

*The Open Group Guide*

## **FACE™ Problem Report (PR) and Change Request (CR) Process**



Prepared by The Open Group FACE™ Consortium Enterprise Architecture Standing Committee.

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The Open Group Guide

**FACE™ Problem Report (PR) and Change Request (CR) Process**

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# Preface

## The Open Group

The Open Group is a global consortium that enables the achievement of business objectives through technology standards. Our diverse membership of more than 750 organizations includes customers, systems and solutions suppliers, tools vendors, integrators, academics, and consultants across multiple industries.

The mission of The Open Group is to drive the creation of Boundaryless Information Flow™ achieved by:

- Working with customers to capture, understand, and address current and emerging requirements, establish policies, and share best practices
- Working with suppliers, consortia, and standards bodies to develop consensus and facilitate interoperability, to evolve and integrate specifications and open source technologies
- Offering a comprehensive set of services to enhance the operational efficiency of consortia
- Developing and operating the industry's premier certification service and encouraging procurement of certified products

Further information on The Open Group is available at [www.opengroup.org](http://www.opengroup.org).

The Open Group publishes a wide range of technical documentation, most of which is focused on development of Standards and Guides, but which also includes white papers, technical studies, certification and testing documentation, and business titles. Full details and a catalog are available at [www.opengroup.org/library](http://www.opengroup.org/library).

## This Document

This document defines the FACE™ Problem Report (PR) and Change Request (CR) Process. This process was developed and is maintained by The Open Group FACE Consortium.

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# Acknowledgements

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## Referenced Documents

The following documents will give the reader a broader and deeper understanding of the PR/CR process and the context in which it is used:

- FACE Technical Standard (all versions)
- FACE Conformance Policy (latest version)
- FACE Shared Data Model Governance Plan (latest version)
- FACE Library Administration Plan (latest version)
- FACE Conformance Certification Guide (latest version)
- FACE Business Guide (latest version)
- FACE Software Supplier Getting Started Guide (latest version)

To locate the latest versions of these documents, please refer to <https://www.opengroup.org/face>.

# 1 Introduction

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The FACE™ approach was developed to address the affordability initiatives of today's military aviation community. It accomplishes this through a Technical Standard for a software Common Operating Environment (COE) designed to promote portability and enable software re-use across the military aviation community.

Supporting the FACE approach is a comprehensive set of products, including the FACE Technical Standard, the FACE Conformance Policy, the FACE Conformance Test Suite (CTS), the FACE Business Guide, the FACE Registry, and other supporting documents and tools. All documents, tools, and websites maintained or approved by The Open Group FACE Consortium are FACE Consortium Products.

This document describes the process used by the FACE Consortium to track and resolve issues and suggested improvements to products created and maintained by the FACE Consortium. This Problem Report (PR)/Change Review (CR) process is developed and maintained by the FACE Consortium under the Enterprise Architecture (EA) Standing Committee.

The audience for this document is individuals who are involved in establishing the PR/CR process, maintaining the PR/CR tool, as well as anyone, internal or external to the FACE Consortium, that wants to initiate a PR/CR against a FACE Consortium Product. The process is implemented in a web-based PR/CR tool administered by the FACE Library Administrator. The PR/CR tool may be accessed at: <https://ticketing.facesoftware.org/>.

The FACE Conformance Policy recognizes the possibility that there are issues with these products that might prevent software from being able to achieve FACE Conformance. The Policy provides a Problem Report (PR) process with Approved Corrections as a means to quickly resolve issues with these products during the conformance verification of software developed to the FACE Technical Standard. The process is described in the FACE Conformance Certification Guide.

The FACE Consortium also has a need to track recommended improvements that are not related to the conformance of software. The Change Request (CR) process ensures that all CRs are properly tracked to resolution.

## 1.1 Objective

The FACE Consortium PR/CR process was developed to meet the following objectives:

- Ensure users can submit PRs/CRs while remaining anonymous
- Maintain a record of all issues entered into the system
- Track to completion all issues that impact FACE Consortium Products

- Verify each issue is resolved across all impacted FACE Consortium Products
- Provide metrics that allow evaluation of the effectiveness of the PR/CR process as defined

This PR/CR tool is not intended to be a Configuration Management (CM) or even a full Change Control (CC) system. The PR/CR process, as implemented in the PR/CR tool, is to ensure that changes to published products are appropriately reviewed and approved by the Consortium prior to being applied to the configuration-managed baseline document, tool, or website.

## **1.2 Overview**

Tracking an issue to resolution requires identifying the issue, planning a solution, and executing that plan. The PR/CR process is built around these three concepts. The PR/CR process is described in the context of developing software based on the FACE Technical Standard in the FACE Software Supplier Getting Started Guide.

### **1.2.1 Identify the Issue**

When a user identifies an issue with a FACE Consortium Product, the user initiates the PR/CR process by entering a Ticket in the PR/CR tool which is accessed at <https://ticketing.facesoftware.org/>. The user, who at this point is referred to as the Submitter, provides as much detail as possible about the problem and may propose a solution. Upon receipt of an issue from a user, appointed members of the FACE Consortium known as the FACE Triage Group (FTG) will decide if the issue is something that should be addressed. They will determine if it is a PR, a CR, or both, and begin the process to address the issue. The PR/CR will be assigned to the FACE Consortium group that is most knowledgeable of the products impacted by the identified problem or proposed change.

### **1.2.2 Plan the Solution**

Once the relevant FACE Consortium group is assigned a PR/CR, they begin the process of addressing the PR/CR. The assigned group will work with other groups as necessary to develop a proposed solution. The proposal is reviewed and approved by a Configuration Control Board (CCB) to ensure possible impacts to other FACE Consortium Products and processes are clearly understood. For issues that are impacting a Software Supplier's ability to complete the FACE verification and certification processes, an Approved Correction is created and assigned to the appropriate CCB to be evaluated.

### **1.2.3 Execute the Plan**

When the implications of the proposed solution to the PR/CR are clearly understood, a schedule will be developed for addressing the PR/CR. The schedule will be determined based on the Priority of the change, the impact the PR/CR is having on the FACE Conformance process, and the current schedule of the Impacted Products. All changes made to FACE Consortium Products will follow the development, release, and CM processes established for those products.

## **2 Roles and Responsibilities**

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### **2.1 FACE Steering Committee**

The FACE Steering Committee directs all activities of the FACE Consortium, including approving the submission of FACE Consortium work products to The Open Group for official publication, creating new working groups and approving their charters, and defining and approving roles and responsibilities of the FACE Advisory Board. The FACE Steering Committee is responsible for approving the use of “Approved Corrections” per the FACE Conformance Policy.

### **2.2 FACE Library Administrator**

The FACE Library Administrator is selected by the FACE Consortium to operate functions of the FACE Library, such as maintaining the PR/CR tooling and publishing Approved Corrections.

The FACE Library Administrator is selected through a process defined in the FACE Library Administration Plan. The Open Group has been selected by the FACE Consortium to fulfill the Library Administrator role.

### **2.3 Submitter**

A Submitter is anyone who discovers an issue with a FACE Consortium Product and would like to see the change implemented. The Submitter creates a Ticket in the FACE PR/CR system at <https://ticketing.facesoftware.org/>. The Submitter also has the following responsibilities:

- Review existing Tickets before entering any new Ticket to prevent duplication
- Respond promptly to questions raised by the FTG, Product CCB, or FACE CCB regarding clarification of the Ticket as it is processed

Note: The identity of the Submitter is anonymous; only the FACE PR/CR Administrator can identify the Submitter. This is to prevent bias within the correction process as well as to prevent knowledge of products under development from being shared with members of the FACE Consortium through the PR/CR process.

### **2.4 FACE PR/CR Administrator**

The FACE PR/CR Administrator is the only role in the PR/CR process that has access to the identity of the Submitter.

The FACE PR/CR Administrator role is assigned to one or more individuals by the FACE Steering Committee. The Open Group has been selected by the FACE Consortium to fulfill the PR/CR Administrator role. The PR/CR Administrator manages all aspects of the PR/CR process as follows:

- Performs Triage of new PR/CR Tickets – assigns to the appropriate CCB for resolution
- Monitors Tickets to ensure timely resolution
- Creates and distributes the agenda for a scheduled CCB at least three (3) days prior to the meeting to allow engineers from the FACE participant organizations time to evaluate the Ticket and provide feedback to the CCB member prior to a vote on the Ticket
- Schedules weekly or bi-weekly meetings as needed with FACE Business Working Group (BWG), Technical Working Group (TWG), Domain Interoperability Working Group (DIOG), Enterprise Architecture (EA) Standing Committee, Integration Workshop (IWS) Standing Committee, Conformance Tools CCB, Shared Data Model CCB, and The Open Group CCBs to review PR/CR Tickets and move them through the various stages of the process
- Schedules bi-weekly FACE CCB sessions as needed to approve working group CCB recommendations for PR/CR resolutions and implementation
- Periodically reviews PR/CRs to expedite any PRs that are blocking conformance

All scheduled meetings are listed on the collaboration tool calendar for each working group or standing committee. When PRs and CRs are ready to be voted on by a CCB, the PR/CR Administrator will call for votes either during scheduled meetings, or via email if a quorum is not present. The PR/CR Administrator will then keep an electronic record of all votes in the CCB Meeting section of the PR/CR tool.

## **2.5 FACE Triage Group (FTG)**

The FACE Triage Group is a collection of individuals that performs an initial review of all Tickets as they are entered. The FTG can route the Ticket back to the Submitter or pass it on to one of several Product CCBs for further investigation.

The FTG is comprised of one member from each of the following: FACE TWG, FACE BWG, and The Open Group. To safeguard competition-sensitive information, FTG members must be representatives of The Open Group or U.S. Government FACE Consortium members.

## **2.6 FACE Configuration Control Board (CCB)**

The FACE Configuration Control Board is a group that reviews the work of the Product CCBs to ensure the impact of changes recommended and/or implemented takes into account all FACE Consortium Products. The FACE CCB assesses proposals for corrections and reviews the corrections after they are implemented.

The FACE CCB is comprised of the elected and appointed chairs and vice-chairs of the FACE Consortium Steering Committee, working groups, and enduring standing committees, plus one representative from The Open Group. All chairs and vice-chairs are eligible to vote. The FACE CCB includes representatives from the following committees or working groups:

- Two (2) Steering Committee representatives (chair, vice-chair, or proxy)
- Two (2) TWG representatives (chair, vice-chair, or proxy)
- Two (2) BWG representatives (chair, vice-chair, or proxy)
- Two (2) DIOG representatives (chair, vice-chair, or proxy)
- One (1) EA Standing Committee representative (chair, vice-chair, or proxy)
- One (1) IWS Standing Committee representative (chair, vice-chair, or proxy)
- One (1) Course Accreditation Standing Committee representative (chair, vice-chair, or proxy)
- One member from The Open Group (non-voting)

To achieve a quorum, two thirds of the committees and working groups must be represented, and two thirds of eligible representatives must participate. At least two (2) voters must be from the U.S. Government, and at least two (2) voters must be from industry. One (1) Steering Committee officer or appointed proxy must also participate. When a quorum is present, a vote will pass or fail when a majority of the votes cast agree.

## 2.7 Product Configuration Control Board (CCB)

The Product Configuration Control Boards are responsible for individual FACE Consortium Products. The CCBs within the PR/CR process are listed in Table 1 and further described below.

**Table 1: CCBs within the PR/CR Process**

CCB	Members	Products
Technical Working Group (TWG) CCB	The Standards Subcommittee members	Technical Standard and other TWG products
Business Working Group (BWG) CCB	The leads of the BWG Subcommittees	Conformance Policy and other BWG products
Domain Interoperability Working Group (DIOG) CCB	The leads of the DIOG Subcommittees	The Open UDDL Standard and other DIOG products
Enterprise Architecture (EA) CCB	The EA chair, and one representative from each working group and enduring standing committee	EA Standing Committee documents and viewpoint models

CCB	Members	Products
Integration Workshop (IWS) CCB	The IWS chair and all IWS members	FACE Software Supplier Getting Started Guide and other IWS products
Conformance Tools CCB	Per the Conformance Tool Acceptance Plan	CTS and related tools
Shared Data Model CCB	Per the Shared Data Model Governance Plan(s)	Shared Data Model(s)
The Open Group CCB	Per processes determined by The Open Group	Any product of The Open Group utilized by the FACE Consortium and not covered by another CCB

### 2.7.1 Technical Working Group (TWG) CCB

Tickets regarding the FACE Technical Standard and other products developed and maintained by the TWG and its Subcommittees are handled by the TWG CCB.

The TWG Standards Subcommittee serves as the TWG CCB. It is comprised of the elected chairs and vice-chairs of the TWG and DIOG, the leads and co-leads of each TWG Subcommittee, and a representative from the IWS Standing Committee. At the time of publication, the list of eligible TWG voters includes 19 representatives:

- Two (2) TWG officers (chair, vice-chair, or proxy)
- Two (2) DIOG officers (chair, vice-chair, or proxy)
- One (1) IWS Standing Committee representative
- Co-leads from active TWG Subcommittees:
  - Two (2) General Enhancements
  - Two (2) Transport
  - Two (2) Graphics
  - Two (2) Operating Systems
  - Two (2) Conformance Verification Matrix
  - Two (2) Software Safety (Airworthiness Guidance)
  - Two (2) Security

A quorum consists of one (1) TWG elected officer (or their proxy), and at least one (1) representative from a majority of the remaining stakeholder categories (TWG Subcommittee co-leads from active TWG Subcommittees, DIOG officers, IWS Standing Committee representatives). When a quorum is present, a vote will pass or fail when a majority of the votes cast agree.



Note: Changes to the Shared Data Model are controlled by the Shared Data Model CCB per the Shared Data Model Governance Plan. However, the TWG CCB is the authority on changes to the Shared Data Model Governance Plan.

## **2.7.2 Business Working Group (BWG) CCB**

Tickets regarding the FACE Conformance Policy and other products developed and maintained by the BWG and its Subcommittees are handled by the BWG CCB. The leads of each of the BWG Subcommittees (as well as the leads of the BWG) serve as the BWG CCB.

