1. Introduction

The purpose of Change Management at the Connecticut State Colleges and Universities (ConnSCU) Board of Regents (BOR) System Office is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes associated with Information Technology (IT) services offered to the ConnSCU institutions.

The system that manages the Change Management process is FootPrints. We have used the FootPrints Change Management module to customize a workspace, called BOR Change Management that is designed to track, manage, control, and automate the change process.

This document contains the RFC Voting Procedure for the External Change Advisory Board (CAB) members who will be responsible for reviewing and voting on every Request for Change (RFC) that is brought forward, within the voting period. Details on the Change Management (CM) process can be found on the CM website.
2. External CAB Responsibilities

The External CAB has representation from each of the seventeen (17) ConnSCU institutions with each institution carrying a single vote. Each institution has multiple CAB representatives, in the form of one primary and two backups. Each institution has only one vote. Any of the institution’s representatives (primary or backups) can cast the vote for the institution. However it’s the first vote cast that is recorded as the institution’s vote. The institution will need to decide how their vote is cast (primary or backup). Collectively, the External CAB votes to provide the authority, to the Submitter, to implement the changes as proposed in the RFC. A unanimous “Approve” vote provides the authority to the Submitter to implement the change as detailed in the RFC. A single “Disapprove” vote will cause the RFC to be rejected. Here are the voting details:

- An “Approve” vote represents that the change can move forward as documented.
- A “Disapprove” vote represents that the change cannot move forward as documented.
- The “Defer” vote should not be used.
- Voting functions will be performed by email.
- CAB members should use an “Approve” vote when the proposed change has no impact to their respective institution and is in accordance with the defined change management process.
- Voting is based on the acceptable risk and impact of the change.

It is expected that at least one representative (primary or backup) from each institution will be an active participant on the CAB and fulfill these responsibilities:

- Attend scheduled meetings on a regular basis
- Review and vote on every RFC, within the voting period, based on impact and risk
- Convey any upcoming changes to their respective institution

3. The Voting Types

With the introduction of Standard Change requests there are now two different types of votes. It is important that a distinction be made between them since this may impact the voting decision.

**RFCs where work will be performed** – Normal and Expedited RFCs are submitted for a vote and upon approval work will be performed on a specific date.

**RFCs where work will not be performed** – Proposed Standard RFCs are submitted for a vote and upon approval work will NOT be performed. The approval by the CAB(s) grants the Submitter the authorization to perform this specific type of work at a later date without requiring a vote.
4. The Voting Process

As a primary or backup representative, you will receive an email each time an RFC is submitted for an External CAB vote. All institution representatives (primary and backups) will receive these emails. Here is the overview of the process:

1. A Request for Change (RFC) is drafted within the BOR Change Management Workspace that impacts one or more ConnSCU institutions.
2. The RFC is voted on by the Internal CAB and approved, which moves it to a vote by the External CAB.
3. An email is sent to each institution’s External CAB representatives with the RFC details and a voting link.
4. The institution’s External CAB representatives review the RFC and vote.
5. Once voting is complete, the results of the vote are emailed to each institution’s External CAB representatives.

4.1. Voting Has Started

The first email in the voting process is the “Voting Has Started” email. This email contains the following information:

1. The voting link: 

   "Click here to submit your vote."
2. The deadline for the vote. You need to cast your vote prior to the expiration of the time allotted. The timeframe varies depending on the RFC type (i.e. Normal, Expedited, etc.).
3. Details of the RFC.
4. The link to the RFC in the BOR Change Management workspace (see CAB User Guide).

Note: Until your institution’s vote is cast, your institution’s representatives will receive periodic reminder emails that your institution’s vote is pending. The following are the timelines to cast a vote:

- **Normal RFC Vote:** 3 DAYS
- **Expedited RFC Vote:** 8 HOURS
- **Proposed Standard RFC Vote:** 3 DAYS
### Sample Normal RFC Voting Email:

**VOTING HAS STARTED FOR REVIEW BY THE INTERNAL CAB**
Click here to submit your vote

For record keeping, please enter your name in the comments field.

