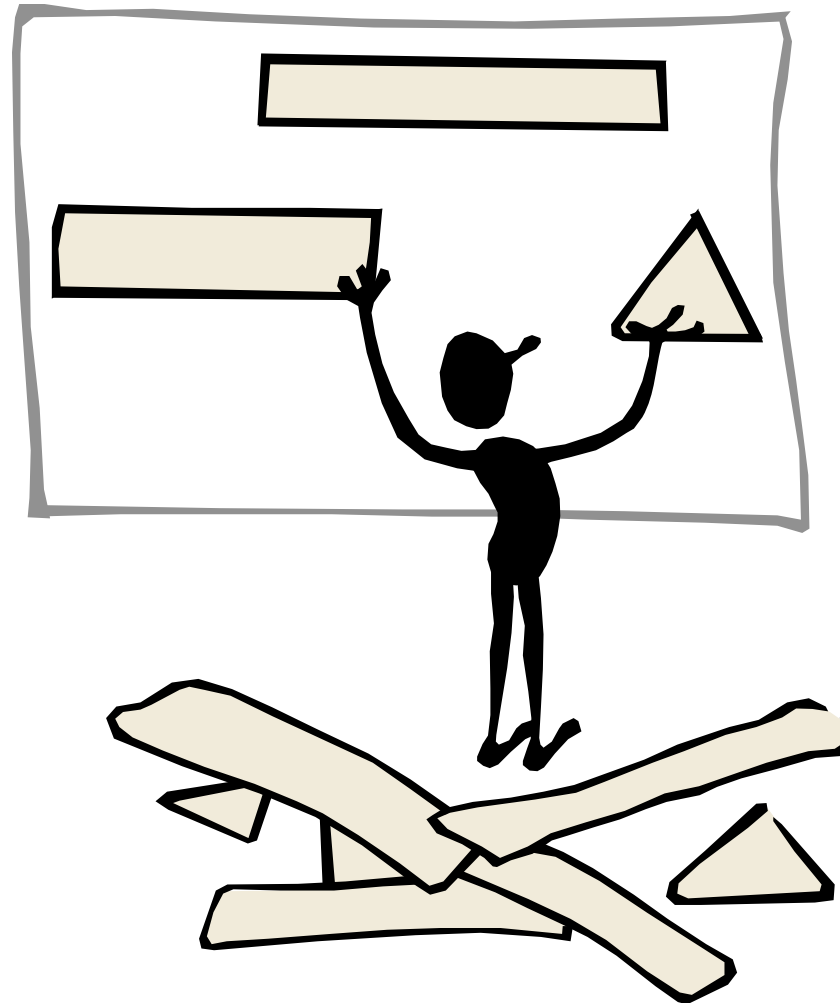


Change Management

Module 8



Discussion



LL 51-53

Change Request Activity

Purpose: Practice handling a change request

Process:

1. Read Change Request #97 from Perry Fields. The customer is requesting a change.
2. Identify the steps you would take to handle the change request

