
Spurious Corporation

Spurious Corporation
Information Technology Division

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Document Change History

Date	Version	Responsible	Reason for Revision
04/19/2017	1.00	Mark Espinoza	Updated Personnel
09/27/2018	2.00	Nancy Cordova	Updated CCB Members, CCB Objective, and new CCB format
12/1/2018	2.1	Mark Espinoza	Updated terminology, flows and personnel
August 2019	3.0	David Eyerman	Updated entire text
12 Sept 2019	3.1	David Eyerman	Added section 6 on emergency changes
3 March 2020	3.2	David Eyerman	Updated CCB Board non-voting members. Updated Change Control Diagrams.
30 June 2020	3.3	David Eyerman	Added reference to Technical Review Board (TRB) in the change process.
July 2021	3.4	David Eyerman	Updated for Review

Document Approval

APPROVER NAME	TITLE	DATE
Isabella Morales	CIO	

1. PURPOSE

The purpose of this document is to delineate the responsibilities and processes for the Change Control Board (CCB) for the Spurious Corporation Enterprise Systems.

The purpose for the change control board is to ensure that all new systems and system development for integration into the Spurious enterprise can be accomplished in such a manner as to not degrade the operation of the Spurious or its supporting systems. The Change Control Board ensures that all changes are validated and verified reflecting the current status of the Spurious system capabilities.

2. ADVISORY AUTHORITY

The CCB members constitute the Spurious Corporation representatives that have a vested interest in the CCB process and ultimately the success and efficiency of Spurious. This charter stands as an agreement between the representative members as the process to provide configuration control of all systems owned by Spurious and system interfaces controlled by Spurious.

3. CHANGE CONTROL BOARD MEMBERS

The CCB members are listed below. Voting members are required to send a proxy to meeting if they cannot attend. Other attendees will be invited as necessary.

A majority of the voting members must attend the meeting in order to establish a quorum.

Member Type	Organization
Voting Members	<ul style="list-style-type: none">• Information Technology Division CIO• Finance Division CFO• General Council• Marketing Director• Operations Director• Sales Director• Office of the Chief Executive Officer
Non-Voting Members	<ul style="list-style-type: none">• Change Coordinator• Corporate Communications• IT Infrastructure Manager• IT Applications Manager• IT Security / CISO• PMO Bureau Chief• Training

4. CCB ROLES AND RESPONSIBILITIES

Role	Responsibility
CIO	<ul style="list-style-type: none">• Acts as the final executive authority representing Spurious interests and governance• Lead Member of the Technical Review Board (TRB)
CCB Voting Member	<ul style="list-style-type: none">• As a designated member of the CCB, the voting member reviews and approves new system and system development that is proposed for deployment into the Spurious enterprise to ensure system and operational readiness
Change Coordinator	<ul style="list-style-type: none">• The Change Coordinator is designated by the CIO• Coordinates the CCB meetings• Manages change verification and validation process• Responsible for accurate and timely dissemination of materials and administration of the CCB documentation
Application Manager	<ul style="list-style-type: none">• Manages all application build and development activities• Makes recommendations on any deployment decisions• Coordinates software patching and upgrades with the infrastructure team• Manages release management process for new projects• Manages release management process for applications in production• Member of the Technical Review Board
Business Analyst	<ul style="list-style-type: none">• Knowledgeable on day to day operational activities• Knowledgeable on operational impact of a suggested change to the system• Provides implementation and operational assessments and recommendations to the CCB• Identifies what SOPs are impacted• Updates SOPs
Project Manager	<ul style="list-style-type: none">• Manages all new major system development to ensure that the DWS business owner will be ready to employ the project and all support organizations are ready to assist• Provides implementation and operational assessments and recommendations to the CCB• Ensures a project is ready to be accepted and used by a business owner
Corporate Communications	<ul style="list-style-type: none">• Identifies required internal communications• Identifies required external communications• Develops communications• Delivers communications
Training	<ul style="list-style-type: none">• Identifies type(s) of training required• Develops training materials• Delivers training and training materials
IT Infrastructure Manager	<ul style="list-style-type: none">• Identifies what help desk support is needed• Coordinates help desk support• Coordinates production deployments• Member of the Technical Review Board
IT Security / CISO	<ul style="list-style-type: none">• Reviews changes for technology and security related risks• Lead Member of the Technical Review Board

