

# IT Change Management Committee (CMC): Roles & Responsibilities

## **Change Management Committee Chair - CMCC**

- Chairs the CMC
- Oversees the Change Management Process and presents the documentation to the CMC for review and approval
- Makes final decisions on policies and procedures
- Appoints the CAB Facilitator, Secretary, and FSC Planner
- Oversees and reports the CMPR

## **Change Advisory Board Facilitator - CABF**

- Facilitates the weekly CAB meetings via the webtool
- Enforces rules of conduct during weekly meetings

## **Change Advisory Board Scribe - CABS**

- Records, distributes, and files minutes for each CAB meeting
- Makes CMC records available upon request

## **Change Advisory Board FSC Planner - FSCP**

- Posts and administers the Forward Schedule of Changes on the web
- Serves as the keeper of records for all planning documents
- Maintains and verifies the CMC Web Tool software

## **Change Manager - CM**

Responsible for:

- Any and all changes within their group

- Timely approval of all RFCs from CR
- Accurate assessment of Urgency, Risk, and Impact of change
- Providing justification for emergency changes
- Confirming CAB approval and notifying CA to proceed with change
- Ensuring that open cases are closed by the CA/CR in a timely manner

#### **Change Requestor - CR**

- Consults with CA (if the CA is not the CR) before making the Request for Change (RFC) via the webtool
- Enters all data into the Change Management Committee (CMC) Web Tool in time for Change Advisory Board (CAB) review
- Iterates as needed with the Change Agent (CA) and Change Manager (CM) for successful change implementation

#### **Change Agent - CA**

- Consults the FSC for the optimized scheduling time before contacting the CR
- Provides contact information and all details of the change to the Change Request (CR)
- Actuates the Request for Change after approval by CAB or the REC after approval by the CM
- Reports the outcome of the Change back to the Change Requestor within 24 hours after the scheduled implementation time

The Forward Schedule of Changes (FSC) is **the document used to communicate change plans to the organization**

A request engineering change (REC) form is used to describe a suggested enhancement or fix to a product design