The BWG CCB is comprised of the elected chair and vice-chair of the working group, and the leads and co-leads of each BWG Subcommittee:

- Two (2) BWG officers (chair, vice-chair, or proxy)
- Outreach Subcommittee lead
- Business Model Subcommittee lead
- Business Operations Subcommittee lead

To achieve a quorum, one (1) BWG elected officer (or appointed proxy) must be present, and at least one (1) representative from a majority of subcommittees must be represented. When a quorum is present, a vote will pass or fail when a majority of the votes cast agree.

## **2.7.3 Enterprise Architecture (EA) Standing Committee CCB**

Tickets regarding documents produced by the EA Standing Committee are managed by the EA CCB. The EA Standing Committee will also handle Tickets regarding the FACE Conformance Certificate and any Tickets associated with products of the Course Accreditation Standing Committee.

The EA CCB is comprised of appointed chair and vice-chair of the FACE EA Standing Committee, and one (1) representative from each Consortium working group and enduring standing committees:

- One (1) EA Standing Committee appointed officer (chair, vice-chair, or proxy)
- One (1) TWG representative
- One (1) BWG representative
- One (1) DIOG representative
- One (1) IWS Standing Committee representative
- One (1) Course Accreditation Standing Committee representative

To achieve a quorum, one (1) EA Standing Committee appointed officer (or appointed proxy) must be present, and the majority of eligible representatives must participate. When a quorum is present, a vote will pass or fail when a majority of the votes cast agree.

#### **2.7.4 Integration Workshop (IWS) Standing Committee CCB**

Tickets regarding documents produced by the IWS Standing Committee are managed by the IWS CCB. The IWS CCB is comprised of appointed chair and vice-chair of the FACE IWS Standing Committee, and all other members of the IWS.

To achieve a quorum, one (1) IWS appointed officer (or appointed proxy) chair or vice-chair, two (2) IWS members from Government, two (2) IWS members from Industry, one (1) TWG representative, and a minimum of five (5) total IWS representatives. When a quorum is present, a vote will pass or fail when a majority of the votes cast agree.

#### **2.7.5 Domain Interoperability Working Group (DIOG) CCB**

Tickets regarding the Open Universal Domain Description Language (Open UDDL) Standard<sup>1</sup> and other products developed and maintained by the DIOG and its Subcommittees are handled by the DIOG CCB.

The DIOG CCB is comprised of the elected chair and vice-chair of the working group, and the leads and co-leads of each DIOG Subcommittee. The list of eligible DIOG CCB voters includes the following representatives:

- Two (2) DIOG officers (chair, vice-chair, or proxy)
- Two (2) Language Subcommittee leads
- Two (2) Guidance Subcommittee leads
- Two (2) Shared Data Model Subcommittee leads

To achieve a quorum, one (1) DIOG elected officer (or appointed proxy) must be present, and at least one (1) representative from a majority of subcommittees must be represented. When a quorum is present, a vote will pass or fail when a majority of the votes cast agree.

#### **2.7.6 Conformance Tools CCB**

Tickets regarding the FACE CTS and related tools are managed by the FACE Conformance Tools CCB. The Conformance Tools CCB is comprised of members who perform the following roles within the Consortium:

- Two (2) TWG officers (chair, vice-chair, or proxy)
- Two (2) DIOG officers (chair, vice-chair, or proxy)
- Two (2) TWG Conformance Verification Matrix leads
- One (1) Navy Technical Representative and one (1) Navy Business Representative
- One (1) Army Technical Representative and one (1) Army Business Representative

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<sup>1</sup> Open Universal Domain Description Language (Open UDDL), Edition 1.0, The Open Group Standard (C198), July 2019, published by The Open Group; refer to: [www.opengroup.org/library/c198](http://www.opengroup.org/library/c198).

60% of the committees and working groups must be represented, and 60% of eligible representatives must participate to achieve a quorum. At least one (1) vote from the Army Technical or Business representative and one (1) vote from the Navy Technical or Business representative and one (1) vote from each of TWG, DIOG, and CVM representatives. A total of six (6) votes cast must agree.

Note: This team from the Consortium is separate and independent from the Government Tools CCB, if applicable, that approves whether government-funded tool developers have met contractual requirements for tool capability. The FACE Tools CCB is responsible for sending PR/CRs through the system – proposing solutions, monitoring that assigned work gets competed, and verifying that completed work has been correctly implemented in the updated releases of CTS tools.

### **2.7.7 Shared Data Model CCB**

Tickets regarding the Shared Data Model are processed through the Shared Data Model CCB as defined in the Shared Data Model Governance Plan.

### **2.7.8 The Open Group CCB**

Tickets regarding the documents, tools, or products maintained by The Open Group for use by the FACE Consortium are maintained by The Open Group CCB. The Open Group FACE Consortium representative(s) will serve as The Open Group CCB.

### 3 FACE PR/CR Process

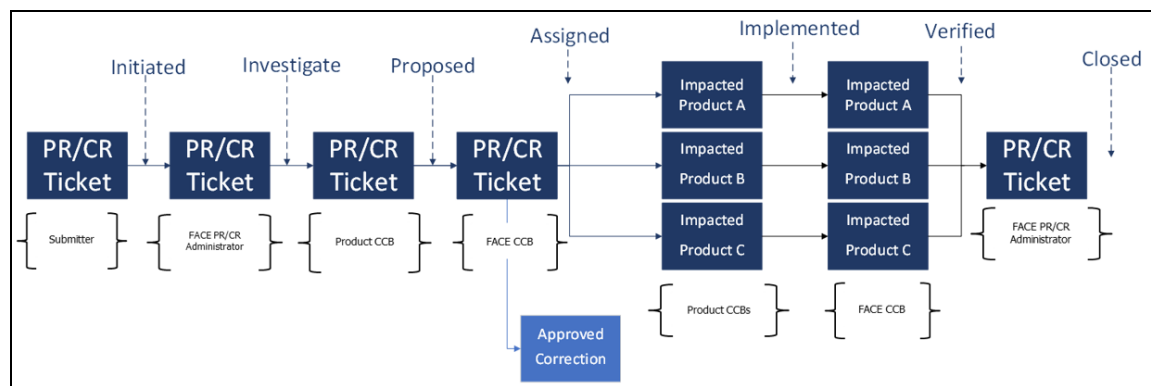
The FACE PR/CR process provides a means for submitting, tracking, and providing final disposition on PRs and CRs for all FACE Consortium Products. To meet the objective of tracking an issue to completion, the FACE PR/CR process includes actions and states related to each phase of work associated with completion of the work on that issue.

The work on each phase is completed by one entity and checked by another before the next phase is begun.

The PR/CR process is facilitated by the PR/CR tool. To report a problem with a published document, access the PR/CR tool on the FACE website at: <https://www.opengroup.org/face/docsandtools>. A PR/CR may also be submitted at: <https://ticketing.facesoftware.org/>. Submitters are required to create an account. This allows the Submitter to follow the progress of the Ticket as it moves through the ticketing system and provides a means to contact the Submitter for clarification, if needed.

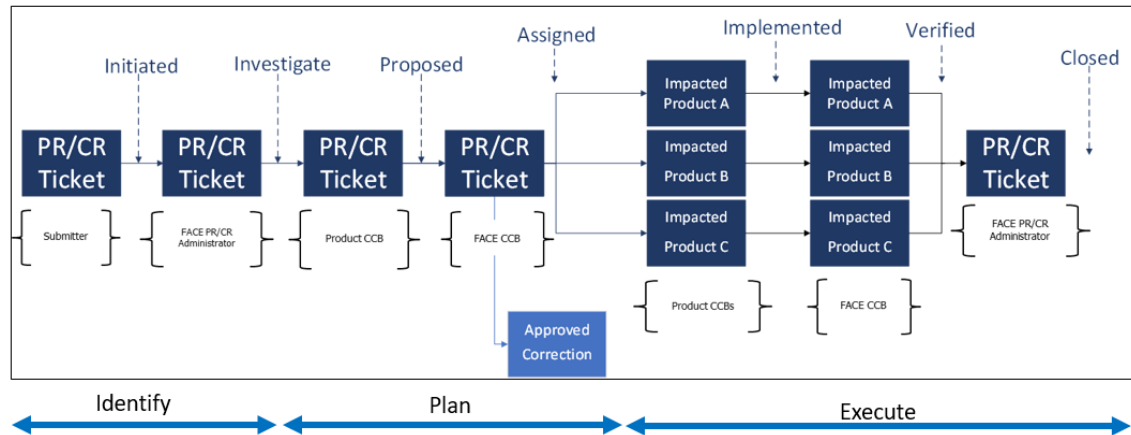
The PR/CR tool provides detailed help screens throughout. The help screens can be accessed by clicking on “Help” in the top right-hand corner of the screen. You can navigate through the Help by clicking on a specific box in the Help diagram. Context-specific help for a specific field in the Ticket is accessed by placing your cursor over the field name, indicated by blue text.

The lifecycle of a PR/CR Ticket is shown in Figure 1.



**Figure 1: Lifecycle of a PR/CR Ticket**

The following paragraphs describe the detailed activities and interactions that occur throughout the PR/CR process to support the PR/CR Ticket lifecycle. These activities are separated into the three major functions: Identify, Plan, and Execute. Figure 2 shows how these three functions relate to the lifecycle of a PR/CR Ticket.



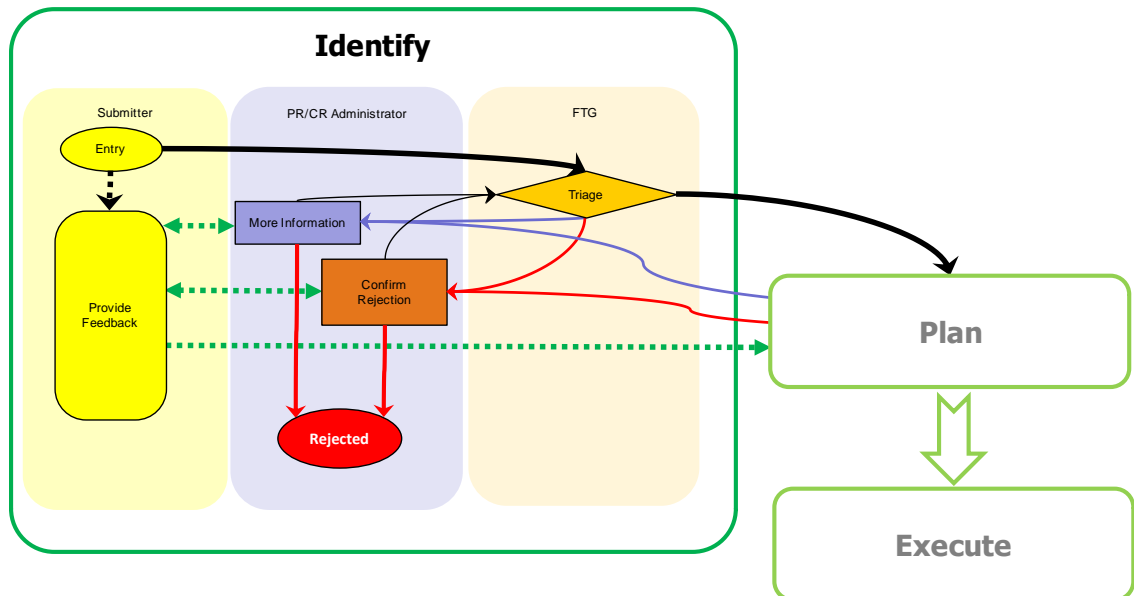
**Figure 2: Major Functions within the PR/CR Process**

**Identify:** Identification of an issue is primarily handled by the Submitter. Information about the issue is entered into a Ticket and reviewed by the FTG before being routed to the Product CCB that will plan the solution.

**Plan:** Planning is handled by a Product CCB, or is delegated to individuals or agencies by that Product CCB. When the Product CCB believes it has a solid proposal for the issue, the FACE CCB will evaluate the proposal and schedule the execution of that proposal.

**Execute:** Execution of the plan is performed by one or more Product CCBs associated with the Impacted Products specified in the proposal.

### 3.1 Identify the Issue



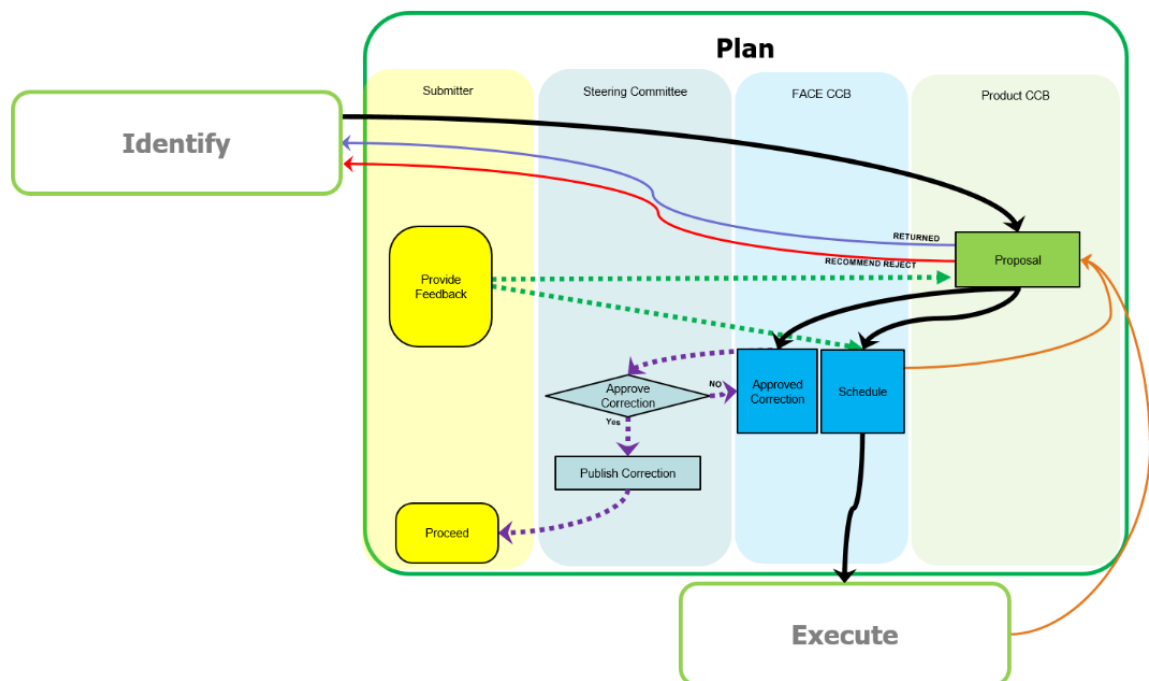
**Figure 3: Identify the Issue**

The **Identify** phase begins with the Submitter entering a Ticket into the PR/CR system (Entry). After each new Ticket is submitted, all members of the FTG will be notified. Any member of the FTG can request feedback or clarification from the Submitter by returning the Ticket to the Submitter. When the Submitter's intent is fully understood by the FTG, any member can recommend that the Ticket be rejected if it does not meet the criteria for a PR/CR. Prior to being rejected, the Ticket will be reviewed by the FACE PR/CR Administrator to ensure the Submitter has had sufficient opportunity to clarify their issue. Potential reasons for rejecting a PR/CR include:

- The issue presented by the Submitter is adequately addressed in a FACE Consortium Product
- The issue presented is unclear or not actionable
- The issue presented is already being addressed by the PR/CR process

When the FTG has determined the Ticket is a valid PR or CR, the Ticket will be assigned to a single Product CCB to develop a plan to address the issue.

