

Change request

What is the Change request and what is its purpose

It is possible, even probable, that during the project there will be **changes made to the original specifications**, or the context (environment) of the project will change, etc. On one hand, the project must flexibly respond to these changes, and on the other hand each of these interventions must be controlled and traceable.

This is the only way of ensuring that no sudden changes using "hallway agreements" will be introduced into the project. The change request serves this purpose.

When is the document prepared

At the moment there is an impetus for change.

Who participates in the preparation process

In principle it is possible that a change request can be made by any person and participating party, however it is advisable that change requests are made in a uniform manner.

When is the document used

Primarily, the document is used in the **implementation phase of project management**, or during planning (if, for example, it is necessary to change the material extent of the project for some reason). The impetus for change can be based on initiatives of the project team, or (probably more often) the project environment, in particular the contracting authority and the project customer. External suppliers can also initiate changes.

Process of preparing the document

1. Identify the change

Ask for basic information on the change to be filled in! You will ask the participants to clearly frame their requirements. Since you are asking them to make a certain effort, you will also prevent them from asking for complete banalities.

2. Analyse the change and propose methods of completion

Assess the proposed change request, in particular in terms of its impact on the project objectives and project outputs, the time schedule and the budget. This will be done by the project manager. Propose a solution that will be implemented if approved.

3. Authorise or reject the change

Make a decision as to whether the proposed change is adopted and carried out. The authority to approve changes largely differs depending on how much a particular change impacts the project. In certain cases it can be the project manager who can authorise the change, and the change will only be reported, however in the case of bigger changes, the change must be authorised by the steering committee.

4. Update the project plan and make changes

If the change is adopted, the project manager updates the baseline plan and ensures that the change is carried out. Inform the persons affected by the change as soon as possible. Inform others in the nearest report on the project progress.

Note

It is obvious that individual parts of the document can be prepared by different people – somebody will raise a request, somebody else will analyse it, and somebody else might approve it.

Example of a completed form

1. BASIC INFORMATION ON THE CHANGE REQUESTED			
Project name	Development of student language skills ("Languages")		
Identification of changes	Languages Z001 The change of training dates for users of the multimedia classroom.		
Request placed by	Dušan Novák, key account manager, NOVA HARDWARE S.r.o.	Contact details	novak@nova-hardware.cz
Description of the change requested	I would like to ask to change the training dates for users of the multimedia classroom from the original dates to the following dates: ... This change would mean that the output "Multimedia Language Classroom" will be handed over with a delay on 31/11, however this will not affect its use as lessons are planned to start from 10/12.		
Date of raising the request	01/10/2012	Deadline for dealing with the request	15/10/2012
Priority	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input checked="" type="checkbox"/> High <input type="checkbox"/> Essential
Justification for Change *	The reason for the change is the fact that our employee who was allocated to carry out the training got injured. Other members of our staff are already busy on the previously allocated dates.		
Comments	<i>No comments</i>		
Annexes or references	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Name of the annexe or reference
	No annexes		
2. ANALYSIS OF THE CHANGE REQUEST			
Impact on the objective/outputs	The change will not have any impact on the quality of the outputs and meeting the objective.		
Impact on the budget	The change will not impact the project budget.		
Impact on the time schedule	The performance deadline will be moved, however in terms of the completion of the project this impact is negligible.		
Other impacts	It can be expected that by accepting the change request we will have a better negotiating position with the NOVA HARDWARE supplier. This might be significant in the view of our intended change to specifications (upgrade) of a part of the delivery. I expect that NOVA HARDWARE will carry out the upgrade, bearing the cost, thanks to our understanding.		
Comments	<i>No comments</i>		
Recommendations Y/N; procedure	I recommend implementing the stated change within the proposed extent. Participants will be sent updated training invitations.		
Analysis carried out by	Mgr. Němec, project manager	Date	04/10/2012

3. DECISION ON CHANGES

Decision	<input checked="" type="checkbox"/> Authorised	<input type="checkbox"/> Authorised with amendments	<input type="checkbox"/> Rejected	<input type="checkbox"/> More information
Reason for decision	<i>No comments</i>			
Comments	<i>No comments</i>			
Who will provide information	Mgr. Matonka is responsible for providing information on the change			
Approved by	RNDr. Poználek, project sponsor	Date	10/10/2012	