CHANGE APPROVAL AUTHORITY

Document Control Sheet

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*Review to the document may be made when the organization experiences significant changes or as the need arises within the three-year review cycle.

Change Approval Authority

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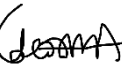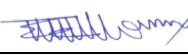
Version and Update History

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16-06-2022	1.0	Document Creation	Information Technology Group

Distribution List

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Approvals

Date	Document Version	Approver Name and Title	Approver Signature	
9-6-2022	1.0	Head IT Governance & Enterprise Architecture		17/6/2022
		Head Enterprise Infrastructure		20/6/2022
		Head IT E-Channels Services		20/6/2022
		Head Enterprise Application		21/6/2022
		Chief Information Officer / Head, IT		21/6/2022
		Chief Information Security Officer		21/6/2022
		Chief Compliance Officer		19/08/2022
		Chief Operating Officer		19/08/22

Change Approval Authority

Contents

Change Approval Authority

1.0 Introduction

PremiumTrust Bank is a commercial and retail banking organisation within the Federal Republic of Nigeria. PremiumTrust Bank is committed to ensuring the delivery of quality services to our external and internal customers, in support of their goals and objectives.

Consequently, PremiumTrust Bank instituted a program to develop, implement and maintain a Management System in accordance with ISO 20000-1:2018 international standards, to address the needs and expectations of interested parties (internal and external stakeholders), as well as support the bank's strategic priorities.

This is the Change Approval Authority. This document was developed to support the Change approval authorities for the change management process at PremiumTrust Bank. Change Approval Authority enables the bank to manage it's Change Management Process which will help align IT activities with business objectives and comply with regulatory policies around the bank.

1.1 Purpose

The purpose of this document is to set out the change approval authorities for the Change management process and related processes within PremiumTrust Bank IT departments.

1.2 Scope

The Scope of this document is to set out a role or committee responsible for assisting change management in change assessment (from both a business and a technical viewpoint), prioritization, and approval of changes, related builds, tests and releases within the Change management process and other related processes within PremiumTrust Bank for IT changes.

1.3 User

Users of this document and its content shall be all staff of PremiumTrust bank

1.4 Overview

Change approval authority is a role or committee responsible for assisting change management in change assessment (from both a business and a technical viewpoint), prioritization, and approval of changes, related builds, tests and releases within the Change

Change Approval Authority

management process and other related processes. The Change approval authorities within PremiumTrust Bank for IT related changes will be as follows.

- ☐ Change manager
- ☐ Change Advisory Board (CAB)
- ☐ Emergency Change Advisory Board (ECAB)
- ☐ Chief Operating Officer (COO)

2.0 Change Approvals

Change Type	Approval Authority
Standard	Pre-approved by CAB, could require line manager approval
Emergency	ECAB
Normal	*See sub-categories below:*
- Minor	▪ Change Manager ▪ Head, Service Management ▪ CIO or his deputy
- Major	***Service*** ▪ Change Advisory Board (CAB) ***Project*** ▪ Change Advisory Board (CAB) ▪ Chief Operating Officer (COO) *Change Advisory Board or Chief Operating Officer may refer the change to an appropriate PremiumTrust Bank Committee for further approval.*

Change Approval Authority

3.0 Change Authority Membership

3.1 CAB Membership

3.1.1 Standing Members

S/N	Member	Role	Voting*
1.	To be nominated by CAB members	Chairman CAB	Yes
2.	Head Operational Risk	CAB Secretary	Yes
3.	Chief Information Security Officer	Member	Yes
4.	Head, IT Channels Services	Member	Yes
5.	Head, Project Management	Member	Yes
6.	Head, Enterprise Application Services	Member	Yes
7.	Head, IT Service Management	Member	Yes
8.	Head, Infrastructure Management	Member	Yes
9.	Head, IT Governance	Member	Yes
10.	GH, E-Business	Member	Yes
11.	GH, Compliance	Member	Yes
12.	Customer Engagement and Experience Centre Nominee	Member	Yes
13.	Operations Directorate Nominee	Member	Yes

*** Voting right cannot be delegated.**

Change Approval Authority

3.1.2 Guest members

Other members will be invited to CAB meeting as desired. This will include;

- Customer/stakeholder that will be impacted by the change or the customer that owns the change.
- Other IT staff, depending on change area.

