



Technology Solutions – Change Advisory Board (CAB) Operations

Department: Technology Solutions

Procedure Name: Change Advisory Board (CAB) Operations

Procedure ID: TS-PROC-009

Effective Date: 01/21/2026

Last Reviewed: 01/21/2026

Owner: Chief Information Officer (CIO)

Applies To: All Technology Solutions staff involved in system, application, or infrastructure changes

1. Purpose

The purpose of this procedure is to establish a consistent, controlled, and well-documented Change Advisory Board (CAB) process to evaluate, approve, schedule, and communicate changes that may impact Technology Solutions systems, services, or users.

2. Scope

This procedure applies to all non-routine changes that could impact production systems or services, infrastructure, networks, security controls, applications, integrations, data, end users, instruction, or institutional operations. Routine operational tasks may be excluded at CIO discretion.

3. Roles & Responsibilities

Role	Responsibility
CIO	Chairs CAB and serves as final approval authority
CAB Members	Review, question, and recommend change requests
Change Requestor	Prepares and presents the change request
Managers / Directors	Ensure changes are properly documented
CAB Secretary (if assigned)	Maintains the CAB register and records

4. CAB Meeting Cadence & Attendance

The Change Advisory Board meets weekly on Wednesdays at 3:00 PM. Attendance is mandatory for all designated CAB members. CAB members may invite additional staff only



when required to support or clarify a specific change request. CAB meetings are structured, time-bound, and agenda-driven.

5. CAB Authority

No change may be implemented without CAB approval unless explicitly defined as an emergency change. CAB approval authorizes a change to proceed as documented and does not override institutional policy or CIO authority.

6. Change Request Documentation (Mandatory)

All change requests submitted to CAB must be documented in the CAB Register defined and maintained by the CIO. Each change request must include a clear description of the change, business and technical justification, planned change date and time, impact analysis, risk assessment, backout or rollback plan, and a communication plan. Incomplete requests will not be reviewed. This requirement is mandatory and non-negotiable.

7. CAB Review & Decision

During CAB review, each change will be evaluated for risk, impact, and timing. Changes may be approved, deferred, or rejected. CAB decisions and rationale must be recorded in the CAB Register.

8. Emergency Changes

Emergency changes are changes required to restore service or mitigate immediate risk. All emergency changes require explicit CIO approval. Emergency changes must be documented retroactively in the CAB Register and reviewed at the next CAB meeting.

9. Change Communication

A communication plan must be prepared prior to CAB approval. Communication must align with incident and outage communication procedures and reflect user impact and timing. Changes without a documented communication plan will not be approved.

10. Compliance & Enforcement

Changes implemented without CAB approval may result in immediate rollback, formal review, or corrective action. Exceptions may be granted only by the CIO for justified reasons and must be documented. This procedure is governed under TS-PROC-001.

11. Review Cycle

This procedure will be reviewed annually or as operational or institutional needs change.