

<b>Title:</b> UCF IT ECAB Operating Procedure	<b>Effective:</b> 10/10/2016
	<b>Revised:</b> 01/18/2022
<b>Approved By:</b> Matthew Hall, VP of IT and CIO	<b>Page 1 of 3</b>

Revision History			
Revision (Rev)	Date of Rev	Owner	Summary of Changes
Added Section I. Document Control	04/25/2018	Scott Baron	Added Section I. Document Control
Section I; Updated title & body	10/31/2018	Scott Baron	Updated title and paragraph body verbiage
Section IV; Roles and Respon	05/21/2020	Scott Baron	Revised ECAB Member titles (Voting Members)
All sections requiring updates	01/18/2022	Scott Baron	Pertinent updates required; Skype to Teams, ECAB voting members, etc.

## I. DOCUMENT CONTROL AND APPROVALS

This document is authored, managed and governed by UCF IT Strategy and Planning. Final published versions have been approved by the VP of IT & CIO and ITSM Governance Committee members. No other parties have the authority to modify or distribute a modified copy of this document. For any questions related to the content of this document, please contact the UCF IT Performance and Service Management department.

## II. 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.

## III. 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.

**Teams meeting:** A Teams meeting is for three or more members who want to conference together to conduct a meeting. This virtual meeting setup is the recommended action to be followed for the Emergency change review and approval process.

#### **IV. ROLES AND RESPONSIBILITIES**

##### 1. ECAB Members:

- Director of Enterprise Systems & Operations (Voting Member)
  - Assoc Director/Director of Network & Telecommunications (Voting Members)
  - Director of Enterprise Application Development (Voting Member)
  - Director of Strategy and Planning (Voting Member)
  - Director of IT Services (Voting Member)
  - Chief Information Security Officer (Voting Member)
  - Director of OIR (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).

#### **V. 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 Teams 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 Teams meeting for ECAB members to join into for review and approval.

##### **Change Owner steps to standup Teams 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 Teams 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 Teams 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 Teams 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 Teams Meeting. NOTE: Operations will be on the Teams 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.