

<b>Title:</b> UCF IT ECAB Operating Procedure	<b>Effective:</b> 10/10/2016
	<b>Revised:</b>
<b>Approved By: Michael Sink, Chief Operating Officer</b>	<b>Page 1 of 3</b>

## I. OBJECTIVES

This document is intended to define and describe a consistent Emergency Change Advisory Board (ECAB) operating procedure for all Emergency changes proposed to be implemented into IT production systems. The goal of this document is to ensure standardized procedures are followed for efficient and prompt handling of all proposed Emergency changes.

## II. DEFINITIONS

**Emergency change:** An Emergency change is a change that must be introduced as soon as possible.

**Change Advisory Board (CAB):** The Change Advisory Board (CAB) is made up of senior leaders that are responsible for the assessment, prioritization, approval and scheduling of changes. The CAB will approve or reject all proposed changes considering all known risks vs. benefits of implementing the change. The CAB also reviews and pre-approves all changes identified as Standard changes.

**Emergency CAB (ECAB):** A subgroup of the CAB that makes decisions about Emergency changes. This is an ad-hoc gathering of at least two members of the CAB and the Change Owner to review and then approve or reject the Emergency change.

**Skype meeting:** A Skype meeting is for three or more callers who want to conference together by telephone to conduct a meeting. This conference line setup is the recommended action to be followed for the Emergency change review and approval process.

## III. ROLES AND RESPONSIBILITIES

### 1. ECAB Members:

- Director of Enterprise Systems & Operations (Voting Member)
- Director of Network & Telecommunications (Voting Member)
- Director of Enterprise Application Development (Voting Member)
- Director of Program Management & Planning (Voting Member)
- Director of Technology Sales, Service & Support (Voting Member)
- Director of Information Security (Voting Member)
- Enterprise Architect/Consultant (Voting Member)

### 2. Change Manager – Department manager responsible to review and approve all proposed changes (Normal or Emergency) before CAB & ECAB review.

3. Change Owner – The IT resource responsible for coordinating/monitoring the execution of the change and documenting the change within the ITSM application (ServiceNow).

#### **IV. ECAB OPEARATING PROCEDURE**

An Emergency change is a change that must be introduced as soon as possible. If the change is not implemented as soon as possible, the discovered issue will leave the University of Central Florida to significant financial, regulatory or security risk.

All Emergency changes will need to be approved by ECAB. The purpose of ECAB is to be able to quickly assess impact, risk, resource and urgency for every Emergency change in a short span of time. For all Emergency change scenarios, the recommended action of the Change Owner is to have a Skype meeting setup with the ECAB members to discuss the change details before the change is implemented.

If the Emergency change needed is during normal business hours, the Change Owner will need to follow the steps below to standup a Skype meeting for ECAB members to dial into for review and approval.

##### **Change Owner steps to standup Skype Meeting during normal business hours:**

- 1.) Change Owner submits Emergency change record within ServiceNow
- 2.) Change Owner contacts Change Manager
- 3.) Change Manager reviews and approves Emergency change within ServiceNow
- 4.) Change Owner contacts Operations (407-823-2908) to standup Skype Meeting and references the ServiceNow change number (CHGXXXXXXXX) to Operations so Operations can look up the Emergency change number within ServiceNow
- 5.) Operations sends out Skype Meeting calendar appointment to all ECAB members, Change Owner and Change Manager
  - a. Subject of the meeting invite
    - i. “Emergency Change: CHGXXXXXXXX for ECAB Review”
  - b. Body of the meeting invite
    - i. “Short Description” of the Emergency change displayed within ServiceNow
  - c. Meeting invite should be scheduled at the half hour mark
    - i. If Change Owner calls Operations at XX:15 AM/PM or greater, then the calendar appointment should be scheduled at the top of the hour
- 6.) Operations contacts (phone call and text message) all ECAB members via the approved ECAB contact list and communicates that an Emergency change has been submitted for review and that a Skype Meeting calendar appointment has been scheduled. NOTE: Operations will continuously reach out to ECAB members until at least two members answer the phone call or text message
- 7.) ECAB members who are available will call into the Skype Meeting. NOTE: Operations will be on the Skype Meeting to ensure at least two members of ECAB have joined

- 8.) Change Owner will present Emergency change to ECAB members
- 9.) ECAB members will approve or reject change within ServiceNow

If during off hours, the Manager on Duty (MOD) has the authorization to solely approve the planned Emergency change if comfortable. If needed, the MOD can invoke the Normal business hours procedure for ECAB guidance, review and approval.