Change Request (CR)

Purpose

A CR is a formal document used to request a modification to specified software components, hardware, or documents that is managed through an established change control process. A CR may be initiated anytime after a baseline has been established.

Document Lifecycle

A CR may be produced anytime during the life cycle of a project or system. When a decision is made regarding a specific CR and it has completed full disposition, the CR should be archived as a project record.

Audience

The target audience for the CR includes business, technical, governance, and project management stakeholders.

Roles and Responsibilities

The following stakeholders have a prescribed interest in the development, content, review and approval, and use of the CR:

Stakeholder	Interest
Project Manager	Ensures a CR is appropriately documented and processed in accordance with established change control procedures. Provides appropriate status reporting as needed. Ensures that the CR is integrated into the master project schedule as appropriate.
Government Task Leader (GTL)	Ensures that a CR is delivered and processed in accordance with the requirements of the Statement of Work (SOW) or Task Order (TO).
Business Owner	Participates in making the final decision for a given CR and ensures that the necessary funding is available for subsequent test, implementation, and/or production activities associated with the release delivery and transition of the CR, if appropriate.
System Developer or System Maintainer	Prepares, analyzes, and/or implements a given CR.
Technical Review Board (TRB)	May review and approve the CR prior to release to the target test, implementation, or production environment. May identify any issues, risks, or actions that may affect the implementation and release of the CR. May identify any changes or

	problems with the CR requiring further consideration and/or updates to the CR before decision and/or implementation/release.
ESD Peer Review Group [for ESD IDIQ Contract Task Orders only]	May review a CR prior to it being forwarded to the TRB. May identify any issues, risks, or actions that may affect the implementation and release of the CR. May identify changes or problems with the CR requiring further consideration and/or updates to the CR before decision and/or implementation/release.
ESD Engineering Review Panel (ERP) [for ESD IDIQ Contract Task Orders only]	May review a CR and provides input to the TRB regarding any IT engineering and technology issues and challenges associated with the CR that may affect the implementation and release of the CR.
OIS Stakeholders (e.g., EDCG, EDG, etc.)	May provide input during impact analysis of a CR.
IT Infrastructure Implementation Agent or Contractor	May provide input during impact analysis of a CR.
IV&V Contractor	May review a CR to identify potential improvements or identify problems before they occur.
Configuration (or Change) Control Board	Reviews and renders a decision regarding a CR and validates the CR incorporated in a release.

Related Deliverables

The content of the following deliverables should be considered during the development of the CR, and may also need to be modified appropriately based on the final disposition of the CR:

- Requirements Document
- Business Product/Code
- Version Description Document (VDD)
- Project Management Plan (PMP) / Change Management Plan
- Release Plan (new development) or Release Management Plan (maintenance)
- System Security Plan (SSP) and/or Information Security Risk Assessment (IS RA)
- System Design Document (SDD)
- Interface Control Document (ICD)
- Database Design Document
- Data Conversion Plan
- Test Plan
- Test Case Specification
- Test Summary Report
- Implementation Plan
- Contingency Plan
- Training Plan
- Training Artifacts
- User Manual
- Operations & Maintenance (O&M) Manual
- Problem Reports

Framework Reviews

For new development projects, as well as operations and maintenance projects, CRs serve as input to the following System Lifecycle Framework reviews:

Requirements Review – CRs to add, change, or delete requirements are to be reviewed and approved by the Business Owner and/or CCB prior to any work being done to implement the CRs.

Detailed Design Review (DDR) – During the DDR, changes to system design as a result of CRs are reviewed to ensure that they are complete, fully integrated, and ready to move to the Development Phase.

Validation Readiness Review (VRR) – During the VRR, CRs incorporated into a given release are reviewed to understand the content of the release being delivered and to determine if it is ready for transition to the target test environment (e.g., all features and contents of the release are accurately and completely documented).

Implementation Readiness Review (IRR) – During the IRR, CRs being implemented in a given release are reviewed to understand the content of the release being delivered in relation to the previous release if applicable, and to determine if the release is ready for implementation.

Operational Readiness Review (ORR) [a.k.a., Production Readiness Review (PRR) for maintenance projects] – During the ORR, implemented CRs are reviewed to understand the content of the release being delivered in relation to the previous release if applicable, and to determine if the release is ready for transition to production for operations and maintenance support.

Template

A template exists for the creation of this deliverable, which provides a proposed structure and the information content that should be considered for inclusion in a CR. This template may be tailored as appropriate to meet the specific needs of a given project or system.

The template for the CR is available at:
http://www.cms.hhs.gov/SystemLifecycleFramework/03C_Templates.asp#TopOfPage

Other Available Guidance

Each CR should be assigned a unique number for reference and tracking purposes.

An automated tool may be utilized to document and process CRs for a given project or system/application. For example, the Electronic Change Information Management Portal, or "*eChimp*," is the main application through which the Division of Change & Operations Management in the Medicare Contractor Management Group (MCMG) of the Center for Medicare Management (CMM) of CMS processes all CRs related to the Medicare Fee-For-

Service Environment. All changes to Medicare contractor operations and the shared systems must go through the *eChimp* Change Management Process.

It is highly recommended that key metrics be collected and analyzed for recorded CRs to assist the project in trend analysis. The following are some key pieces of information that are recommended for collection and analysis for documented CRs:

- **Date Submitted** and **Decision Date** for use in assessing the actual time duration for completing analysis of CRs;
- **Change Type**, **Change Reason**, and **Priority** for use in assessing the types and reasons for requested changes and their perceived significance;
- **Analyst(s)** who performed the various types of analyses for use in assigning CRs for impact analysis and identifying who should address any follow-up questions/issues;
- **Decision** for use in assessing the final disposition status of requested changes;
- **Implementation Priority** for use in evaluating the significance of implemented CRs; and
- **Signature Approval** for use in identifying who approved the final disposition of documented CRs.