

## CAB

(Change Advisory Board)

## Terms of Reference

---

# Table of Contents

- Introduction ..... 3**
- Scope ..... 3**
- Mandate ..... 3**
- Composition ..... 4**
- Roles and Responsibility ..... 5**
  - Chair ..... 5
  - Standing Members ..... 5
  - Advisory Members ..... 6
    - Change Originator ..... 6
    - All Advisory Members ..... 6
- Meeting Frequency ..... 6**
- CAB Modus Operandi ..... 6**
  - All Members ..... 6
  - Quorum ..... 6
  - Chair Approval ..... 6
  - Start of Term / Blackout Period Procedures ..... 7
- Appendix: Change History ..... 8**

## Introduction

Change management is established to ensure that changes are

- Recorded
- Evaluated
- Authorized
- Planned
- Tested
- Implemented
- Documented
- Communicated
- Re-classified when necessary
- Reviewed in a controlled manner

The benefit and objective of this process is to:

- Optimize risk
- Optimize resources
- Realize benefits
- Prevent unplanned IT service interruptions that negatively impact the Sheridan community
- Protect services
- Reduce defects and re-work

## Scope

This change management process applies to all technical and functional changes to a production environment or application including but not limited to, additions, deletions, modifications, as well as maintenance scheduled on the processes, applications, operating systems, networks, databases, and/or infrastructure components.

## Mandate

Sheridan College developed this Change Management process to manage IT related changes in a controlled manner in order to realize benefits and optimize risk while using the best practices.

CAB (Change Advisory Board) is established as one of the authority levels to carry out the following actions for significant changes or other changes as escalated by other authority levels as identified by Sheridan's Change Management process:

- Authorization of changes
- Assessment of changes
- Prioritization of changes
- Scheduling of changes.

“Change is the addition, modification or removal of anything that could have an effect on IT services” (ITIL 2011 edition, Service transition publication, p. 61)

## Composition

CAB will consist of the following members:

1. CAB Chair(s)
  - a. Co-chairs may also be designated
  - b. Co-chairs share the Chair responsibilities
  - c. Co-chairs must be from different represented groups
    - i. One of the Co-chairs must be affiliated with IT
2. Standing members
3. Advisory members
  - a. Standing advisory members
  - b. Ad-Hoc advisory members

CAB Chair(s) is/are appointed by the IT Leadership team.

1. CAB members will be solicited to nominate for consideration a candidate
2. This candidate will be presented to the IT Leadership team for inclusion in the selection process

Standing members are appointed based on the area being represented:

1. Office of Registrar
  - a. Manager/Associate Registrar or designate
2. Sheridan Faculties
  - a. Director or Associate Deans or designate
3. Finance & Administration
  - a. Manager/Director or designate
4. HR
  - a. Manager/Director or designate
5. Centre for Teaching and Learning (CTL)
  - a. Manager/Associate Dean or designate
6. Student Services
  - a. Manager/Director or designate
7. Facility Management
  - a. Manager/Director or designate
8. IT
  - a. IT Servers/Systems Group (CSG)
  - b. IT Security
  - c. IT Solutions Group (Networks) (ISG)
  - d. IT Enterprise Systems (ESS)
  - e. IT Services Excellence Centre and User experience (ITSS)
  - f. IT Communications Technology Group (CTG)

Standing advisory members:

Standing advisory members are identified as key CAB advisors that by virtue of their role and institutional perspective are valuable advisors across RFC issues.

Ad-Hoc advisory members:

Ad-Hoc advisory members are invited based on the change being reviewed.

