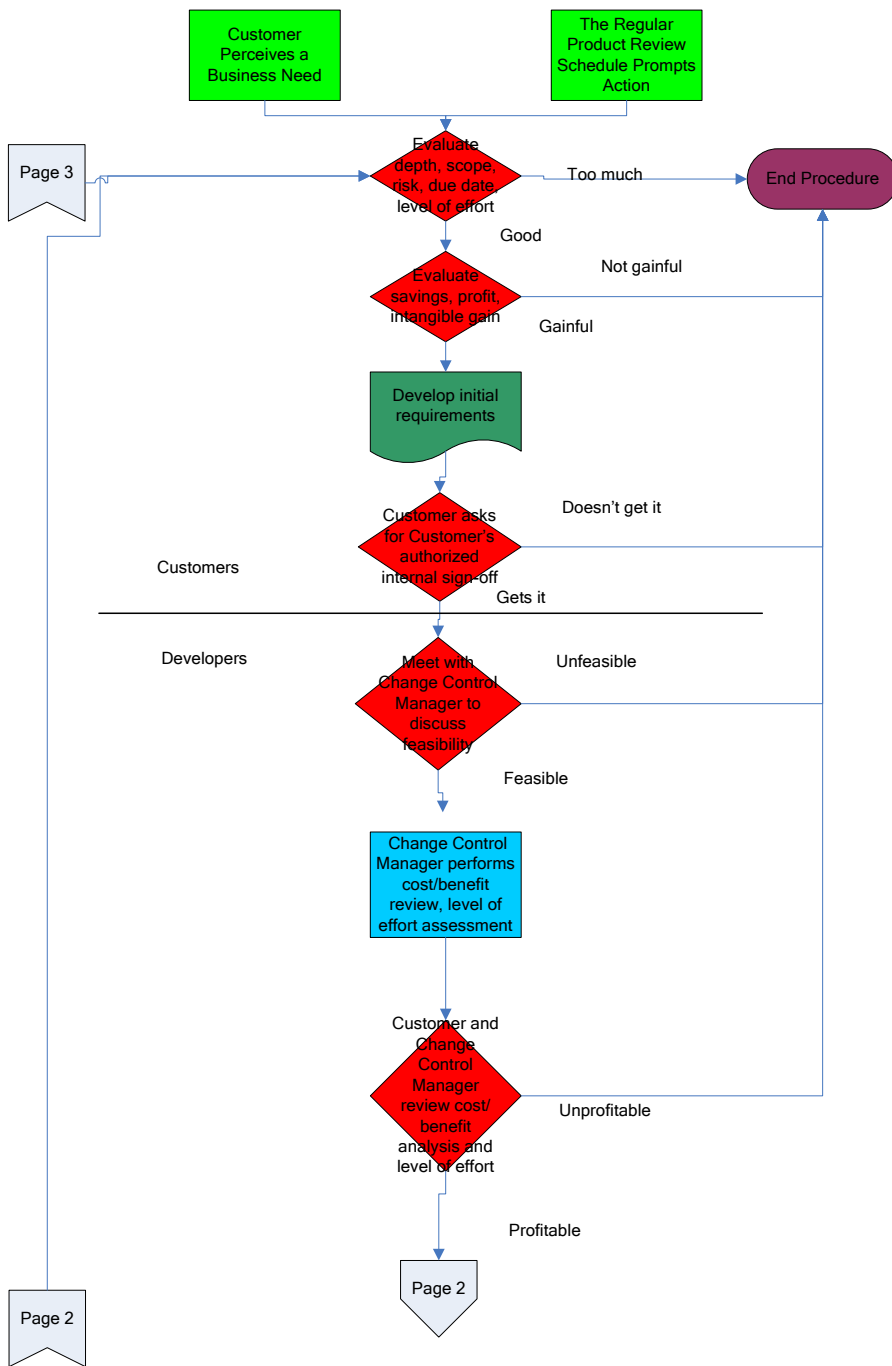
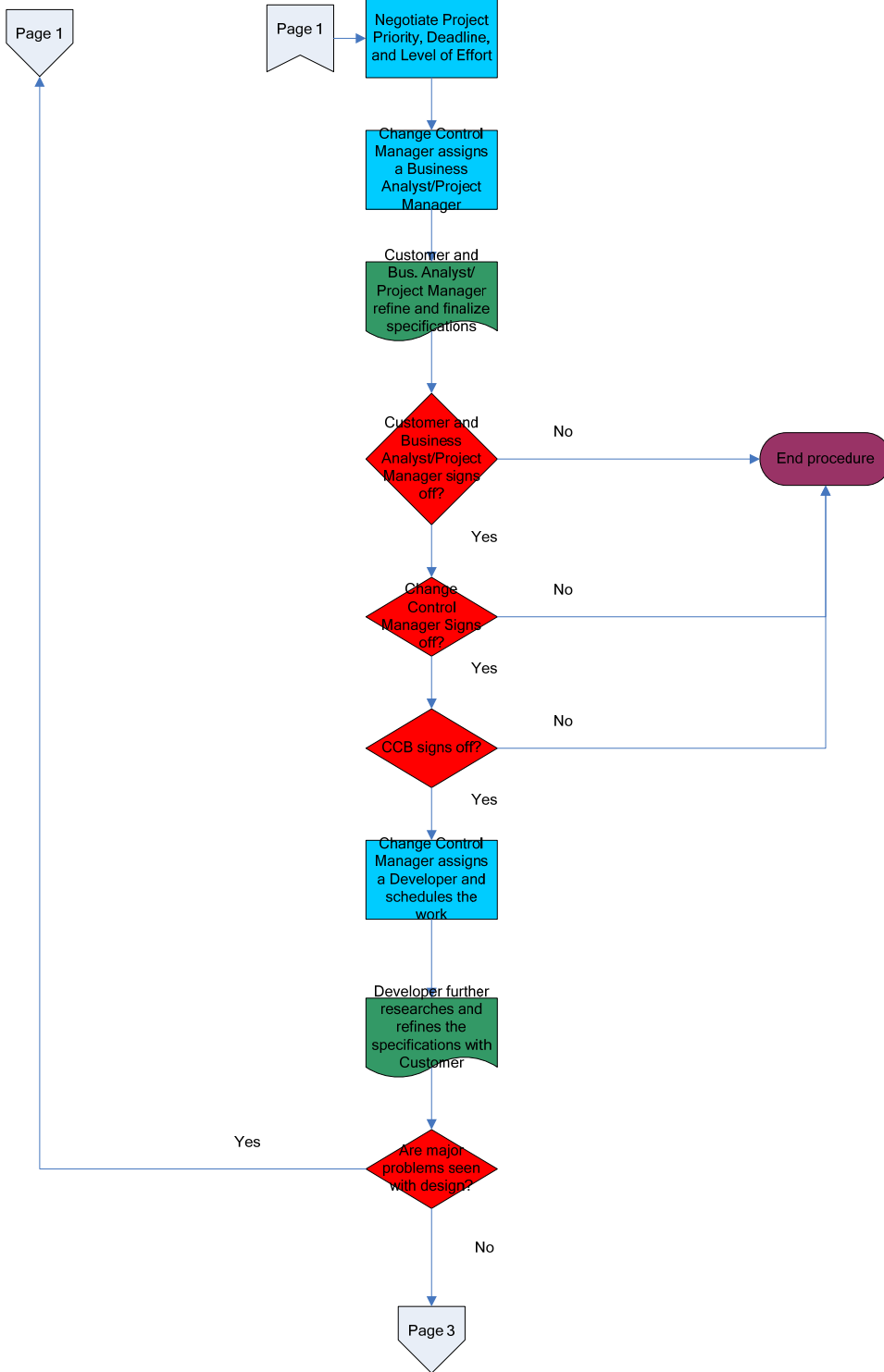
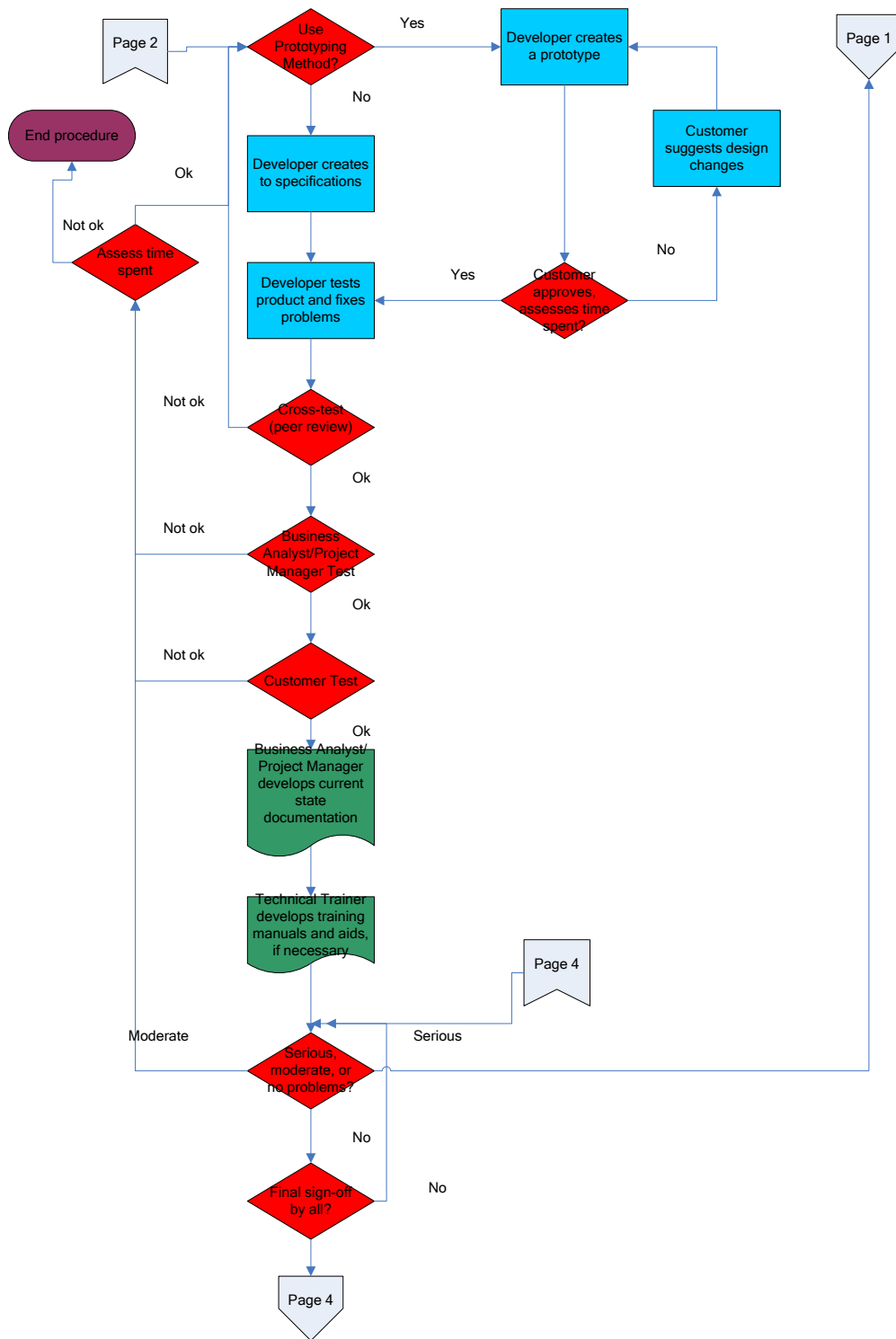
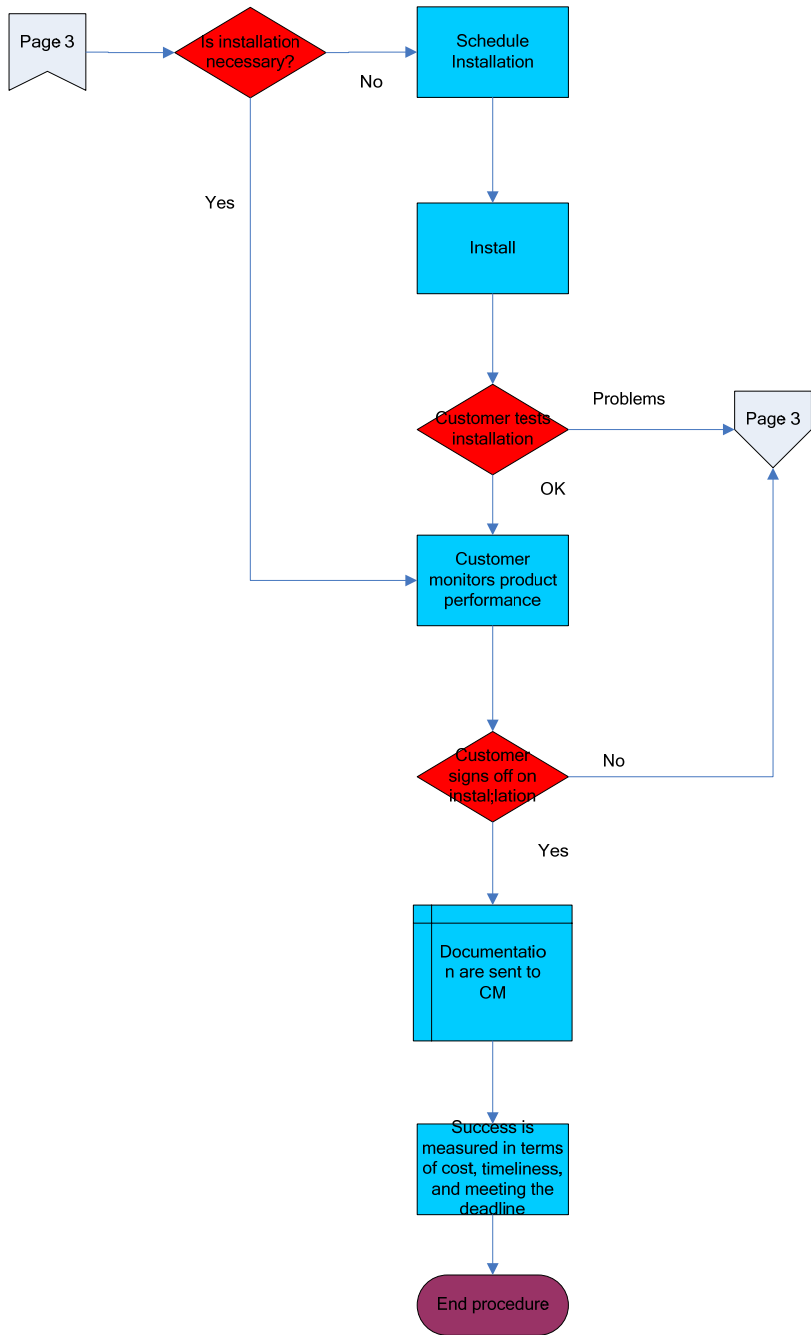


Business Procedure for Change Control









1. Purpose

The central purpose of this document is to lower the risk associated with the change/development projects currently implemented today. The risk here is both profitability risk, where scope creep and unnecessary work undermine profits, and risk to the end-products, due to poor design process management and installation of products that conflict with existing processes. Risk to the end-products can also effect our immediate reputation and, hence, our long-term profits. It assumes a matrix organization.

2. Process Definition

- 2.1) The Customer (either external or internal) perceives a business need.
- 2.2) Alternately, during a regular product review schedule, if an opportunity is found by Med Part D to substantially improve the product, this process can be started using Med Part D as the Customer.
- 2.3) The Customer evaluates the depth, scope, risk, deadline, etc. of a business need.
