Appendix L – Change Control Management
Appendix L - Change Control Management

During the project, there may be instances when out-of-scope functionality or enhancements may be brought back in scope if the perceived benefits of the scope change substantially outweigh the costs. Accordingly, a process has been established to ensure that any recommended scope change be properly estimated, and that the proposed change is validated within the solution architecture.

The Create and Resolve Change Control Request process has two main components:

- The definition of a change request and when it is appropriate to raise and track such a request.
- The Create and Resolve Change Control process and the PVCS Tracker application

What is a Change Control Request?

Team members should initiate a change control request when compelling arguments exist for reconsidering out-of-scope application functionality and/or business processes. The request will ultimately include an estimate of the work required to implement the change in scope, along with a detailed breakdown of the costs and corresponding benefits.

Because change requests have a high degree of visibility inside and outside of the project, it is expected that each Workstream Manager will carefully coordinate each change request with the member of the team initiating the request.

Change requests are the logical evolution of issues in PVCS Tracker. That is, all change requests start as issues that are deemed to impact the scope of the project significantly.

Process Responsibilities

The process of resolving change requests resides with different individuals, depending on their respective roles.

An Originating Team Member, in consultation with their Workstream Manager, identifies and initiates the change request process by documenting the request in PVCS Tracker. Originating Team Members are responsible for ensuring that their requests are adequately documented prior to submission of the request.

The Solution Architect is responsible for reviewing the change request and for making the decision to allocate project resources to estimate the costs, effort, and benefits associated with the change request.

The Workstream Manager is responsible for analyzing the change request requirements and for estimating the costs, effort, and benefits associated with the change request. The Workstream Manager will update the Change Request to include a detailed resource/budget allocation and the justification for his/her estimation.

The Operating Sponsors are responsible for reviewing the estimates associated with the change request, and for making the final decision to implement, defer, or reject the request.
The **Integration Manager** is responsible for integrating approved change requests into the project’s budget, work estimates, and statistics. Additionally, the Integration Manager insures that the project’s financial reporting is properly updated.

The Project Northstar change control process is shown below:

![Northstar Process 002 - Create and Resolve Change Control Request](image)

Figure Error! No text of specified style in document.-1

Detailed procedures for the above process can be found on the Northstar LAN.