

CR procedure iNTCCM schemes

Revision and change history

Version	Date	Description
0.1	February 17 th 2008	Initial version
0.2	May 19 th 2008	Adjusted after discussion with CCB Chairman
0.3	November 27 th , 2008	Prepared final version
1.0	December 18 th , 2008	Approved

Contents

Revision and change history	2
Contents	3
References	4
Abbreviations and definitions	5
1 CR flow	6
2 Detailed information per step	7
2.1 Collecting CRs	7
2.1.1 Raise CR	7
2.1.2 Register CR	7
2.1.3 Check consistency of CR	7
2.2 Implementation	7
2.2.1 Prioritize CRs	7
2.2.2 Make Change Proposal	8
2.2.3 Apply changes	8
2.2.4 Review changes	8
2.2.5 Approval	8
2.3 Publish	8
2.3.1 Publish new issue	9
2.3.2 Write and publish release letter	9
2.3.3 Update and close CRs	9
3 Roles	10
3.1 Issuer	10
3.2 CCB administrator	10
3.3 CCB	10
3.4 Workgroup	10
3.5 Reviewers	10

References

Reference	Title	Version	Author
CRForm	iNTCCM CRForm	1.0	iNTCCM team "Foundation"

Abbreviations and definitions

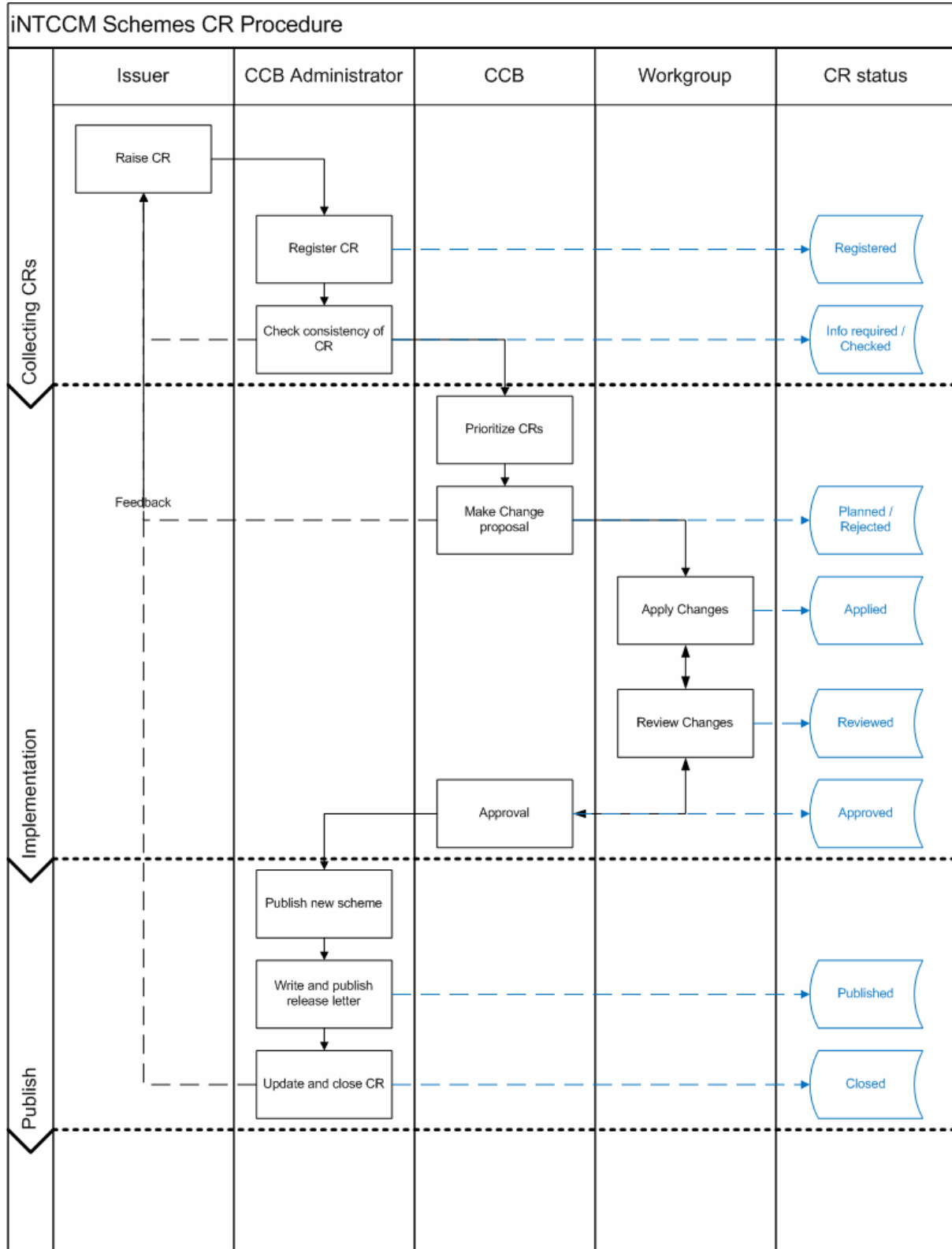
Abbreviations

CCB	Change Control Board
CR	Change Request
iNTCCM	INternational Certified Configuration Manager

Definitions

--	--

1 CR flow



2 Detailed information per step

The CR process can be divided in 3 main phases:

- Collecting CRs
- Implementation
- Publish

These phases, including a description of the individual steps, are described in the following paragraphs.

