



# ICBS-R

## Change Management Board Charter

**Revision: 0.3 Working Copy**

**Date: November 17, 2009**



## Document Revision and History

Revision	Date	Author	Comments
0.1	September 24, 2009	Andrew D. Gray	ICBS Change Management Board charter drafted
0.2	October 20, 2009	Andrew D. Gray	Removed Steering Group definition
0.3	November 17, 2009	Andrew D. Gray	Finalized "draft copy" as "working copy." No other changes

# ICBS-R Steering Group Certification

We have carefully reviewed the ICBS-R (re-engineered Interagency Cache Business System) Change Management Board Charter.

STEERING GROUP CERTIFICATION - Please check the appropriate statement.

- The document is accepted.
- The document is accepted pending the changes noted.
- The document is not accepted.

Based on our authority and judgment, the ICBS-R Change Management Board is hereby chartered.

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Tory Henderson

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Date

Equipment Technical Committee (ETC) Representative

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Paul Naman

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Date

National Fire Equipment System (NFES) Sub-Committee Representative

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Patrick Nooney

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National Interagency Support Cache (NISC) Managers Representative

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Keith Smith

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Date

Information Resources Management Representative

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# Charter – ICBS-R Change Management Board

Configuration management is the systematic evaluation, coordination, approval or disapproval, and implementation of all proposed changes in a configuration item (such as software code) after formal establishment of its baseline. Procedures are established to ensure that changes are accomplished in an organized manner with traceability and accountability.

Management of the software change process is an integral part of configuration management. Requested changes to are formally reviewed and approved in order to allow evaluation of the effect of the change on operations, security, performance, interfaces with other systems, etc.

The ICBS-R Change Management Board (CMB) is the group that is designated to process and prioritize change requests (CRs) for the re-engineered Interagency Cache Business System (ICBS). For more information, please see the “Configuration Management Plan – Interagency Cache Business System (ICBS-R).”

## 1 Purpose

The purpose of this charter is to define the roles, responsibilities of the ICBS-R Change Management Board (CMB) and other responsible entities in this process

## 2 Scope and Authority

The configuration management scope and authority of the ICBS-R Project Team activities includes the following:

- Assign, track and report the status of all system configuration items as required by managing partner agency policies
- Maintain a configuration management library to ensure that all configuration management baselined hardware, software, and documentation is properly filed, distributed, and controlled
- Receive, evaluate and process CRs
- Ensure that proposed changes are evaluated for security impacts
- Assign actions/tasks to appropriate organizations or individuals
- Develop, test and deploy approved CRs
- Ensure that all changes are tested and documented in accordance with the change management procedures
- Authorize release of software in accordance with change management procedures
- Coordinate with host computer center staff, agency IRM, Cache Managers, software development contractor, other project teams, etc. to deploy CRs

The scope and authority of the ICBS-R CMB includes:

- Evaluate, approve/disapprove, prioritize ICBS software, data and reports non-urgent CRs
- Assign and track status and priority of non-urgent software, data and reports CRs
- Report status through the minutes of the Change Management Board meetings
- Maintain a record of CMB decisions
- Represent their peers in the cache user community

## **3 Roles and Responsibilities**

### **3.1 National Wildfire Coordinating Group**

The NWCG is the sponsoring/chartering organization for the ICBS-R project, and designates the membership of the ICBS-R Steering Group. It is under this authority that the ICBS-R Change Management Board is established and chartered by the ICBS-R Steering Group.

### **3.2 Managing Partner**

The United States Forest Service (USFS) is the Managing Partner for ICBS. The USFS System Owner (Branch Chief; Information Systems Forest Service; Fire & Aviation Management) is ultimately responsible for the ICBS system - including configuration management.

The ICBS Configuration Management Plan, part of the Forest Service “Secure CAP Process,” helps ensure compliance with various federally required security controls. Within this framework is software change management, which is the focus of the ICBS Change Management Board. This includes the ICBS application, configuration settings, data standards and cache system-specific ICBS reports.

