



Paralinear Solutions

Team 7

Deliverable 09: Change Request Procedure

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System Name: Gohvan Construction system

Type of System: Complete Business Solution

This document contains the change request report and change request form. It also consists of the configuration management principles used in the development of the system and a flow chart depicting the system change procedure.

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Document Introduction

This document will contain a Change request procedure, form and report as well as the implemented configuration management principles. Concluding with a sign-off by the Team and Client.

1. Change Request Procedure

Introduction:

This section will include the Change Request Procedure, the required forms and report to facilitate the procedure, and Configuration Management Principles. The Change Request Procedure is supplemented with the steps that form the procedure and a flow chart indicating the process.

1.1 Change Request Procedure

1.1.1 Change Procedure Steps:

The following steps below indicates the procedure to be followed.

Step 1: The Client would like to initiate a change request procedure. The Client will complete the “**Change Request Form**”. This form needs to be completed with as much detail as possible, including the motivation for the change. This will help the System Administrator understand the change request.

Step 2: The System Administrator will receive the “**Change Request Form**” and analyse the change request against the provided reasoning. The System Administrator needs to assess the viability of the change request. Whether or not the change request falls within the scope of the system.

Step 3: After reviewing the feasibility of the change request. The System Admin will factor in all considerations and make a decision. The change request will either be accepted, rejected, or accepted with conditions by the System Admin. If the request is rejected, it would be beneficial for the client if the System Admin included the reasoning for the rejection.

Step 4: The change request was accepted. The System Admin will work with the development team to form an actionable plan for implementing the requested change. Once the plan is finalised the System Admin should notify the client that the change request was approved and present the proposed plan to the client.

Alternative Step 4: The “**Change Request Form**” was rejected. The client will receive the form back with the reasoning for the rejection and possible recommendations. The Client should review the provided suggestions, reassess the change request and resubmit a “**Change Request Form**”.

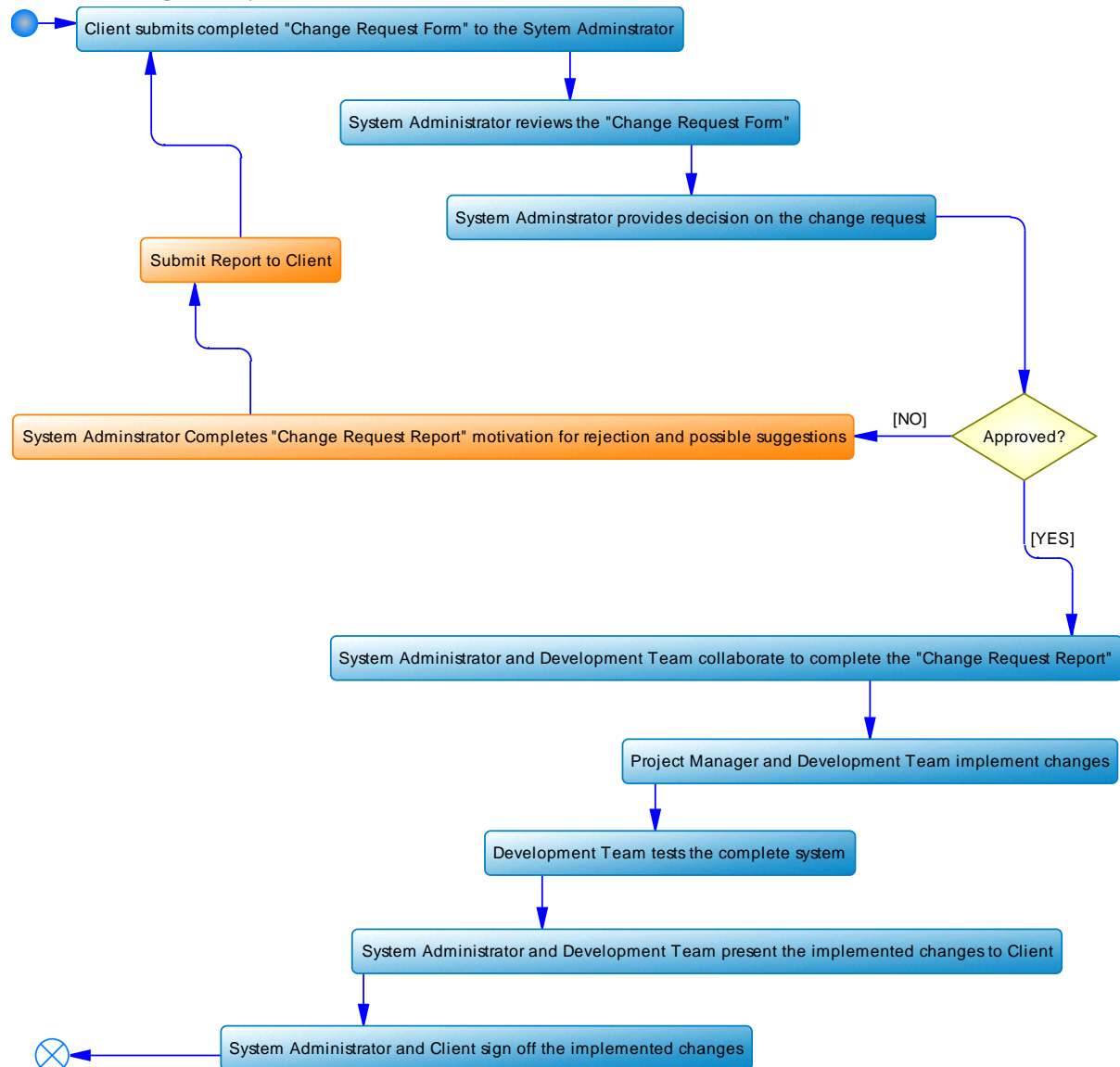
Step 5: The “**Change Request Report**” is completed by the System Admin and Development Team. This report will document the necessary changes to be made to the system. The report should indicate which portion(s)/subsystem(s) will be impacted by the change and include any associated risks.

