

ICT Services



Operational Change Committee Terms of Reference

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1. Abbreviations

CoM	Committee(s) of ManCo
EOCC	Emergency Operational Change Committee
ITIL	Information Technology Infrastructure Library
HR	Human Resources
ICT Services	Information and Communication Technology Services at the University of the Free State
ICT	Information and Communication Technology
ManCo	ICT Services Management Committee
OCC	Operational Change Committee
UFS	University of the Free State
CIO	Chief Information Officer at the University of the Free State

2. Definitions

Production environment: As defined by the ICT Change Management Policy

Service: As defined by the ICT Change Management Policy

User: As defined by the ICT Change Management Policy

System: As defined by the ICT Change Management Policy

Change: As defined by the ICT Change Management Policy

3. Objectives

The OCC should ensure the management of changes in a structured, recorded, rational and predictable manner so that operations can be planned accordingly. Changes require serious consideration, careful monitoring, clear communication and follow-up evaluation to reduce the negative impact on the user community and to increase the value of the ICT infrastructure at the UFS. The purpose of the OCC is not to complicate change or to question the rationale of changes; rather, it is to ensure that changes have their intended impact while avoiding unintended consequences. Thus, all changes to the ICT production environment must adhere to a formal change management procedure as stipulated by the ICT Change Management Policy. This procedure ensures a well-managed channel through which such changes are requested, approved by the OCC, communicated prior to implementation, and documented.

4. Mandate

The OCC was created under the directive of the ICT ManCo to serve as a supporting structure for the ICT ManCo to review and approve any changes to the production environment of ICT Services in accordance with the ICT Change Management Policy. The OCC is responsible to the ICT ManCo, the UFS business community and the UFS academic community to make informed, responsible decisions in order to avoid unnecessary risk to and negative impact on the production environment of ICT Services.

It is important to note that the OCC does not have a mandate to approve any back-end data changes. These changes must be approved by the CIO.

5. Scope

The OCC should manage all changes to the production environment of the UFS ICT Services in accordance with the ICT Change Management Policy.

6. Membership

The OCC is a committee consisting of staff members of ICT Services and does not include any members from the UFS business or academic communities. The OCC is comprised of the following members:

- The Heads of the customer-facing delivery divisions
- The Heads/Leads managing internal governance functions
- The Chairpersons of each of the CoMs (if not yet represented in the foregoing groups)
- Advisory members (based on the special needs of the OCC)

It should be noted that a single individual may represent multiple positions in cases where that individual performs a dual function.

7. Roles and Responsibilities

7.1 Committee

7.1.1 Operational Change Committee (OCC)

During an OCC meeting the Change Manager (or his/her stand-in) and all permanent members (or their proxies) should be present for the meeting to continue. Should additional members and change requesters not be present, it is up to the discretion of the OCC to decide whether the meeting will proceed. Each change request submitted to the Change Manager is individually evaluated and voted on by the OCC during an OCC meeting. A unanimous vote by all voting members of the OCC is required for a change request to be approved.

7.1.2 Emergency Operational Change Committee (EOCC)

In case of an emergency change, the EOCC has the authority to approve the change request in the absence of other OCC members. The EOCC includes the Change Manager or his designated representative, the individual requesting the change, and one other permanent member of the OCC. Although only one other permanent member of the OCC is required for an EOCC, as many members as possible should be involved. It

is important to note that the EOCC is not required to meet physically, and that EOCC meetings may be held electronically. The only requirement is that EOCC members are given sufficient time and scope to make an informed decision on an emergency change. If all EOCC members do not vote for the emergency change requested, the emergency change cannot be approved.

7.2 Change Manager

The Change Manager is the chairperson of the OCC and oversees the management of change through the OCC. All governance regarding the OCC is created and maintained by the Change Manager. The Change Manager does not have a vote in the OCC but does have the right to escalate a decision to the ICT ManCo and/or refer a change to another CoM. Referral of changes happens in accordance with the engagement model as described in Section 14.

7.3 Permanent Members

The permanent members are the heads of the operational divisions (excluding the Change Manager). These members evaluate change seen from the perspective of their particular divisions at ICT Services. Each permanent member has one or more proxy members. These proxies should be approved by the OCC. Proxies may only attend an OCC meeting if a permanent member cannot attend. Permanent members and their approved proxies have the right to vote at OCC meetings. Permanent members should inform the Change Manager before the meeting if they cannot attend.

7.4 Additional Members

The additional members are the chairpersons of the committees of ManCo. These members evaluate changes seen from the perspective of their particular fields of expertise. Additional members have voting rights.

7.5 Advisory Members

The OCC may invite internal or external experts to an OCC meeting to share their knowledge or experience regarding a certain change. These individuals will then serve as advisory members in an OCC meeting. Advisory members do not have any voting rights and can only provide advice on change.

7.6 Change Requester

A change requester is an ICT staff member who requests a change. Change requesters should attend the OCC meeting(s) concerned. Change requesters do not have voting rights.

8. Meeting Types and Schedules

The OCC meets on a weekly basis. The day on which meetings will be conducted will be decided on and approved by the OCC at the beginning of each year. The EOCC will meet as soon as possible after an emergency arises.

9. Agenda

The agenda of the OCC consists of a list of planned changes for that week. These changes should be submitted to the Change Manager prior to the OCC meeting.