### **3.3 ICBS-R Steering Group**

The ICBS-R Steering Group roles and responsibilities to the ICBS-R Project and ICBS-R CMB include:

- Serve as an advocate and provide oversight of the ICBS-R project
- Meet a minimum of once per year with the CMB Chair, PM, and Business Lead to review major system/application changes
- Communicate with ICBS-R project leadership through conference calls and impromptu meetings
- Determine which caches implement and use ICBS
- Recruit and select CMB members, and appoint the CMB Chair
- Designate a member of the Steering Group to serve as a liaison with the CMB
- Resolve issues that cannot be resolved by the CMB and PM

- When necessary, interpret policy and procedures (i.e. NFES, National Cache Management Plan, published Standard Operating Procedures, NWCG and member agency policies, etc.) that guide how ICBS is used

### **3.4 Change Management Board**

The roles and responsibilities of the CMB include:

- Develop and maintain prioritization criteria for reviewing CRs
- Review proposed non-urgent CRs.
- Consult Change Management Advisors about CRs as required and/or necessary to assist with evaluation and prioritization.
- Ensure that resulting changes are in alignment with NWCG Application and Data Standards.
- Evaluate proposed CRs in the context of the Change Management Advisors' review and the data standards.
- Define a single approach for addressing proposed changes (e.g., harmonize CRs that request different solutions to the same problem by providing a single solution for implementation in ICBS).
- Document and clearly communicate specific priorities and recommended actions in response to CRs to the Business Lead(s) and PM regarding submitted CRs.
- Participate in briefings and presentations made to the NWCG and agency officials responsible for funding approval.

#### **3.4.1 Change Management Board Chair**

Within the CMB, the CMB Chair is responsible for:

- Providing leadership to the CMB.
- Reviewing change requests being submitted to the CMB with the Change Management Coordinator and Project Manager prior to each meeting.
- Assuring that meeting notes are taken for each meeting and posted to the ICBS-R Web Page.
- Creating and managing decision documents.
- Ensuring that the CMB's recommendations and priorities are communicated to the ICBS-R PM and Business Lead(s).

#### **3.4.2 ICBS-R Project Manager**

The PM has the overall responsibility and accountability for the ICBS-R Project. The PM also is responsible to:

- Develop, maintain and administer the ICBS-R Configuration Management Plan
- Work with the ICBS-R Project Team and other entities to implement urgent and emergency CRs
- Plan, schedule, monitor and oversee implementation of non-urgent CRs approved by the CMB
- Participate as a member of the CMB

### **3.4.3 Steering Group Liaison**

The ICBS-R Steering Group liaison represents the Steering Group and serves to facilitate communication between the two groups.

## **3.5 Change Management Coordinator**

Change Management Coordinator (CMC) roles and responsibilities include the following:

- Gather and initially review all proposed CRs
- Determine the adequacy of the supporting documentation and, if necessary, return inadequately documented Change Requests (CR) to the submitting party
- Categorize CRs
- Enter CRs into the Configuration Management Repository (CMR) – the Mercury Quality Center® system
- Prepare CR submissions for the CMB, as appropriate.
- Coordinate Security Impact Analyses (SIA) of all CRs with the PM and Information System Security Officer (ISSO) and ensure that the SIA is entered into the CMR
- Facilitate through the build process any CR having security consideration (as identified in the SIA) to ensure that the CR addresses security issues throughout the life cycle (e.g., Requirements, Design, Test)
- Coordinate with the ICBS-R Project Test Coordinator (see 1.3.7.6) to ensure that the Test Coordinator conducts a post implementation review

## **3.6 Business Leads**

On a day-to-day basis, the ICBS-R Project Team works closely with the ICBS-R Project Business Lead to ensure that business issues are addressed on a “cache-wide” basis. The ICBS-R Steering Group NFES, ETC and NISC reps also represent the cache business community and in a sense are also “business leads.”

