

Change Management Policy

Terminology:

Employee or member of staff: someone employed to work for the Business, whether as a fully employed person or as a contractor.

The Business: Web Design UK, or any of its other brand names.

1. Purpose

This Change Management policy documents and tracks the necessary information required to effectively manage project change from project outset to delivery.

A change management plan is created during the planning phase of the project. The audience for the plan is the Owner, project manager, project team, project client and any senior leaders whose support is needed to carry out the plan.

2. Change Management Process

The process is to establish an effective procedure for tracking the submission, coordination, review, evaluation, categorisation, and approval for release of all change requests (CR) as compared to the project's original criteria.

2.1 Change Request Process:

Step	Description
Generate CR	A client completes and submits a CR form online here https://webdesignuk.agency/client-area/#project-forms
Log CR Status	The Owner enters the CR into the CR Log. The CR's status is updated throughout the CR process as required.

webdesignuk

Evaluate CR	Project personnel review the CR and specify a 'change type'; see below. This facilitates the creation of a solution for the suggested change.
Authorise	Gain client's approval to incorporate the suggested change into the project.
Implement	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders.

2.2 Change Request Form:

Element	Description
Date	The date the CR was created
CR Number	Assigned by the Owner
Title	A summary description of the change request
Description	Detailed description of the desired change, including the reasoning, impact or benefits of the change
Requester	Name of the person completing the CR form and who can answer questions regarding the suggested change
Phone	Phone number of the requester
Email	Email address of the requester
Project Number	The project number that the suggested change is for
Priority	A priority selector for the request; see below

2.3 Change requests are prioritised using the following priority criteria:

Priority	Description
High	This is for business-critical changes, such as operating changes, new legal requirements etc.
Medium	This is for important changes, but they are not business critical and, may even be discounted after full evaluation

webdesignuk

Low	This are non-critical changes that the client would like to happen, but they can be done over time and, may even be discounted after full evaluation
-----	--

2.4 Change types:

Type	Description
Scope	CR that affects the project scope, as outlined in the project agreement
Duration	CR that affects the project duration, as outlined in the project agreement
Cost	CR that affects the project cost, as outlined in the project agreement
Resources	CR that affects the project's allocated resources, as outlined in the project agreement
Deliverables	CR that affects the project deliverables, as outlined in the project agreement
Processes	CR that affects our project processes, as outlined in the project agreement
Quality	CR that affects our quality standards, as outlined in the project agreement and SLS Agreement

2.4 Change Management Log:

All CR form entries will come into our support system in Trello. Evaluation, CR types etc. and communication will all be conducted via your support board.