

PCN #	PCN Name	Effective Date
08-001	GSMP Change Request (CR) Process Updates	06-Feb-2008*

## Purpose:

This PCN defines updates to the Current GSMP Change Request (CR) Process. The change will include the following:

1. All CR's entered will remain in the system (CR's will not be closed until prioritization has occurred).
2. All CR's that are prioritized for work will become "Work Orders" (WO's) when GSMP Step 1 completes and the Requirements gathering begins.

**Note:** The prioritization process will continue to follow the process as depicted in Figure 5.1 of the GSMP Manual (Version 4.5.2)

## Process:

The CR system has evolved over the years. Prior to last year, any CR which was deemed Complex after submission was closed until it was prioritized and then reentered; a process which confused users, but assured no CR remained in the system which was in fact not being worked on. Last year the GDSN community made specific requests about having a "single point of entry" for CRs, regardless of their being simple or complex and for the CR's to remain along with visibility to their status (MO's have also requested this). To accommodate that, and to improve the visibility on CR status, the following important changes to the system are being made.

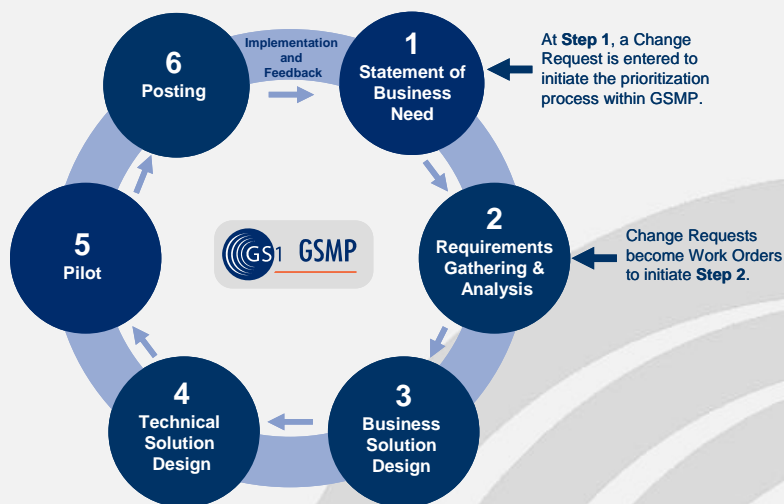
### Assessment and Prioritization vs. Work in Progress

All CR's need some level of assessment. In the past, instances occurred where submitters assumed that standards development work began as soon as a CR was entered, when in fact a CR must complete Step 1 -Assessment and Prioritization - before standards development work can begin. In 2005 GSMP decided to remove complex CR's from the system until prioritization was complete – thus avoiding any perception that work was progressing when it was not.

This decision however, caused some confusion in the community when submitters were attempting to track their CR submissions and could not find them.

In the new CR System, all CR's will remain in the system and will be converted from a Change Request (CR) to a **Work Order (WO)** after prioritization. The number that the CR is given when submitted will remain throughout the life of the submission. For example, if a Change Request is submitted and becomes **CR 07-000423**, upon approval to proceed by GS1 it becomes **WO 07-000423**.

The submission of a CR begins Step 1 of GSMP (Statement of Business Need) and the conversion to a Work Order (WO) reflects the end of Step 1 and the beginning of Step 2 (Requirements Gathering). The diagram below shows how Change Requests are routed through the GSMP and become Work Orders.



## Simple vs. Complex Work

Determining the level of work is an important step in assuring the availability of resources, priority, and alignment of community expectations. Users in the past have complained however that the distinction, when submitting CRs, is difficult to make without detailed background information.

In the new CR System, submitters will no longer be required to assign “Simple” or “Complex” to a Change Request, as the determination will now be made after the submission by the GS1 team with the submitter.

**\*Note:** Any active CR’s will be subject to this new methodology. The Effective Date refers to the projected “live” date for the updates to the CR system.