



Effective Date: November 20, 2019

Purpose

Change is difficult and requires a team effort.

The Change Advisory Board (CAB) prioritizes, documents and manages changes to IT Services at the University to reduce the risk of service disruptions and incidents and ensure students, faculty, staff and researchers are informed. Change Advisory Board members apply their subject matter expertise to change requests to ensure the stability and reliability of the systems.

Definitions

Production Services

Any service or system including development systems managed by IT Services required by members of the university community, including students, faculty, staff, administrative offices, researchers and alumni to perform their roles.

Internal Systems

Any systems which are not a production service and are not visible or used directly by the university community with the exception of functional users (e.g. ERP functional leads) or IT administrators. This also includes internal systems like code repositories and tools only used by IT staff.

Change Owner

Any staff responsible for ensuring a change is clearly communicated, documented, and successfully executed as outlined in an approved Change Request.

Technical Manager

Usually, the direct manager of the Change Owner, the Technical Manager reviews any change requests submitted by Change Owners before proceeding to the CAB. If a Technical Manager is submitting a request, they seek review from peers.

CAB Guiding Principles

The principles that guide the board include:

- The Board is an opportunity to learn from our peers and the process



IT Services

Change Advisory Board Terms of Reference

- We are all jointly responsible to our users and stakeholders, and we share in all our successes and challenges
- We seek unanimous approval for proceeding with requests
- We listen carefully to constructive, collegial concerns with a view to improving our work
- The Board makes decisions, the Chair guides the process

The qualities of a good, complete change request are:

- Timely submission (prior to noon the day before the weekly meeting)
- The end users affected are identified, and planned communication for any disruption is clear and understood
- Key stakeholders are identified, consulted and informed
- The urgency and risk of the change is clearly communicated by the Change Owner
- Changes are well-documented, with code samples or references to a repository
- Relevant back-out plans are in place

In Scope

- Minor Change
 - Changes that impact more than 10 people but not a whole department/faculty,
 - Do not require an outage
 - Are well documented
 - Can be implemented during business hours or as agreed with affected users.
 - There is no CAB submission required for minor changes
- Standard Change
 - Changes that have wide impact.
 - A department, faculty and/or are university wide, may or may not cause an outage
 - May or may not be complex in nature
 - All standard changes must be presented to CAB for approval, communications planning and scheduled release.
- Recurring Change
 - Changes which happen on a regular basis and follow the same technical deployment process
 - Are well documented through the change process, code repository or deployment scripts
 - May or may not require an outage



IT Services

Change Advisory Board Terms of Reference

- Changes which affect availability of the service are scheduled in the agreed outage window of the following week
- Emergency Change
 - Changes requiring immediate implementation to remediate or prevent an incident from occurring and or impacting business as usual production environments.
 - The impact of delaying the change, instead adhering to the standard CAB request process, may cause significant negative effects
 - Under special arrangement large system go-lives that require immediate remediation to resolve incidents from occurring can also utilize the emergency change process.

Out of Scope

The following changes are out of scope of our Change Advisory Board process:

- Changes for service requests which will impact less than 10 users
- Support tasks that have no technical change requirements
- Changes to development systems
- Changes to production systems where there is no potential for business impact.

Lead Time

Change Category	Lead Time	Consultation
Minor	1 day or less	Communication Only
Standard	1 week	Technical Manager CAB
Recurring	1 week	Technical Manager CAB (for original request only)
Emergency	1 hour or less	Technical Manager CAB Chair CIO (Director of Academic Computing & Innovation in CIO's absence)



Change Categories

	Infrastructure	Network	Application
Minor	<ul style="list-style-type: none">- Desktop Software Upgrades- Config changes to production web environment	<ul style="list-style-type: none">- VLAN assignment- AP replacement- Firewall rule change	<ul style="list-style-type: none">- Updates that require no outage
Recurring	<ul style="list-style-type: none">- Windows server upgrade	<ul style="list-style-type: none">- Switch replacement	<ul style="list-style-type: none">- Canvas update- Documented Application update
Standard	<ul style="list-style-type: none">- Website migration- VxRail migration- VMware ESXI upgrade	<ul style="list-style-type: none">- Core switch replacement- Firewall replacement- Firewall upgrade	<ul style="list-style-type: none">- Upgrades to Colleague- Launching Office 365
Emergency	<ul style="list-style-type: none">- Hardware failure	<ul style="list-style-type: none">- Hardware failure	<ul style="list-style-type: none">- Authentication Failure / Certificate Expiry