**Connecticut State Colleges & Universities**
Board of Regents for Higher Education

The Deadline for this vote is 14th of May.
The current phase for this vote is Internal CAB Approval.
A reminder will be sent out every 4 hours until either the vote result has been reached or the deadline.

**Request for Change (RFC) Details**

<table>
<thead>
<tr>
<th>RFC Number</th>
<th>34</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFC Name</td>
<td>Test RFC for Documentation</td>
</tr>
<tr>
<td>Type of Change</td>
<td>Normal</td>
</tr>
<tr>
<td>Implementation Date</td>
<td>12:30 PM 3-20</td>
</tr>
<tr>
<td>Institutions Affected</td>
<td>BOR Systems Office</td>
</tr>
<tr>
<td>Description of Change</td>
<td>Test Description</td>
</tr>
<tr>
<td>Objectives &amp; Benefits</td>
<td>Test Objectives</td>
</tr>
<tr>
<td>Implementation Plan</td>
<td>Test Plan</td>
</tr>
<tr>
<td>Expected Impact</td>
<td>Medium - Minor impact lasting 1 to 4 hours</td>
</tr>
<tr>
<td>Describe Impact</td>
<td>Test Impact</td>
</tr>
<tr>
<td>Backout Risk</td>
<td>Impossible - There is no route to reverse the change</td>
</tr>
<tr>
<td>Describe Backout Plan</td>
<td>Test Backout</td>
</tr>
</tbody>
</table>

For full details you can follow this [RFC link](#).
Access to the Change Management Workspace is required.

### Sample Standard RFC Voting Email:

**INTERNATIONAL CAB VOTING HAS STARTED FOR THIS STANDARD RFC**
If approved this standard RFC will no longer require approval on a case by case basis.
No work will be scheduled postponed by approval of this RFC.
Click here to submit your vote

For record keeping, please enter your name in the comments field.

**Connecticut State Colleges & Universities**
Board of Regents for Higher Education

The Deadline for this vote is 3-20.
The current phase for this vote is Internal CAB Approval.
A reminder will be sent out every 4 hours until either the vote result has been reached or the deadline.

**Standard Request for Change (RFC) Details**

<table>
<thead>
<tr>
<th>RFC Number</th>
<th>301</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFC Name</td>
<td>Standard Change Test for Doc</td>
</tr>
<tr>
<td>Type of Change</td>
<td>Standard</td>
</tr>
<tr>
<td>Implementation Date</td>
<td>TBA</td>
</tr>
<tr>
<td>Institutions Affected</td>
<td>All CCSU BOR System Office</td>
</tr>
<tr>
<td>Description of Change</td>
<td>This is a request for this RFC to be run as a standard change on the appropriate campus</td>
</tr>
<tr>
<td>Objectives &amp; Benefits</td>
<td>Test standard change</td>
</tr>
<tr>
<td>Implementation Plan</td>
<td>Fill out the RFC as a standard RFC</td>
</tr>
<tr>
<td>Expected Impact</td>
<td>Low - minimal impact lasting less than 1 hour</td>
</tr>
<tr>
<td>Describe Impact</td>
<td>Low - minimal impact lasting less than 1 hour</td>
</tr>
<tr>
<td>Backout Risk</td>
<td>None - no backout plan required</td>
</tr>
<tr>
<td>Describe Backout Plan</td>
<td>None - no backout plan required</td>
</tr>
</tbody>
</table>

For full details you can follow this [RFC link](#).
Access to the Change Management Workspace is required.
4.2. Submit Your Vote

Each institution has only one vote. Any of the institution’s representatives (primary or backups) can cast the vote for the institution. However it’s the first vote cast that is recorded as the institution’s vote. The institution will need to decide how their vote is cast (primary or backup).