Step 6: The Project Manager and Development Team will follow the proposed plan to implement the change. The Development will test the entire system after the change is implemented to ensure no inconsistencies or errors appear in the system.

Step 7: Once the Development Team completed the process, they will notify the System Admin to invite the Client to assess the implemented changes. Once the Client and Development Team is satisfied with the change made. They both sign off the Change Request.

If the client requires further alterations to the system. The Client can submit another “Change Request Form” to begin the procedure.

1.1.2 Change Request Procedure Flow Chart



Conclusion

This section contained the Change Request Procedure, the required form and report to facilitate the procedure, and Configuration Management Principles.


2. Change Request Form and Report

Introduction:

This section contains the change request form to be completed by the client, as well as the change request report to be completed by the project team.

2.1 Change Request Form

The below Change Request Form will be used by the Client to initiate the change request procedure.


 <div> Change Request Form The form needs to be completed by the client to begin the change request procedure. Please help include as much detail as possible regarding the change. Should assistance be required, please contact Paralinear Solutions </div>					
Client Details					
Name and Surname:					
Phone Number:					
Email Address:					
Request Details					
Platform: (Mark with an X)	Web Application <input type="checkbox"/>		Mobile Application <input type="checkbox"/>		
System Name:					
Sub-System Name:					
Request Number:					
Request Date:			Required Date:		
Priority (Mark with an X)	Urgent <input type="checkbox"/>	High <input type="checkbox"/>	Medium <input type="checkbox"/>	Low <input type="checkbox"/>	
Type of Change (Mark with an X)	Hardware Upgrade <input type="checkbox"/>	Add New Functionality <input type="checkbox"/>	Change to Existing Functionality <input type="checkbox"/>	Existing Functionality Requires Correction <input type="checkbox"/>	Other (Please provide description below) <input type="checkbox"/>
	Description:				
Current State: (Describe the functionality to be changed)					

