



Brigham Young University

Office of Information Technology

Change Management Roles and Responsibilities

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ROLE DEFINITIONS

CHANGE PROCESS ROLES

Change Implementer	The person who implements a Release Change. The Change Implementer: <ul style="list-style-type: none">• Identifies the specific Change Model that applies to the Change• Creates the RCR (this responsibility can be delegated by the Implementer)• Follows the appropriate Release Change Model• Performs the initial Change completion assessment• Leads Peer Review in the case of an Emergency Change.
Change Team	Group working with Implementer, the Change Owner and the Change Manager to execute the Scope of Work and Release Changes
Customer	Specifies expected outcomes of a Change with the Change Implementer
IT Outcome Change Advisory Board (O-CAB)	Consists of Board of Trustees, President's Council, IT President's Council (ITPC), Executive IT Leadership (EITL), and Enterprise Account Management
IT Outcome Change Manager	EAM who shepherds the resource planning works with ITPC.
Peer Reviewers	Review and approve an Emergency Change before action is made. Peers should be equipped and able to make the same decision
Project Manager Team Lead	Involved with technology Changes that affect multiple products
Release Change Advisory Board (R-CAB)	Approves, manages, schedules, and oversees Release Change Records (RCRs)
Release Change Manager	Manger is dedicated employee who works with Change Implementer and Change Owners to move Changes through the Process.
Scope of Work Change Advisory Board (S-CAB)	Approves, manages, schedules, and oversees Scope of Work Change Records (SOWs)
Scope of Work Change Manager	Product, Project or Technology Manager, or Business Analyst who owns each Scope of Work Change



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Technology Manager

Responsible for Post Review

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OIT ORGANIZATION ROLES

Customer	Those who authorize payment for the service (can report an incident on behalf of the user base).
Enterprise Account Management and OIT Communications	The team responsible for ensuring effective communication within OIT and with OIT customers.
Executive IT Leadership (EITL)	Supervisors, Managers, Directors, Managing Directors, AVP, and CIO for OIT. This group receives notifications, provides resources to resolve incidents, helps to set priority for competing needs, and manages team performance to meet Incident Management process goals.
Process Advisory Team	Team who meet periodically to ensure the Change Process is performing as expected.
Technical Advisory Teams (TAT)	
Data Model Advisory Team (DMAT)	Helps OIT management, developers and select end users understand OIT's current data model and provides recommendations and guidance on proposed changes and additions to the data model to
Data Transformation Technology Advisory Team (DTTAT)	Lead team and steward of the Data Transformation Application Development and Delivery Framework (DTADDF)
Java Technical Advisory Team (JTAT)	Lead team and steward of the Java Application Development and Delivery Framework (JADDF)
Network Technical Advisory Team (NTAT)	Provides cross discipline collaboration and communication to help define network technical policies and implementation practices as it determines the interactive effects of all uses of the network infrastructure and technologies
PeopleSoft Technical Advisory Team (PTAT)	Lead team and steward of the PeopleSoft Application Development and Delivery Framework (PADDF)
Security Technical Advisory Team (STAT)	Defines the implementation practices of our security technologies and to help achieve organizational synergy by broadening our understanding of our accepted security technologies, relevant architectures (technical and business), and defined security policy
User Interface	Lead team and steward of user interface design practices used by software



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 Technical Advisory
 Team (UITAT)

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engineers in the Development department

User Those who consume the service (may report an incident for themselves or another User).

ROLE ALIGNMENT MATRIX

<i>OIT Organization Roles</i>	Change Manager	Customer	EAM and Communications	Executive IT Leadership	Product Advisory Groups	Product Management	Project Management	Process Advisory Team	Technical Advisory Teams	User
	<i>Change Process Roles</i>									
Change Implementer		X							X	X
Change Team		X				X	X		X	X
IT Outcome Change Advisory Board (O-CAB)			X	X		X				
IT Outcome Change Manager			X							
Peer Reviewers		X				X	X	X	X	
Project Manager Team Lead						X	X		X	
Release Change Advisory Board (R-CAB)						X				
Release Change Manager	X									
Scope of Work Change Advisory Board (S-CAB)					X				X	
Scope of Work Change Manager						X			X	
Technology Manager						X			X	



CHANGE PROCESS

Change Process Roles	IT Outcome Change Manager	IT Outcome Change Advisory Board	Change Sponsor	Product Manager	IT Outcome Change Stakeholders	OIT Executive Leadership Council	Scope of Work Change Manager	Scope of Work Change Advisory Board	Change Team	Customers	Change implementer	Change Manager	Release Change Advisory Board
	Activity Name												
1.1 – Identify IT Outcome	A	P	P										
1.2 – Initiate IT Outcome Change Record	A	P	I	P	P								
1.3 – Approve IT Outcome	A	P	P										
1.4 – Finalize IT Outcome Change Record	A	P				P							
2.1 – Determine Scope of Work Approach and Associate with IT Outcome Change							A	P	P				
2.2 – Initiate Scope of Work Change Record							A	P	P				
2.3 – Evaluate Scope of Work Change							A	P	P				
2.4 – Approve Scope of Work Change							A	P	P	P			
3.1 – Determine Release Change Approach and Associate with Scope of Work Change											A	P	P
3.2 – Initiate Release Change Record									P		A	P	
3.3 – Plan/Assess Release Change									P		A	P	P
3.4 – Assign Release Change Model									P		A	P	P
3.5 – Implement Release Change									P		A	P	P
3.6 – Review and close Release Change									P		A	P	P



Accountable – Ultimately answerable for complete and thorough; one throat to choke; person who decides; only one; buck stops here. The resources ultimately answerable for the correct and thorough completion of the task. There must be exactly one accountable person for each task.



Informed – Received communication. Those who are kept up-to-date on progress— one-way communication.



Participant – Involved in the process.



Consulted – Receive communication and provide information – two-way communication.

Note: When entering any of the above symbols in the table just copy and paste the symbol.