

Change Advisory Board (CAB) Charter

Document Version 5.0
Document Date: 11.20.2014

Revision History

Revision	Date	Revised By	Changes Made – Reasons for the Change
1.0	06/25/2013	M. O’Hearn	Finalized at Kick-off CAB meeting
1.1	07/23/2013	C. Skeens	Approved for CAB Expectations meeting
2.0	11/18/2013	M. O’Hearn	Revision to e-CAB paragraph and Assumptions section
3.0	12/05/2013	C. Skeens	Update Business Case, Constraints and to remove “Draft”; with input from K. Perry
4.0	09/22/2014	M. O’Hearn	“Change Approval Board Timing” changed to reflect Automated Report to be sent on Fridays. Addition of statement on CAB member attendance.
5.0	11/20/2014	M. O’Hearn	Executive Sponsor changed from Keith Perry, Administrator to Rick Skinner, CITO. Changed “Sponsoring Department” from “Information Services” to “HSTS” Authority Level and Signature Block changed from Keith Perry, Adminstrator, to Rick Skinner, CITO.

Project Charter

Date:	June 25, 2013
Executive Sponsor(s):	Rick Skinner
Director Sponsor:	Cory Skeens
Sponsoring Organization:	Health System Technology Services (HSTS)
Sponsoring Department:	Health System Technology Services (HSTS)
Project Name:	ITSM – Change Advisory Board (CAB)

Project Overview

Business Case

CAB: The Change Advisory Board (CAB) is a cross-functional group set up to evaluate change requests for business need, priority, cost/benefit, and potential impacts to other systems or processes. The CAB will make recommendations for implementation, further analysis, deferment, or cancellation.

All changes that must follow the complete change management process are “normal” changes and will be reviewed by the CAB. Changes are categorized according to risk and impact to the business and they will be classified as moderate, high or major risk to the organization.

eCAB: A change that must be introduced as soon as possible as a result of an urgent or critical event is classified as an “emergent” change. The e-CAB, composed of rotating CAB members who are HSTS Admin On-Call will review/approve emergent changes that are classified as moderate, high or major risk.

CAB Objectives

The CAB will review all changes with Risk Levels 3, 4, 5 (i.e. “normal”)

- **5** – Major risk: Impacts most customers, potential for major disruption to critical systems or impact to mission critical services.
- **4** – High risk – Impacts several customers, potential for disruption to critical systems or mission critical services.
- **3** – Moderate risk: Impacts customers in a business unit, potential for disruption to a portion of a business unit or critical service.

e-CAB Objectives

The eCAB will review all changes with Risk Levels 3, 4, and 5 that are initiated as needed for any emergent changes to be completed on a fast-track approval process. To initiate the e-CAB approval process, the Change Coordinator submits the change in the ITSM system and an e-mail will automatically be generated and routed to the HSTS Admin On-Call Pool members. The assigned Admin On-Call will respond and process approvals unless back-up Admins are activated due to extenuating circumstances. Note: Admin On-Calls cannot approve e-CAB changes requested from their own department or functional area. In this case, a back-up Admin On-Call will be alerted to respond and process the change request.

Current Environment Assessment

The purpose of the CAB and the ITSM Change Management system is to mitigate Organizational risk and to ensure system availability and up-time. To provide a structured procedure and method of capturing documentation for the those organizational departments that wish to participate in this enterprise program.

This project provides a tool for those areas and IT Teams who wish to voluntarily utilize this method for meeting regulatory, safety and audit requirements.

Linkage with UVa Health System Key Strategies

Which UVa Health System Key Strategies will this project enhance?

I Care

I Build

I Heal

This project will enhance the selected Key Strategies as follows:

- *I Care:* The Enterprise Change Management system and CAB approval will ensure Best Practices are used and documented to prevent the adverse disruption of patient care processes when changes are made to technology systems and components.
- *I Build:* The Enterprise Change Management system and CAB approval will ensure Best Practices are used and documented to provide a framework which allows customization of internal processes to be delivered in the most efficient manner while minimizing the business impact, costs, and risks.

Change Approval Board Timing

Business Day	Activity
Friday	An Automated Report is generated from the ITSM system and is sent to the CAB members. The Report will be used as the meeting agenda.
Monday	CAB meeting preparations.
Tuesday	Afternoon CAB meeting / Approvals are processed / Approval Report submitted to CITO for MCOG, if necessary.
Wednesday	MCOG meeting
<REPEAT WEEKLY>	

Constraints

CAB meetings must be held on Tuesday afternoon in order to process approvals and run a report for the MCOG meeting that occurs weekly on Wednesdays at 9:30am. Attendance at the MCOG may not be needed but this schedule is necessary in case attendance at the MCOG is requested.

Technology and Business owners of systems requiring a change recognize mandatory attendance to the CAB meetings to receive a Change Approval action by the CAB. Attendance of the owner may be delegated but only to managers and above who have decision-making capabilities. Otherwise, changes will be deferred to the next CAB review.

Assumptions

- Change Coordinators have already submitted all necessary documentation to justify the change request, gathering and attaching appropriate approvals from affected departments.
- Change Coordinators and Change Managers have reviewed and approved change details and justification attachments before submitting and processing through the change management software workflow.
- CAB Members will make every effort to attend meetings in order to maintain an effective and collective CAB review and response to pending changes as stewards of the Organization’s resources.

Project Manager Assigned and Authority Level

Rick Skinner, CITO, will be Lead on the ITSM project with governing authority over Change Management IT decisions.

Project Approvals

The undersigned hereby endorse this project and agree to support the project through the due diligence and analysis phase in order to determine if this project should be implemented or cancelled.

<Electronically Approved>

Rick Skinner, Executive Sponsor – 924-6996

11/20/2014

<Electronically Approved>

Cory Skeens, Director Sponsor – 924-8297

12/01/2014