



TARIFF BILLING CODE

CHANGE CONTROL PLAN

Prepared For: Alberta Energy and Utilities Board

Date Completed: September 24, 2004

Document Version: 1.1

Disposition: Final

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Date	Document Version	Document Revision Description	Document Author
April 30, 2004	1.0	Initial & Final Draft	Stovel Ferguson
September 24, 2004	1.1	Change Control Form and Log update	Stovel Ferguson

Approval Date	Approved Version	Approver Role	Approver
May 21, 2004	1.0	Program Director	Fino Tiberi
September 28, 2004	1.1	Program Director	Fino Tiberi

TABLE OF CONTENTS

1. INTRODUCTION	4
1.1. OBJECTIVES.....	4
1.2. SCOPE.....	4
2. CHANGE CONTROL BOARD	5
3. CHANGE REQUEST PROCEDURE	5
4. APPENDICES	6
APPENDIX A – CHANGE REQUEST FORM	7

1. Introduction

The intent of the Tariff Billing Code Development Change Control Plan is to define the mechanisms for requesting, evaluating, deciding, and tracking possible changes to the program scope and all related activities and deliverables. The plan:

- Establishes a Change Control Board that approves or rejects proposed changes based on the analysis of the change and the implication of the proposed changes on schedule, budget, and scope.
- Defines a procedure by which program team members and stakeholders can request changes. The Program Manager will manage those requests.
- Records the documentation of analysis and evaluation.

1.1. Objectives

The plan provides the Program with a method of controlling and monitoring program changes. Change is defined as any activity that alters the scope, schedule, deliverables, or costs of the program. Key objectives are to:

- Identify changes in scope, or other unplanned activity, in advance and control them.
- Protect the integrity of deliverables that have been approved (signed off) as fit for purpose.
- Ensure that new tasks and other requested changes are justified and cost justifiable, and that affected deliverables are identified and modified accordingly (newly baselined.)
- Obtain authorization to proceed with the new tasks/ changes and assign them to appropriate individuals to be completed.
- Monitor the progress and cost of the changes.

1.2. Scope

The Change Control Plan will apply to the following types of changes:

- Any change of program scope, unplanned activity or the production of an unplanned deliverable (i.e. any task not explicitly within the scope of the current baselined work plan.)
- Modifications to approved (signed-off) program deliverables except where:
 - The modification has been planned - in this case authorization is not required.
 - The deliverable has a suspected fault (e.g., where factual errors are subsequently discovered in an approved document, or where approved software apparently does not function to specification). These situations should first be handled through the program's defect reporting procedure used for testing or validating any deliverable. If however, on investigation, it is found that the deliverable does function to specification, but requires enhancement, then a Change Request (CR) should be raised.

No program member should begin work on a task for which there is not an explicit task on the plan without first raising, and obtaining approval for a Change Request. The scope is restricted to unplanned new deliverables and unplanned modifications to deliverables.

2. Change Control Board

To oversee the execution of the Change Control Plan and to make decisions on changes, as defined in the plan, a Change Control Board will be established. The board membership will be as follows:

- Robert Heggie, Program Sponsor.
- Fino Tiberi, Program Director.
- Stovel Ferguson, Program Manager.

Any Change Request will need to first be approved by the Change Control Board and then sent to the Steering Committee for consideration.

The Change Control Board will meet when requested to do so by the Program Manager.

3. Change Request Procedure

The following table defines the main events in the Change Request procedure.

Step	Responsibility	Action
1	Originator	Requirement for new task/ enhancement identified and documented on a Change Request (CR) form - see Appendix B. If possible, change analysis fields should also be completed. Pass CR to Program Manager.
2	Program Manager	Regularly review all new CRs and allocate for further analysis. Identify deliverables involved, estimate time, cost etc.
3	Program Director	Facilitate approval through Change Control Board (possible outcomes: approval, rejection or put on hold) Where approved, identify resource(s) responsible for producing deliverable(s), sign-off resource(s) and due date for each deliverable.
4	Program Manager	Update the log and inform (forward CR to) those involved. Where the CR has been authorized, create a matching task in the program plan. The task should be given a reference number that enables it to be easily identified as a change task (e.g. incorporating the CR number).
5	Resource Assigned	Carry out work approved in the CR, capture actual time spent against the new task on the timesheet, and report completion to Program Office.
8	Program Manager	Update the status of the CR to complete, and enter the actual cost. For rejected CRs enter date closed. Monitor the status and cost of changes and report them, as and when required, to the Program Manager. Chase outstanding changes (past due date).

4. Appendices

Appendix A – Change Request Form

SECTION A [Originator]		SECTION B [Program Manager]			
Submitted by:		CR Number:			
Company:		Date Received:			
Importance:		Status:			
(1=Mandatory, 2=Highly Desirable, 3=Low)		Plan Task ID:			
Fast Track Required?:		Date Completed:			
(Yes/No)		Date Closed:			
Deliverable Name and Version (if known):					
Summary of Change:					
Description of Change:					
Reasons for Change and Anticipated Benefits:					
SECTION C - Analysis of Change and Approval					
Allocated for analysis to:					
Analysis due:					
Affected deliverables (Name/ Ref):					
Estimated Effort:		Estimated Cost:		Estimated Duration:	
Approved by:		Approval date:		Outcome:	
Date of rejection/ putting on hold:					
Reject/ hold reason:					

The following are instructions for using the form:

Section A - To be completed by the originator:

- Submitted by
The program team member raising the request
- Company
The company the originator represents
- Importance
1 = Mandatory, 2 = Highly Desirable, 3 = Low
- Fast Track Required? (Yes or No)
Is the change sufficiently urgent to need immediate approval? (default = No)
- Deliverable reference number, name and version (if known)
- Summary of Change
- Description of Change
- Reasons for Change, and Anticipated Benefits

Section B - To be completed by the Program Manager:

- CR Number (Change Request Number)
- Date Received
- Status
1 = Received by Program Manager
2 = Allocated for Analysis
3 = On hold
4 = Completed
5 = Withdrawn by originator
- Plan Task ID
ID of the task set-up for this change
- Date Completed
The date the last of the deliverables subject to change control was approved (signed-off)
- Date Closed
The date on which the CR is closed (i.e. date completed for an authorized change or date rejected/ date withdrawn)

Note: The remaining fields in section B appear in the log only - not the CR template

- Actual Effort

Actual hours taken to complete the change

- Actual cost

The actual cost of the change (based on the time captured against the new task on the plan)

Where a generic task is used for minor changes, it should be calculated as:

Actual cost / Number of closed CRs with that Task ID

- Comments

Details about the status of the CR

Section C -

Part (1) Analysis of change (to be completed by the person analyzing the impact of the change):

- Allocated for analysis to

Person allocated to undertake analysis of change, if this has not been done

- Analysis due date

- Deliverables affected (name and reference numbers) (Include if the Program Management Plan or business case is affected)

- Estimated effort

Time required to undertake the change (including testing, inspection etc.)

- Estimated cost

May be negative, if a change saves cost (e.g. by reducing planned scope)

- Estimated duration

Elapsed time in days from the beginning of the activity to deliverable approval

Part (ii) To be completed by the Program Manager (or a nominated deputy)

- Approved by

Signature authorizing the change

- Approval date

For each deliverable affected

- Outcome

1 = Approved

2 = On hold

3 = Rejected

- Due date

This will be the date entered against the new task on the plan.

- Reject/ hold date

Tariff Billing Code

Change Control Plan

Date of rejection/ putting on hold (if applicable).

- Reject/ hold reason