Description of Change: (How should the functionality change)		
Reason for Change Request:		
Additional Supporting Information: (Extensive detail will help support reason)		
Sign Off:	_____	_____
	Client	Date
FOR INTERNAL USE ONLY		
System Administrator Details		
Name and Surname:		
Phone Number:		
Email Address:		
Head Developer Details		
Name and Surname:		
Phone Number:		
Email Address:		
Request Decision (For more information please see the attached "Change Request Report")		
Change Request Decision	Approved <input type="checkbox"/>	Rejected <input type="checkbox"/>

Reason For Decision:		
Sign Off:	<div></div> <div>System Administrator</div>	<div></div> <div>Date</div>
	<div></div> <div>Head Developer</div>	<div></div> <div>Date</div>

2.2 Change Request Report

The below Change Request Report will be used by the System Administrator and Head Developer after analysing the feasibility of the change request. This report will be signed off by the System Administrator, Head Developer and the Client.

	<p align="center"><u>Change Request Report</u></p> <p align="center">Please review and analyse the change request form and fill in the change request report in detail. Report must be signed off by System Administrator, Head Developer and the Client.</p>		
	<p align="center">System Administrator Details</p>		
Name and Surname:			
Phone Number:			
Email Address:			
<p align="center">Head Developer Details</p>			
Name and Surname:			
Phone Number:			
Email Address:			
<p align="center">Request Decision (For more information please see the attached "Change request Report")</p>			
Report Number:			
Date of Report:			
Change Request Decision	<p align="center">Approved</p> <p align="center"><input type="checkbox"/></p>	<p align="center">Approved with Conditions</p> <p align="center"><input type="checkbox"/></p>	<p align="center">Rejected</p> <p align="center"><input type="checkbox"/></p>
Conditions on Approval			
Reason For Decision:			
Alternative Suggestions: (If the request is rejected)			

Affected Sub-Systems: (If Any)		
Potential Risk to System Functionality		
Additional Information		
Sign Off:		
	_____	_____
	System Administrator	Date
	_____	_____
	Head Developer	Date
	_____	_____
	Client	Date

Conclusion:

This section included the change request form to be completed by the client, as well as the change request report to be completed by the project team.

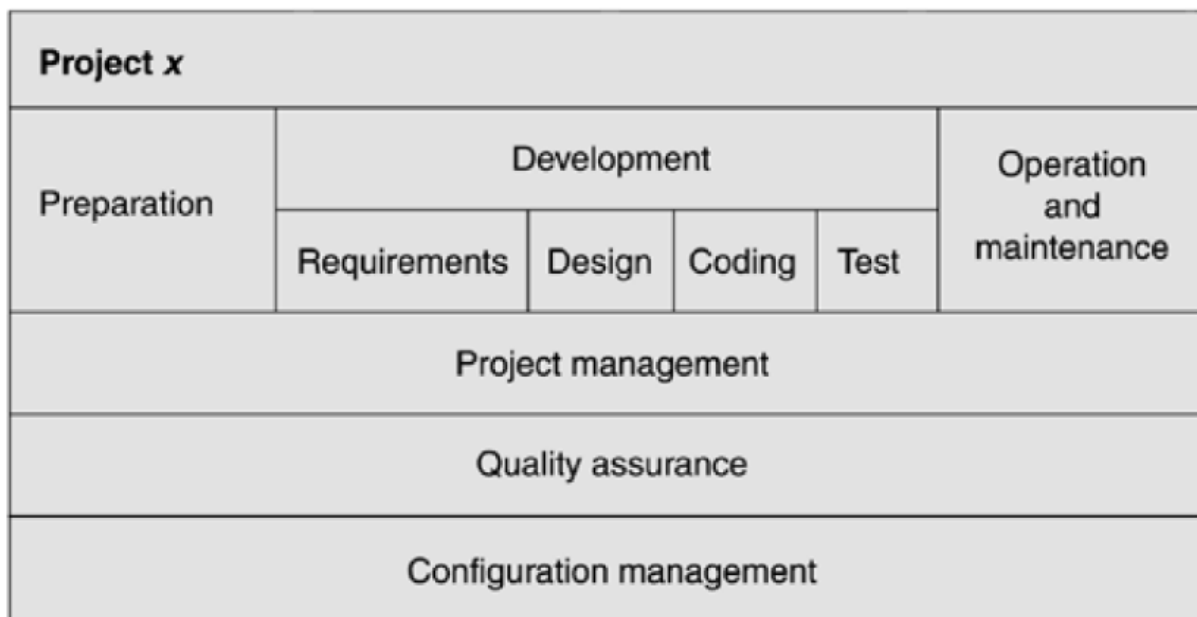
3. Configuration Management Principles

Introduction:

