

Change Control Board Process

Revision 1.0

1. **Scope:** The Change Control Board will facilitate change requests at “Some IA Maker” for initial release and changes to production released products.
2. **Submit Change Request:** Change requests should be submitted through Development or Program Management. A change request must be written and should include, at minimum, the following criteria:
 - a) Definition of the change: What is the change and why is it needed
 - b) Areas impacted (including, but not limited to: Device HW, Client SW, Server Team, Network Team, ID, Manufacturing Process)
 - c) Documentation to be updated (including, but not limited to: Plan of Record document, Engineering Specification(s), UI spec, user guide)
 - d) Level of Change
 - Emergency – Requires immediate attention. Must have accompanying disposition plan
 - Normal – Process normally.
 - Running – Process as part of next normal change.
 - e) Dependencies (on other pending changes, on pending decisions, on assumptions)
 - f) Estimated dollar impact to the organization, as applicable (savings or cost)
 - g) Requested date of implementation

3. **CCB Review:**

- 3.1 **Team Members:** Configuration Management shall solicit approvals from required parties. Normal change requests will be queued for review at regularly scheduled CCB meetings. Urgent requests will be immediately hand carried and/or emailed to the appropriate parties for approval. Required signatures will be based on a case by case basis as defined in 1b. Guidelines for required signatures are as follows :

- a) Development
 - Device only ([Representative Names Omitted])
 - Client only ([Representative Names Omitted])
 - Device+Client only ([Representative Names Omitted])
 - Server only ([Representative Names Omitted])
 - Server and Device/Client ([Representative Names Omitted])
- b) Test ([Representative Names Omitted])
- c) Support ([Representative Names Omitted])
- d) Network Operations ([Representative Names Omitted])
- e) Supply Chain ([Representative Names Omitted])
- f) Program Management/Release Management ([Representative Names Omitted])
- g) Finance ([Representative Names Omitted])
- h) Marketing ([Representative Names Omitted])

3.2 **Signature Criteria:**

The following outlines the signature criteria for all changes (including initial releases)

- a) Device Team – Signature indicates that the change has either no impact to the functionality of the device, or that the impact to the device has been fully tested and that there are no major customer impact issues.
- b) Client Team – Signature indicates that the change has either no impact to the functionality of the software image, or that the impact to the software image has been fully tested and that there are no major customer impact issues.
- c) Server Team – Signature indicates that the change has either no impact to the functionality of the server environment, or that the impact to the server environment has been fully tested and that there are no major customer impact issues.

- d) Test Team – Signature indicates that the change has been subject to the complete set of tests, and that the results have been posted to the team.
- e) Support Team – Signature indicates that the change has not introduced any customer impact issues OR that any issues introduced have a corresponding customer response documented and posted on the support database.
- f) Network Operations – Signature indicates that the network operation infrastructure is ready to support the change.
- g) Supply Chain – Signature indicates that supply is available to support the change and that the Bill Of Material has been updated to reflect the change.
- h) Release Management – Signature indicates that all appropriate signatures from the CCB have been captured for the change. Signature indicates that all required attachments have been placed under document control. Signature indicates that the approved ECO will be communicated to all parties for implementation.
- i) Finance – Signature indicates that the financial impacts are understood and they are acceptable.
- j) Marketing – Signature indicates that this change is required.

3.3 Attachment Requirements:

- a) Device changes – Specification, drawing, test plan, test results
 - b) Client software changes – Release notes, tar file, test plan, test results
 - c) Server changes – Release notes
 - d) Documentation/Packaging changes – Revised drawings and documentation
4. **Approved?** Each member of the Change Control Board as outlined in section 2, and as required by item 1b, will be required to give approval for each change request. The approval should include a commit date representing the readiness date for the approver’s functional area. Once all approvals are received by Configuration Management, a notice will be sent out to all parties. If one or more approvers do not approve a particular change, the initiator will be notified and the change will be withdrawn.
5. **Implement Change:** All affected parties will be responsible for implementing the change as committed to during the approval cycle. The Configuration Manager will be responsible for communicating all changes to the appropriate parties, and for collecting related documentation as necessary.