

KGATELOPEL LOCAL MUNICIPALITY



CHANGE CONTROL POLICY AND PROCEDURES
2016 / 2017
FINAL

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1. DEFINITIONS

Event/Issue: An item that someone has submitted to the change control system that describes a software problem, a requested enhancement, a proposed change in requirements for a product under development, or a new project being proposed.

Software version: is either a unique **version name** or unique **version numbers** to unique states of computer software. Within a given version number category (major, minor), these numbers are generally assigned in increasing order and correspond to new developments in the software. Software Version is often used for keeping track of incrementally different versions of electronic information, whether or not this information is actually computer software.

Stakeholders: Someone who is affected by or who can influence the project.

THE PURPOSE/OBJECTIVE OF THE POLICY

This document describes the process that is to be used for requesting and managing changes to work products created or maintained by the members of the project/system. This process will facilitate communication about requested changes among the stakeholders of the project/system, provide a common process for resolving requested changes and reported problems, and reduce the uncertainty around the existence, state, and outcome of a change that has been requested in a work product. It provides guidance and template material which is intended to assist the relevant management or technical staff, whether client or supplier, in producing a project specific Change Control Procedure document.

2. SCOPE

Any stakeholder of the project/system can submit the following types of issues to the change control system:

- requests for requirements changes (additions, deletions, modifications, deferrals) in software currently under development
- reports of problems in current production or beta test systems
- requests for enhancements in current production systems
- requests for new development projects

This change control process applies to baseline work products created or managed by the members of the project/system, including:

- software that has been released to production or is in beta test
- requirements specifications for the project/system
- group procedures and processes
- user and technical documentation

The following work product classes are exempted from this change control process:

- work products that are still under development, except for requirements changes requested in new projects
- interim or temporary work products created during the course of a project
any work products intended for individual use only

3. Roles and Responsibilities

Role	Description
ICT Committee Chairperson	Chairperson of the change control board; has final decision-making authority if the ICT Steering Committee Board does not reach agreement; Chairperson could asks external expert to be the Evaluator for each change request and asks external expert to be the Modifier for each approved change request
ICT Steering Committee Board/Change Control Board	The group that decides to approve or reject proposed changes for a specific project
Evaluator	The person whom the ICT Steering Committee Board/CCB Chair asks to analyze the impact of a proposed change(Normally IT Manger/Senior Technician)
Modifier	The person who is assigned responsibility for making changes in a work product in response to an approved change request; updates the status of the request over time
Originator	The person who submits a new change request
Project Manager	The person who is responsible for overall planning and tracking of the development project activities
Verifier	The person who determines whether a change was made correctly(Normally IT Manger/Senior Technician)

4. Change Request Status

Status Changes A requested change will pass through several possible statuses during its life. These statuses, and the criteria for moving from one status to another, are depicted in the state-transition diagram in Figure 1 and described in the Possible Statuses table.

