



## WELCOME TO THE OTHER SIDE - HOW WE CHANGED CHANGE

Chelsea Westover
2020 Project Management Symposium

#### Chelsea Westover

- Simpson Gumpertz & Heger 2011-2013, 2014-2016
- Department of Defense
  - Structural Engineer 2016 2018
  - Deputy Project Manager 2018 Present
- clwesto@radium.ncsc.mil



## East Campus



#### How We CHANGED Change

Internal DoD Process



Official Design-Construction Agent Process

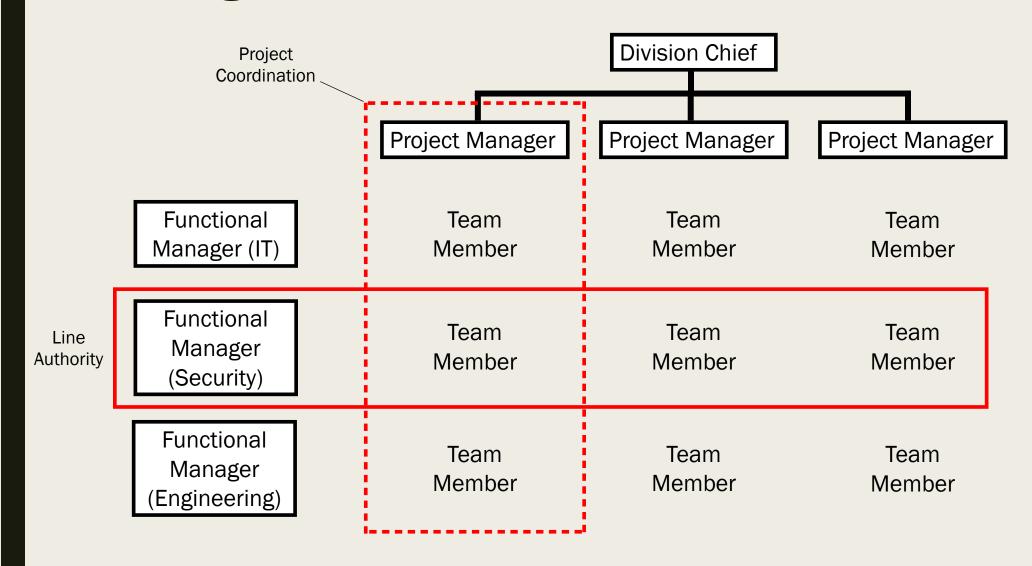


Executed Change

### How We CHANGED Change

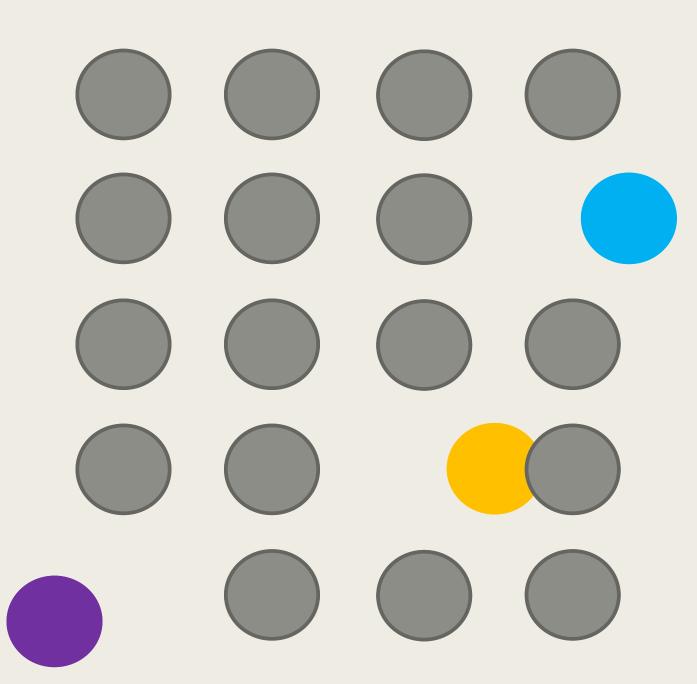


#### Organizational Structure and Matrix

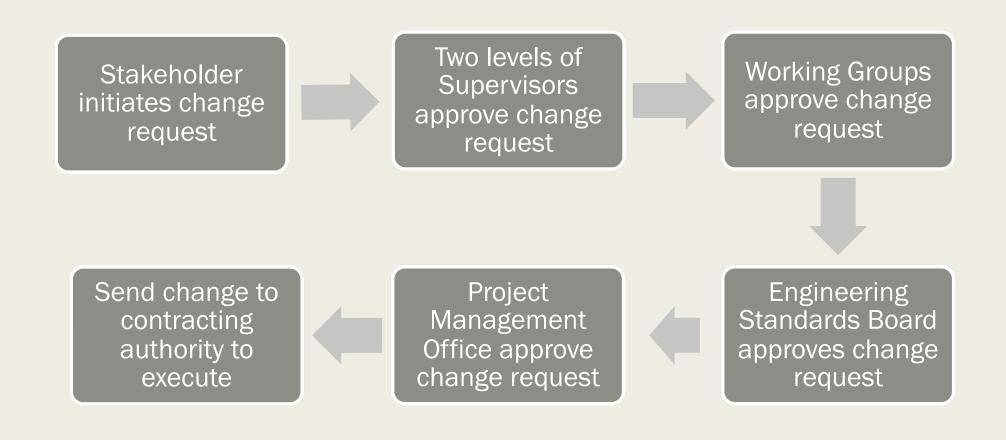


## Change Management

- Requirements Development
  - Facilities Criteria (FC)
  - Internal Policies
- How do we vet proposed configuration changes?
- Requirements Change Request (RCR)
  - Controls end-user project configurations
  - Control change to construction contracts
  - Tailored to matrix organization



# Requirements Change Request - Facilities Criteria Change



## Why?

- Need multiple concurrences
- Better requirements management
- Consistency

Bottom line: customer configuration control successfully controls project change