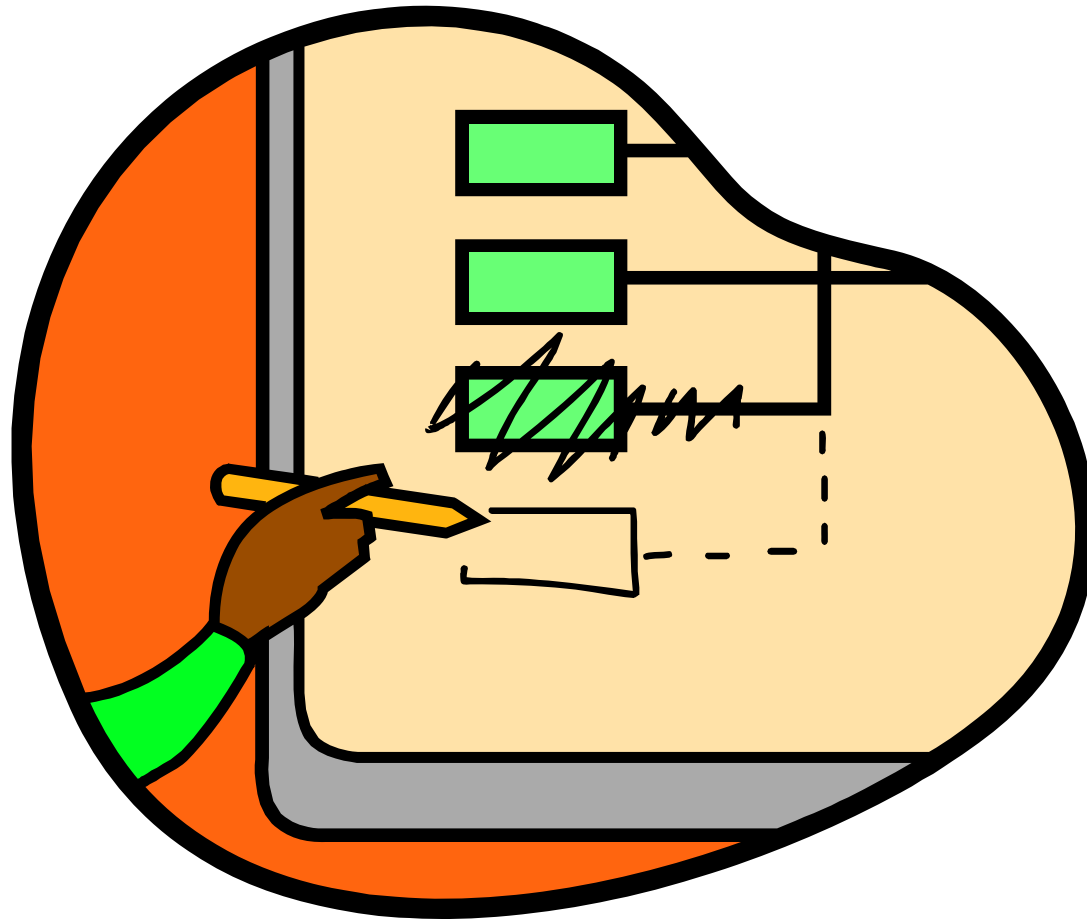
Hint: The first step is logging the change in the change log.



Participation: Teams led by Project Manager

Product: Steps (flow chart) of how you handle the change request.

Debrief



Seven Keys Assessment

Purpose: Practice reviewing the health of the project using the Seven Keys

Process: See the diagram.

- Record status
- Think about issues & actions

Participation: Teams led by Project Manager

Product: Status, issues, and actions for Work & Schedule, Risk, Scope, Stakeholders, Business Benefits, and Team

Time allowed 5 Minutes

Seven Keys Assessment Worksheet

- Red - Urgent - Corrective action required immediately.
- Yellow - Warning - corrective action required in the near term.
- Green - Stay the Course - no corrective action required.

Project Name:	Interviewee:	Date:	Interviewer:
Key and Criteria	Noted Issues	Heads Up Display	Proposed Actions
Stakeholders are Committed	➤	Red Yellow Green	➤
Business Benefits are Being Realized	➤	Red Yellow Green	➤
Work and Schedule are Predictable	➤	Red Yellow Green	➤
Scope is Realistic and Managed	➤	Red Yellow Green	➤
Team is High Performing	➤	Red Yellow Green	➤
Risks are Being Mitigated	➤	Red Yellow Green	➤
Delivery Organization Benefits are Being Realized	➤	Red Yellow Green	➤

PM Feedback

After the case study exercise:

- The PM describes what went well
 - The team describes what went well
 - The PM describes what could have been better
 - The team describes what could have been better
 - Hand the feedback forms to the PM
-
- After providing the PM feedback. Document your lessons learned on page 54 of the Learning Log.
 - This should include any changes that you plan to make in your daily work as a result of this exercise.