## 3.2 Plan the Solution



**Figure 4: Plan the Solution**

After the Identify phase, the **Plan** phase begins. The assigned Product CCB will develop a proposal for addressing the issue. Throughout the process of developing the proposed solution, the Product CCB will be able to solicit input from the Submitter.

The Product CCB will determine if the issue represents a CR and if it will drive changes to any FACE Consortium Products beyond what the Submitter has identified. If the Ticket is determined to be a CR, a proposal will be written for each product impacted by the CR.

The Product CCB will also determine if the issue is affecting the Submitter's ability to complete the FACE verification and certification processes. If so, the issue is a PR and the Product CCB will write a Correction Proposal for review by the FACE CCB, approval by the FACE Steering Committee, and dissemination to the FACE community.

After the proposals are written for CR impacts and a correction is proposed for PR impacts, the FACE CCB will review the proposal to determine if it adequately covers all FACE Consortium Products. If any new impacts are identified, or if the proposal needs more work, the FACE CCB will send the Ticket back to proposal.

If the proposal is complete and satisfactory, the FACE CCB will schedule the updates with the Product CCBs responsible for the Impacted Products.

If an Approved Correction is needed, the FACE CCB will have the FACE Steering Committee vote on any Correction Proposal to create the Approved Correction.

Once the schedule is approved, the Product CCBs can execute the plan.

### 3.3 Execute the Plan

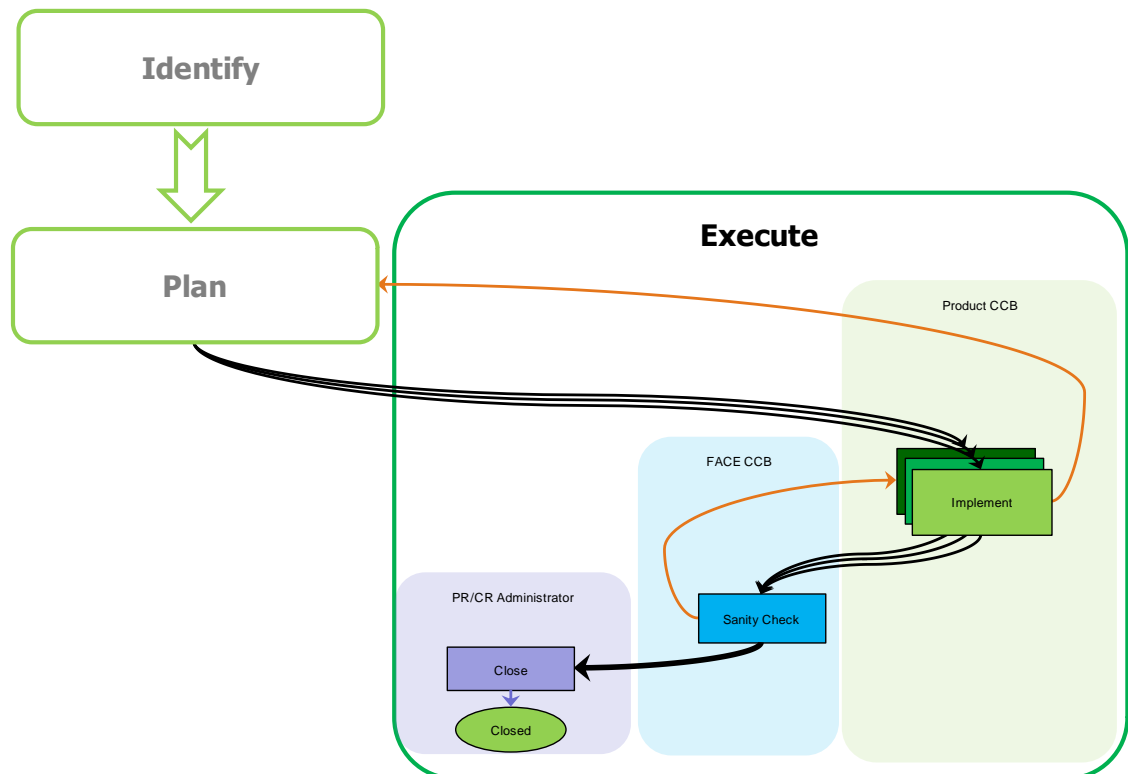
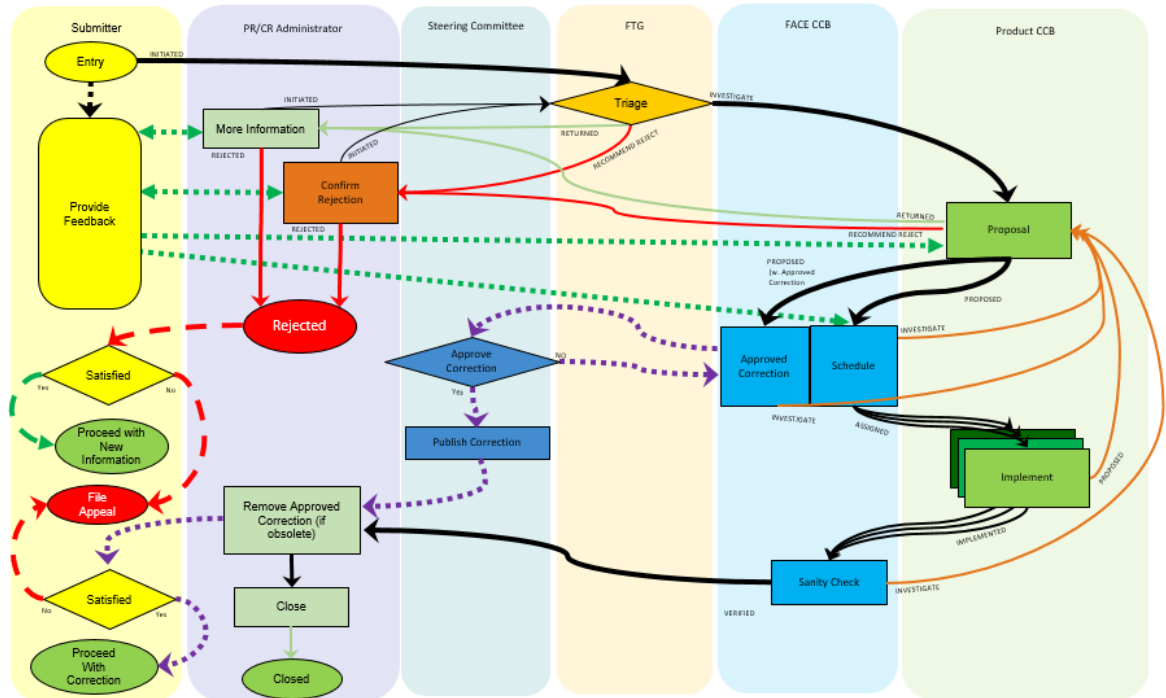


Figure 5: Execute the Plan

When the Plan phase is complete, the **Execute** phase begins. The Product CCB responsible for each product impacted by the proposed solution is notified. Each Product CCB implements the changes in the Impacted Products for which they are responsible. As each of the FACE Consortium Products is updated, the FACE CCB conducts a final Sanity Check of the updated FACE Consortium Product to ensure all impacts of the scheduled changes have been implemented. After the Sanity Check is completed, the PR/CR will be closed and archived.

### 3.4 Detailed Process

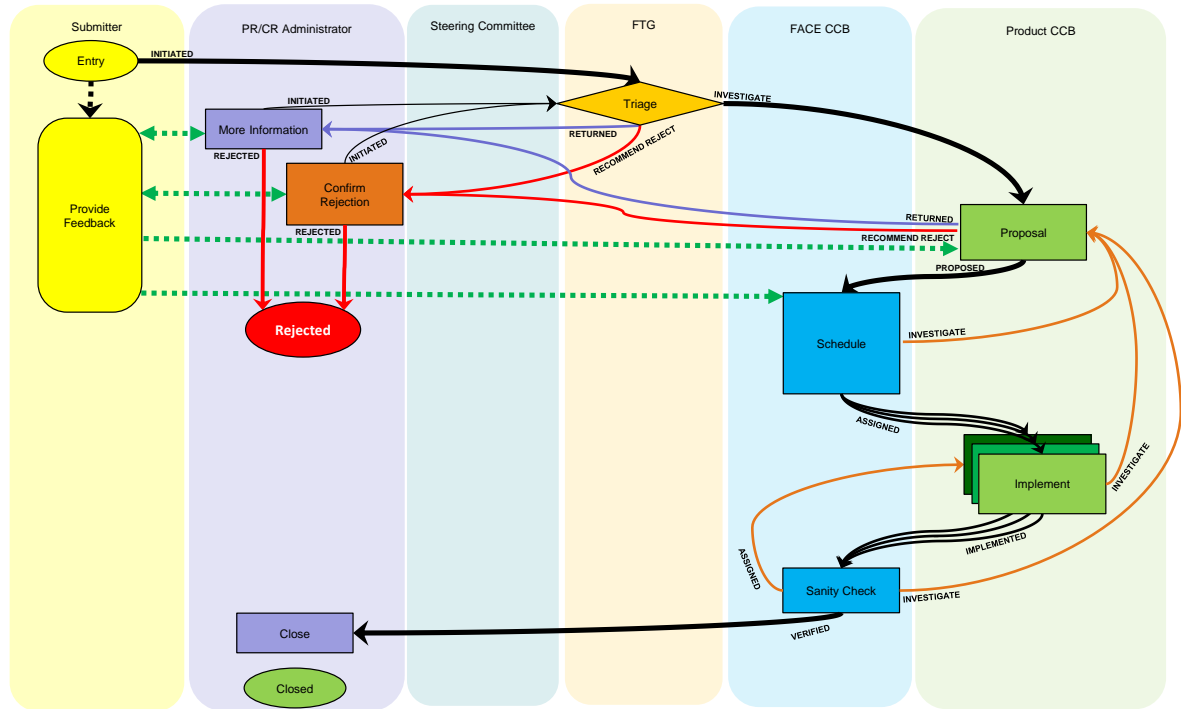


**Figure 6: Detailed PR/CR Process**

The detailed PR/CR process is shown in Figure 6. In this figure, all of the actions are depicted within columns designating the entity responsible for performing the action.



## 3.5 CR Process

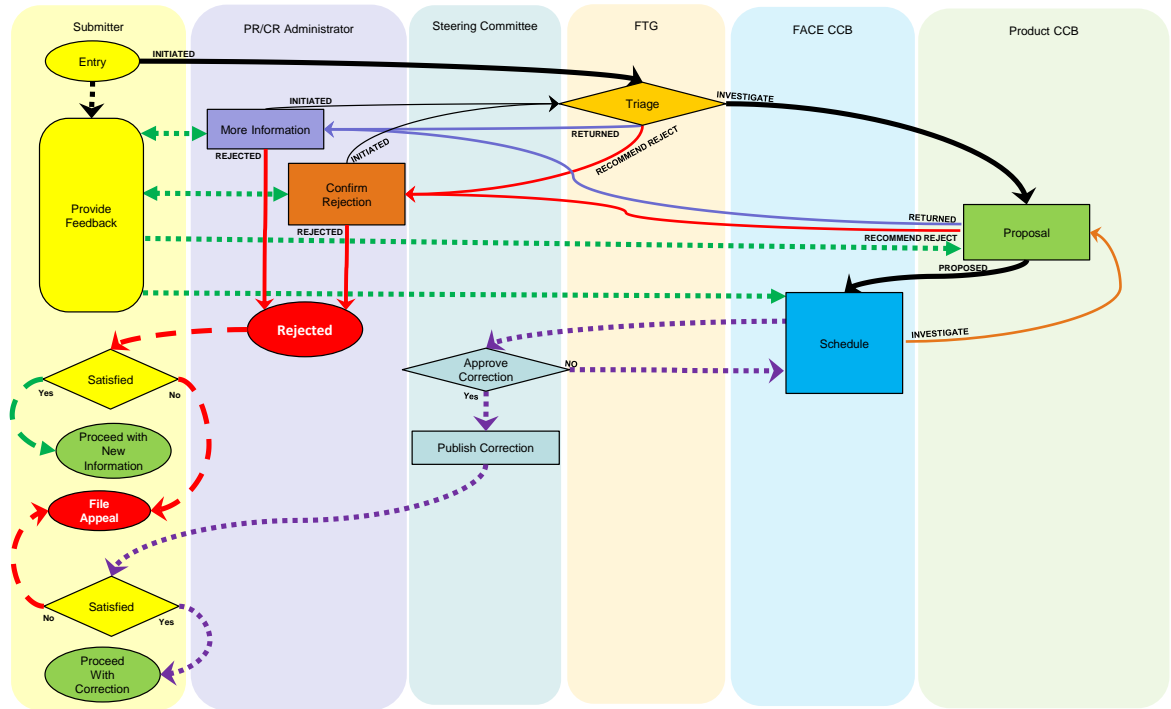


**Figure 7: CR Process**

Figure 7 includes the path followed by a CR. The PR-specific paths for handling Approved Corrections are not shown.