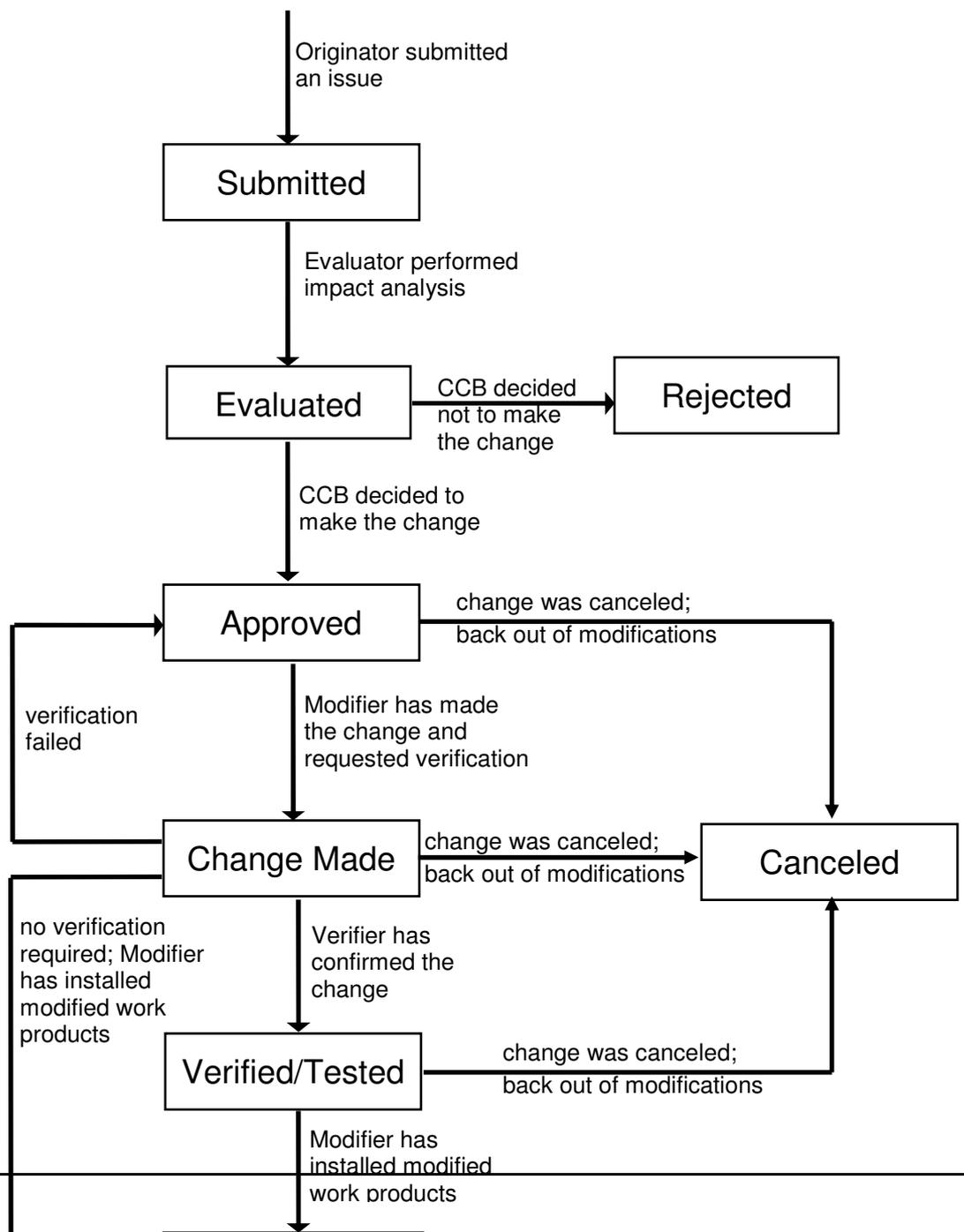
Notifications Any time an issue status is changed, the change control tool will send an e-mail notification automatically to the issue Originator, the issue Modifier, and/or the ICT Steering Committee Board/CCB Chairperson, as specified below.

Possible Statuses

Status	Meaning
Approved	The ICT Steering Committee Board /CCB decided to implement the request and allocated it to a specific future build or product release. The ICT Steering Committee Board /CCB Chairperson has assigned a Modifier.
Canceled	The Originator or someone else decided to cancel an approved change.

Change Made	The Modifier has completed implementing the requested change.
Closed	The change made has been verified (if required), the modified work products have been installed, and the request is now completed.
Evaluated	The Evaluator has performed an impact analysis of the request.
Rejected	The ICT Steering Committee Board/ CCB decided not to implement the requested change.
Submitted	The Originator has submitted a new issue to the change control system.
Verified	The Verifier has confirmed that the modifications in affected work products were made correctly.

Figure 1. State-Transition Diagram for Issue Statuses.