## Roles and Responsibility

### Chair

Responsibilities of the Chair/ Co-Chairs include:

- Serve as the spokesperson for the CAB and uphold its decisions
- Facilitate effective CAB operations
- Perform the role of the process owner for change management
- Represent the CAB at the IT Leadership meeting
- Communicate decisions and/or directives to the CAB made by Sheridan's other governing bodies
- Ensure that the CAB's actions are aligned to the overall objectives of Change Management
- Manage any impact of the CAB's actions on other groups
- Chair CAB meetings, facilitate adequate and meaningful discussion for each item presented
- Escalate issues if any, to the IT Leadership team and other governing bodies for decision or approval.
- Perform an annual review and revision of the CAB Terms of Reference
- Maintain CAB Membership

### Standing Members

Responsibilities of individual members include:

- Understand effective change management practices and undertake training if necessary
- Ensure that all change requests have been analysed by the necessary people in their area
- Conduct discussions, determine defined business needs and gather and collate information regarding change requests identified within their respective areas
- Arbitrate requirements, conflicts or differences of opinion within their respective areas in order to arrive at an unified approach to the change requests prior to release
- Represent their area in change request discussions with regard to the benefits of the College as a whole
- Provide the necessary information that ensures that the CAB understands the technical, logistic, financial and other relevant resource issues
- Act as a channel of communication between their respective business unit within the wider College and the CAB
- Actively participate in CAB meetings and initiatives
- Participate in the prioritisation and approval process for IT requests for change
- Assess minor changes for suitability to become standard changes

## Advisory Members

Responsibilities of the advisory members include:

### Change Originator

- Work with the Chair to coordinate the request for change (RFC) review at the CAB
- Update the CAB on the progress of RFCs

### All Advisory Members

- Assist the Chair in the facilitation of the CAB meeting in order to attain meaningful discussions
- Provide CAB members with technical/business input on the RFCs in order that informed decisions may be reached by its members

## Meeting Frequency

CAB will meet every week for one hour.

## CAB Modus Operandi

The following are operational guidelines for the CAB:

### All Members

In the event that a Member is unable to attend a CAB meeting, he/she may nominate a representative or member from his/her own business unit to attend the CAB meeting on his/her behalf in order to maintain quorum. The nominated representative is therefore authorized to act in the capacity of the Member he/she represents.

If such an arrangement is made, please advise the Chair prior to the CAB session.

### Quorum

Request for changes which are categorized, as “significant” require the CAB’s endorsement before it can proceed by IT.

A quorum at the CAB meeting is required for a valid endorsement of such changes. A quorum refers to at least 50% of the votes of standing members present. The minimum number of standing members present is **four** from different functional areas (or delegates) plus the IT service owner or the delegate. Advisory members do not have voting rights on request for changes.

### Chair Approval

Recognizing that during high vacation periods (June – August) achieving quorum is challenging. During these periods changes may receive chair approval provided the following conditions are met:

- A minimum of four voting members must be present
- These present members must unanimously approve the change

- The four voting members must represent different constituencies.
- The change will be noted as having received Chair approval.

## Start of Term / Blackout Period Procedures

Prior to the start of each semester a Blackout Period will be designated. This Blackout Period is intended to reduce the risk to operations and our operating environments. The intent of this period is to defer discretionary changes whenever possible to outside of the Blackout period.

- In general this period would extend two weeks prior to semester start and two weeks following.
- The actual dates will be determined by the IT Leadership Team

It is important to recognize that during this period planned changes and emergency changes will be occurring but will receive heightened scrutiny from CAB.

During Blackout Periods CAB will operations will be altered as follows:

1. CAB will review risks and impacts of proposed changes and critically examine the ability to defer the change until after the Blackout period.
2. Standard and Emergency changes will proceed during Blackout periods with the exception that all CAB members will be asked to examine these changes during the Blackout period for any concerns.
3. All Normal changes (Minor, Major and Significant) require the approval of CAB with a subsequent review by the IT Leadership Team for final approval.
  - a. Reminder: During the blackout period CAB will review changes and approve only those changes deemed absolutely critical for the start of term.
  - b. Approved changes will be forwarded to the IT Leadership Team for review.
  - c. Approved changes will be reviewed by the IT Leadership Team (ideally, same day - 1-3PM).
  - d. The final disposition (approval/disapproval) of the change will be communicated to the Chair / Co-chair(s) who will in turn update the RFC in question.
  - e. Minor changes must be planned, submitted and approved during this period and cannot proceed with only approval from the Service Owner.
  - f. Procedural Reminder: Changes must be submitted to CAB for review during Wednesday meetings by end of day on the prior Friday.

## Appendix: Change History

August 2015

- Start of Term / Blackout Procedures introduced
- Co-Chair defined
- IT Membership updated