The Submitter has access to most of the data related to the CRs entered as they are processed. The Submitter may provide feedback into the Ticket; this feedback is most effective if it is received before the proposal is scheduled.

### 3.6 PR Process



**Figure 8: PR Process**

The PR process utilizes the same Entry, Triage, and Proposal processes as a CR. When the Ticket is both a PR and a CR, both aspects of the issue are handled at the same time, including proposing an Approved Correction during the Proposal action.

As specified in the FACE Conformance Policy, when a Ticket has been identified as having a Certification Need it is a PR, and the Product CCB assigned to write the proposal will prepare text for the Approved Correction. The FACE CCB will submit the proposal for an Approved Correction to the FACE Steering Committee as part of the Schedule action. The FACE Steering Committee will then vote to approve the correction. If the correction is approved, the FACE Steering Committee will publish the correction. The publishing of a correction allows the Submitter to proceed using the correction.

If the Submitter is not satisfied with the final disposition of the PR/CR submitted, the Submitter has the option of filing a written appeal per the process outlined in the FACE Conformance Policy.

## 4 Ticket Attributes

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There are many attributes that are tracked as part of a Ticket; these include titles, descriptions, proposals, and affected products. These attributes assist the users of the system in determining what is wrong, what the next step is, and what the solution will be. They also provide a record of what was done after a Ticket is closed. Some attributes exist purely to track the state of the Ticket within the process. Table 2 lists the attributes that are collected and stored with a Ticket.

**Table 2: Ticket Attributes**

Field	Description
ID	Unique identifier
Title – Consortium	A short name in a recognizable format
Description – Consortium	Detailed description of the problem
State	The current state of the CR
Notes	The history of notes entered on this Ticket, including one for every state change
FACE Product	Primary document or tool the Ticket is against
Product Version	Version/edition of the product
Location	Section, paragraph, line number
Title – Submitter	Submitter's initial title of the problem
Description – Submitter	Submitter's initial description of the problem
Proposed Resolution – Submitter	Submitter's proposed solution
Type	Technical or Editorial
Priority – Submitter	Major or Minor
Certification Need	Is this change needed for FACE Conformance Certification to a current Technical Standard?
Submitter Attachments	File attachments from the Submitter
Submitter ID	The identifier of the Submitter (links to name, email, phone information)

Field	Description
CR Criticality	Critical, Essential, Enhancement
CR Priority	High, Medium, Low
Proposal CCB	Product CCB assigned to write the proposal
Correction Proposal	What to do for conformance to the current edition/version
Correction Approved	The Correction Proposal is approved for use as an Approved Correction
Impacted Products	List of FACE Consortium Products impacted by the Proposed Resolution
Local Impact Only	The impact of this Ticket is limited to the products under the control of this CCB
Impacted Product State*	The state for each Impacted Product (PROPOSED/ASSIGNED/IMPLEMENTED/VERIFIED)
Impacted Product Proposal*	The proposed changes to the Impacted Product
Scheduled Version*	Version/edition of the product that will have the fix
Implementation CCB*	Product CCB assigned to make the change
Implemented Version*	Version/edition of the product that has the fix
Implementation Details*	Implementation notes and any deviation from the proposal
Verification Notes*	Note from verification (completed by someone other than the implementer)

*\* This data is entered for each affected product.*

Further details on when these fields are edited is provided in Chapter 5.

## 4.1 State

The state of a Ticket is an indication of the Ticket's progression through the overall process and determines the next action to be performed. Table 3 describes the states within the PR/CR process and what action is used to determine the next state.

**Table 3: PR/CR States**

State	Description
INITIATED	Information has been entered by the Submitter and is ready for processing.
RETURNED	More information is needed from the Submitter.

State	Description
RECOMMEND REJECT	Based on the information collected, the Ticket will be rejected.
INVESTIGATE	The Ticket needs evaluation by the Product CCB assigned to write the proposal.
PROPOSED	A proposal for correcting the Ticket has been written and should be evaluated by the FACE CCB.
ASSIGNED	The proposal has been approved by the FACE CCB and scheduled for implementation.
IMPLEMENTED	The changes recommended by the proposal have been completed.
VERIFIED	The changes recommended by the proposal have been verified through the Sanity Check process.
CLOSED	All of the changes for all affected products are completed and verified.
REJECTED	The Ticket has been rejected and no further work will be done.

## 4.2 Impacted Products

A single Ticket often impacts multiple products. For example, changes to the FACE Technical Standard will most likely affect the CVM as well as the CTS.

The FACE PR/CR process tracks impacts to each product separately within the Ticket. For each Impacted Product, there is a State, Proposal, Scheduled Version/Edition, and assigned CCB, as well as other attributes.

## 4.3 Relationship between Ticket State and Impacted Product State

After a Ticket is scheduled, the state of the Impacted Products become a better indication of the overall Ticket status. There are several Impacted Product States that relate to the Ticket States of ASSIGNED and IMPLEMENTED. It is also possible that Impacted Product States can be in “future” states if the overall Ticket is moved back for a proposal change after it is scheduled. Table 4 shows the expected and restricted Impacted Product States when a Ticket State is changed to a new state.

**Table 4: Ticket States and Impacted Products**

When Setting Ticket State to:	Impacted Product State is:						
	Proposed	Assigned	Corrected	Tested	Implemented	Verified	No Change
INITIATED	←	←	←	←	←	←	←
RETURNED	←	←	←	←	←	←	←
RECOMMEND REJECT	←	←	←	←	←	←	←
INVESTIGATE	←	←	←	←	←	←	←
PROPOSED	✓	←	←	←	←	←	✓
ASSIGNED	✗	✓	←	←	←	←	✓
IMPLEMENTED	✗	✓	✓	✓	✓	←	✓
VERIFIED	✗	✗	✗	✗	✗	✓	✓
CLOSED	✗	✗	✗	✗	✗	✓	✓
REJECTED	✗	✗	✗	✗	✗	✗	✓

←	Is allowed, but should only occur if the Ticket State was set back to change a proposal after work on Impacted Products has begun.
✓	Indicates that when setting the Ticket State (row) it is expected that all Impacted Products will be in one of these states (columns).
✗	Changing to the Ticket State (row) is not allowed if any Impacted Product is in this state (column).

## 4.4 Priority and Criticality

Priority and Criticality are two similar attributes that determine when something should be fixed.

### 4.4.1 Priority

Priority of a Ticket reflects the timing of when an issue should be fixed or implemented. The priorities include:

- A **High** priority Ticket will be implemented in the next version of the product and will drive the need to create a new version of a product if one is not already in development

- A **Medium** priority Ticket will be implemented in the next Scheduled Version of a product
- A **Low** priority Ticket will be implemented as budgets and schedules permit; it is possible for several versions of a product to be released without implementing a low priority item

#### 4.4.2 Criticality

Criticality is a measure of the impact the Ticket has on the ability to understand or use a FACE Consortium Product. There are three Criticality levels available:

- **Critical** Tickets impact most users and must be fixed; critical issues can be conflicting requirements, tools that do not function, and documents that provide incorrect guidance
- **Essential** Tickets are cases where the issue is not critical, but the product is not meeting its intent
- **Desired** Tickets include enhancement, rewording, or rework that does not reflect a flaw but improves the product

#### 4.4.3 Certification Need

The Certification Need attribute is used to indicate that a Ticket is a PR and an Approved Correction should be developed. The Certification Need attribute can be set by the Submitter and is verified during the Proposal action.

#### 4.4.4 Impact on Schedule

The Priority of a Ticket has impact on the time allowed during some states of the process. Table 5 contains the guidelines for completion of tasks for the Product CCB (Proposal action) and the FACE CCB (Schedule action) to move PRs and CRs through the process to get an approved proposal. A proposal will include a sense of timing for the update of a product, but the specific product update schedule will dictate the actual timing of the release.

The FTG will always act within a few days on any Ticket regardless of state. The Product CCB assigned to the proposal, and the FACE CCB acting on that proposal, are the stages requiring these restrictions. A PR, requiring an Approved Correction, will be addressed by a vote of the FACE Steering Committee as the proposal is in FACE CCB hands.

**Table 5: Priority-Based Guidelines for Time Limits**

Priority	Description	Proposal	Schedule
PR*	An Approved Correction is needed.	2 weeks	1 week
High	Drives the need to create a new version of a product.	4 weeks	4 weeks
Medium	Will be implemented in the next Scheduled Version.	8 weeks	4 weeks
Low	Implemented as budgets and schedules permit.	16 weeks	4 weeks

*\* Any Ticket with a Certification Need is assumed to be a PR unless the Certification Need is determined to be false.*

To support this timing, the FACE CCB will have regularly scheduled meetings. These meetings will generally include a meeting at each FACE Members' Meeting. Additional FACE CCB meetings will occur as needed to support the scheduling of Tickets.



## 5 Process Details

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### 5.1 Entry

**Entry** is the first action in processing any Ticket. The Submitter accesses the PR/CR system and enters the basic information about the issue.

**Table 6: Entry Step**

<b>ACTOR</b>	Submitter
<b>ACTION</b>	Enter information about a CR.
<b>ENTRY STATE</b>	N/A
<b>FIELDS COMPLETED</b>	ID (generated) Title – Submitter* Description – Submitter* Proposed Resolution – Submitter (optional)* Product Product Version/Edition Location Type (optional) Priority – Submitter (optional)* Certification Need (optional) Submitter Attachments (optional) Submitter ID is attached to the Ticket, but visible only to the FACE PR/CR Administrator
<b>EXIT STATES</b>	INITIATED – leads to Triage

*\* These attributes have both Submitter and Consortium values that are edited separately. This allows the Submitter to recognize the Ticket and provides a way for the other users of the system to validate the current actions against the Submitter's input.*

When the Submitter opens a new Ticket, the PR/CR system assigns a **Ticket ID**. Titles and Descriptions might change over time, so this Ticket ID will be used to refer to the Ticket.

The PR/CR system also attaches the **Submitter ID** to the Ticket. The Submitter ID is only visible to the PR/CR Administrator and can be used to find the Submitter's information if needed. The Submitter ID also allows for the system to show only the Tickets entered by the Submitter when the Submitter first logs in.

The Submitter must fill in the following fields before submitting the Ticket and creating the record:

- **Title – Submitter:** the Submitter provides a short name to recognize this Ticket in a list of Ticket names
- **Description – Submitter:** the Submitter provides the detailed description of the problem  
This should contain enough information for someone to understand why the Ticket represents a problem.
- **Proposed Resolution – Submitter:** the Submitter optionally provides a proposed solution to the problem  
This can be a short, high-level description of the correction. It can also be a detailed description with proposed text.
- **Product:** the Submitter must select the principal product with the problem  
If the Ticket is due to a conflict between two products, the Submitter should pick one and indicate other products in the description.
- **Product Version/Edition:** the Submitter must pick the version (or edition) of the product where the issue was detected  
This will most often be the latest published version. In some cases, certification to a particular edition of the FACE Technical Standard may require selecting older editions of products associated with that edition of the Technical Standard.
- **Location:** the Submitter should specify a location (or function) in the product where the issue can be found
- **Type:** the Submitter optionally selects between Technical and Editorial
- **Priority – Submitter:** the Submitter optionally selects Major or Minor to indicate when the issue should be fixed
- **Certification Need:** if the issue is preventing the Submitter from getting a product certified as FACE Conformant, the Certification Need box should be checked; if there is no Certification Need, this box should not be checked
- **Submitter Attachments:** the Submitter can also upload documents or files to the PR/CR system  
To aid in the prevention of the posting of any International Traffic in Arms Regulation (ITAR) or proprietary information, the Submitter is notified that information posted to the system will be publicly available.

## 5.2 Triage

The **Triage** action is performed by a member of the FTG. This action provides a quick review of the Ticket data to ensure it is clearly written, has the correct Priority, and is routed to the right Product CCB.

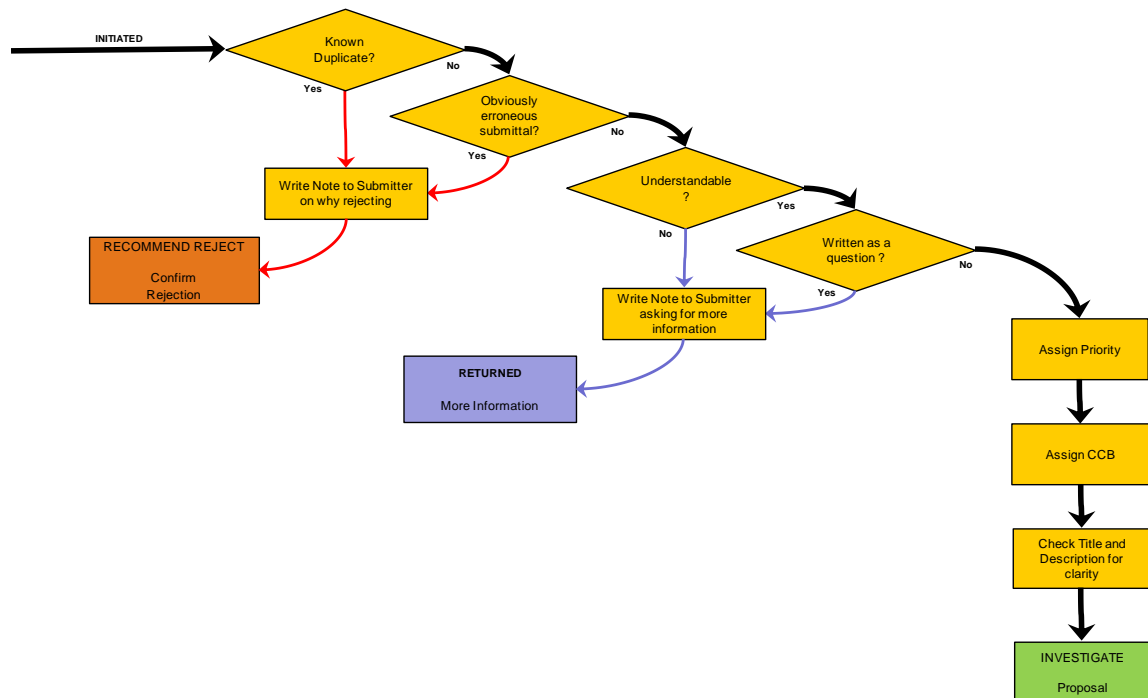
**Table 7: Triage**

<b>ACTOR</b>	FACE Triage Group (FTG)
<b>ACTION</b>	Assess clarity, priority, criticality, and responsible CCB.
<b>ENTRY STATE</b>	INITIATED
<b>FIELDS COMPLETED</b>	Title – Consortium Description – Consortium Criticality Priority Proposal CCB
<b>EXIT STATES</b>	INVESTIGATE – leads to Proposal <ul style="list-style-type: none"><li>• Normal path to move CR forward</li><li>• Also selected if the member of the FTG doesn't have the technical capacity to assess the problem</li></ul> RECOMMEND REJECT – leads to Confirm Reject <ul style="list-style-type: none"><li>• If the CR is a known duplicate or improperly entered</li></ul> RETURN – leads to More Information <ul style="list-style-type: none"><li>• If the member of the FTG cannot determine status based on current information and feels further Submitter input is required</li></ul>

A member of the FTG makes an initial assessment of the Ticket. This does not require in-depth technical knowledge. Technical evaluation of the merits of any issue referred to by the Ticket is handled by the assigned CCB.

