

# Change Management Process

**Description:** Projects are all about change, but that change needs to be tightly managed to maximise the chances of the project meeting its objectives.

Once the project initiation document has been authorised, it will form the baseline for the project. A systematic change control process will then be implemented so that any changes to the project and its scope are only applied if and when the requisite level of agreement and authorisation has been obtained.

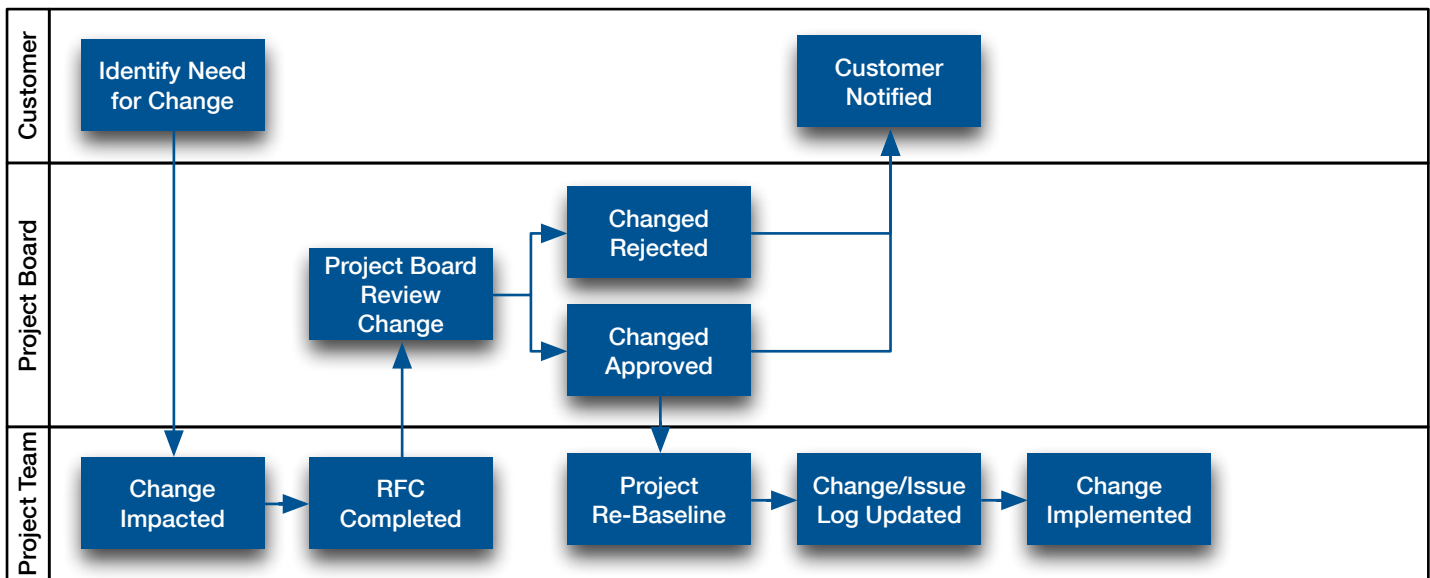
The project manager will ensure that all issues and direct requests for change are recorded in the project issue log, and will carry out an impact analysis on each item. This impact analysis will include consideration of the impact on the project timeline, the cost of the project, and the impact of the proposed change on the risk profile of the project. If the change is practical and desirable, the project manager will produce a request for change document (RFC) for the approval of the Project Board (on their delegated approval authority) to sign off.

If the change is accepted, then the project manager will update the project records, including the stage plan, (or possibly the project plan), the issue log and the RFC log, and then implement the change.

If the change requested involves amendment to a previously completed and approved deliverable, or has major implications for the business case of the project, an exception report will be prepared for consideration by the Project Board at a formal mid-stage assessment meeting.

The RFC log will be maintained by the project manager, and will be stored centrally in the project document database, see section Appendix A for further details.

Keywords: Business Change, People, Process, Technology, Change Management Process, Request for Change, RFC



## Key Success Factors

- \* The customer is aware that a change to scope, quality, cost or schedule requires a formal change request
- \* The Customer, Project board & Project Team accept the need for a formal change process and understand the control & stability it brings to project delivery
- \* Approvals and decisions are recorded in the issue/change log
- \* a thorough analysis is performed for each change request

**A** = Approve  
**P** = Produce  
**R** = Review

### Deliverable / Output

	Project Board	Customer	Project Team
Request for Change Form	A	P	R
Change Log	R		P
Change Notification		R	P