

Attachment M

Explore IRP Change Control Process

1.0 Purpose

This project is a joint effort between The Michigan Department of State and Explore Information Services, LLC for the implementation of an IRP system per RFP # 07118200247 issued by the State of Michigan.

The purpose of this plan is to formalize a process that:

1. Ensures all changes to the project and application are reviewed and approved in advance.
2. Ensures all changes are coordinated across the entire project.
3. Ensures all stakeholders are notified of approved changes.
4. Details the methodology of application change management which includes the entire change life cycle (change request, change design, implementation and acceptance).

2.0 Approach

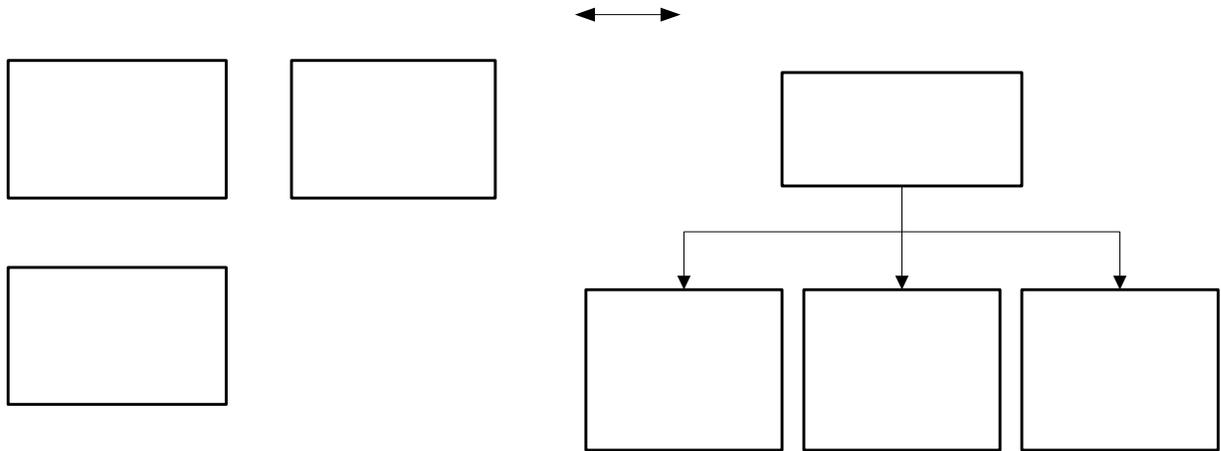
The goals of this change management plan dealing with the deliverables for the lifecycle of this project:

1. Give due consideration to all requests for change.
2. Identify, define, evaluate, approve, and track changes through to completion.
3. Modify project plans to reflect the impact of the changes requested.
4. Bring the appropriate parties (depending on the nature of the requested change) into the discussion.
5. Negotiate changes and communicate them to all affected parties.
6. The project team will review the status of change requests on a weekly basis.
7. The decision will either be that a change request is required or an alternate method of solving the issue will be agreed on.

3.0 Roles and Responsibilities

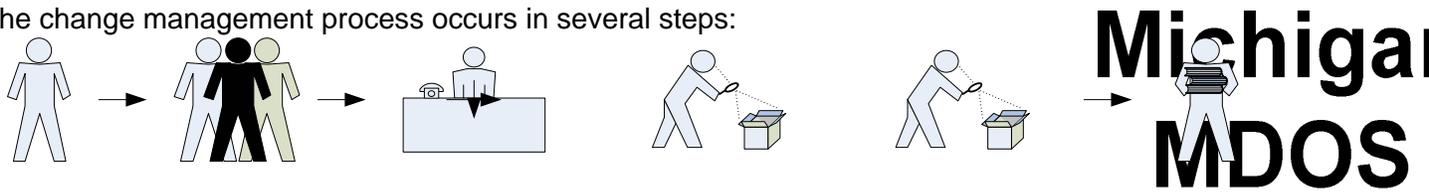
All Michigan IRP project team members and stakeholders have a role in change management throughout the lifecycle of the project. However, primary responsibility for managing the change management process resides with Explore's IRP Project Manager (Nikki Benz) and Michigan's IRP Project Manager (Joe Gawle). Changes with financial impact will be reviewed by the appropriate approval authorities within Explore and Michigan MDOS and jointly coordinated by both project managers.

An overview of key stakeholders for the change management process is provided below:



4.0 Process

The change management process occurs in several steps:



1. **Initiation of a Change Request.** Any Michigan MDOS team member can submit a written change request to the Michigan MDOS Project Manager (see appendix one for example of Change Request Form).