Each member of the FTG should check the PR/CR system regularly to look for new Tickets. Each member of the FTG can make assessments individually without needing to confer with other team members.

The flow in Figure 9 shows several questions that can be quickly answered and the resulting state based on the answers to those questions.



**Figure 9: Triage Flow**

If the Ticket is a known problem that has already been assigned a Ticket, the member of the FTG can note that the newly submitted Ticket is a duplicate and set the state to RECOMEND REJECT.

*Enter Note: This Ticket is a duplicate of Ticket ####.*

If the Entry is garbled or obviously incomplete/incorrectly entered, the FTG can set the state to RECOMEND REJECT and include a note indicating the reason.

*Enter Note: This Ticket is erroneously entered.*

If the Entry is not clearly written, but the Submitter seems to have a legitimate problem, the FTG can send it back to the Submitter for clarification by setting the state to RETURNED.

*Enter Note: The Ticket is not clearly written. Please clarify the statement YYYYYY.*

If the Ticket is written as a question (“What is meant by...?”/”How does a...?”/”Does this mean that...?”/etc.), the Ticket should be returned to the Submitter for clarification. In some cases the FTG can answer the question. In other cases the FTG can simply refer the Submitter to another source to answer questions.

*Enter Note: The PR/CR system cannot respond to questions or provide help with general FACE processes. If you have an issue with a FACE Consortium Product, please clearly describe the issue and, if applicable, provide a proposed solution.*

Once the assessment has been made on whether the Ticket should advance in the system, the FTG assigns the Criticality and Priority that will be used by the Consortium to process the Ticket. This assessment will highlight the importance of the Ticket to the assigned CCB.

*If Certification Need is selected, the Criticality should be set to Critical and the Priority set to High.*

*If the Ticket seems to reflect a new technical problem with a published document or tool, the Criticality should be set to Essential and the Priority set to Medium.*

*If the Ticket is expressing an editorial problem or a suggested enhancement, the Criticality should be set to Desired and the Priority set to Low.*

Next the FTG should set the Proposal CCB attribute to the Product CCB responsible for writing the proposal. This should be set based on the product selected. Table 1 specifies the CCBs that cover the various products.

The FTG should then inspect the Title – Consortium and Description – Consortium fields. These fields are initially set with the Submitter versions. The FTG should review these fields and modify them for clarity and format. Ideally the title should be a clear and unique description of the problem that will be recognizable to users of the PR/CR system. The description should be phrased as a problem. The wording should match terms and language used within the Consortium, but care should be taken to not change the Submitter’s meaning.

The example in Table 8 shows a case where the title was clear to the Submitter, but would need to be expanded by the FTG to differentiate it from other similar Tickets. Also, in this case, the FTG has a little more background on the issue and is able to change the description to bring more clarity to the problem.

**Table 8: Example Title and Description**

	<b>Submitter</b>	<b>Consortium</b>
Title	Digital Signature	Remove Digital Signature from Library Requirements
Description	The Library Requirements mention “Digital Signature” as part of the Conformance Data. This is not mentioned in the FACE Conformance Policy.	“Digital Signature” and its related functions were removed from the FACE Conformance Policy. The Library Requirements still use this term.

As a final step, the FTG should check the other fields entered by the Submitter for consistency and completeness before setting the state to INVESTIGATE.

## 5.3 More Information

The **More Information** action is performed by the FACE PR/CR Administrator in concert with the Submitter's Provide Feedback action. The FACE PR/CR Administrator prompts the Submitter to answer questions that have been raised by the FTG or Product CCB members in order to clarify the Submitter's issue.

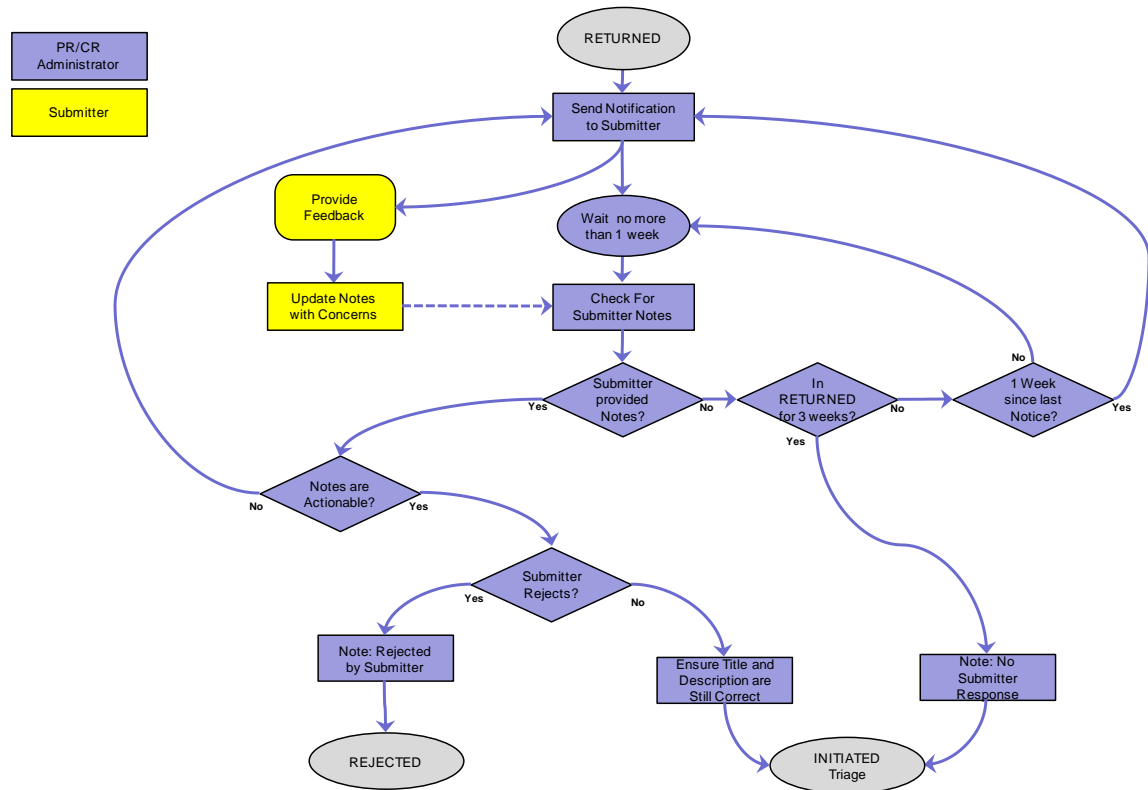
**Table 9: More Information**

<b>ACTOR</b>	FACE PR/CR Administrator
<b>ACTION</b>	Acquire additional information from Submitter as directed by the FTG or Product CCB.
<b>ENTRY STATE</b>	RETURNED
<b>FIELDS COMPLETED</b>	Notes Possible updates to other attributes
<b>EXIT STATES</b>	INITIATED – leads to Triage <ul style="list-style-type: none"><li>Information has been entered by the Submitter, or no new information was supplied in a timely manner</li></ul> REJECTED – leads to the rejected end state <ul style="list-style-type: none"><li>The interaction with the Submitter has led to an agreement that the CR is not needed</li></ul>

Like the FTG, the FACE PR/CR Administrator group consists of one or more individuals assigned the role of performing the CR Administrator task. Any member of the FACE PR/CR Administrator group can perform FACE PR/CR Administrator tasks.

When a Ticket falls into the RETURNED state, a FACE PR/CR Administrator takes on the role of ensuring the Submitter has a chance to respond to questions from the FTG or Product CCB created during the Triage and/or Proposal actions.

The Submitter will be notified by the system when the Ticket is set to the RETURNED state. The Submitter is then allowed to enter data in the Notes field in response to questions posted there.



**Figure 10: More Information Flow**

Figure 10 shows the flow of the More Information process. The FACE PR/CR Administrator regularly monitors the Tickets in the RETURNED state and performs the following actions:

- If the Submitter has posted responses indicating that current information indicates the Ticket should be rejected, the FACE PR/CR Administrator sets the state to REJECTED
- If the Submitter has posted sufficient responses to the questions, the CR Administrator sets the Ticket State to INITIATED
- If the Submitter has posted information, but that information is not sufficient to answer the questions, the FACE PR/CR Administrator informs the Submitter that more information is needed
- If the Ticket has been in the RETURNED state for over one (1) week without Submitter response, the FACE PR/CR Administrator sends a reminder email to the Submitter about the Ticket
- If the Ticket has been in the RETURNED state for over three (3) weeks without Submitter response, the FACE PR/CR Administrator sets the Ticket to INITIATED with a note: *"The Submitter has not responded to these questions"*

Note: The CR Administrator should not reject the Ticket without the FTG or Product CCB first recommending a rejection.

## 5.4 Confirm Reject

The **Confirm Reject** action is performed by the FACE PR/CR Administrator in concert with the Submitter's Provide Feedback action. This action is INITIATED when the FTG or Product CCB members set the Ticket State to RECOMMEND REJECT. The FACE PR/CR Administrator informs the Submitter that the Ticket will be rejected. This gives the Submitter a chance to clarify the issue in the event that the information was misinterpreted by the Consortium experts.

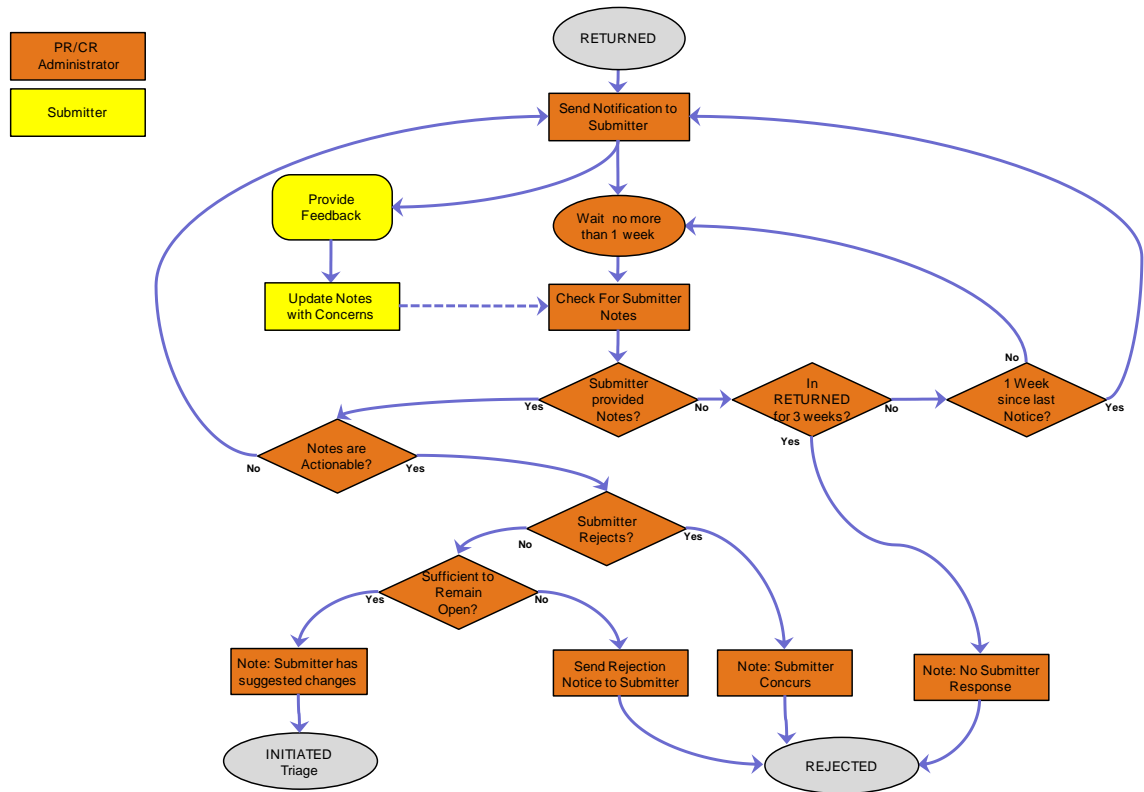
**Table 10: Confirm Reject**

<b>ACTOR</b>	FACE PR/CR Administrator
<b>ACTION</b>	Confirm the Ticket is not indicative of an error in another FACE Consortium Product.  Confirm with the Submitter to ensure rejection evaluation is aligned with Submitter's original problem.
<b>ENTRY STATE</b>	RECOMMEND REJECT
<b>FIELDS COMPLETED</b>	Notes  Possible updates to other attributes
<b>EXIT STATES</b>	REJECTED – leads to the rejected end state <ul style="list-style-type: none"><li>Interaction with the supplier (or no response from the supplier) indicates the supplier agrees with the rejection</li></ul> INITIATED – leads to Triage <ul style="list-style-type: none"><li>New information from the supplier indicates the reason for the RECOMMEND REJECT was invalid</li></ul>

When a Ticket falls into the RECOMMEND REJECT state, a FACE PR/CR Administrator takes on the role of ensuring the Submitter has a chance to respond to the proposed rejection.