These three people have the overall responsibility of monitoring the change process and ensuring that the CMB operates effectively on behalf of the cache stakeholders.

## **3.7 Change Management Board Advisors**

Advisors to the CMB will vary according to the emphasis area. Advisors provide the CMB with advice specific to a given change request. The following listing displays emphasis areas and potential advisors for each (please see ICBS-R Configuration Management Plan for more information):

### **3.7.1 Information Systems Security Officer (ISSO)**

The ISSO is designated by the managing partner agency with specific responsibilities and authorities for the ICBS system. The ISSO is a critical advisor to the CMB. His/her responsibilities include:

- Conducting a SIAs and documenting the results on SIA Forms
- Accepting or rejecting proposed changes and providing feedback to the PM and CMC
- Advising the CMB (and the ICBS-R Team) on security policies and practices

Other agency security specialists may be recruited as CMB advisors on an ad hoc basis.

### **3.7.2 Business Requirements and Practices Subject Matter Experts (SMEs)**

SMEs from various business communities may be required to advise the CMB:

- NISC Managers (for national cache related information)
- Warehouse floor personnel
- Operations and Workforce Development Committee (OWDC) - for incident operations related information
- Incident Business Committee - for incident business practices related information
- Data Administration Working Group (DAWG) – for data standards
- GSA – the cache system’s primary supplier
- Project SMEs for systems interfacing with ICBS
- Affected organizations/agencies

### **3.7.3 Infrastructure (Hardware, Network, Security) SMEs**

Infrastructure planning and configuration may be required as a result of changes to the ICBS System. Various SMEs may be required to assist with these changes including:

- Fire NESS (National Enterprise Service System) CCB
- NITC (National Information Technology Center)
- Agency Information Resource Management (IRM) staff
- Wireless equipment suppliers and maintenance providers
- ICBS-R Development Team
- Development teams for systems interfacing with ICBS
- Affected organizations/agencies

### **3.7.4 Agency Information Resources Management (IRM) SMEs**

Each agency that uses ICBS makes changes to their computer systems (client hardware, operating systems, internet browsers, etc.) which can have an effect on the success of ICBS-RICBS local operations. Contacts with participating agencies are critical to the success of change implementation.

Agency IRM SMEs can provide advice on these issues.

### **3.7.5 Policy Advisors**

The ICBS system is used under the guidance of the NWCG NFES National Cache Management Plan, the NFES Catalogs and published Standard Operating Procedures.

Policy is set by the NWCG and member agencies. When change management requests are reviewed there is occasionally a need to review/change policy to support the change. Groups to be contacted include:

- ICBS-R Steering Group
- NWCG Member Agencies
- Affected organizations/agencies

### **3.7.6 Training Specialists**

As changes are implemented, it is imperative that the ICBS application and its training materials fit the business processes documented in the National Cache Management Plan and/or other published system-wide operational guidance. Training specialists can be recruited as CMB advisors.

### **3.7.7 ICBS-R Test Coordinator**

The ICBS-R Test Coordinator reports to the ICBS-R PM and plays a critical role in coordinating testing activities for changes. He/she ensures that all testing is conducted in accordance with the ICBS-R Test Plan.

The Test Coordinator communicates with the ICBS-R PM when testing activities are successfully completed.

### **3.7.8 Other Advisors**

The need for other specialists to advise the CMB will be determined by the CMB Chair.

## **3.8 Subject Area Task Groups**

The CMB has oversight over CRs that affect ICBS application software, data and reports. Various components of the application such as Reports require focused groups to govern and administer a change management process. Subject Area Task Group may be established for the following subject areas:

- Reports – standard and user community developed
- A.I.T. (Automated Identification Technology: scanning devices, bar code labels, label printing, etc.)
- Data management and standards
- Warehouse operations (e.g. zones, locations, layout and numbering, pick/put-away sequencing, etc.)

