Project Scope & Change Management

Change management is an important part of a successful project. A change management process defines the steps used to identify and make changes to a project including its scope. The elements included in a change management process include the purpose of the change management plan, change control procedures, roles and responsibilities for managing change, a change request form, and a change request log. This tool includes a sample preliminary Project Scope & Change Management Plan.

Project Scope Change Management Plan

I. Purpose

The purpose of the Scope Change Management Plan is to:
1. Manage and control scope change during the Implementation Project.
2. Ensure that the project is implemented on time and within the approved budget and scope.
3. Evaluate and prioritize all changes to the project implementation plan at the institutional level.
4. Provide a process for implementing change required by the system.

ll. Goals

The goals of the Scope Change Management Plan are to:
1. Manage the handling of gaps between institution processes and procedures and the baseline system being implemented.
2. Align efforts and institution resources to meet institutional needs.
3. Help limit modifications to the baseline system.
4. Allocate spending on 3rd party auxiliary systems.
5. Encourage process and policy change before system modifications.
6. Adhere to contractual obligations for change orders with vendor.
7. Encourage communication of project changes as appropriate.

lll. Scope of Change Requests

The following change requests will be addressed by the Scope and Change Management Plan:
1. Modifications to software.
2. Acquisition of 3rd party software.
3. Changes to contracted professional services (e.g. additional consulting visits).
4. Scope (includes modules, data conversion and migration, interfaces, etc.).
5. Milestone dates, including interim milestones and major go-lives.
6. Additional project spending (hardware, training, conferences, etc).
7. Functionality required by policy changes at the university and/or external mandates.

The following change requests will NOT be addressed by the Scope and Change Management Plan:
1. Policy / process changes. May occur as a result of a change request.
2. Requests for modifications to current systems not to be replaced. Changes may occur as a result of integration, migration, and conversion decisions.
3. Re-allocation of contracted professional services hours. May occur due to a change request, but specific requests to re-allocate service hours will not be accepted without justification based on the change.
4. Changes to existing systems.

IV. Change Request Process

1. Team Lead initiates Change Request by completing the Change Request Information section on the Change Request Form and submitting to Project Managers.
2. Project Managers review with Team Lead; identify needed information and next steps to complete; enter into Change Request Log.   Project managers communicate and coordinate (as needed) with appropriate personnel to gather needed information.
3. Project Managers prepare and submit Change Request Impact Analysis section and submit to the Change Management Team.
4. Institution Implementation Team receives weekly updates of pending change requests and provides input as needed / requested.
5. Change Management Team approves/denies change request, provides Final Recommendation on the Change Request Form and advises project Managers.
6. If appropriate, forward for review and disposition.
7. Project Managers communicate the decision to:
    a. The Team Lead making the request of the Change Review Team decision.
    b. Implementation Team.
    c. All Project Managers and appropriate interested parties.
    d. Makes appropriate entries into the Change Management Request Log.
8. Modify Implementation plan and documentation as needed to incorporate approved change.

V. Roles & Responsibilities

Team Leads	Originate change requests based on implementation needs using approved forms and communication processes. Requests from team members should be discussed with the appropriate Team Lead prior to submitting an official change request.
Project Managers	Facilitate the completion of change requests and information gathering. Work directly with vendors (e.g. services or software estimate) and with appropriate IT personnel, administrative and academic offices (e.g. workarounds, changes to policies and procedures) to collect information needed to complete the request.
Implementation Team	Receive updates of completed change requests pending approval. Provide input as needed/requested.
Change Review Team	Evaluate, allow or disallow change requests based on the submitted information. Call upon the Project Manager and Team Leads to provide additional information as needed to complete review. Escalate resolution to Executive Steering Committee as needed.

VI. Notes

- Requests resulting in changes to the vendor contract require approval from the Project Sponsor.
- No changes to the contract should be acted upon or conveyed as an approved change until we have verified that we are in compliance with the original contract.
- Changes to software, budget, or contracted hours will be reviewed, managed and approved by the Project Manager.
- First priority will be given to change requests for mission-critical functions and/or services. Other criteria for evaluating change requests will be approved by the Change Review Team.
- Project Scope Change Management Plan Documents:
    o Change Request Form
    o Change Request Log
    o Scope Change Management Plan