PROCEDURES

Entry Criteria

- Change control board is established for the project.
 - Baseline work products exist.
 - The Originator has submitted a valid issue or change request with all necessary information to the ICT Steering Committee Board /CCB Chairperson.
 - The change control tool sets the issue's initial status to Submitted.
-

Tasks

1. The ICT Steering Committee Board /CCB Chairperson assign an Evaluator.
 2. The Evaluator assesses the issue as to feasibility, whether it really pertains to the indicated project, whether a reported problem can be reproduced, and an estimate of the labor hours needed to implement the change, and so on. For a requirement change, use the Impact Analysis Checklist for Requirements Changes, the Effort Estimation Worksheet for a Requirement Change, and the Impact Analysis Report Template. Change status to Evaluated.
 3. The ICT Steering Committee Board /CCB decides whether the requested change should be made (or the reported problem fixed) at this time, at some point in the future, or not at all. Input should be solicited from others potentially affected by the change before making the decision.
 4. If the change was accepted, the ICT Steering Committee Board/ CCB Chair assigns a Modifier, sets the status to Approved, enters any explanation in the Response attribute, and schedules the work. The Project Manager negotiates any necessary changes in project commitments with affected stakeholders. Tool sends e-mail to the assigned Modifier and the Originator.
 5. If the change was rejected, the ICT Steering Committee Board/ CCB Chair sets the status to Rejected and enters an explanation of why in the Response attribute. Tool sends e-mail to the Originator and the ICT Steering Committee Board /CCB Chairperson.
 6. The ICT Steering Committee Board /CCB Chair and the Originator determine whether formal verification of the change will be required, following the procedure in the **Verification/Testing** section. If so, they select the verification method to be used and the ICT Steering Committee Board /CCB Chairperson assigns a Verifier/Tester.
 7. The Modifier makes the necessary changes in the affected work products and notifies any other affected parties if corresponding changes need to be made, such as user documentation, help screens, and tests.
 8. The Project Manager updates the project plans, task lists, and schedules to reflect the impact of the change on project work remaining to be done. The Project Manager revises any task dependencies as necessary.
 9. If it becomes apparent during the work that the requested change is not feasible after all, the Modifier notifies the ICT Steering Committee Board /CCB Chairperson, who may then set the status to Canceled. The Modifier backs out of any modifications made, restoring the work products to their previous baseline. Tool sends e-mail to the Originator, ICT Steering Committee Board/ CCB Chairperson, Modifier, and Project Manager.
 10. When the change is completed, the Modifier sets the status to Change Made, updates the issue in the database with appropriate notes in the Response attribute, and enters the hours of effort that were required to make the change in the Actual Hours attribute. Tool sends e-mail to the Originator and the ICT Steering Committee Board /CCB Chair.
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Verification/ Testing

1. The Modifier notifies the Originator and Verifier (if one was assigned) that the change has been made and makes all modified work products available to the people responsible for verification.
2. The Verifier performs the agreed-upon verification/Testing steps.

3. If verification/Testing is successful, the Verifier/Tester sets the status to Verified. Tool sends e-mail to the Originator and Modifier.
4. If verification /testing is not successful, the Verifier/Tester sets the status back to Approved and describes the problem in the Response attribute. Tool sends e-mail to the Originator and Modifier. The process resumes with Task #7.
5. For a problem report issue or an enhancement request issue, the Modifier installs the modified work product as appropriate and updates the product baseline. For requirements changes, the Modifier updates version numbers on all modified work products per the project's version control procedure, checks them back into the version control system, updates requirements traceability information and requirements status attributes as necessary, and updates the requirements baseline.
6. The Modifier sets the status to Closed. Tool sends e-mail to the Originator and the ICT Steering Committee Board /CCB Chair.

**Change Control
Status Reporting**

The ICT Steering Committee Board /CCB Chairperson generate a report at the end of each month summarizing the status of the contents of the change control database. These reports identify all status changes made in the previous month, list the status of all change requests that currently have a status other than Rejected or Closed, and indicate the level of change activity. The project leadership team reviews these reports to determine whether any corrective actions are necessary.

Exit Criteria

- o The status of the request is either Rejected or Closed.
- o The modified work products have been correctly installed into the appropriate locations.
- o The Originator, the ICT Steering Committee Board /CCB Chair, and Project Manager have been notified of the current status.
- o Pertinent requirements traceability information has been updated.

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LOGO**

CHANGE REQUEST SUMMARY FORM

REQUESTER DETAILS & EVENT HISTORY

Name: _____

Surname: _____

Nature of Request: _____

Work Summary: Short description of events or actions:

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Work Detail: This is a more descriptive field where the specifics of the events or actions are to be described. Try to be as descriptive as possible.