5. CCB CHANGE PROCESS

Requests for changes will be submitted through a Business Improvement Request (BIR) form to request modification of the Spurious Enterprise Systems and all associated sub-systems and interfaces. Changes can be either Bugs covering an existing application or a Requirement for new functionality. Implementation of major changes that require project coordination are based on business case and project prioritization.

5.1. Change Request

- A Bug or new Requirement is identified
- The BA initiate a Business Improvement Request (BIR) form
- The SA reviews and approves the BIR based on Business Owner's concurrence
 - Requirements are automatically created in TFS
- The Development Manager reviews the BIR and assigns it to a development and build cycle
- Developer creates or updates the code for the change
- Developer completes unit and system integration testing for the code covering the change
- The change is reviewed by the Technical Review Board
- Project changes are incorporated through Product Backlog Item (PBI) during the build merge
- Change is then submitted for testing

5.2. Change Verification and Validation

- All testing, validation, and verification will be the joint responsibility of the Change Coordinator and Business Analysts
- The Change Coordinator may delegate specific tasks to various teams and/or external parties as deemed appropriate based on the nature of the changes being developed

5.3. Change Deployment

- The change is approved by the Technical Review Board
- Change is packaged into a release
- Test Summary and CCB presentation is prepared
- CCB reviews and approves the release package
- Release package is deployed into production

6. CCB EMERGENCY CHANGE PROCESS

Requests for emergency changes will be submitted through an email to the Spurious IT staff to request modification of the Spurious Enterprise Systems and all associated sub-systems and interfaces. Changes must be bugs covering an existing application that have a major impact on the operation of the system.

6.1. Change Request

- A Bug or vulnerability is identified and validated by a member of the Spurious staff or management

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- An email is submitted to the Spurious IT staff
 - The BA reviews the email and approves the fix
 - The BA forwards the email to the Development Manager and the TRB Leader
 - The Development Manager and the TRB Leader reviews the email request
 - CIO makes final decision on if to proceed with emergency change
 - CIO notifies the Change Coordinator of the decision
 - If approved, the Development Manager assigns it to a developer
 - Developer creates or updates the code for the fix
 - Developer completes unit and system integration testing for the code covering the change
 - Change is then submitted for testing

6.2. Change Verification and Validation

- All testing, validation, and verification is the joint responsibility of the Change Coordinator and Business Analysts

6.3. Change Deployment

- Change is packaged for deployment as a Hotfix
- CIO contacts one (1) other voting CCB member for approval to deploy
 - The executive sponsor of the application is preferred
- CIO and named CCB voting member review and decide to deploy
- CIO notifies the Change Coordinator of the decision
- The Hotfix is deployed into production by the infrastructure team

7. CCB MEETING OVERVIEW

The CCB's meeting objective is to ensure Spurious Management's acceptance of the proposed changes to the DWS production applications. The meeting will cover the following topics:

- 1) Previous Deployment
- 2) Current build change requests
- 3) Projects implemented in current build (if any)
- 4) Go/No Go voting

8. TECHNICAL REVIEW COMMITTEE OVERVIEW

The Technology Review Committee is comprised of the following members:

- CIO
- Application Manager
- IT Infrastructure Manager
- IT Security / CISO

The committee shall oversee the organization’s architectural design and structure. By working closely with management, the Committee will help ensure that technical and security related risks are reasonably assessed while maintaining the organization’s quality and technological basis. The committee shall approve all major design changes and critical and/or high risk vulnerabilities prior to a CCB meeting.

9. CONCURRENCE

The CCB and TRB members have read and agreed to this charter as outlined above.

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