This section contains the Configuration Management Principles. Configuration Management is the process used to ensure a product's performance remains consistent throughout its life cycle. CMP helps maintain consistency by monitoring requirements, design, and operational information.

3.1 Configuration Management Principles

3.1.1 Generic Development Model



The above model shows that Configuration Management is a continuous process that needs to be applied from the very beginning of any project development.

3.1.2 Establish Baselines

The main objective of configuration management is to gain control over source code and corresponding objects:

- ❖ Define what types of objects to place under configuration management
 - Individual objects, such as source code modules.
 - Subsystems, partial delivery to the client, and the entire complete system.
- ❖ Define deliveries of what has already been produced and place them under configuration management:
 - Given them unique definitions
 - Include all necessary details
 - Approve them
 - Ensure they are stored in a controlled library, along with the necessary metadata.

3.1.3 Track and Control Changes

- ❖ Store all event registrations and change requests.
- ❖ Make sure the entire development team approves all implemented changes.

- ❖ All new changed configuration items should be identified and stored in a controlled library. These items need to be accompanied with the corresponding information about the changed configuration item.
- ❖ It is important to provide as much information regarding the rejection of change requests.
- ❖ Always have to investigate the risks and impact the change requests will have on the entire system.

3.1.4 Minimum Documentation Requirements

The below points are the basic requirements for documentation:

- ❖ Documentation should follow standardised naming conventions.
- ❖ Consistent templates for change request forms and change request reports.

3.1.5 Establish Integrity

It is imperative to:

- ❖ Make sure everybody involved has access to the documentation.
- ❖ Document what needs to be done and how to achieve the desired goal.
- ❖ Record and evaluate the new change requests against the previous baseline/delivery.
- ❖ Consult previous versions for analysis and testing.

3.1.6 Milestone Deliveries

Much like any development project. Configuration Management require goals and milestones to track progress.

- ❖ Establishment of the configuration control board(s). The people responsible for ensuring
- ❖ Deliveries of subsystem and systems, possibly connected to project milestones. Meeting every milestone will help ensure the system is complete. Sticking to the goals and milestone will help reduce scope creep, which will require more time and resources.
- ❖ Product release. Keeping on track, without delays, and meeting the proposed delivery dates

3.1.7 Status Reporting

- ❖ Make use of the established baseline to track the development progress and scope.
- ❖ Consistently validate the project against the established baseline to maintain the project's completeness and consistency.

Conclusion

This section contained the configuration management principles that help ensure the system's performance remains consistent throughout its life cycle.

4. Sign-off by Team

Introduction:

This section includes the sign off by all team members indicating that this is their own work.

4.1 Team Sign-off

This section includes the sign off by all team members indicating that this is their own work

X 
Matthew Veltman
u19050608

X 
Vincent Yu
u15195059

X 
Michael Vosloo
u19031174

X 
Amore Rossouw
u19052864

Conclusion:

By signing this document, the Team Paralineer Solutions acknowledges the document as a whole and signs off that all work presented is their own.

5. Sign-off by Client

Introduction

This section serves as proof that the client has read through the deliverable presented and agrees with the content and work that has been provided

5.1 Client Sign-off

X 

Michael Van Der Walt
Director

By signing this document, the client verifies that the deliverable 9 and content provided within are acceptable, up to standard and in relates to the business solution proposed from the Project proposal.

Conclusion

This concludes that the Client sign off section and the client's signature is present indicating that the work is acceptable and relates to the business solution that was proposed.

Document Conclusion

This document contained the change request procedure, form and report as well as the implemented configuration management principles. It also contained a Sign-Off by the Team and Client.