2.1 Collecting CRs

In this phase, CRs can be raised. As it's not the intention to release a new scheme after each change request, the change requests will be handled in batches. These batches can be time-driven

(e.g. every 3 months) or number-driven (e.g. after 25 change requests).

The following steps apply to this phase:

2.1.1 Raise CR

The issuer can raise a CR on the iNTCCM qualification schemes documentation. The CR form [CRForm] has to be used for this.

2.1.2 Register CR

The CCB administrator registers the CR in the CR tracking system, and gives it the status "registered".

2.1.3 Check consistency of CR

The CCB administrator checks if all necessary information is available in the CR, and if the description is clear.

In case additional information is required, the CCB administrator contacts the issuer with a request to provide the missing information. The status of the CR changes to "Info Required".

In case the CR is complete, the status changes into "Checked".

2.2 Implementation

After a number of CRs has been collected (fixed number or after a period of time), a CCB meeting will be scheduled to discuss the CRs and to prioritize them.

These discussions will lead to a change proposal on the affected document that has to be implemented by the workgroup.

2.2.1 Prioritize CRs

The CCB will look into the list of CRs and prioritize them. The high priority CRs will be implemented in the next version of the document, the low priority will depend on the available time.

An overview of the prioritized CR list will be put on the iNTCCM website.

2.2.2 Make Change Proposal

Based on the CRs and the priorities, the CCB will make a change proposal on the current issue of the document.

This change proposal will contain at least:

- a reference to the CRs to be applied
- comment/argumentation/additions of the CCB on the CR

CRs that will not be implemented will get status “rejected”. The CCB administrator will update the CR with the argumentation for rejection, and inform the issuer.

The CRs that are in the change proposal will get status “Planned”. The CCB administrator will inform the issuer about the CCB decision on the CR.

2.2.3 Apply changes

The workgroup will take care of implementation of the changes as described in the change proposal.

After the changes are applied, the affected CRs will get the status “Applied”.

2.2.4 Review changes

The applied changes will be reviewed within the workgroup (obviously by another workgroup member) to verify the implementation. In case additional work is required, this will be handled within the workgroup internally.

After the review, the CRs will get status “Reviewed”.

2.2.5 Approval

Once all the changes are implemented and reviewed, the new issue of the document is transferred to the CCB for approval.

In case the CCB does not agree with the implementation, they will ask the workgroup to adjust the changes.

Once the CCB agrees with the implementation, the CRs will get status “Approved”.

2.3 Publish

After all the changes have been applied, the new issue has to be published officially. This part describes the steps to be taken for this.

2.3.1 Publish new issue

Once the new version of the document has been approved by the CCB, It can be published. The new version will be distributed to the website and stored so it can act as foundation for the next version.

2.3.2 Write and publish release letter

The new version will be accomplished by a so called publish release letter.

This letter contains following information:

- previous version number and date of document
- new version number and date of document
- an overview of the applied change requests, including the description of the change requests
- information how to contact the workgroup in case of questions

2.3.3 Update and close CRs

The CCB administrator will update the CRs with information in which version of the document the CR is implemented and close the CR.

The issuer will be informed that the CR is implemented, and will be provided with the version of the document in which the CR is applied.

3 Roles

3.1 Issuer

The issuer can be anyone who has a relation with the documentation. This can be iNTCCM members, but also participants of iNTCCM courses.

3.2 CCB administrator

The CCB administrator is handling the administration of the CRs and is responsible for the completeness of the CRs.

This includes a completeness check when the CR is issued, but also registering the CCB remarks and decisions on the CR.

Communication to the issuer is also handled by the CCB administrator.

The CCB administrator is member of the CCB.

3.3 CCB

The CCB consists at least of the following roles:

- CCB Chairman, heading the CCB
- CCB administrator, responsible for the administrative part of the CCB
- One or more CCB members

The role of the CCB is:

- Decide upon implementation of raised CRs
- Prioritize the CRs
- Create change proposals
- Approve implemented change proposals

3.4 Workgroup

Members of the workgroup are responsible for implementation of the change proposals and for reviewing the implementations.

3.5 Reviewers

After change proposals have been implemented, the result has to be reviewed. Members of the iNTCCM association will review the change proposals to secure the changes are in accordance with the thoughts of the association.