After you have reviewed the information in the RFC and are ready to make a decision, you must click on the link in the email that says “Click here to submit your vote”. This will launch the actual voting ballot:

Rules for voting
1. Submit only an “Approve” or a “Disapprove” vote. The “Defer” vote should not be used.
2. You must submit a comment with the vote. In order to accurately track which person voted from an institution, please make sure you include your name in the vote. For example:

3. Each institution has only one vote. Only the first vote cast is recorded as the institution’s vote. This is an example of a message that appears for a successful vote

Note: After an institution’s vote has been cast, any attempted subsequent votes will result in a “Your vote was not counted.” message, like this one:
4.3. Results of the Vote

The results of the vote are sent via email immediately after all votes have been cast. All institution’s representatives will receive an email from the BOR Change Management workspace (BOR-CM@ct.edu) that indicates the result of the vote. There are three possible results:

1. Approved: the RFC went through the External CAB votes and was approved for implementation.
2. Rejected: The RFC went through the External CAB votes and was not approved (i.e. received at least one Disapprove vote.)
3. Expired: The voting criteria were not met because the voting deadline has been reached and there was insufficient voter participation.

Here are examples of Approval Emails:

**Sample Normal RFC Approval Email:**

![Sample Normal RFC Approval Email](image)

For full details you can follow this [RFC link](#). Access to the Change Management Workspace is required.
Sample Standard RFC Approval Email:

5. After the Vote

There are two paths that will be followed after voting process has completed.

Normal and Expedited RFC’s – Depending on the results of all required CAB voting (Internal and/or External), the Submitter will proceed with implementing the change, revising the RFC for resubmission, or withdrawing the RFC. An approved voting decision does result in work being performed by the Submitter.

Standard RFC’s tickets – Depending on the results of all required CAB voting (Internal and/or External) the Submitter will revise the RFC for resubmission, or withdraw the RFC. An approved voting decision does not result in work being performed by the Submitter.

Here is an overview of the lifecycles of the RFC after the voting is completed.

5.1. Approved Status Lifecycle

This status is used to indicate that the RFC went through the required CAB voting process and was approved for implementation. Approval has been given to proceed with the implementation plan and date as detailed in the RFC. From this status, it may go on to an IMPLEMENTED, BACKED OUT, or WITHDRAWN status. For Standard Change approvals, the process is automated. TEMPLATE and PRE-APPROVED are utilized.

**Implemented**

This status is used to indicate that an RFC has gone through the approval process and has been implemented.
**Backed Out**
This status is used to indicate that an RFC has gone through the approval process and was attempted to be implemented or was implemented but needed to be backed out as per the back-out plan. This could be due to some unforeseen consequences or impediment.

**Withdrawn**
This status is used when an RFC needs to be withdrawn.

**Template**
This status is automatically assigned after a Proposed Standard RFC has been approved. The RFC will serve as a template for future changes of this exact type. An RFC that has Template status cannot be modified.

**Pre-Approved**
This status is the starting point for an approved Standard change. RFCs of this type do not proceed through a voting process. When a Pre-Approved RFC is saved, it will send out a notification to the appropriate teams.

5.2. **Rejected Status Lifecycle**
This status is used to indicate that the RFC went through the required CAB voting and was not approved (i.e. received at least one Disapprove vote). From this status, it may go onto WITHDRAWN or DRAFT status.

**Withdrawn**
This status is used when an RFC needs to be withdrawn.

**Draft**
This status is also used when initially documenting an RFC. There is no voting associated with this status. An RFC can stay in this status for as long as necessary.

5.3. **Expired Status Lifecycle**
This status is used to indicate that the voting criteria were not met because the voting deadline has been reached with insufficient voter participation. From this status, it may go onto WITHDRAWN or DRAFT status.

**Withdrawn**
This status is used when an RFC needs to be withdrawn.

**Draft**
This status is also used when initially documenting an RFC. There is no voting associated with this status. An RFC can stay in this status for as long as necessary.

*NOTE: During the initial implementation of the Change Management process the following exception is in effect: RFCs with an EXPIRED status due to missing votes will be voted on at the next CAB meeting. A unanimous “Approve” vote by the Internal CAB members in attendance at the CAB meeting where a quorum is present will move the RFC to the APPROVED status for implementation.*