



CHANGE ADVISORY BOARD

Terms of Reference

Abstract

This document outlines the Terms of Reference for Information Technology's standing Change Advisory Board (CAB), which is responsible for the oversight of all IT-driven changes.

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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

The 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 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)

Roles and Responsibilities

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 a 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

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 (Manager/Associate Registrar or designate)
2. Sheridan Faculties (Director or Associate Deans or designate)
3. Finance & Administration (Manager/Director or designate)

4. HR (Manager/Director or designate)
5. Centre for Teaching and Learning (Manager/Associate Dean or designate)
6. Student Services (Manager/Director or designate)
7. Information Technology
 - a. IT Servers/Systems Group (CSG)
 - b. IT Security (ITSEC)
 - c. IT Solutions Group (Networks) (ISG)
 - d. IT Enterprise Systems (ESS)
 - e. IT Services Excellence Centre and User experience (ITSS)
 - f. IT Service Desk (ITSD)
 - g. IT Communications Technology Group (CTG)
 - h. IT Project Management Office (PMO)

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.

Membership

CAB Chair(s)

Name	Affiliated Area	Date in Role
James Duncan	Information Technology	October 17, 2016
Brian Smith Vacant	Non-IT	TBD

Standing Members

Name	Affiliated Area	Alternate:
Bryan MacFarlane	Office of the Registrar	None
Vacant	Faculty of Humanities & Social Sciences	None
Vacant	Faculty of Continuing & Prof. Studies	None
Robert Pearce	Faculty of Applied Science & Technology	None
Dayan Ginige	PSOB (Pilon School of Business)	None
Vacant	Faculty of Appl. Health & Comm. Studies	None
Martin de Bernardo	Faculty of Animation, Arts & Design	Rick Ruse
Vacant	Finance & Administration	None
Vacant	HR (Human Resources)	None
Yanfei Ma	CTL (Centre for Teaching and Learning)	Farzana Jiwani
Lingling Jiang	Student Services	Jennifer Hance

Ian Colquhoun	IT/CSG	Kevin McDermott
Luke Chimilenko	IT/Security	Jean Lu
Stephen Taylor	IT/ISG	Martin Nowakowski
Evelyn Shoemaker	IT/ESS	Ausim Mobeen
Kathleen McAndrew	IT/ITSS	John Fitzgerald Daryl Bakes Stuart Tenn
Joel Thomas	IT/Service Desk	Adrian Balaura
Trevor Hanekamp	IT/CTG	Arlene Smyth
Guilherme Engmann	IT/PMO	Katherine Budaya-Billard

Advising Members

Name	Affiliated Area	Designate:
Josh Fortier	Campus Security	Catherine Sloat
Hunter Kirkpatrick	Facilities Management	Carolyn Judd

Supporting Members

Name	Affiliated Area	Notes:
Bruce Smith	AVP, Information Technology	Standing
Julia Kraveca	Change Management Process Owner	Standing
Randy Boden	Cherwell Administration	Standing
Marcie Matsubuchi	Recorder	Standing

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.

Special Approval Periods

In general, prior to the start of each semester a special approval period will be designated. This special approval 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 special approval period.

- In general, this period would extend three complete weeks prior to semester start and two weeks following the actual academic start of term date.
- These dates will be proposed by CAB.
- The actual dates may be modified or designated by the IT Leadership Team

Special approval periods may also be designated outside of these generally accepted timeframes based on operational needs and considerations.

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

During special approval 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 special approval period.
2. Standard and Emergency changes will proceed during special approval periods with the exception that all CAB members will be asked to examine these changes during the special approval periods for any concerns.
3. All Normal changes (Minor, Major and Significant) require the approval of CAB and are forwarded to the IT Leadership Team for review.
 - a. Reminder: During the special approval period CAB will review changes and approve only those changes deemed absolutely critical for ongoing operations.
 - b. Approved changes will be forwarded to the IT Leadership Team for review.
 - c. IT Leadership Team will communicate any questions or concerns to CAB.
 - d. Minor changes must be planned, submitted and approved during this period and cannot proceed with only approval from the Service Owner.
 - e. Procedural Reminder: Changes must be submitted to CAB for review during Wednesday meetings by end of day on the prior Friday.