Change Advisory Board (CAB) ToR

Change Advisory Board - Terms of Reference

Purpose

The Change Advisory Board (CAB) governs the Change Management Process to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes in order to minimise the impact of change-related Incidents arising from changes made to the University's digital assets and production environment. The CAB also provides direction and guidance on any exceptions or process improvement requirements. For the purpose of the CAB, a Change is any action (either physical, logical or procedural), which modifies or impacts Digital Solutions (DS) controlled assets, DS procedures and other controlled documents.

Members

- Core
  - Change Manager (Product Manager IT4IT Platforms) – Chair
  - Change Coordinator - Secretary
  - Head of IT Governance, Risk and Compliance
  - IT Director – Learning and Teaching
  - IT Director – Digital Foundations
  - IT Director – Value Management
  - IT Director – University Operations
  - IT Director – Research, Specialised and Data Foundations
  - Head of IT Service Centre
  - Senior member of Learning and Teaching Solutions to be nominated by Director Learning and Teaching
  - Library Representative
  - IT Security Representative
  - Learning Management System Representative
- Core Members who are unable to attend are expected to nominate a delegate to attend on their behalf

- Extended
  - Guest members as may be appropriate

Responsibilities

- Approve medium and all major changes to move to the "build and test" stage. Refer to the risk assessment process for definition of low, medium and major.
- Approve all medium and major changes to move to implementation.
- Review lesson learned from failed changes.
- Monitor all changes (emergency, normal, standard, minor, medium, major) and implementing appropriate action to correct/improve the change management process.

Inputs & Outputs

Inputs:
- Pre-read materials issued via GSM to include;
  - Agenda with links to supporting materials (including links to quality assurance documents from Project Steercos, SAB, ITAB, in GSM.
  - Approval checklist.
  - Standard changes.
  - Request for change.

Outputs:
- Decisions
- Actions
- Minutes

Frequency & Decision Rights

- Meetings will be held weekly on Wednesdays, for one hour.
- A Quorum of at least 75% of Directors and Senior Leaders within the Core Membership to attend in order to make decisions. Out of cycle sessions or decisions may be requested.
- Where a decision cannot be made the Chair will make the final decision.

Administration

- Pre-read to be sent to Board Members **at least 1 working days** before the meeting. Late submissions will only be accepted for emergency changes.
- All meetings to be minuted and actions and decisions logged on GSM for CAB during the course of the meeting.
- All decisions to be communicated (by the agreed owners) to the appropriate parties within 3 working days of the meeting.

Change Advisory Board – Emergencies and Boundaries

Emergency Changes	For Requests for Change (RFC) that are categorized as Emergency, a single approval is required. Emergency RFCs are to be reported and discussed at a later CAB
Change Manager	Approve any emergency RFC across Digital Solutions
Chief Digital Officer	Approve any emergency RFC across Digital Solutions
IT Directors	Approve any emergency RFC that will impact their area of responsibility only

Outside the authoritative and responsibility boundaries of the CAB	Governance Forum
Business benefit of the change proposed	Project Steering Committee and Strategy Advisory Forums
Approval of quality of Test Plans	Product & Service Managers, SAB or ITAB if escalated