The Submitter will be notified by the system when the Ticket is set to the RECOMMEND REJECT state. The Submitter is then allowed to enter data in the Notes field in response.





**Figure 11: Confirm Reject Flow**

The flow for the Confirm Reject action is depicted in Figure 11. The FACE PR/CR Administrator regularly monitors the Tickets in the RECOMMEND REJECT state and performs the following actions:

- If the Submitter has posted responses indicating that current information indicates the Ticket should be rejected, the FACE PR/CR Administrator sets the state to REJECTED
- If the Submitter has posted sufficient responses to the questions to identify the Ticket as a different case than what was suggested in the rejection notes, the FACE PR/CR Administrator sets the Ticket State to INITIATED; this may also include changing the Title or Description fields
- If the Submitter has posted information indicating that the Ticket should not be rejected, but giving no additional information as to why, the FACE PR/CR Administrator sets the state to REJECTED

Note: The Submitter can appeal this decision per the FACE Conformance Policy.

- If the Ticket has been in the RECOMMEND REJECT state for over one (1) week without Submitter response, the FACE PR/CR Administrator sends a reminder email to the Submitter about the Ticket
- If the Ticket has been in the RECOMMEND REJECT state for over three (3) weeks without Submitter response, the FACE PR/CR Administrator sets the Ticket to REJECTED

## 5.5 Provide Feedback

The **Provide Feedback** action is performed by the Submitter while the Ticket is in the initial stages of processing. The Submitter monitors the Ticket, including proposed changes, and can provide feedback into the process.

There is no point in the PR/CR process that waits indefinitely for Submitter input. The Submitter might not be a member of the FACE Consortium and cannot be relied upon to move a Ticket through the process. When Submitter input is requested, the Ticket is placed in the RETURNED or RECOMMEND REJECT state and the FACE PR/CR Administrator will request information from the Submitter. The Submitter is given a chance to provide input through this Provide Feedback action.

**Table 11: Provide Feedback**

<b>ACTOR</b>	Submitter
<b>ACTION</b>	Enter further information about a Ticket as the Ticket moves through the process.
<b>ENTRY STATE</b>	N/A
<b>FIELDS COMPLETED</b>	Notes
<b>EXIT STATES</b>	N/A

During the processing of the Ticket through Triage and the Proposal actions, any individual or group assigned to the Ticket may request further information from the Submitter through the More Information action. If the Ticket is rejected, the Submitter will be informed through the Confirm Reject action. In either case the FACE PR/CR Administrator will solicit a response from the Submitter. Questions to the Submitter will be placed in the Notes. The Submitter can enter responses to those questions as additional Notes.

While the Ticket is being processed, the Submitter can see the state the Ticket is in, read the Proposals, and see many of the Notes. The Submitter can also enter his own Notes in response.

## 5.6 Proposal

The **Proposal** action is performed by one of the Product CCBs.

**Table 12: Proposal**

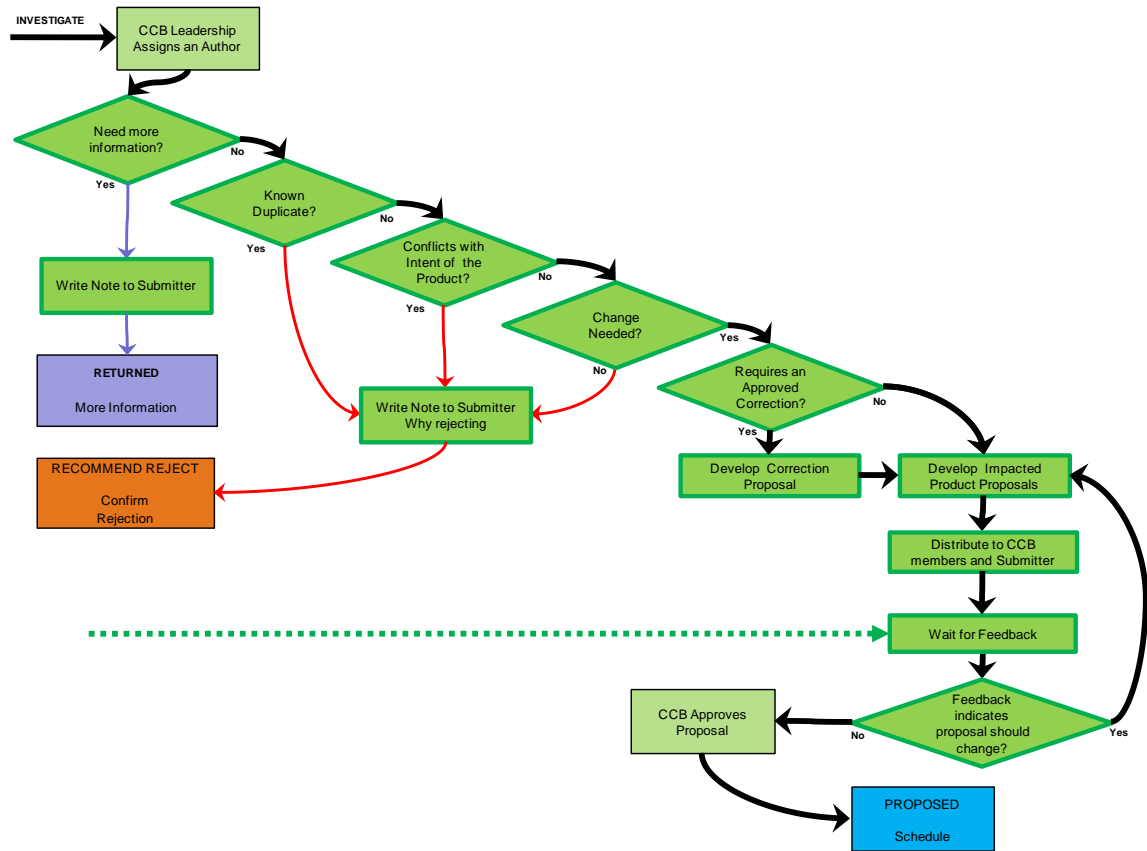
<b>ACTOR</b>	(Assigned) Product CCB
<b>ACTION</b>	Create a proposal for correcting the issue for each affected product. For issues with a Certification Need, write a Correction Proposal.
<b>ENTRY STATE</b>	INVESTIGATE
<b>FIELDS COMPLETED</b>	Correction Proposal (required when “Certification Need” is selected) Impacted Products Scheduled Version (for each Impacted Product) Impacted Product Proposal (for each Impacted Product) Implementation CCB (for each Impacted Product) Local Impact Only (only checked if the CCB is absolutely sure of local impact) Update the Consortium Description to match the proposed solution
<b>EXIT STATES</b>	PROPOSED – leads to Schedule <ul style="list-style-type: none"><li>The normal path to continuing the CR.</li></ul> RECOMMEND REJECT – leads to Confirm Reject <ul style="list-style-type: none"><li>The CR should not be completed or is a duplicate.</li><li>A rejection reason is properly documented.</li></ul> RETURN – leads to More Information <ul style="list-style-type: none"><li>If the Proposal Author was unclear in meaning and more information from the Submitter is needed.</li></ul>

The proposal is written by the assigned Product CCB to cover all of the FACE Consortium Products affected by the Ticket. This can include cases where a change to the FACE Technical Standard would drive changes to the CVM, the CTS, and even the Conformance Policy.

When a Ticket affects multiple products, the assigned Product CCB should consult with members from the other affected Product CCBs in the authoring process. This will reduce the workload on the FACE CCB and reduce the likelihood of rework due to a FACE CCB rejection.

Each Product CCB may have different rules on how the Proposal action is processed. The recommendation is to have a single member of the Product CCB take the lead on writing the proposal and have the Product CCB as a whole review the proposal.

Figure 12 shows an acceptable flow for creating a proposal.



**Figure 12: Proposal Flow**

In this flow the Product CCB assigns a Proposal Author who will develop the Product CCB response. The Proposal Author performs the following steps:

1. Evaluate the Ticket to see if more information is needed from the Submitter  
If so, the Proposal Author writes a note requesting the specific information needed and sets the state to RETURNED so the FACE PR/CR Administrator can contact the Submitter for answers.
2. Evaluate the Ticket against other similar Tickets to determine if this Ticket is a duplicate  
Both the Submitter and FTG have performed this action, but the Product CCB has more knowledge of the issues and might identify duplicates that are not obvious. The previous checks are intended to reduce the workload on the Product CCBs. If the Ticket is a duplicate, the Proposal Author writes a note indicating what other Ticket this one duplicates and sets the state to RECOMMEND REJECT so the FACE PR/CR Administrator can inform the Submitter of the planned rejection.
3. Evaluate the Ticket to see if the suggested change conflicts with the intent of the product  
If so, the Proposal Author writes a note indicating why the change would be a conflict and sets the state to RECOMMEND REJECT so the FACE PR/CR Administrator can inform the Submitter of the planned rejection.

4. Evaluate the Ticket for its merits. If the Ticket does not warrant a change, the Proposal Author writes a note describing the reason why no change is needed and sets the state to RECOMMEND REJECT so the FACE PR/CR Administrator can inform the Submitter of the planned rejection
5. Determine if “Local Impact Only” should be selected  
Local Impact Only states that the only changes needed are related to products under the control of only one CCB and are managed under the rules established by other FACE Consortium Products.
6. Determine if an Approved Correction will be needed to cover FACE Conformance Certification issues until the CR is closed and a new document is published  
If the Submitter has selected the “Conformance Need” attribute, the Submitter believes this must be fixed for the conformance of a product. The Product CCB should evaluate the need and set the Conformance Need to the appropriate setting for the proposal.
7. If an Approved Correction is needed, the Proposal Author writes the Correction Proposal that the FACE CCB will evaluate before submitting to the FACE Steering Committee for approval  
Note: Conformance Need and Local Impact Only cannot both be checked on the same Ticket. If an Approved Correction is needed, its impact is not local as the FACE Steering Committee will be involved.
8. Develop a full proposal covering all affected products  
If additional products must be modified that fall outside the scope of the Proposal Author’s CCB, the Proposal Author will solicit input from other CCBs who are responsible for the affected products.

Once the proposal is written, the Product CCB members and the Submitter are notified and given time to provide feedback.

When the feedback period is complete, the Proposal Author examines the feedback for potential changes in the proposal. If changes are made, another review period is provided.

Once the review is completed without change, the Product CCB votes on the proposal. If the vote fails, the Proposal Author takes the Product CCB feedback to adjust the proposal.

Once the Product CCB vote passes, the Ticket State is set to PROPOSED and passed to the FACE CCB for vote.

The following fields should be completed as part of the proposal:

- **Impacted Products:** each product affected by the issue should be selected
- **Scheduled Version/Edition:** for each Impacted Product, indicate what version/editions of the product will have the change
- **Impacted Product Proposal:** for each Impacted Product, indicate what will change
- **Implementation CCB:** for each Impacted Product, what CCB will make the changes?

- **Correction Proposal:** if “Certification Need” is selected, create a certification workaround
- **Local Impact Only:** this should be set to true (checked) only if the Product CCB is certain that the issue has no impact outside the products under the control of that CCB

The Proposal Author should also correct the Title and Description if the proposal reflects a different path than was suggested.

## 5.7 Schedule

The **Schedule** action is performed by the FACE CCB.

**Table 13: Schedule**

<b>ACTOR</b>	FACE CCB
<b>ACTION</b>	Approve Proposal.
<b>ENTRY STATE</b>	PROPOSED
<b>FIELDS COMPLETED</b>	Correction Approved Impacted Product State (for each Impacted Product) Notes (voting results)
<b>EXIT STATES</b>	ASSIGNED – leads to Implement <ul style="list-style-type: none"><li>• The normal path to completion</li><li>• A Schedule (version, edition, etc.) has been assigned</li><li>• For PRs the Correction Proposal is approved</li></ul> INVESTIGATE – leads to Proposal <ul style="list-style-type: none"><li>• If the proposal is not ready for scheduling it is returned with a note to improve the proposal</li></ul>

When a PR/CR is moved to the **PROPOSED** state, the Local Impact Only attribute determines the path the FACE CCB will take to complete the Schedule action.

### 5.7.1 Local Impact Only

When **Local Impact Only** is marked on a Ticket, only a single member of the FACE CCB needs to look at it to determine the next step. The single member of the FACE CCB will have specific knowledge of the Impacted Product. For instance, the FACE CCB member will be one of the TWG members for TWG products (including the Conformance Tools); the BWG representative will review proposals for BWG products (including the FACE Library Administrator); the EA CCB representative will review proposals for EA products, the Conformance Certificate, and any Course Accreditation products until such time as a separate Course Accreditation CCB is warranted; and the IWS CCB representative will review proposals for IWS products.

The FACE CCB member will review the proposal for completeness and ensure that the Local Impact Only setting is appropriate.