- 2.4) The Customer evaluates the potential savings or profit from the successful implementation of source code improvements.
- 2.5) The Customer develops the initial requirements.
- 2.6) The Customer gets their internal signoff from a Med-Part-D-accepted signatory and adds it to the requirements documents.
- 2.7) The Customer meets with the Change Control Manager to discuss the feasibility of the potential project and its impact on both existing software and business processes as well as those in the queue and under consideration.
- 2.8) The Change Control Manager assesses the potential cost of the project and level of effort necessary by getting estimates of time and materials from project principals, especially the Developer.
- 2.9) The Customer and Change Control Manager perform a cost/benefit review and assess the level of effort of the project.
- 2.10) If they agree it is worth it, they negotiate a priority, deadline, and level of effort for the project relative to other projects in the queue.
- 2.11) The Change Control Manager assigns a Business Analyst/Project Manager who meets with the Customer to refine and finalize the specifications. They sign off.
- 2.12) Sign off is sought from the Change Control Manager.
- 2.13) Sign off is sought from CCB.
- 2.14) The Change Control Manager assigns a Developer and schedules the work.
- 2.15) The Developer further researches and refines the specifications in collaboration with the Customer and Business Analyst/Project Manager. A larger role should be demanded of the Business Analyst/Project Manager for this function when the project is large. Conversely, the Developer should be almost entirely responsible for this on smaller projects.
- 2.16) If major departures from the original project are foreseen by the Developer, the project is sent back to the Customer and Change Control Manager to reevaluate the feasibility and profitability.
- 2.17) If the Customer's specific desired design is vague or uncertain, prototyping may be used as a method of producing interim application versions until the Customer is

- convinced of a particular design. This is a cyclical, iterative process where the Developer, the Business Analyst/Project Manager, and Customer continually reinvent and reevaluate the application until the business objectives are met.
- 2.18) If the Customer's design is clear and certain, the Developer produces the product. He or she should adhere to internal development standards. Teams of developers should only be formed when both time is critical and the project is large, but design discussion between developers and each other and change control managers should be strongly encouraged.
 - 2.19) The Developer tests the application and fixes any problems.
 - 2.20) The Developer submits his/her product to a peer developer for a review of standards, practices, obvious problems, and suggested improvements. The Developer cleans up his/her product and the peer signs off. If the Developer is a novice, a Change Control Manager should be the reviewer.
 - 2.21) The application is tested by the Business Analyst/Project Manager, who also assesses cost, timeliness, and changes to the level of effort, and, if necessary, sends the product back to the Developer to fix any problems.
 - 2.22) The Customer tests the product and assesses timeliness. This should include "negative" testing, meaning the testing of associated products and processes for any negative, "sideways" impact that wouldn't be obviously affected. If ok, Customer, Developer, and Business Analyst/Project Manager sign off on the product development stage.
 - 2.23) The Business Analyst/Project Manager develops the current state documentation.
 - 2.24) The Technical Trainer develops, if necessary, through collaboration with the Business Analyst/Project Manager, training manuals and aids.
 - 2.25) The Technical Trainer trains the Customers on the product, if necessary.
 - 2.26) If any severe issues are discovered during training and documentation, the Change Control Manager and Customer can decide to send it back to the Developer.
 - 2.27) All give final signoff to the developed application.
 - 2.28) If installation is necessary:
 - a. The Customer, Change Control Manager, and Developer schedule installation.
 - b. The Developer installs.
 - c. The Customer tests the installed product.
 - d. Problems are corrected immediately by the Developer and Customer.
 - 2.29) The new installation is monitored by the Customer and Developer.
 - 2.30) If ok, the Customer signs off on the installed product.
 - 2.31) If not ok and significant design issues are found, another project is started to address the problem, priority given depends on the effect on daily business processes.
 - 2.32) If not ok and the design issues are minimal, immediate, high-priority change requests may be issued to fix the problem.
 - 2.33) If ok, the documentation is sent to CM for archiving.
 - 2.34) Success is measured in terms of timeliness, cost, business advantage. Lessons learned are discussed.