
Change Management Plan

GIA Policies Implementation

Last Updated on: DD/MM/YYYY

<State Agency Name and Logo>

WHAT IT IS?

This template is used to define the process for requesting changes, evaluating change requests (CR), and implementing approved change requests to the agency ICT systems.

WHY IS IT IMPORTANT?

Change Management Plan is a communication tool that defines procedures to follow in identifying, reviewing and implementing changes. In particular this document defines change management process, roles and responsibilities for managing CRs, change management committee for approving/rejecting CRs and guidelines for reviewing CRs.

This change management plan is useful in managing and controlling changes by providing a standard process in implementing changes to the ICT system.

WHO SHOULD USE?

State Agency Security Manager

HOW TO USE IT?

This document must be labeled as 'RESTRICTED' since as per Documentation [DC] of GIAM all ICT documentation should be classified as C3. To use this template:

1. Begin with defining change management procedures to be followed in the State Agency. Define responsibilities of State Agency staff for managing CRs. Document each role involved in managing a CR along with their responsibilities.
2. Form a Change Management Committee to review submitted CRs. This committee should have individuals representing all State Agency business functions and processes. Document the details of committee members along with their responsibilities.
3. Define and document the guidelines for reviewing CRs.
4. Submit this document (Change Management Plan) to State Agency Head/Management and obtain approval.
5. Implement this plan to manage changes to the ICT System and update as necessary.

Document History

Version no.	Approved By	Approval Date	Remarks
[Example] 1.0	Rashid, Director	25/01/2011	Submitted final draft

Document Approval

(Ensure that concerned authority i.e. State Agency Security Manager, Head/Management review the document and agree to the contents mentioned with their signatures.)

We, on behalf of <State Agency> agree to this 'Change Management Plan' developed for managing changes to the ICT System.

Name

Designation

Date

Name

Designation

Date

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Date

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Document Scope

(Define document scope i.e. the areas that will be addressed and the areas that will not be addressed by this document.)

Change Management Process

(Insert change Management Process diagram or flow chart in the space provided below.)



Roles and Responsibilities

(Identify and list roles involved in managing ICT system changes and define their responsibilities.)

S.No.	Change Management Role	Responsibilities
1	[Example] CR Originator	[Example] <i>Team lead</i> initiates CR by completing CR form and submitting it to his/her manager
2	[Example] Manager	[Example] <i>Manager</i> reviews the received CRs along with the Team Lead. If the proposed CR is necessary, Manager should log CR into the change request register and forward it to the Change Management Committee for final approval.

Change Management Committee

(Provide details of individuals involved in the Change management committee with their roles and responsibilities.)

S.No.	Name	Role	Responsibility	Contact Details
1	[Example] Mohammed Kamal	Committee Chairman	To authorize committee's final recommendation on CRs	XXX
2	[Example] Wasim	Committee Member	Analyze and discuss CR impact on State Agency business functions. Provide recommendations.	XXX

Guidelines for reviewing Change Requests (CRs)

(Define process for managing change requests.)

S.No.	Guidelines
1	[Example] First determine whether the submitted CR is a valid request.
2	[Example] Based on priority, determine impact of CR on existing processes and systems.
3	[Example] Delay CR, if the request is valid, but does not have impact.