Member Responsibilities

- **Chair**
 - Conducts meeting
 - Ensures CAB Process is followed
 - Coordinates outage notifications
- **Secretary**
 - Reviews requests prior to meeting to ensure completeness
 - Takes minutes
 - Updates CAB calendar
- **Members**
 - Attend and are present at weekly meetings
 - Bring subject matter expertise to requests
 - Raise concerns and provide collegial, constructive feedback

Membership

The CAB consists of members or participants invited at the discretion of the Chair in alignment with the current ITS departmental structure and relevance to specific change requests.



Meetings

Agenda

- Review and Discuss New Submissions
These include change requests, issues documents, outage reports or information notices.
 - Change Owner describes the change
 - CAB members approve change requests unanimously
- Review In-Progress Requests
These include previously approved submissions for status, issues and completion

Forms

Change Request Form

Used for standard, recurring or emergency changes

Field	Description	Required
Title	Name of the change request	Y
Description	Provide a brief overview of the change including justification	Y
Start Date & Time and End Date & Time	Start and end dates and times of the change	Y
Communication Plan	Include detail as to which service(s) will be affected, when they will be affected and how. List services as they are known to stakeholders or end users.	Y
Change Plan	Provide step-by step details of the change plan or process	Y
Change Type	Select “emergency” “standard” or “recurring”	Y
Recurrence	If recurring, include the frequency	N
Test Plan	Provide step-by-step details of test plan if applicable	N
Resources Required	Identify the persons required to implement the change	Y
Back-Out Plan	Describe the plan to revert the change in the event of issues	Y
Time to Back-Out	Identify how long it would take to revert the change in the event of issues	Y
Notes	Include any additional information required	N



Issues Report

In the event of an issue resulting from a change that was approved by the CAB

Field	Description	Required
Original CAB #	Number of change request that resulted in issue(s)	Y
Issue Description	Identify issue(s) that occurred as the result of the change	Y
Issue Cause	Identify the specific cause of the issue(s) that occurred	Y
Resolution	Identify how the issue(s) was resolved or how it will be resolved.	Y
Client Impact	Indicate the impact of the change including constituency and service	Y
Lessons Learned	Indicate any lessons learned and/or preventative steps that could be taken to avoid the issue(s) going forward	Y
Notes	Include any additional information required	N

Outage Report

In the event of a system outage not known to occur as a result of a change

Field	Description	Required
System Affected	Identify which system experienced the outage	Y
Issue Description	Identify what caused the outage	Y
Timeline	Detail the timeline of events related to this issue including when and how the problem was reported and the steps taken to resolve the issue. (e.g.[Date] hh:mm – Action)	Y
Client Impact	Indicate the impact of the change including constituency and services attached to the system if applicable	Y
Lessons Learned	Indicate any lessons learned and/or preventative steps that could be taken to avoid the issue(s) going forward	Y
Notes	Include any additional information required	N



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Information Notice

At the discretion of CAB members (i.e. in the event of an update to a recurring request)

Field	Description	Required
Description	Describe the information that the CAB should be aware of	Y
Original CAB#	Identify any related CAB requests if applicable	N

Process

Refer to Process Map on CAB SharePoint Site for process of a change request

- All business shall be conducted via the Laserfiche Form and in Office 365 within the CAB Team and SharePoint site.
- All submissions are to be received by noon the day before the weekly CAB meeting.
- The process for issues documents, outage reports and info notices is to be submitted on time and reviewed by the CAB at the weekly meeting.
- Emergency requests and are reviewed by the CAB after the change is complete. These requests require consultation with CAB Chair, Technical Manager and CIO