

**Online Movie Ticketing System
Change Management Documentation**

Date of Issue: [27/02/2008]

Revision Status: **Approved**

Document Control Information

Document Author: Selamat

Document Owner: Sigma Five Pte Ltd

Document Approver(s): (All Approvers are required. Records of each approver must be maintained.)

Approver Name	Role
Desmond Ang	IT Manager, Cinematic Entertainment
Nor Rahim	Project Manager, Sigma Five Pte Ltd

Document Reviewers: (Records of each required reviewer must be maintained.)

Reviewer Name	Role
Desmond Ang	IT Manager, Cinematic Entertainment
Nor Rahim	Project Manager, Sigma Five Pte Ltd

NOTE: All Reviewers in the list are considered Required unless explicitly listed as Optional.

Summary of Changes:

The Document Author is authorized to make the following types of changes to the document without requiring that the document be re-approved:

- Editorial, formatting, and spelling
- Clarification
- Document structure

To request a change to this document, contact the Document Author or Owner. Changes to this document are summarized in the following table in chronological order.

Revision	Date	Created by	Short Description of Changes
0.1	26/01/2008	Selamat	Initial Draft
1.0	27/02/2008	Selamat	Added Requesting a change to system development

Document Source:

The latest version of this controlled document is stored in <http://www.freewebs.com/sigmafive>

Table of Contents

1 Introduction 4
 1.1 Purpose 4
 1.2 Rationale 4
2 Change Management and Control Activities 4
 2.1 Document Author..... 4
 2.2 Requesting a change to any document 4
 2.3 Requesting a change to the system 5
 2.4 Process of Approvals..... 5
 2.5 Notification of changes 5
 2.6 Development Changes 5

Appendix A: Change Request Report

Change Management Documentation

1 Introduction

1.1 Purpose

This report provides the guidelines to maintain the quality and standardization of the documents and reports that are created throughout this project.

1.2 Rationale

In every phase of the project we will maybe have to deal with changes:

- Requirement changes coming from the client
- Architecture changes coming from changes on the Online Movie Ticketing System
- Implementation changed coming from changing the design

Each change will be analyzed and monitored according to its importance. Some changes might be implemented much later or not at all.

2 Change Management and Control Activities

2.1 Document Author

The Document Author is authorized to make the following types of changes to the document without requiring that the document be re-approved:

- Editorial, formatting, and spelling
- Clarification
- Document structure

2.2 Requesting a change to any document

To request a change to any document, the Document Author or Owner has to be contacted.

Changes to any document are to be summarized in the example below in chronological order.

Revision	Date	Created by	Short Description of Changes
1	01/01/2008	Nor Rahim	Draft
2	03/01/2008	Nor Rahim	Updated risk table

2.3 Requesting a change to the system

To request a change or report a defect on the Online Movie Ticketing System, clients have to submit a Change Request. A template will be used.

Refer to Appendix A

2.4 Process of Approvals

Every requests submitted by the client after the project development has commenced needs to be agreed by both representatives from the client and our company. This is in view as any requests will almost attentively affect the project timeline and resources. On total agreement by both representatives, the request(s) will then be related to all the development teams.

Documentations that are created for project submission to the client has to be checked and vetted by the individual department team leaders. It then needs approval by the Project Manager or the Assistant Project Manager.

2.5 Notification of changes

- For changes that affects the users' experiences directly, we will have to notify all clients
- For changes that do not affect the users' experiences, we will notify a client representative

2.6 Development Changes

The development team has to include the versions and status of the submitted documents on the cover page of every document deliverables. All versions of the product deliverables has to be kept in the file database for reference later on, if the need arises. Copies of the project will be stored in a backup tape or drive periodically.

Appendix A
Change Request Report