

ISD Change Advisory Board (CAB) Charter

1. Introduction:

- 1.1. ISD's Change Advisory Board's (CAB) mission is to provide rigor and ensure customer input into our Change Management process. This CAB also will be part of the Change Management process coded in the Change Management module of ISD's IT Service Management tool.
- 1.2. The CAB will consist of Supervisors of ISD technical teams as well as IT leaders in other San Mateo County Departments. Every CAB member will be invited to each meeting. A CAB member may delegate participation to another member of his or her team. An agenda will be sent at least 24 hours before the meeting. ISD Supervisors and/or Project Managers will submit their changes for approval, and CAB members affected by a change request will have the opportunity to approve or deny a change during this meeting.

2. Composition and Role:

- 2.1. Change Manager
 - 2.1.1. Facilitator of the change process who leads and governs the CAB meetings.
 - 2.1.2. Can invite additional non-voting members in advisory positions, usually senior technical specialists, procurement, etc.
- 2.2. Server or Core Infrastructure Supervisor
 - 2.2.1. Represents the Server or Core Infrastructure Team and is the sponsor for any Server Team Changes.
- 2.3. Network or Converged Infrastructure Supervisor
 - 2.3.1. Represents the Network or Converged Infrastructure Team and is the sponsor for any Network Changes.
- 2.4. Telecommunications Supervisor
 - 2.4.1. Represents the Telecommunications Team and is the sponsor for any Telecommunications Changes.
- 2.5. DB Supervisor
 - 2.5.1. Represents the DB Team and is the sponsor for any DB Changes.
- 2.6. Application Manager
 - 2.6.1. Represents the Application Team and is the sponsor for any Application Changes.
- 2.7. Desktop Supervisor
 - 2.7.1. Represents the Desktop Team and is the sponsor for any Desktop Systems Changes.



2.8. Service Desk Supervisor

2.8.1. Represents the Service Desk Team.

2.9. PBX Operator Supervisor

2.9.1. Represents the after hours on-call service intake operators.

2.10. PMO Manager

2.10.1. Represents the PMO Team.

2.11. Security Manager

2.11.1. Represents the Security Team, is the sponsor for any Security Changes.

2.12. Customer Representatives from each County department

2.12.1. Represents the interest of their respective organization.

2.12.2. One representative from each San Mateo County department will be invited to each meeting. Attendance is not mandatory.

3. Protocol

- 3.1. Each ISD team will be responsible for presenting their change. If there is no representation from a given team, then no changes can be approved.
- 3.2. The role of each member is to assess the potential change for risks specific to their Area of Responsibility (AOR) and approve or deny the change based upon the satisfaction of the risk mitigation strategy.
- 3.3. It is the responsibility of each CAB member to be present or delegate the CAB responsibility within their AOR.
- 3.4. The CAB will not convene with less than 5 members attending. This prevents sub-quorum decisions.
- 3.5. Changes will be reviewed during a meeting after a Manager has approved a Comprehensive Change. There is no limit to how early a change can be requested.
- 3.6. All changes require unanimous approval by affected parties. One deny is a denied change.

4. Meeting Dates and Times:

- 4.1. The CAB will meet weekly at 11 AM. If there is a holiday or conflict preventing a meeting at this time, the CAB meeting will be scheduled at a convenient time prior to the normal meeting. A list of changes to be reviewed will be sent at least 24 hours in advance of the start of the CAB meeting.

5. Change Definition:

- 5.1. Three types of changes can be selected in a change request in the Change Management application. It will include a list of changes associated with



each type to assist the requestor and assignee to choose the correct type of change. The types of changes are described as the following:

- 5.2. Routine – A change to a SLA or Core service or for which the approach is pre-authorized by electronic Change Management workflow. It has an accepted and established procedure to provide a specific change requirement. A routine change is a low-impact, commonly performed change with no expectation of downtime.
- 5.3. Comprehensive – A change to an SLA or Core system that requires various disciplines to coordinate the change and reduce the business impact and risk.
- 5.4. Emergency – An emergency change is a component of a Comprehensive change submitted to avoid an impending outage, restore service during an incident, or to meet an immediate business requirement. It may be recorded after the fact with a verbal approval if performed to restore service. Verbal approval may be given by the requester's Supervisor, Manager, On-Call Manager, or Change Manager.

6. Approval Workflow and Notification:

- 6.1. All changes will require approval from the submitter's Supervisor, Manager, and the Change Manager.
- 6.2. Routine changes will be reviewed by all three of these voting members without CAB review. Notification will not be sent of upcoming changes unless specifically requested by one of the change approvers.
- 6.3. Comprehensive changes will require CAB review. The Change Manager will enforce this review by delaying approval until the upcoming CAB meeting. Comprehensive changes will be entered on the CAB agenda if the submitter's Manager approves them more than 24 hours prior to the upcoming CAB meeting. The Change Assignee or a delegate will send a change notification to affected parties after a Comprehensive Change has been approved in a CAB meeting.
- 6.4. Emergency changes will also be reviewed by the CAB at the discretion of the Change Manager when requested to fulfill an immediate business need. The Change Manager will attempt to schedule Emergency Changes after an upcoming CAB meeting so that they can be reviewed by this group whenever it is feasible. Emergency changes to restore service or avoid an impending outage will be entered on the change calendar for all members of the CAB to view after the fact. The Change Assignee or a delegate will send a change notification to affected parties after an Emergency Change has been approved to meet an immediate business need.



7. CAB Records:

- 7.1. Minutes will be recorded after each CAB meeting and distributed by the Change Coordinator.

8. Document Version Control

Document Name		ISD Change Management Advisory Board Charter	
ISD Change Management Process Owner		Bill Keating	
File Location		Change Advisory Board Sharepoint site, https://smcgov.sharepoint.com/teams/ISD/CAB/ .	
Version Number	Issue Date	Prepared By	Reason for Change
1.0	9/1/15	Bill Keating	Initial draft sent to CAB members during introductory email.
1.1	9/14/15	Bill Keating	Minor rewrites, reformatted numerically, and modified to reflect new ISD Organization. Emergency Changes will be reviewed during the CAB meeting when feasible to meet an immediate business requirement.
1.2	9/15/15	Bill Keating	Updated file location. Acknowledgement that version 1.2 is approved by CAB.
1.3	1/13/16	Bill Keating	Updated to reflect elimination of Change Coordinator role.