2. **Change Request Review.** The Michigan MDOS IRP project team reviews for approval.
3. **Change Request Submission.** If approved, the Michigan MDOS IRP project manager submits the request to the Explore IRP project manager. *Note, for complex change requests the process will follow all steps. For simpler change requests we can often agree to proceed directly to step 6.*
4. **Initial Change Request Evaluation.** Explore will perform an analysis and impact assessment of the change request and submit an impact statement to the Michigan MDOS IRP project manager.
 - a. Explore's goal is to respond to all change requests within 5 working days unless otherwise agreed to.
 - b. Michigan MDOS staff may be required to be involved in the evaluation of the change request.
 - c. Impact will be a high level estimate, often giving a range of cost and/ or schedule impact (i.e. 2-3 weeks schedule or 25-40 hours)
5. **Change Request Acceptance, Deferral or Rejection.** Michigan will review the initial impact estimates from Explore and accept, defer or reject the change request within 5 working days unless otherwise agreed.
 - a. If accepted, the change request will be forwarded back to Explore for finalizing the impact with a detailed estimate.
 - b. If deferred, the change request will be put on an enhancement list for later consideration.
 - c. If rejected, the change request will no longer be considered.
6. **Detailed Change Request Evaluation.** Explore will perform a detailed analysis and impact assessment of the change request and submit detailed estimates to the Michigan MDOS IRP project manager.
 - a. Explore's goal is to respond to all change requests within 5 working days unless otherwise agreed to.
 - b. Michigan MDOS staff may be required to be involved in the evaluation of the change request.
 - c. Impact will be narrowed down to an estimate that can be evaluated for approval.
7. **Change Request Acceptance, Deferral or Rejection.** Michigan will review the detailed impact from Explore and accept, defer or reject the change request within 5 working days unless otherwise agreed.
 - a. If accepted, the change request will be signed
 - b. If deferred, the change request will be put on an enhancement list for later consideration.
 - c. If rejected, the change request will no longer be considered.
8. **Change Request Communication.** The Michigan MDOS IRP project manager and Explore IRP project manager will communicate the disposition of change requests.

4.1 Change Management Tracking & Reporting

4.1.1 Storage: Each respective project manager will ensure that change request documents are stored in their respective project directories at Michigan and at Explore.

Change Control Logs Updated: The change request document history will be continuously updated in the change control logs throughout the change management process.

Weekly Status Report: The weekly status report contains a section listing all the change requests and their respective status.

Change Request Log: A change request log of all open, pending and closed change requests will be kept and updated within a collaborative tool such as Excel or Tracker.

4.2 Change Request Nomenclature

The name of the change request document will be "MI IRP_CRxxx" where xxx is the change request ID number. The ID number will be assigned by the Michigan MDOS IRP project manager upon initial receipt or creation.

Appendix One – Change Control Form

PROJECT CHANGE REQUEST FORM			
Project Name:	Michigan IRP (RFP #071182000247)	Tracking #	001
Prepared by:			
Date			

1 Requestor Information			
Area of Change: (check all that apply)			
<i>Application Scope</i> <input type="checkbox"/>	Budget <input type="checkbox"/>	<i>Schedule</i> <input type="checkbox"/>	<i>Quality</i> <input checked="" type="checkbox"/>
Proposed Change Description and References: <i>Provide information below concerning the requested change.</i>			
Description:			
Justification:			
Attachments:			
Impact of <u>Not</u> Implementing Proposed Change:			
Alternatives Considered:	Yes/no	Alternative:	
Date Submitted for review			
CR Log Updated?	<input type="checkbox"/>		

2 Initial Decision to Proceed with Change Request by MDOS	
Review Date:	
Review Comments:	
Action	Signature(s)
Approved for Initial Analysis	<input checked="" type="checkbox"/>
Rejected	<input type="checkbox"/>
Deferred Until	<input type="checkbox"/>
CR Log Updated:	<input type="checkbox"/>

3 Initial Impact Analysis by Explore	
Submission Date	
Configuration Items Affected	
Cost / Schedule Impact Analysis Required? <i>(check one)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Impact on Cost:	
Impact on Schedule:	
Impact on Resources:	
Risk associated with implementing the change:	
Risk associated with not implementing the change:	
Alternative Solution:	
Date Sent back to MDOS:	

4 Evaluation of Explore's Initial Analysis by MDOS		
Review Date:		
Review Comments:		
Action		Signature(s)
Approved for Final Analysis	<input type="checkbox"/>	
Rejected	<input type="checkbox"/>	
Deferred Until	<input type="checkbox"/>	
CR Log Updated:	<input type="checkbox"/>	

5 Final Impact Analysis by Explore	
Specific Requirements Definition:	
Data Final Analysis Request Received by Explore	
Cost / Schedule Impact Analysis Required?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Impact on Cost:	
Impact on Schedule:	
Impact on Resources:	
Risk associated with implementing the change:	
Risk associated with not	

5 Final Impact Analysis by Explore

implementing the change:	
Date Sent back to MDOS:	

6 Evaluation of Explore’s Final Analysis by MDOS

Date Received	
Date Reviewed	
Final Recommendation	Accepted <input type="checkbox"/> Deferred <input type="checkbox"/> Rejected <input type="checkbox"/>
Comments	
CR Log Updated?	<input type="checkbox"/>

7 Approval Signatures

The signatures below indicate an approval for proceeding with development and implementation of the change request as indicated above.

Name	Title	Signature	Date