

BYU

Office of Information Technology

CAB Charter

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Purpose

Operating under the Change Management Process Owner, the BYU Change Approval Board (CAB) ensures IT changes are evaluated and approved based on risk, compliance, and readiness before implementation. CAB supports structured governance and process compliance to minimize operational disruptions and ensure business continuity.

Mission

CAB ensures IT service stability and continuous improvement by evaluating changes for risk, readiness, and process alignment.

Scope

CAB is responsible for the approval and oversight of:

- Medium and High Priority Changes – Evaluated for risk and readiness.
- Standard Change Templates – Reviewed annually to maintain process alignment.
- Emergency Changes – Reviewed post-implementation to assess risks and recommend process improvements.
- Identifying process gaps, lessons learned, and opportunities for refinement to improve overall Change Management effectiveness.

Membership Criteria

Membership Criteria include:

- Members must have change management process knowledge and the ability to assess risk and provide input on IT changes.
- Members should represent key functional areas to provide a comprehensive risk and impact assessment.
- Membership is subject to review and approval by the Change Management Process Owner.

Roles and Responsibilities

CAB Members

Responsible for evaluating and approving changes based on risk, compliance, and impact

Responsibilities:

- Approve Medium and High-Risk Changes before implementation.
- Ensure changes meet process adherence, risk validation, and readiness criteria.
- Validate that stakeholders are engaged and testing is completed.
- Review and approve Standard Change Templates to maintain process alignment.
- Assess Emergency Changes post-implementation and recommend process refinements.
- Identify process improvements and escalate concerns when necessary.

Process Owner

Oversees the governance and effectiveness of CAB and the Change Management process.

Responsibilities:

- Ensure CAB decisions align with business risk and IT governance.
- Resolve escalations when CAB cannot reach a consensus.
- Approve process refinements based on CAB feedback.
- Evaluate CAB effectiveness and oversee governance adjustments.

Change Management Team

Facilitates CAB meetings and ensures governance, compliance, and process execution.

Responsibilities:

- Facilitate CAB meetings, ensuring structured discussions and approvals.
- Document approvals and decisions in ServiceNow.
- Approve low-priority changes that do not require CAB review.
- Oversee risk validation and compliance monitoring.
- Ensure process adherence and continuous improvement based on CAB feedback.

Subject Matter Experts (SMEs)

Provide technical or business expertise on specific changes when required.

Responsibilities:

- Assist CAB Members with risk assessments and technical reviews.
- Ensure changes comply with technical standards and security policies.

Observers

Attend CAB meetings for transparency but do not actively participate in decision-making.

Responsibilities:

- May attend CAB meetings but do not participate in approvals.
- May ask brief questions at the discretion of the Change Management Team.

Governance

Decision-Making Process

- CAB has final authority to approve Medium and High-Risk Changes.
- Standard Change Templates require CAB approval if new or if during the annual review, issues are found and need to be addressed.
- Emergency Changes do not require prior approval but must be reviewed post-implementation.

Escalation Process

If CAB cannot reach consensus:

- The Change Management Team escalates the issue to the Change Management Process Owner.
- The Change Management Process Owner determines whether additional risk mitigation is needed or if the issue must be escalated to the Leadership Council.

Transparency & Open Access

- CAB meetings are open to all OIT employees and relevant stakeholders.
- Observers may attend but do not participate in decision-making.
- The Change Management Team may limit observer participation to maintain meeting efficiency.

Continuous Improvement

- CAB conducts an annual review of Limited Change Windows and Standard Change Templates.
- The Change Management Team analyzes failed or high impact changes and presents improvement recommendations.
- Lessons learned are documented and used to refine the Change Management process.