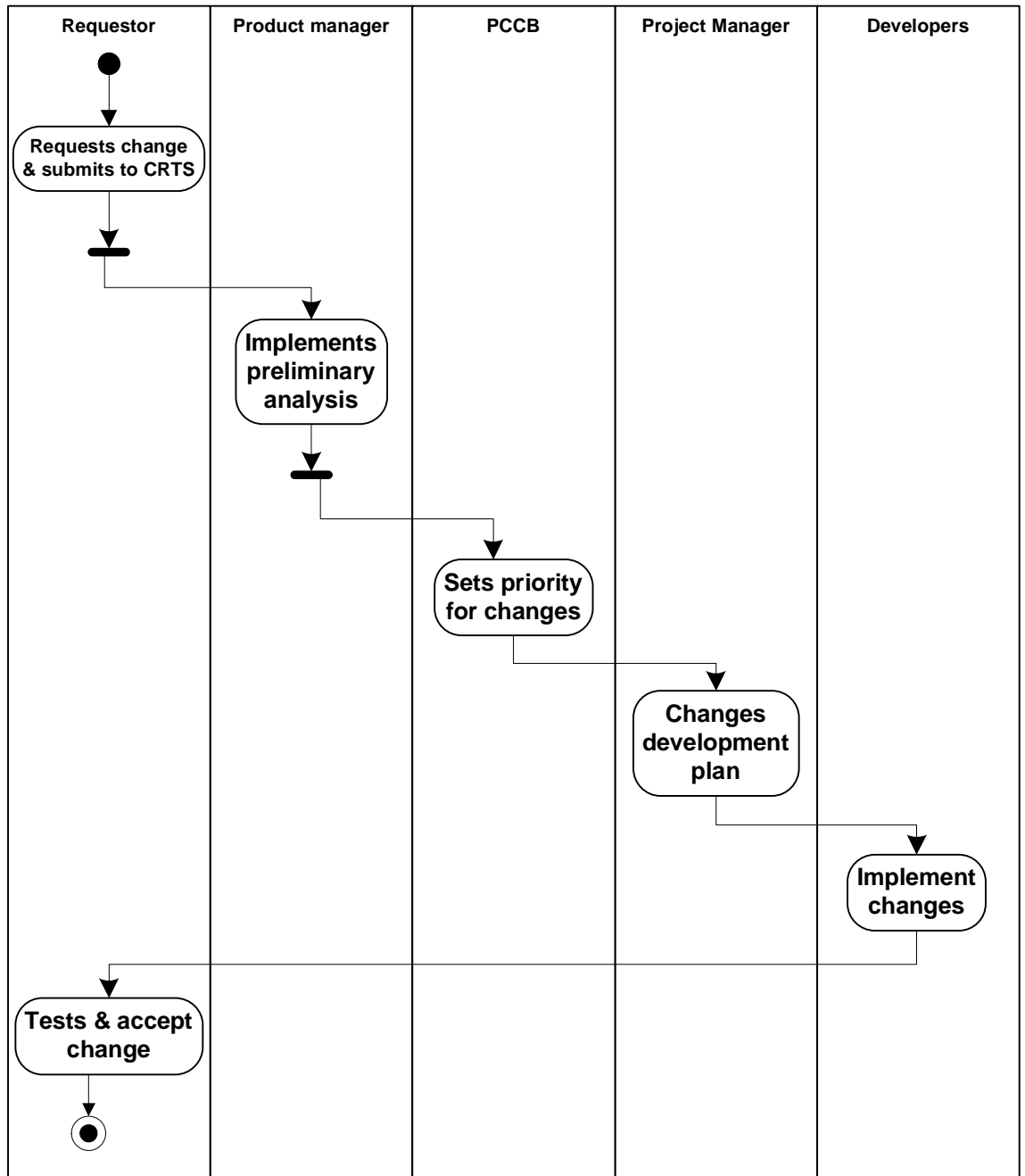
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## 1. Definitions

**PCCB**            **Project Change Control Board**

**CRTS**            **Change Request Tracking System:** a system, which supports the change request life cycle, from the submitting a request by the requestor to reporting and closing the requests' implementation.

## 2. Workflow



## 3. Participants

### 3.1. Requester

The individual who requests a change (direct or indirect) in the system.

### 3.2. Product manager

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Project Product manager functions as the User representative for developers.

### 3.3. PCSB

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Project participants, who are responsible for evaluating and approving or disapproving proposed changes in the system, and for ensuring implementation of the approved changes.

### 3.4. Project Manager

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The individual who is responsible for implementation of the approved changes.

### 3.5. Developers

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Those responsible for implementation of the changes.

## 4. Procedure

### 4.1. Requesting and submitting changes

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1. Requestor requests changes, originated by users (direct or indirect). The form of the initial request is free. The initial request should be prepared in writing.
2. The requester's direct manager approves the request.
3. The requester submits the request into CRTS.

#### 4.1.1. Recommendations on how to prepare request

The request structure is as follows:

- Business problem or need
- Description of how the problem is treated now
- Description of how the problem is proposed to be solved using the system.
- Benefits from the change, preferably quantitatively defined.

### 4.2. Preliminary analysis of the request

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1. Product manager agrees with the requester on request description.
2. Product manager classifies the request according to the scheme, established for the system: bug, legal requirement, etc.
3. Product manager defines whether the request can be compiled with by adjusting the software, etc. (no development is needed), or it requires development.
4. If request is related to a software bug, the Product manager assigns the bug severity and puts it on the development waiting list.
5. Product manager explains the request to PCCB, if required.

6. Product manager explains details to the developers, if required.

#### 4.3. Setting Change request priority

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1. PCCB considers the request. If necessary, users should be involved.
2. PCCB requests more details from Product Manager to make the decision.
3. PCCB approves / rejects the request.
4. PCCB sets priority for the approved requests. The priority scheme is:
  - Critical – legal requirements, considerable business process improvements or cost savings
  - High – business process improvements or cost savings
  - Low – “nice to have” features
5. PCCB sets the deadline: date by which the request must be implemented.

#### 4.4. Changing Software Development Plan

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1. Project Manager analyzes the approved Change Requests to determine the impact on the Development plan.
2. Project Manager changes the Development plan.
3. Project Manager defines the release plan based on priorities: showstopper bugs, critical and high priority changes and bugs, low priority changes and bugs.

#### 4.5. Changes implementation

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1. Developer prepares the detailed Change Request specifications.
2. Developer implements the next release.

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