

Internal CAB – RFC Voting Procedure

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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 Internal 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. Internal CAB Responsibilities

The Internal CAB has representation from each of the six (6) IT Divisions with each division carrying a single vote. Each IT Division has multiple CAB representatives, in the form of one primary and two backups. Each IT Division has only one vote. Any of the IT Division's representatives (primary or backups) can cast the vote for the IT Division. However it's the **first** vote cast that is recorded as the IT Division's vote. The IT Division will need to decide how their vote is cast (primary or backup). Collectively, the Internal 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 IT Division 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 IT Division 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 IT Division.

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 a vote. All IT Division 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.
2. An email is sent to each of the IT Division's Internal CAB representatives with the RFC details and a voting link.
3. The IT Division's Internal CAB representatives review the RFC and vote.
4. Once voting is complete, the results of the vote are emailed to each IT Division's Internal CAB representatives. NOTE: If the change impacts services offered to a single or multiple ConnSCU institutions, then it will go to the External CAB for approval.

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 IT Division's vote is cast, your IT Division's representatives will receive periodic reminder emails that your IT Division's vote is pending. The following are the timelines to cast a vote:*

- **Normal RFC Vote: 2 DAYS**
- **Expedited RFC Vote: 8 HOURS**
- **Proposed Standard RFC Vote: 2 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.



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The Deadline for this vote is 1d 0h 0m.
 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

RFC Number: 34
RFC Name: Test RFC for Documentation


Type of Change	Normal
Implementation Date	12/20/2013 2:39 PM
Institutions Affected	BOR System Office;
Description of Change	Test Description
Objectives & Benefits	Test Objectives
Implementation Plan	Test Plan
Expected Impact	Medium - Minor impact lasting 1 to 4 hours.
Describe Impact	Test Impact
Backout Risk	Impossible - There is no route to reverse the change.
Describe Backout Plan	Test Backout

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

Sample Standard RFC Voting Email:

INTERNAL 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/PERFORMED BY APPROVAL OF THIS RFC
[Click here to submit your vote](#)

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



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The Deadline for this vote is 2d 0h 0m.
 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

RFC Number: 105
RFC Name: Standard Change Test for Doc

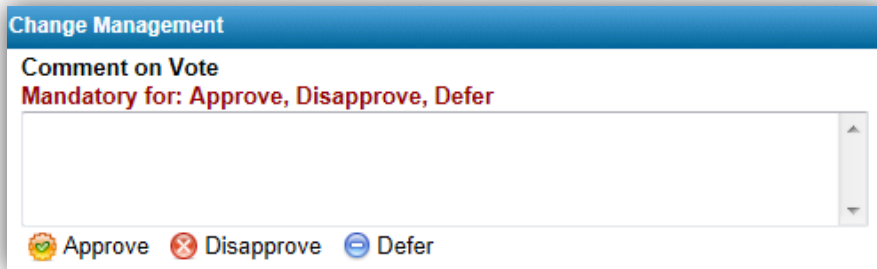
Type of Change	Standard
Implementation Date	Would be filled at time of RFC submission
Institutions Affected	All CCC's BOR System Office;
Description of Change	This is a request for this RFC to become a Standard Change
Objectives & Benefits	Gain approval from the CAB(s) to to use this Standard RFC as a template for future Pre-Approved changes of the same type without needed the CAB(s) to vote on a case by case basis.
Implementation Plan	Fill out this RFC to act as a template. Submit this Standard RFC to the CAB for voting. Wait for confirmation that the template has been created and is available for use. Use the template to generate Pre-Approved RFC's of this type in the future.
Expected Impact	Low - Minimal impact lasting less than 1 hour
Describe Impact	Ability to create Pre-Approved RFCs that are recurrent and have a well-know and proven relatively risk-free implementation record. CAB members will no longer need to vote on RFC's of this type
Backout Risk	Direct - There is a defined route to reverse the change.
Describe Backout Plan	If a template is no longer needed or the change being performed significantly differs from the approved Standard Change Template, send a request to the Change Manager

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

4.2. Submit Your Vote

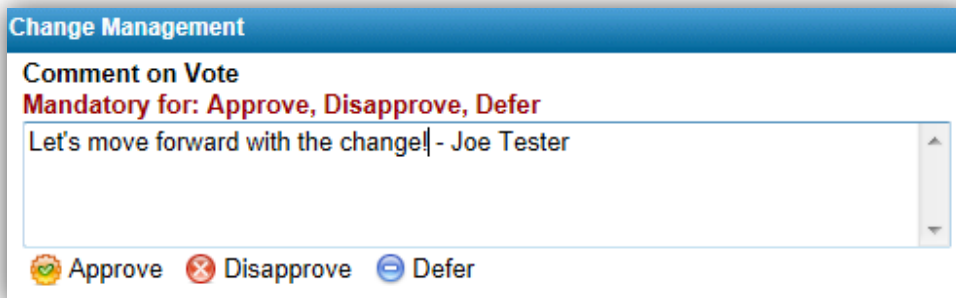
Each IT Division has only one vote. Any of the IT Division’s representatives (primary or backups) can cast the vote for the IT Division. However it’s the **first** vote cast that is recorded as the IT Division’s vote. The IT Division will need to decide how their vote is cast (primary or backup).

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 IT Division, please make sure you include your name in the vote. For example:



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

Your vote for approval for [Issue: 34, Process: 1, Phase: 1] was counted.

Note: After an IT Division’s vote has been cast, any attempted subsequent votes will result in a “Your vote was not counted.” message, like this one:

Your vote for [Issue: 34, Process: 1, Phase: 1] was not counted. Voting for this phase ended.

4.3. Results of the Vote

The results of the vote are sent via email immediately after all votes have been cast. All IT Division'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 Internal CAB votes and was approved.
 - a. If the change impacts services offered to a single or multiple ConnSCU institutions, then it needs to go to the External CAB for voting.
 - b. If it only impacts the ConnSCU System Office, then it is approved for implementation.
2. Rejected: The RFC went through the Internal 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:

THIS RFC HAS BEEN APPROVED BY THE INTERNAL CAB.

Since the change does not impact services offered to one or more ConnSCU Institutions, External CAB voting is not required.

Request for Change (RFC) Details

RFC Number: 34
RFC Name: Test RFC for Documentation

Type of Change	Normal
Description of Change	Test Description

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

Sample Standard RFC Approval Email:

THIS RFC HAS BEEN APPROVED BY THE INTERNAL CAB TO BECOME A STANDARD RFC.

Since the RFC does not impact services offered to one or more ConnSCU Institutions, External CAB voting is not required.
This Standard RFC will no longer require the CAB(S) approval on a case-by-case basis. RFCs of this type will be PRE-APPROVED, however, appropriate notifications will still be required.

Standard Request for Change (RFC) Details

RFC Number: 105
RFC Name: Standard Change Test for Doc

Type of Change	Standard
Description of Change	This is a request for this RFC to become a Standard Change.

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

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.*