

Change Management GUIDELINE

A. Subject: CAB Focus Questions

B. Effective Date: 12/05/2013

C. Summary:

The Change Advisory Board (CAB) is the change management decision-making authority for the IT organizations within the UVA Health System. The CAB helps ensure that changes are facilitated and managed in a rational and predictable manner by enforcing change management policies and procedures consistent with ITIL (IT Infrastructure Library) best practices.

Responsibilities of the CAB:

- Review change requests with high potential for operational or patient care impact.
- Consider availability of resources, priorities, authorization and coordination of changes.
- Have the authority to defer any approved change if the situation warrants.
- Provide final approval for change requests to move forward.
- Ensure risk is mitigated.

D. Guideline:

1. **Assumptions:** *(see also: Change Management Procedure)*

Change Coordinator(s), Enterprise Change Coordinator(s) Change Manager(s) have, with due diligence, accomplished the necessary data entry and documentation for processing and meeting regulatory, safety and audit requirements of a change; have received stakeholder approval, scheduled the change record, and taken necessary steps to process the change record for CAB review.

2. **Baseline Questions:**

- a. Why are we making this change?
- b. When are we doing it?
- c. How will this impact an area and/or the organization?
- d. How was this tested?
- e. How/when will communication occur?
- f. What do we do differently before, during, and after this change?
- g. What is the back-out plan?