## Change Control Process

*“The misperception that change is free is one cause of project scope creep”*

**Changes to Requirements during the Project Life Cycle:**

The Project Manager is required to manage changes during the Project Life Cycle by assessing whether they have an impact to scope, schedule, or cost. Getting the proper approval from the Project Board once the change is assessed is mandatory. The Project Initiation Report/Project Plan is the document that contains the project scope, high level schedule, and cost. The following written steps are documented as the “Change Impact Assessment Process.

1. The Project Manager will document the problem/change request in the Problem/Change Control Log.
2. The Project Manager will analyze the impact of the change, seeking assistance from team members as necessary. Consider the following factors:
* What is the expected benefit of the change?
* How would the change affect the project’s cost?
* How would the change affect the project’s schedule?
* How would the change affect the software’s quality?
* How would the change affect the project’s resource allocation? Would it add work to people already on the project’s critical path?
* Can the change be deferred to a later stage of the project or a later version of the software?
* Is the project at a point when making the change would risk destabilizing the software?
1. If the change affects scope, schedule, or cost, the Project Manager will present the change request and its impact to the Project Board for a decision on how to proceed.
2. If the Project Board recommends not to implement the change, the Project Manager will update the “change approved by Board” (i.e. not approved) field in the Problem/Change Control Log and put the Board's decision in the “resolution” field. The process then ends.
3. If the Project Board recommends that the change be implemented, the Project Manager will update the Project Plan and other documents (detailed schedule, release strategy and scope, etc.) as required, using Document Version Control, and then update the appropriate fields in the Problem/Change Control Log.

**Change Control for Production Supported Systems:**

The Project Manager responsible for production support must track all changes to the production system.

**For Validated Systems:**

Follow the currently-applicable policies and SOPs for change control.”

**For non-Validated Systems:**

The specific process and change control document to be used must be specified by the Project Manager prior to the application going into production.