

# Change Management APAC CAB SOP and Guidelines

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The APAC Change Advisory Board (CAB) is a team of leads/ managers assigned by senior management, are committed to assessing, prioritizing and authorizing or rejecting changes to the production environment as part of the change control process.

Agenda for APAC Infrastructure CAB

Attendance tracking of CAB membersReview of upcoming Items

Notable Events■Safeguarded Releases■Freeze Periods

Change Metrics

Production changes for the past 6 monthsChanges past implementation date and still in a Scheduled stateApproved changes past Planned End Date

Review changes

High Risk Change Queue - Approve or reject High risk production changes scheduled between the current and next CAB. Review the following items:

State impacted and affected CIs/Services for each changeVerbally discuss risk and impact of changeEnsure the proposed implementation time aligns with approved changes windows or are scheduled outside availability/uptime windows

Review of previous open changes

Review proposed Standard change templates

Agenda for APAC SAP CAB

Attendance tracking of CAB membersReview of upcoming Items

Notable Events■Safeguarded Releases■Freeze Periods

Change Metrics

Production changes for the past 6 monthsChanges past implementation date and still in a Scheduled stateApproved changes past Planned End Date

Review changes

All production changes needing approval. Review the following items:

State impacted and affected CIs/Services for each changeDiscuss risk and impact of changeEnsure test results are complete and documented.

Review of upcoming required transmittals  
Review of Emergency changes and “emergency” transmittals  
Review of previous open changes

Review proposed Standard change templates

Creating the CAB meeting in ServiceNow

The CAB Chairperson is responsible for creating the CAB meeting in ServiceNow.

Open the All CAB Meetings screen.

Click New on the top right of the screen.

Make sure the Templates bar is at the bottom of the screen.

If it is not, click the three dots and choose Toggle Template bar.

For APAC SAP:

Click APAC SAP CAB.

Update the Name field with the date of the CAB.

Update the Meeting start and end times to match the meeting.

Click Submit.

Re-enter the CAB meeting entry and click Refresh Agenda Items link.

On the screen which comes up click No.

This will refresh the list of changes to be reviewed.

For the APAC Infrastructure:

Click APAC Infrastructure CAB.

Update the Name field with the date of the CAB

Update the Meeting start and end times to match the meeting.

On the Agenda Management tab:

In the first query change the Planned start date to the current date and the Planned end date to two weeks later.

In the second query change the Planned start date to the current date.

Click Submit.

Re-enter the CAB meeting entry and click Refresh Agenda Items link.

On the screen which comes up click No.

This will refresh the list of changes to be reviewed.

Managing the CAB meeting

Start the Teams meeting for the CAB meeting. Track the attendance of the CAB members in the attendance tracking spreadsheet. Review Upcoming Items such as unexpected opening of clinics, company holidays, etc. Change Metrics

Review the below metrics items located on the tab Metrics for CAB review.

Production changes for the past 6 months  
Changes past implementation date and still in a Scheduled state  
Approved changes past Planned End Date

Open the All CAB Meetings screen.

Open the CAB meeting entry you created for this CAB. Click Refresh Agenda Items link one last time.

On the screen which comes up click No.

Search for a click Cab Workbench.

A new screen will come up with a calendar. Click the CAB meeting in the calendar. On the small pop-up that appears click Open.

Click Start Meeting

The first change for review is highlighted.

Review the change with the CAB members. Listen to their questions and feedback and ask for their approval. Depending on their response you have different options.

Click Approve if the CAB approves the change. Click Reject if the CAB rejects the change. Click Demote if you want to review it again after reviewing the other changes. Click Next if no actions are needed and it was just reviewed.

Once the review of changes is complete, click End Meeting and close the Teams meeting.

“Emergency” transmittals

Emergency transmittals are deployments needed for APAC SAP due to urgent financial need.

If it is a change which missed a CAB and cannot wait until the next CAB and is considered urgent (preventing adverse impact on financials) then it can be done and the change reviewed at the next CAB. If it is a Low/Moderate risk level change, then a Normal change is enough. If it is High risk, there must be an eCAB.