



## Service: Choosy change control to manage costs without compromising quality

Understand the impacts of proposed changes, and ensure that only appropriate changes are implemented

### Typical Benefits

This service provides you with a view of the pipeline of proposed changes to the approved project or programme baselines (Time, Cost, Quality) and their impact on the project or programme, enabling you to:

- Weigh up the implications of a proposed change before deciding whether to approve it for implementation.
- Control scope creep and “gold plating”.
- Increase the proportion of projects fit for purpose, delivered on time and on budget.
- Improve financial control of your projects and increase predictability in delivery.
- Improve transparency of decision-making, and better alignment to project/programme business case.

### Overview and typical delivery approach

- Meet with programme manager, agree the process steps required and tolerances available at each step.
- Set up a change register; explain the process and its rationale to likely change request raisers.
- Monitor projects and programmes for new change requests; include in the process an initial “sense check” step to confirm the request is aligned with the scope and business case before expending effort on evaluating the impacts.
- Flag requests for review at the appropriate governance forum (this is for request raisers to make their case, for project managers and workstream leads to flag up any impacts, and for approvers to consider the request).
- Evaluate the request impact on delivery costs, timescales, product quality, business case benefits, etc.
- Record decisions in the change register to provide an audit trail.
- Implement appropriate changes with full governance approval; identify and reject inappropriate changes.

Timelines depend on priorities, and other services being delivered concurrently for the same client.

### Deliverables

- A process flowchart showing the agreed change control process.
- An easy way to propose changes for consideration.
- A register of changes broken down by change control process stage, with a summary of the impact.
- Regular meetings to review proposed changes and approve or reject them.
- A record of the change request decisions made, with the rationale behind them.

### Client testimonial

*“I engaged Pragmatic PMO on a strategic programme that had been running in feasibility mode for 8 months, and was about to move into implementation. When Pragmatic PMO was engaged, **we had no project management function or framework.***

*Pragmatic PMO implemented **just enough project management fundamentals and discipline** to enable the programme to robustly deliver some fantastic outcomes for the client. If you are looking for strategic programme delivery support services that you can actually lean on, **Pragmatic PMO should be at the top of your list.**”*

**Mark Ferguson, Programme Director**