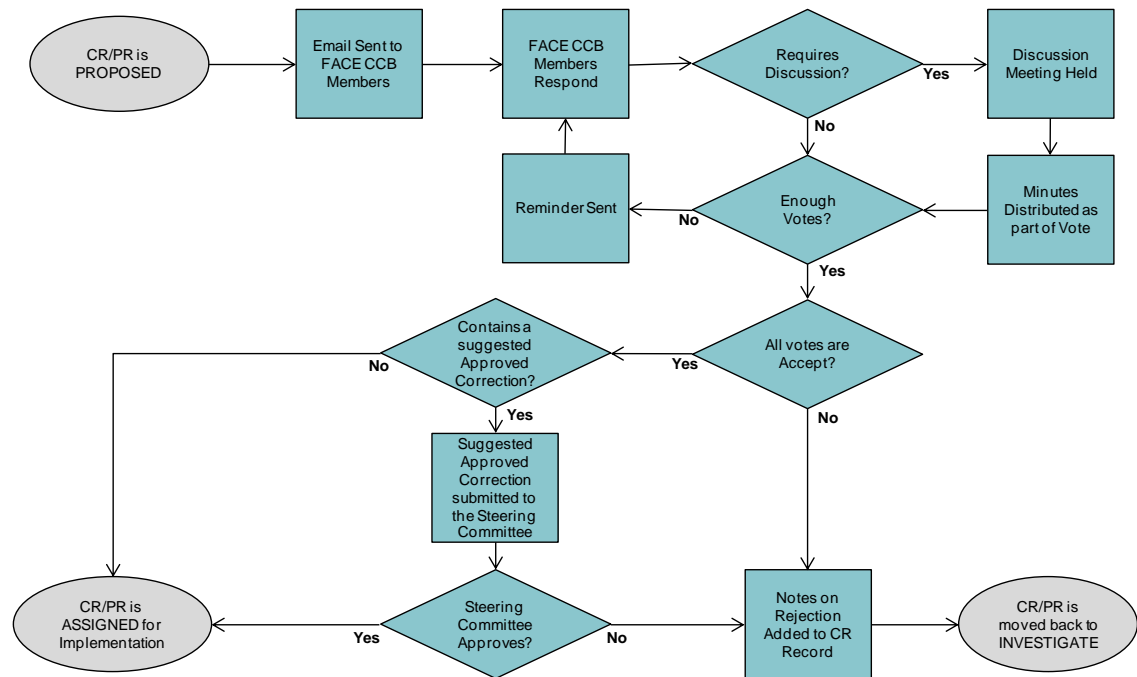
If the FACE CCB member approves the proposal and agrees with the Local Impact Only setting, the Ticket is then moved to the **ASSIGNED** state.

If the FACE CCB member rejects the proposal or disagrees with the Local Impact Only setting, the Ticket is then moved back to the **INVESTIGATE** state with Notes on what to change.

### 5.7.2 Possible Cross Impacts

When the Ticket is not marked as Local Impact Only, the FACE CCB will vote on the proposal. Figure 13 describes the Schedule action and how voting occurs.

At each FACE CCB meeting all Tickets pending FACE CCB decisions will be addressed. During a meeting, at the conclusion of the discussion of each Ticket, the voting members of the FACE CCB will vote to move the Ticket forward (ASSIGNED) or backward (INVESTIGATE). The vote will follow the unanimity minus-2 rules of the Consortium.



**Figure 13: Schedule Flow**

If the FACE CCB votes to reject the proposal, it is passed back to the proposing Product CCB with Notes as to the reason for the rejection.

A rejection could be to expand the proposal, to change wording, or even to suggest rejecting the CR.

If the FACE CCB votes to accept the proposal and the proposal contains a suggestion for an Approved Correction, the FACE CCB must guide that portion of the proposal through the FACE Steering Committee and the rest of the Approved Correction process.

If the FACE Steering Committee approves the Correction Proposal, the CR is then moved to the ASSIGNED state.

If the FACE Steering Committee rejects the Correction Proposal, the CR is then moved back to the INVESTIGATE state with Notes on what to change.

If the FACE CCB votes to accept the proposal and the proposal does not need or contain a Correction Proposal, the CR is moved to the ASSIGNED state for implementation per the



approved proposal. Impacted Product State is set to ASSIGNED for each Impacted Product requiring change. Impacted Products not requiring change (due to statements made in the proposal regarding these products) are set to VERIFIED.

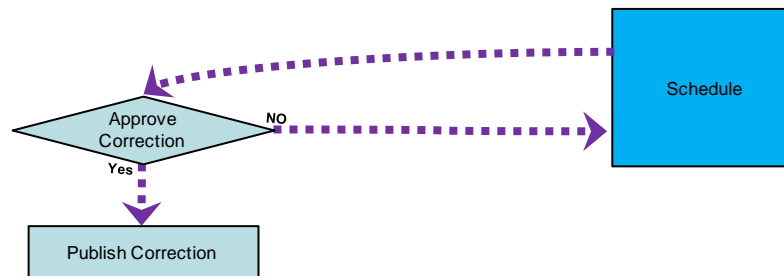
## 5.8 Approve Correction

The **Approve Correction** action is performed by the FACE Steering Committee per the FACE Conformance Policy.

**Table 14: Approve Correction**

<b>ACTOR</b>	FACE Steering Committee
<b>ACTION</b>	Authorize the use of an Approved Correction.
<b>ENTRY STATE</b>	FACE CCB has put the vote before the FACE Steering Committee
<b>FIELDS COMPLETED</b>	Notes
<b>EXIT STATES</b>	N/A

When a Ticket that contains a Correction Proposal passes the FACE CCB vote during the Schedule action, the FACE CCB will put a vote before the FACE Steering Committee recommending the acceptance of a new Approved Correction for the issue.



**Figure 14: Approve Correction Flow**

The FACE Steering Committee will follow the normal voting procedures for this Approve Correction action. The results of this vote are entered into the Ticket Notes. The FACE CCB will then complete the Schedule action using the information from this vote to determine the next state of the Ticket.

If the vote passes, the FACE Steering Committee will perform the Publish Correction action.

## 5.9 Publish Correction

The **Publish Correction** action is performed by the FACE Steering Committee with the assistance of the FACE Library Administrator.

**Table 15: Publish Correction**

<b>ACTOR</b>	FACE Steering Committee
<b>ACTION</b>	Publish the Approved Correction.
<b>ENTRY STATE</b>	FACE Steering Committee votes to approve a correction
<b>FIELDS COMPLETED</b>	N/A
<b>EXIT STATES</b>	N/A

Approved Corrections are the principal form of resolving PRs in the FACE Conformance Policy's PR process. If the Approve Correction vote passes, the FACE Steering Committee must ensure the new Approved Correction is available to the FACE users, Certification Authority (CA), and Verification Authorities (VAs) by publishing the correction in a publicly accessible location.

## 5.10 Implement

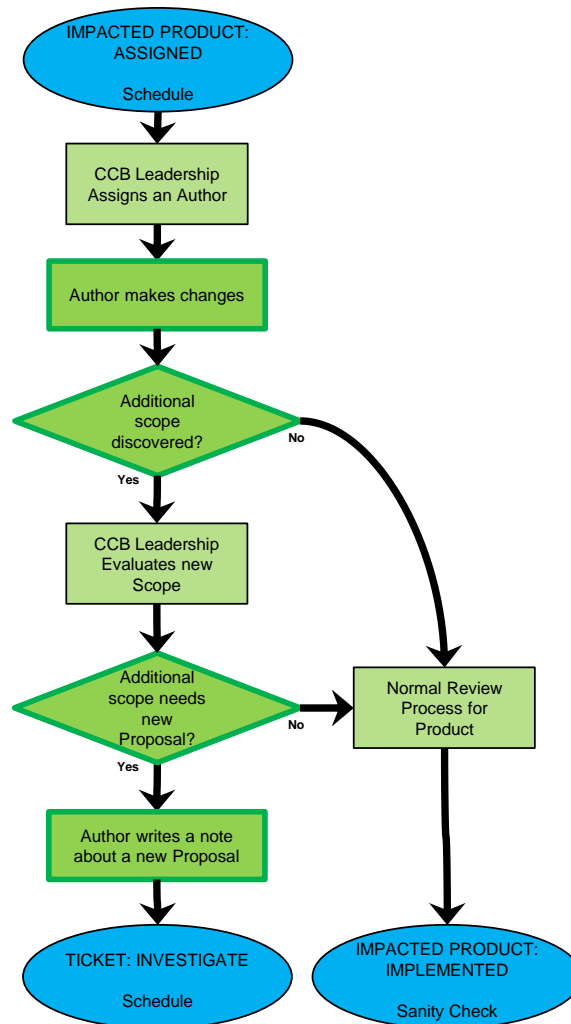
For each Impacted Product there is an Impacted Product State. While the Ticket is in the Assigned state, the Impacted Product State determines the next action on each Impacted Product. The **Implement** action is performed by one of the Product CCBs on each Impacted Product in the Assigned state.

**Table 16: Implement**

<b>ACTOR</b>	Product CCB (as assigned for each Impacted Product)
<b>ACTION</b>	Make the corrections per the proposal, following FACE processes for product creation and review.
<b>ENTRY STATE</b>	ASSIGNED
<b>FIELDS COMPLETED</b>	Implemented Version (for each Impacted Product) Implementation Details (for each Impacted Product) Impacted Product State (for each Impacted Product) Verification Notes (for each Impacted Product)
<b>EXIT STATES</b>	IMPLEMENTED – leads to Sanity Check <ul style="list-style-type: none"> <li>• The normal path to CR completion</li> <li>• All aspects of the CR are implemented</li> <li>• The product is in the review cycle (not yet published)</li> </ul> PROPOSED – leads to Schedule <ul style="list-style-type: none"> <li>• The proposed solution is not acceptable</li> <li>• A new proposed solution is provided back for scheduling and potential impact analysis</li> </ul>

Each CCB may have its own detailed process for implementing the proposed changes. The PR/CR process does not override or replace the processes established by the FACE Consortium for developing and reviewing documents, the Shared Data Model Governance Plan, or the Conformance Tool Acceptance Procedure.

Each FACE Consortium Product has a development and review cycle. Most FACE Consortium Products, including all published documents, include a FACE Steering Committee review prior to passing the product to The Open Group for its review process. When the development cycle enters the FACE Steering Committee review (or the equivalent), the Impacted Product State will be set to IMPLEMENTED. When the first Impacted Product is set to the IMPLEMENTED state, the overall Ticket status will be set to IMPLEMENTED.



**Figure 15: Implement Flow**

The implementation of a CR usually begins with the assignment of a Proposal Author to make the change. The Proposal Author will then make the changes and prepare for a review according to the normal processes for the work product.

During the implementation of a proposed change, new scope for the change may be uncovered. This new scope can be handled in one of two ways.

The Product CCB assigned to implement the change should meet to determine if the new scope warrants a change in the proposal. If the proposal impacts more than the current Impacted Product, a note should be entered describing the new scope and the Ticket State should be set to INVESTIGATE, sending the Ticket back to the Proposal action. A new proposal should be written by the Product CCB assigned to investigate.

If the change is local to the current product and is only a slight deviation from the original proposal, the assigned Product CCB can continue with the change without sending the Ticket back for approval by the FACE CCB.

The product review cycle should include a technical review of the change against the proposal approved by the FACE CCB. During the review cycle a member of the Product CCB should complete the Verification Notes. The Notes should be entered by someone involved in making the changes. The Notes should include a description of the technical review and the results of that review.

Once the normal product review cycle reaches the FACE Steering Committee (or equivalent) review, the Impacted Product State will then be set to **IMPLEMENTED**.

## 5.11 Sanity Check

The **Sanity Check** action is performed by the FACE CCB. It is run once for each Impacted Product. During this action each Impacted Product is either moved to a VERIFIED state or sent back for more modifications. If changes indicate an additional product should also be modified, the Ticket State should be set back to INVESTIGATE and a new Impacted Product added. Once all Impacted Products are verified the Ticket can be set to VERIFIED.

Part of the Sanity Check process is to ensure that all of the corrections necessary are made and that no new issues were created in making the changes. The resolution of a CR should not generate another CR. If further impacts are identified, they should be addressed under the original Ticket.

If the process of resolving a CR leads to the discovery of a new issue, a new Ticket should be created only if the issue existed before the current CR was implemented.

**Table 17: Sanity Check**

<b>ACTOR</b>	FACE CCB
<b>ACTION</b>	Confirm implementations match Proposal. Confirm no new Impacted Products are needed.
<b>ENTRY STATE</b>	IMPLEMENTED
<b>FIELDS COMPLETED</b>	Impacted Product State Notes
<b>EXIT STATES</b>	VERIFIED – leads to Close <ul style="list-style-type: none"><li>• Normal path to CR completion</li><li>• All child CRs are completed and implemented correctly</li><li>• No other changes for this CR are required on FACE Consortium Products</li></ul> ASSIGNED – leads to Implement <ul style="list-style-type: none"><li>• The proposal was not implemented correctly</li></ul> INVESTIGATE – leads to Proposal <ul style="list-style-type: none"><li>• A new proposal must be completed to capture newly discovered aspects of the correction</li></ul>

Each FACE Consortium Product has a development and review cycle. Most FACE Consortium Products, including all published documents, include a FACE Steering Committee review prior to passing the product to The Open Group for its review process. The process for producing the changes is handled in the Implement action. When the product enters the FACE Steering Committee review (or equivalent), the product passes to the Sanity Check action.

During the FACE Steering Committee review (or equivalent), the FACE CCB will be notified with a call for a vote to accept the changes for that product. The FACE CCB should consider the

resulting product in relation to the proposal and the resulting products for all other changes made.

The vote can lead to one of several outcomes:

- The changes are correct and match the proposal; the Impacted Product State is set to VERIFIED
- The review of changes indicates further changes are needed to this product; the Impacted Product State is set to ASSIGNED and Notes are provided
- The review of changes indicates further changes are needed to other products

A proposal of the changes is made, the new product is added to the Impacted Products list, and a proposal is added. The Impacted Product fields are completed by the FACE CCB.

