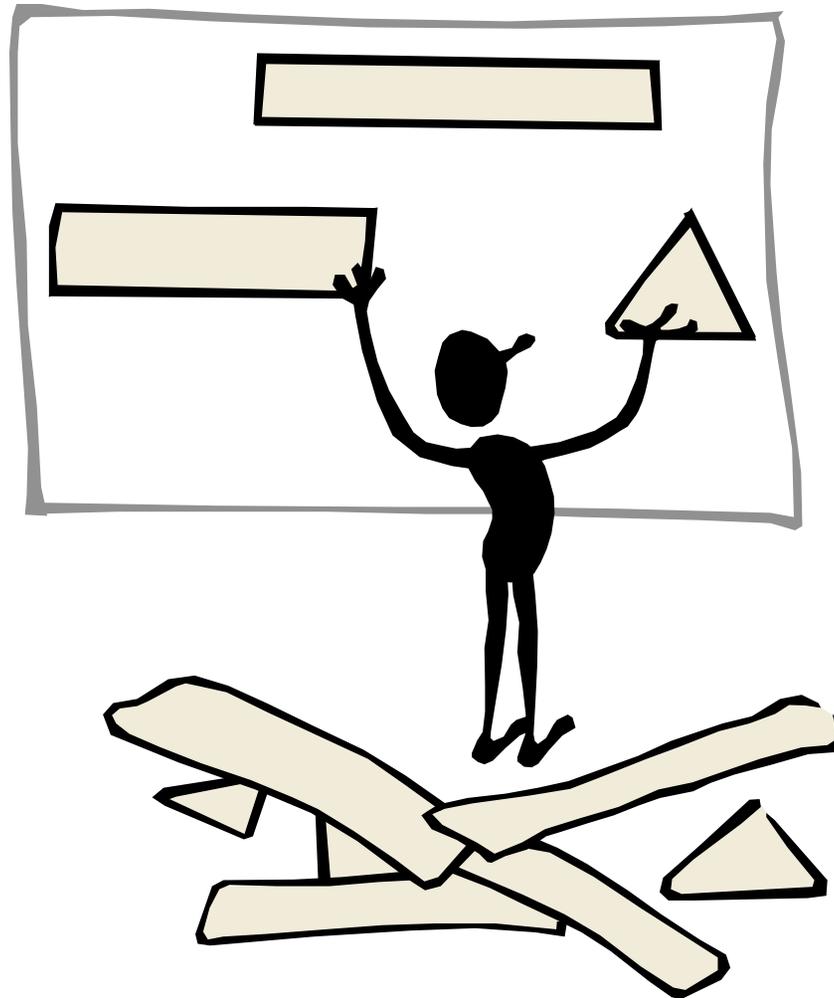


# Change Management

## 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

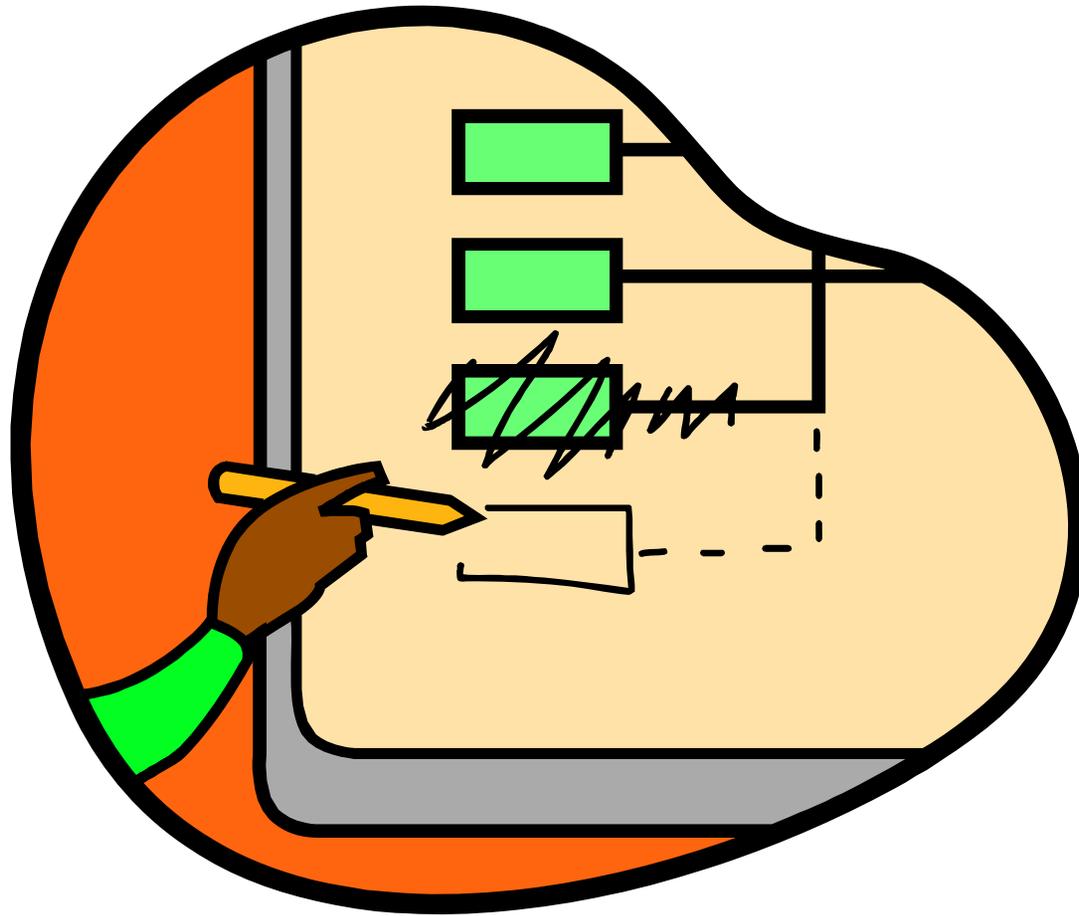
Hint: The first step is logging the change in the change log.

**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.