10. Decision Register

All decisions by the OCC should be recorded and kept by the Change Manager.

11. Action List

No formal action list will be kept. Approved changes will serve as an action list.

12. Communication

The change requester will be informed during the OCC meeting of the outcome of his/her change request. Should any further communication be required, the change requester will formulate a message and submit it to the official communication channel of ICT Services.

13. Governance

13.1 Principles

The following principles apply to all changes:

- The OCC operates as part of an ICT Services governance structure referred to as the ICT Services CoM.
- The verdict of the OCC is final and can only be changed by ManCo.
- The OCC only approves changes to the production environment of ICT Services.
- The OCC is the ICT Services gatekeeper for digital operational risk.
- The OCC has a mandate to request supporting documents pertaining to any change.
- The Change Manager has the right to escalate a decision to the ICT ManCo.
- Contravention of the rules and regulations of the OCC is a corporate offence to be dealt with through the normal HR disciplinary process.

13.2 Policy

All the principles, rules and regulations stipulated in this document should be adhered to.

13.3 Procedures

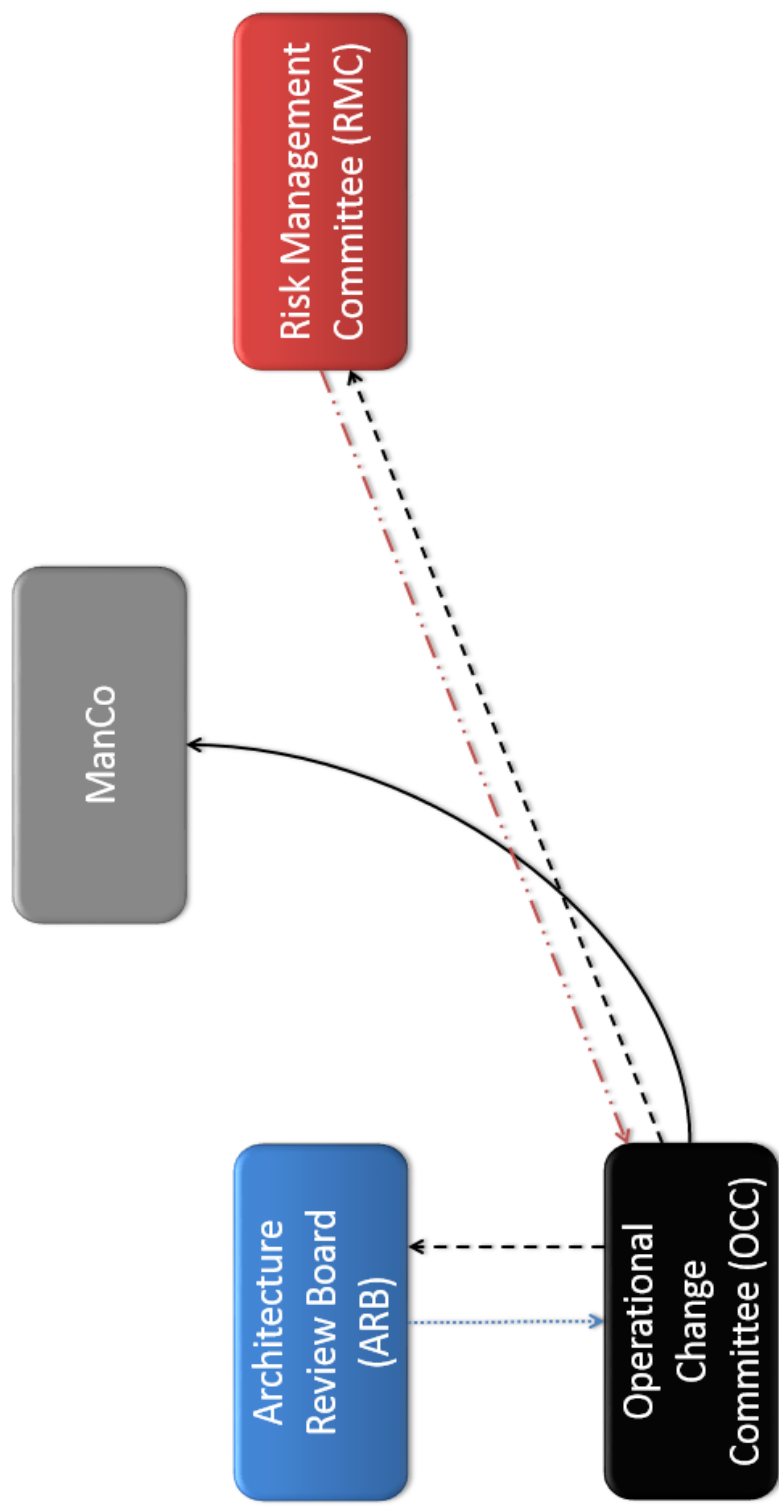
All procedures related to the governance of the OCC are defined, revised and approved by the OCC and ratified by ManCo. These procedures are added as Appendixes to this document.

13.4 Standards and Guidelines

The OCC uses the ITIL v3 framework as a guideline.

14.Engagement Model

The figure below illustrates the relationship between the OCC and the other committees of ManCo:



Legend		Notes
Advisory/Standards	<ul style="list-style-type: none"> Line colour is according to the structure it is associated with The arrow indicates the direction of the association
Approval	---	
Referral	-.-.-	
Report Back	—	