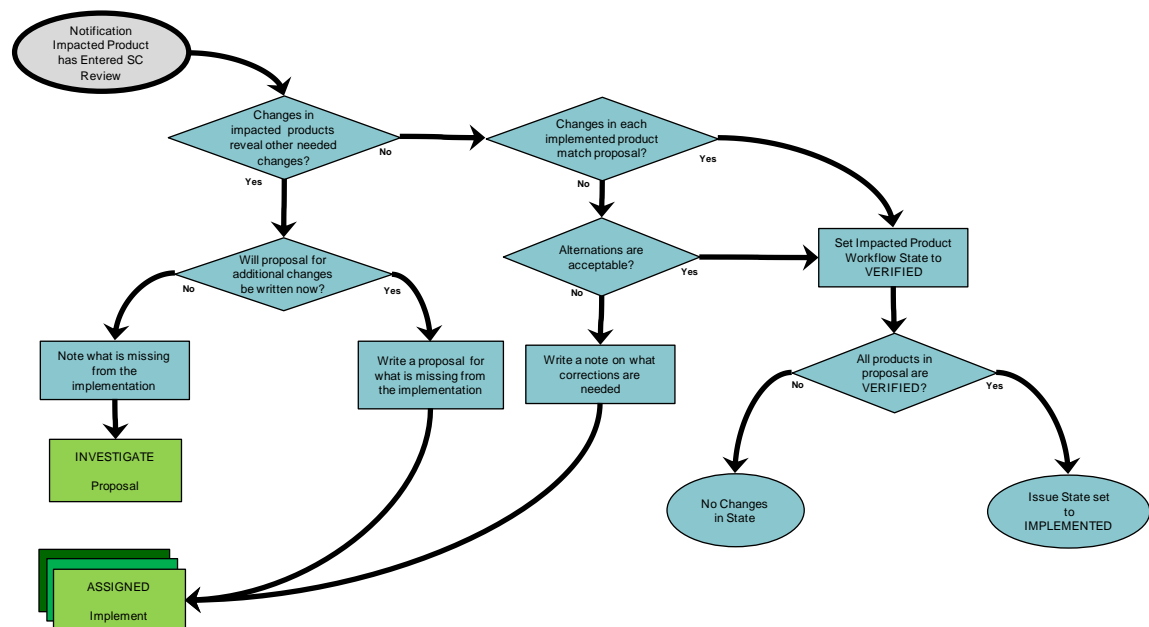


Figure 16: Sanity Check Flow

The FACE PR/CR Administrator will monitor the FACE Steering Committee review announcements and Impacted Product States and send notification to the FACE CCB when an Impacted Product requires Sanity Check.

Members will have at least two (2) weeks to respond with one of the following:

- **Accept:** the changes for the CR are correct and complete
- **Reject as Incorrect:** the changes do not follow the proposal, or a minor modification is required to lead to a correct and complete state
- **Reject as Incomplete:** the changes are not complete, another product is impacted, or further changes are needed



During a FACE CCB meeting, at the conclusion of the discussion of each product, the voting members of the FACE CCB will vote to move the Ticket forward (VERIFIED) or backward (ASSIGNED). The vote will follow the unanimity minus-2 rules of the Consortium.

When the last of the Impacted Products has its state set to VERIFIED, the overall Ticket status is set to VERIFIED.

#### **Adding an Impacted Product during the Sanity Check**

If, during the Sanity Check, the FACE CCB determines that a new Impacted Product should be added, the FACE CCB can update the issue to add an Impacted Product. The following fields should be set:

Impacted Product State: Set to ASSIGNED.

Scheduled Version: Set to the appropriate version given the current Product State.

Impacted Product Proposal: Complete a description of what should change.

Implementation CCB: Set to the CCB assigned to handle the product.

The goal of the Sanity Check process is to ensure that all changes required for a CR are made in all of the products and that all of those changes agree with each other. The Sanity Check process is also designed to not interfere with the development of each product. This can lead to the VERIFIED state being assigned to one Impacted Product before other Impacted Products are IMPLEMENTED. This, in turn, can lead to a conflict being discovered after a product is VERIFIED (or even published).

The FACE CCB should avoid rolling an Impacted Product back from VERIFIED if a conflict exists. It may be necessary, however, to write a new proposal against the just published version of a product in order to resolve such a conflict.

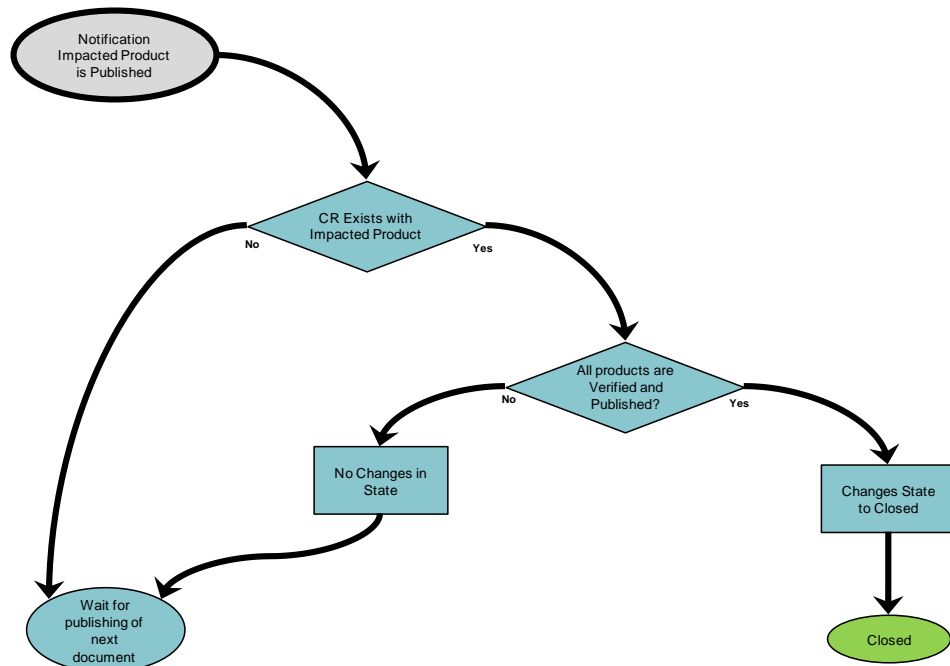
## 5.12 Close

The **Close** action is performed by the FACE PR/CR Administrator when all Impacted Products for a CR are published. This action closes the Ticket, indicating that the results of a CR have been published and are available to the public.

**Table 18: Close**

<b>ACTOR</b>	FACE PR/CR Administrator
<b>ACTION</b>	Close the Ticket when all Impacted Products are published with the proposed changes.
<b>ENTRY STATE</b>	VERIFIED
<b>FIELDS COMPLETED</b>	Notes
<b>EXIT STATES</b>	CLOSE

When any FACE Consortium Product is published, the FACE PR/CR Administrator checks all Tickets in the VERIFIED state with that product as an Impacted Product. If all Impacted Products for any one Ticket have been published, the Ticket State for that Ticket is moved to CLOSED.



**Figure 17: Close Flow**

## 5.13 Submitter Reactions

The result of **Submitter Reactions** is determined by the Submitter when a Ticket is rejected or when an Approved Correction is published.

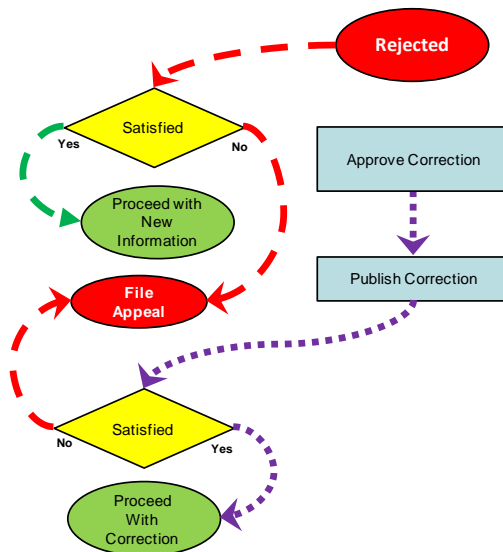
**Table 19: Submitter Satisfied**

<b>ACTOR</b>	Submitter
<b>ACTION</b>	Assess the results against needs.
<b>ENTRY STATE</b>	N/A
<b>FIELDS COMPLETED</b>	N/A
<b>EXIT STATES</b>	N/A

When a Ticket is rejected by the PR/CR process, the Submitter is provided sufficient information to understand the rejection. If the Submitter is unsatisfied with the result, the Submitter can file an appeal with the FACE Steering Committee following the Appeals process as specified in the FACE Conformance Policy. If the appeal overturns the rejection, the FACE PR/CR Administrator can reopen the Ticket with Notes on the appeal results.

When a Ticket prevents FACE Conformance Certification of a product, the Submitter may proceed with the FACE Conformance process as soon as an Approved Correction is published.

If the Approved Correction does not meet the needs of the Submitter, an appeal can be filed. The appeal must be filed with the FACE Steering Committee. At this point the Submitter's anonymity is no longer protected. If the appeal overturns the Approved Correction, the FACE PR/CR Administrator will update the record.



**Figure 18: Submitter Reactions Flow**

## Glossary

Table 20 defines terms or clarifies the meaning of words used within this document. Where an acronym is also used, it is provided in parentheses. Terms and definitions in Table 20 are extracted from the AV-2: FACE Glossary of Terms and Definitions, Edition 3.0.1.<sup>2</sup>

**Table 20: Terms and Definitions**

Term	Definition
Certification Authority (CA)	The entity officially sanctioned to manage the day-to-day operations of the FACE Conformance Program in accordance with the policies defined in the FACE Conformance Policy.
Change Request (CR)	A Change Request identifies either an issue with, or a desired improvement to, one or more FACE Consortium Products.
Configuration Control Board (CCB)	See FACE Configuration Control Board.
Conformance Test Suite (CTS)	See FACE Conformance Test Suite.
Conformance Verification Matrix (CVM)	Spreadsheet assigning verification methods and conformance evidence recommendations for each Conformance Requirement within the FACE Technical Standard.
Conformant	See FACE Conformant.
Data Architecture	A set of related models, specifications, and governance policies with the primary purpose of providing an unambiguous description of exchanged data and an interoperable means of data exchange.
Data Model	An abstraction that describes real-world elements, their properties, and their relationships in order to establish a common understanding for communication between components.
FACE Configuration Control Board	The entity that reviews the work of the Product Configuration Control Boards to ensure the impact of changes recommended and/or implemented takes into account all of the products of the FACE Consortium. The FACE Configuration Control Board assesses proposals for corrections and reviews the corrections after they are implemented.

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<sup>2</sup> AV-2: FACE Glossary of Terms and Definitions, Edition 3.0.1, The Open Group Guide (G194), August 2019, published by The Open Group; refer to: [www.opengroup.org/library/g194](http://www.opengroup.org/library/g194).

<b>Term</b>	<b>Definition</b>
FACE Conformance Certificate	A document issued to a Software Supplier formally declaring that a Unit of Conformance, any associated conformant variants, and/or Unit of Conformance Package has successfully met the requirements for certification.
FACE Conformance Certification	Provides formal recognition of conformance to the FACE Technical Standard.
FACE Conformance Certification Guide	The document that describes the processes for how a Software Supplier achieves FACE Conformance Certification for a Unit of Conformance. The Guide is used in conjunction with the FACE Conformance Policy. The Guide provides detailed instructions on the steps a Software Supplier must take to get a Unit of Conformance certified and where to obtain relevant information and documents.
FACE Conformance Policy	The document that defines the processes and policies that govern the FACE Conformance Program including the conformance verification and certification processes.
FACE Conformance Test Suite	A test suite that will accept the Unit of Conformance and produce a pass/fail with respect to all Conformance Requirements covered by the test suite plus a detailed report of the test results.
FACE Conformant	Unit(s) of Conformance that have been certified as adhering to the requirements of a specific edition of the FACE Technical Standard, for the applicable FACE Profile(s) and FACE Segment.
FACE Consortium Product	A document, tool, or website maintained or approved by the FACE Consortium.
FACE Technical Standard	An open, royalty-free standard that addresses the software technical requirements of the FACE infrastructure, interfaces, and software.
Library Administrator (LA)	Entity or organization that is responsible for the day-to-day operations of the FACE Library.
Open Standards	Widely accepted and supported standards set by recognized standards organizations. These standards support interoperability, portability, and scalability and are equally available to the public at no cost or with a moderate license fee, and are maintained by standards bodies that meet the requirements of OMB-A119.
Problem Report (PR)	Identifies an issue with FACE Consortium Products that prevents a Unit of Conformance developed to the intent of a particular edition of the FACE Technical Standard from obtaining a Conformance Certificate.
Service	A software utility providing capability to software components or other services.

Term	Definition
Shared Data Model (SDM)	An instance of a Data Model whose purpose is to define commonly used items and to serve as a basis for all other data models. Alignment with the required elements in the Shared Data Model is necessary for conformance of any other Data Model. The Shared Data Model is governed by a Configuration Control Board.
Shared Data Model Configuration Control Board (SDM CCB)	The entity responsible for managing and approving changes to the Shared Data Model.
Software Supplier	A vendor who is interested in, is applying for certification in, or has certified a Unit of Conformance in the FACE Conformance Program.
Steering Committee	The governing body of the FACE Consortium. The FACE Consortium Steering Committee directs all activities of the FACE Consortium, including approval to submit all Consortium work products to The Open Group for official publication, creating new working groups and approving their charters, and defining and approving roles and responsibilities of the FACE Advisory Board.
Ticket	A record entered into the FACE Problem Report/Change Request process and tracked by the process and its tools. A Ticket may reflect a Problem Report, a Change Request, or both.
Unit of Conformance (UoC)	A software component or domain-specific data model designed to meet the applicable requirements defined in the FACE Technical Standard. It is referenced as a UoC at any point in its development, and becomes a FACE Certified UoC upon completion of the FACE Conformance process.
Verification Authority (VA)	An entity officially sanctioned by the Steering Committee to conduct or witness For-the-Record Verification testing using an approved version of the Conformance Test Suite and assess the Verification Evidence provided by the Software Supplier in support of the FACE Conformance Program. The Verification Authority may be an independent third-party entity or a designated internal, independent entity of the Software Supplier.

## Acronyms

BWG	Business Working Group
CA	Certification Authority
CC	Change Control
CCB	Configuration Control Board
CM	Configuration Management
COE	Common Operating Environment
CR	Change Request
CTS	Conformance Test Suite
CVM	Conformance Verification Matrix
DIOG	Domain Interoperability Working Group
EA	Enterprise Architecture
FTG	FACE Triage Group
ITAR	International Traffic in Arms Regulation
IWS	Integration Workshop
PR	Problem Report
TWG	Technical Working Group
UDDL	Universal Domain Description Language
UoC	Unit of Conformance
VA	Verification Authority

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