HITS Change Advisory Board (CAB)

Objective
The Change Advisory Board (CAB) is responsible for assessing Change Requests for risk and unintended consequences. The CAB facilitates the change management process by approving requested changes, assisting in the assessment and deciding the priority of changes. The CAB helps ensure that changes are managed in a reasonable manner by developing and implementing change management guidelines and procedures. The CAB is a sub-committee of the Service Delivery Committee.

Members

<table>
<thead>
<tr>
<th>Role/Representation</th>
<th>Primary / Alternate</th>
<th>Voter</th>
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<tbody>
<tr>
<td>Co-Chair\Service Management</td>
<td>Monica Webster</td>
<td>Yes</td>
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<tr>
<td>Co-Chair-Facilitator\ Service Management</td>
<td>Shawn Bengel</td>
<td>No</td>
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<tr>
<td>Information Assurance</td>
<td>Eric Oliver</td>
<td>Yes</td>
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<tr>
<td>Enterprise Infrastructure\Hosting - Windows</td>
<td>Michelle Geerlings</td>
<td>Yes</td>
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<tr>
<td>Enterprise Infrastructure\Hosting - Unix</td>
<td>Keith Noch/Josh Green</td>
<td>Yes</td>
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<tr>
<td>Enterprise Infrastructure\Identity Management</td>
<td>Mike Kijewski</td>
<td>Yes</td>
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<tr>
<td>Enterprise Infrastructure - Networking</td>
<td>Paul Badour</td>
<td>Yes</td>
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<tr>
<td>Enterprise Infrastructure – Database Services</td>
<td>Annette Verhelle</td>
<td>Yes</td>
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<tr>
<td>COA – Applications I</td>
<td>Andy Schroeder</td>
<td>Yes</td>
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<tr>
<td>COA – Applications II</td>
<td>Dave Howell / Frank Benedetti</td>
<td>Yes</td>
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<tr>
<td>AOM – Device Support</td>
<td>Charlie Brown / Ken Ray</td>
<td>Yes</td>
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<td>AOM – Service Desk</td>
<td>Jennie Miller</td>
<td>Yes</td>
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<td>AOM – Platform Services</td>
<td>Mark Wilson</td>
<td>Yes</td>
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<tr>
<td>Education &amp; Training</td>
<td>Marie Baldwin (Interim)</td>
<td>Yes</td>
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<tr>
<td>Research Engagement</td>
<td>Ryan Echlin</td>
<td>Yes</td>
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<tr>
<td>Communications</td>
<td>Emily Fuentes</td>
<td>Yes</td>
</tr>
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Responsibilities
Co-Chairs will be responsible for:
- Membership additions and replacements
- Ensure the smooth and efficient function of the CAB meeting
- Reporting and metrics

Co-Chair Facilitator will be responsible for:
- Preparation and facilitation of the CAB meeting in ServiceNow
- Setting the cadence for the CAB meeting

CAB members will be responsible for:
- Ensure dependencies are identified, addressed and documented
- Assessment of change requests, considering:
  - Operational and business impact
  - Availability of resources
- Priority
- Communication and coordination of changes
- Conflicts with other changes

- Makes recommendations for implementation, further analysis, deferment or cancellation of Change Requests
- Post-implementation reviews and measures
- Ensure approved change requests are posted to the Change calendar

**Decision Making**
The CAB determines the recommendations and approvals using a simple majority voting process either during the scheduled meetings or via email. A quorum reflects two-thirds of voting members and/or their proxies. When voting via e-mail a quorum represents consensus.

If quorum is not met, the chair will decide on changes utilizing input from the other CAB members in attendance.

When all CAB member questions/concerns have been answered the chair will call for any objections to approving the change. If there are none, the change will pass. If an objection is stated, a formal vote will be taken to defer or reject the change.

**Decision Results**
Change requests will either be approved, deferred, or denied.
- Approved - When approved the CAB chair will mark the change request as such. The requester is then able to move the change through the remaining steps of the workflow.
- Deferred - Changes may be deferred if they lack all the requirements for approval or if a majority of the CAB votes to defer for more in-depth evaluation. Reasons for deferment will be added to the change notes explaining what requirements need to be fulfilled at which point the CAB will revisit the request. A reevaluation may occur between CAB meetings by email if the change request is time critical.
- Rejected - A change request may be rejected if the perceived risk by the CAB is too great. The change requester may appeal the decision to their Senior Director who may override the decision made by the CAB.

**Schedule**
CAB meetings are held every Tuesday at 11:00 AM

**Composition**
CAB members should have holistic perspectives on the operations of HITS and a commitment to ensuring a stable environment. Members are expected to participate in a professional and courteous way.

This Committee will be reviewed at least annually by the Service Delivery Committee (SDC) for its effectiveness in meeting its charter.

**Emergency Changes**
Emergency changes will be approved by the Director On Call utilizing the Emergency Change process. The CAB will review all Emergency changes after they have occurred at the next CAB meeting.

**Definitions and Related Resources**

- [Normal Change Management Process](#)
- [Standard Change Management Process](#)
- [Emergency Change Process](#)