

Ron Rosenhead

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Change Control - a process for you to use and adapt^①

Action areas	Comment
Some one makes a suggestion, a request for changing something on the project; by phone, email, meetings etc. Point out the need to go through the change request process ^② before working on the change itself. Describe the process in this document if it helps.	At this early stage you want to know more about the change. Ask appropriate questions; understand the reasons and context for the possible change.
↓	↓
A change request form is completed ^③ in detail. At this point, no action is taken on the change until the form has been through the next stage	This is where you analyse the impact of the possible change; cost, scope, delivery date, quality etc. Complete a change request form ^③ , filled in by either the project manager, team member or the person making the request.
↓	↓
Change request form goes to the project sponsor or the project board for agreement or not. NOTE: where clear authority has been given at the start of the project certain changes may be agreed by the project manager	The sponsor or project will formally sign off the form saying whether the change has been agreed or not. Signing off the form means that a full analysis has been undertaken before any action is taken. A formal log of all changes is kept tracking where they are in the overall process ^③ .
↓	↓
Change request accepted or rejected or suggestions made to build on the change.	The form is sent back to the project manager to action.
↓	↓
Project manager makes changes to the overall project based on the change request outcome	The original change request form is filed for audit purposes

NOTES:

① Ensure the process you design for your organisation is not bureaucratic. It should be short, sharp and decisive supporting delivery of the project.

② It is really difficult if you are a project manager faced by a senior manager who demands a change to a project *and wants it now!* He or she may be right, it may save money, it may improve customer retention rates, it may give better sales; BUT there needs to be a process by which you can analyse the change and its impact on the project. Accepting the change can have huge consequences, impacting on the business case, the PID, the risk log and stakeholders alongside the resources needed to deliver the change.

③ See attached forms.

Change Control Log - use this form to keep track of all the change requests

Project Title	Project Number
Project Manager	

Change number	Description of change	Date received	Date evaluated	Date approved	Date completed

Change Control Sheet - amend as appropriate for your project or organisation

Project Title	Project Number
Project Manager	

CHANGE REQUEST		
Originator Phone:	Date of request	Change request no. <i>allocated by Change Controller</i>
Items to be changed		Reference(s)
Description of change (reasons for change, benefits, date required)		
Estimated cost, and time to implement (quotation attached? Yes No)		
Priority / Constraints (impact on other deliverables, implications of not proceeding, risks)		

CHANGE EVALUATION			
What is affected	Work required (resources, costs, dates)		
Related change requests			
Name of evaluator	Date evaluated	Signature	
CHANGE APPROVAL			
Accepted	Rejected	Deferred	
Name		Signed	Date
Comments			

CHANGE IMPLEMENTATION			
Asset	Implementer	Date completed	Signature

I'd be delighted to receive any feedback on how useful you found these forms and the overall process