Objective

The Change Advisory Board (CAB) delivers support to the change management team by approving requested changes and assisting in the assessment and prioritization of changes. The CAB helps ensure that changes are managed in a rational and predictable manner by enforcing change management policies and procedures.

Responsibilities

Members of the CAB will be responsible for:

- Advise change owners in functional and organizational areas of change management guidelines with respect to assessment, change type and priority.
- Assessment of Requests for Change (RFCs) considering impact, availability of resources, priorities, authorization and coordination of changes.
- Support the Change Manager in the decision to approve RFCs.
- Review and Approve the Forward Schedule of Change (FSC).
- Periodically review change metrics to provide input to the Change Process Owner for process improvement.
- Post Implementation Reviews, especially in the case of failed or partially failed implementations.
- Assess and Advise the Change Manager on Standard Pre-Approved Change applications.
- Assure Change Owners have properly communicated planned system outages to targeted internal or external audiences via email or status page posting when deemed necessary.

Composition

As a team the members of the CAB should demonstrate

- Varied perspectives
- Professional courtesy
- Willingness to engage
- A commitment to ensuring a stable environment

Members

Chair: ITSM Change Manager

Louis Tiseo

- Release Management
  Charlie Queiroga
- Communications
  Janet Jeddry
- IT Service Lifecycle
  TDB
- Information Security
  James Hunter
- Endpoint Engineering
  TDB
- Campus Technology Services
  Cyndi Welsh
- Infrastructure Services
  Michael Dunlap
- Research Technologies
  Paul Gluhosky
- Health & Medicine IT
  Marty Wallace
- IT Service Management
  Madi Luca
- Campus Community Tech.
  John Ferraiuolo
- Business System Group
  Arun Darwar
- Problem Management
  Cheryl Boeher
- One or more IT Partner Managers
CAB Meetings
Weekly

Emergency CAB

Address requests for change due to an urgent business need that occurs out of the normal change cycle. Typically resulting from an existing Incident, Problem, or outside breach that impacts a critical IT Service that needs an immediate change to correct. Only the Change Manager or the designee has the authority to approve or reject an emergency change with the advice or recommendations from the eCAB members.

All emergency changes must be submitted via email to ecab@yale.edu
Please specify the description of the change and affected systems and/or clients.

eCAB Members

The eCAB is comprised of two or more CAB standing members including the Change Manager and Change Advisor for functional or organizational area.

It is required that the Change Owner initiates the process and presents the emergency change.

The Change Manager may enlist the Service Owner, Communications, & Problem Manager as needed.