

## Example Configuration Control Board Charter

### 1.0 – Configuration Control Board

This Charter establishes a Configuration Control Board (CCB) to oversee and direct actions and changes to the <organization> Configuration Management Plan and all related configuration management activities.

### 1.1 – Goals, Objectives, and Guiding Principles of the CCB

The goal of the CCB is to effectively manage configuration management efforts to improve the effectiveness and responsiveness of <organization>'s information technology infrastructures to better enable <organization>'s business efforts in alignment with corporate goals.

General objectives of the CCB are to:

- Ensure the <organization> Configuration Management Plan is in alignment with IT initiatives
- Oversee deviations and waivers to the <organization> Configuration Management Plan
- Provide leadership, managerial oversight, and decision making process to ensure effective configuration management activities
- Review, approve and prioritize changes to the <organization> Configuration Management Plan in order to ensure effective deployment of resources
- Promote and encourage interactions with other relevant processes, such as architecture, security, project management, business continuity planning / disaster recovery, internal audits, etc., to improve communication, coordination and cooperation
- Ensure continuity of the <organization> Configuration Management Plan.

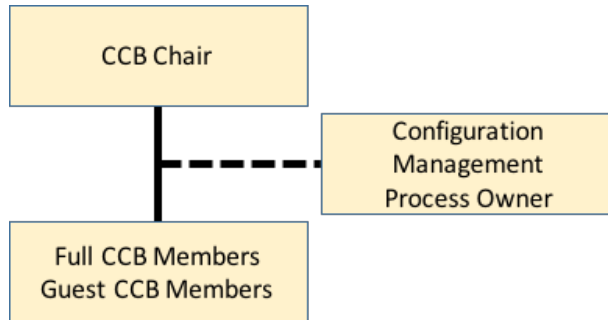
The guiding principles of the CCB are:

- Serve as example of best practices for <organization>'s IT groups
- Adherence to, and fully support of corporate initiatives, such as information security, privacy, regulatory audits, production assurance, etc.
- Provide for the transparency of configuration management activities
- Make decisions that are consistent with reducing key-person dependencies throughout <organization>'s IT areas
- Assist in maturing <organization>'s employees, processes and tools to improve long-term business performance
- Act on requests for changes, deviations and waivers within established timeframes
- Make decisions and recommendations that are cost-effective, justified and have engaged other appropriate areas.

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### 1.2 – CCB Organization, Roles and Responsibilities

The CCB has three roles: the CCB Chair, Board Members and the CM Process Owner.



The following table defines the responsibilities and assignments of each role.

Role	Responsibilities	Current Assignment
CCB Chair	<ul style="list-style-type: none"> <li>Lead and manage the CCB, including but not limited to, chairing / facilitating CCB meetings, publishing pre-read materials and agenda, establishing and prioritizing the agenda, overseeing communication of CCB decisions, arranging for meeting room and equipment, maintains tracking of actions, etc.</li> <li>Publish CCB minutes within one (1) working day of CCB meeting date</li> <li>Escalates issues to the CM Process Owner</li> <li>Appoints representative to attend / chair meeting / vote on his / her behalf in the event he / she cannot attend</li> <li>Acts as single voice for communicating CCB decisions</li> <li>Manages transitions of Board Members</li> <li>Represent configuration management best practices and guiding principles</li> <li>Invite others to participate as a voting Guest CCB Member for agenda item(s) as needed</li> </ul>	<ul style="list-style-type: none"> <li>Name, Email and Phone</li> </ul>
Full CCB Members	<ul style="list-style-type: none"> <li>Prepares for each meeting by reviewing pre-read materials and additional information gathering as necessary</li> <li>Appoints representative to attend and vote on his / her behalf in the event he / she cannot attend</li> <li>Manage transitions with CCB Chair</li> <li>Represents configuration management best practices and guiding principles</li> </ul>	<ul style="list-style-type: none"> <li>Name, Email and Phone</li> <li>Name, Email and Phone</li> <li>Name, Email and Phone</li> </ul>

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Role	Responsibilities	Current Assignment
Guest CCB Members	<ul style="list-style-type: none"> <li>Prepares for meeting(s) by reviewing pre-read materials and additional information as necessary for agenda item(s) as directed by CCB Chair</li> <li>Appoints representative to attend and vote on his / her behalf in the event he / she cannot attend</li> <li>Manage transitions with CCB Chair</li> <li>Cast single vote on agenda items as directed by CCB Chair</li> <li>Represents configuration management best practices and guiding principles</li> </ul>	<ul style="list-style-type: none"> <li>By invitation of CCB only</li> </ul>
CM Process Owner	<ul style="list-style-type: none"> <li>Serves as final decision authority on all issues escalated by the CCB Chair</li> </ul>	<ul style="list-style-type: none"> <li>Name, Email and Phone</li> </ul>

### 1.3 – CCB Rules and Contingencies

The following rule and contingencies are in place for the CCB.

1. A Board Member may review agenda items and provide their position / decision in advance of meetings.
2. In cases where a Board Member vote is not cast during the meeting, the vote may be communicated to the CCB Chair within two (2) business days after the CCB minutes are published. In all cases where the vote results in a tie, the vote is automatically escalated by the CCB Chair to the Configuration Management Sub-Process Manager.
3. Actions of the CCB may be appealed and submitted for a second CCB review. Further escalation within <organization> management is the responsibility of the Configuration Management Process Manager.
4. A majority of Board Members is required to conduct a CCB meeting where a vote on an agenda item is taken.
5. Guest CCB Members may cast single vote on the agenda items as directed by the CCB Chair
6. Special meetings of the CCB, beyond regularly scheduled meetings, are approved and scheduled at the direction of the CCB Chair.
7. CCB meetings must continue until all agenda items have a disposition.

### 1.4 – CCB Meetings

The CCB shall meet monthly, within the first full calendar week.

The general format of the meeting shall be:

- The CCB Chair convenes the meeting
- Review urgent requests, if any
- Review status of ongoing CCB efforts / action items / issues, if any
- Review new business per agenda and disposition each agenda item
- Call for additional items of business

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- Summary reading of minutes
- Close meeting.

The table below outlines the possible actions the CCB may take.

Action	Description
Assign for Study	The CCB requires more information. Requires assignment and follow-up date.
Approve	The request will be implemented. Requires information regarding budget, priority, assignments, deadlines, and follow-up dates.
Approve with Modifications	The request will be implemented with modifications stated. Requires information regarding budget, priority, assignments, deadlines, and follow-up dates.
Defer	Approval / rejection authority is given to another person or entity. Requires specification of transfer of decision authority and follow-up dates.
Reject	The request will not be implemented. Requires information regarding decision will be recorded.
Table	Request will be reviewed at a later date. Requires follow-up date.

### 1.5 – Triggering Criteria

The following list provides examples of events which could trigger CCB review.

- Authorization of new CI Classes
- Authorization of changes to the CM Plan
- Major changes to CIs
- Changes in relationship with other processes, such as architecture, security, project management, business continuity planning / disaster recovery, internal audits, etc.
- Establishment of configuration management goals and objectives, and alignment / adjustment to other corporate goals
- Review of Configuration Management metrics and scorecard
- Review of incidents or problems related to configuration management
- Other major activities with potential impact to configuration management efforts.