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Business Effect Classification: Specifies how Business users will be affected by the events or actions performed which are grouped into:

1.	Business IT services Impacted – Users are affected as some IT Services provided to the business are unavailable or otherwise impacted.	<input type="checkbox"/>
2.	Minor interruption possible – Users should be able to continue with at the most minor interruptions expected.	<input type="checkbox"/>
3.	No interruption expected – Users should be able to continue working with no interruption expected.	<input type="checkbox"/>
4.	No Effect – Users should not be effected	<input type="checkbox"/>

Expected Duration of the Events: Specifies the start and end date for the implementation of the update/change proposed:

START DATE	END DATE
Sign off: Head of IT	

PROBLEM REPORT FORM

Problem Report Form

Section A

Project / System	Give System Name	Problem Reference Number
Location of Problem	Give Module, Screen or Report name	System Version Number
Environment Details	Give details such as Operating System / Machine / Office / City / Country	
Problem Details Include indication of importance & any Business Deadlines	Give details such as :Specification that defines how the system should operate, Step-by-step description of what happened and how to reproduce the problem, Location of any supporting evidence (e.g. report, screen print, log file).	
Critical <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>		
Problem Date	Give Date Problem Raised	
Person Raising Problem	Give Name, Organisation, and Contact Number	

Section B

Investigator of Problem	Print Name	
Investigation Outcome	Suggested Action and details of other items affected	
Suggested Priority Critical / High / Medium / Low	Give Schedule for Resolution	
Release Number		
Signoff	Signature	Date
Reviewer		
Project Manager		

How to Use this Form

Problem Raiser completes ALL boxes in **Section A** and passes to Project Manager.
Project Manager arranges investigation of problem, depending on outcome problem is rejected, or given a priority, and sometimes a cost. Project Manager completes **Section B**. Form is then retained in project files.

B RELEASE NOTE

Release Note

Section A

Project / System	System Name
Problem Reference Numbers	List all problem reference numbers resolved by this Release
Changes in Release	Describe changes in this release
Items Being Changed	List ALL items being changed
Installation Instructions	Give as much detail as possible or cross reference relevant documents

Section B

Attachments <input type="checkbox"/> Source Code <input type="checkbox"/> Build Scripts <input type="checkbox"/> Executables <input type="checkbox"/> Data <input type="checkbox"/> Documentation Updates	
Release Reference	Give reference number and / or date for release to customer
Signoff Releaser	Signature To indicate release is complete
Project Manager	To indicate release has been fully reviewed

How to Use this Form

Person Making Release completes ALL boxes in **Section A** and passes to Project Manager.

Project Manager reviews release pack and completes **Section B**. Form is then retained in project files

C CHANGE CONTROL FORM

Change Control Form

Section A

Project		Change Number
Controlled Item		Item Version
Identification of Aspect to be Change	Software give Module, Screen or Report name	
Change Details Include indication of importance and urgency		
Requester of Change Print Name		Date Raised

Section B

Investigator of Change		
Impact, give details of other items affected		
Investigation Outcome Reject / Action at No Cost / Action at Cost	Suggested Priority High / Medium / Low	Date Investigated

Section C

Implementor		Date Scheduled
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Section D

Change Implemented	Signature	Date
Implementator		
Project Manager		

How to Use this Form

Change Requester completes ALL boxes in **Section A** and passes to Project Manager/IT Manger.

Project Manager arranges investigation of request, depending on outcome request is rejected, or given a priority and cost, and with investigator completes **Section B & C**, form is then retained in project files. Once change is implemented **Section D** is signed-

off.

APPROVAL

Authorized By _____

*HOD in the case of an official
Municipal Manager in the case of an HOD*

Guidelines

1. Consult with IT first.
2. IT will be forwarding the request to the IT Steering committee Board /CCB
3. The IT steering committee/CCB will take the decision based on the procedure of this policy.
4. The Requester might be requested to do a presentation to the IT Steering committee Board /CCB