3.2 Emergency CAB

S/N	Member	Role	Voting*
1.	Chairman CAB	Member	Yes
2.	CIO	Member	Yes
3.	CISO	Member	Yes
4.	GH, Compliance		
5.	Head, IT Governance and Architecture	Member	Yes
6.	Head, IT Channels Services	Member	Yes
7.	Head, Enterprise Infrastructure Services	Member	Yes
8.	Head, Enterprise Application Services	Member	Yes
9.	Head, IT Service Management	Member	Yes

*** Voting right cannot be delegated.**

Change Approval Authority

4.0 Change Advisory Board (CAB)

A Change Advisory Board (CAB) is an advisory body chaired by the *Change Process Owner* for high risk (significant) changes to support the authorization of changes and assist change management in change assessment and prioritization.

The ECAB is a smaller advisory board created from the change advisory board that authorizes change in an emergency.

The Change Advisory Board (CAB) consists of departmental representatives who have advisory authority on the implementation of changes and must be capable of ensuring that the change is adequately assessed from both a business and a technical viewpoint.

***Frequency*:** CAB will meet monthly

4.1 CAB Meetings

The volume and classification of changes will be reviewed during the first few weeks of operation of the Change Management process to help to decide the most appropriate frequency of full CAB meetings.

- The frequency of CAB meetings would be communicated to all staff of IT services. In events where CAB meetings cannot hold at pre-defined periods, a new date would be communicated to staff in advance to this meeting.

- Changes to be reviewed at CAB meeting must be logged on the request for change portals

- Changes to be assessed cannot be logged when the meeting is ongoing. The changes being reviewed at meeting must be logged at least twenty-four hours to the commencement of the meeting.

- CAB members would be unanimous in agreements reached and where members are unable to reach a decision it would be referred to the senior management of IT services for further review

- CAB meeting would be chaired by the change manager or delegated to a CAB member if he/she is unavailable.

- Minutes of the CAB meeting showing the concurrence of all stakeholders involved shall be maintained and documented by the Change Manager.

Change Approval Authority

CAB members are expected to attend CAB meetings. Members are expected to send in representatives should they be unavailable during meeting times.

4.2 CAB Meeting Agenda

A standard agenda for the CAB meetings should include:

- Review of all failed changes
- Review of all backed out changes
- Review of changes applied without reference to the CAB by incident management, problem management, or change management
- Review of all unauthorized changes
- List of RFCs to be assessed by CAB members- Assess RFCs in structured/ priority order
- Scheduling of changes and update of change schedule and projected service outage (PSO)
- Review of all implemented changes
- Outstanding changes and changes in progress
- Notice of RFCs expected for review at next CAB
- The change management process – including any amendments made to the process, as well as proposed changes to the process
- Review of change metrics on a monthly or quarterly basis
- Change management successes for the period under discussion, i.e., a review of the business benefits seen as a result of the change management process

5.0 Considerations for Change

In assessing changes prior to authorisation, Change Authority considerations for each change will include.
- Risk/impact assessment (on the business)
- Effect upon the infrastructure and customer service, as defined in the SLA, and upon the capacity and performance, reliability and resilience, contingency plans, and security
- Impact on other services that run on the same infrastructure (or on software development projects)
- Resource assessment – the IT, business and other resources required to implement the change, covering the likely costs, the number and availability of people required, the elapsed time, and any new infrastructure elements required
- The impact on non-IT infrastructures within the organisation

Change Approval Authority

- Effect/risk/impact of not implementing the change
- Other changes being implemented on the schedule of change
- Technical capability and technical approval
- Financial approval (if required)
- Third party/supplier involvement in the implementation of the change
- Business approval (if required)
- Review/assessment of the change priority

6.0 Supporting Document

Reference	Document's Name
Clause 8.5.1	ISO/IEC 20000-1: 2018 Service Management System Requirements
#1	ITIL ® Service Transition Publication, 2018 Edition

7.0 Appendix

The following reports will also be produced by the Change Manager on a regular basis and reviewed as part of the CAB meetings to identify trends and possible process improvements:

- Number of changes raised and closed by week/month

- Breakdown of categories of change requests raised i.e., Normal, Emergency and Major

- Average time to process a change request of each category

- Percentage successful change requests

- Sources of change requests e.g., business area

- Types of change requests e.g., server, network or by business application

Requirements for further reports will be reviewed on a regular basis by the IT GRC team. Identified improvements will be input to the Service Improvement Plan.

Change Approval Authority