## **3.9 National Interagency Support Cache (NISC) Managers**

The role of the National Cache Managers (as a group) is to serve as advisors and stakeholders to the project. The National Cache Managers meet a minimum of once per year with the CMB Chair, PM, and Business Lead to review major system/application changes. In addition, the National Cache Managers communicate with project leadership through conference calls and impromptu meetings.

### 3.10 Local Area Support Cache (LASC) Managers

Although the LASC Managers have not organized in a recognized group as the NISC Managers have, they do represent an emerging stakeholder community as more LASCs adopt the re-engineered system.

## 4 CMB Organization

The ICBS-R CMB is organized separately from the ICBS-R Project Team. The following organization chart documents the organizational structure.

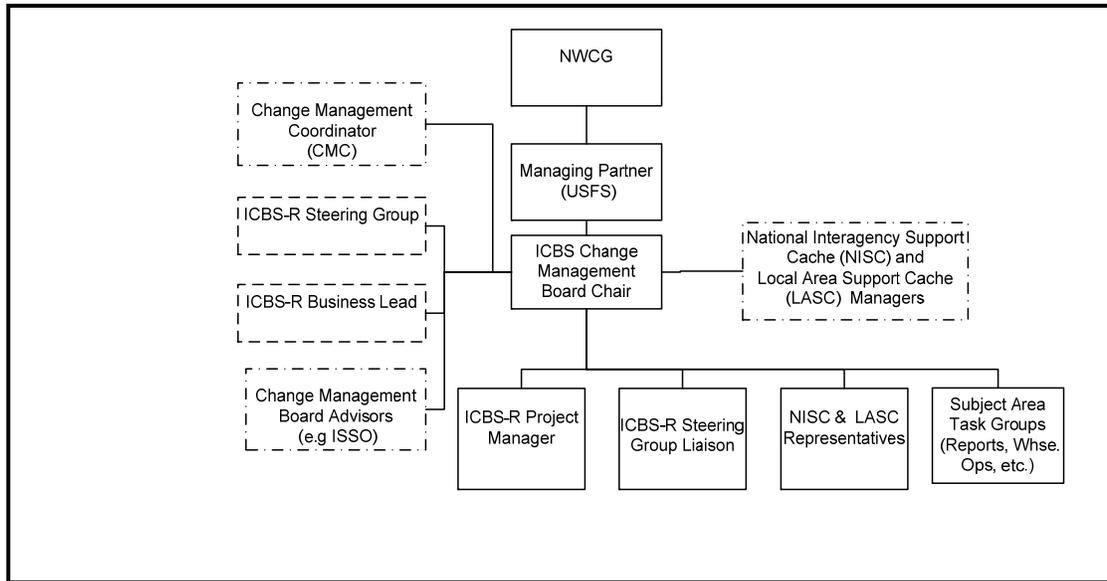


Figure 1 - ICBS-R CMB Organization

## 5 CMB Membership

Membership on the ICBS-R CMB is comprised of the positions listed below. Members will be recruited and the CMB will be launched no later than the third quarter of CY09.

- ICBS-R Change Management Board Chair –
- ICBS-R Steering Group Liaison –
- ICBS-R Project Manager (PM) –
- National Interagency Support Cache Representatives (6 each)
- Local Area Support Cache Representatives (3 each)

To ensure broad representation on the CMB, the NISC and Local Area Support Cache (LASC) representatives on the CMB must be from the different Geographic Areas, and should represent a cross-section of expertise in such cache functional areas as: general warehouse operations, office/administrative operations, reporting, returns, refurbishment, kitting, cache management, etc.

The membership of the CMB is documented in all meeting notes and posted on the ICBS-R Website. See <http://icbs.nwcg.gov>, click on the link for “Suggestions/Change Request.”

Tenure of CMB members shall be a minimum of two years and be replaced on January 1 of the replacement year.

## **6 CMB Meetings**

The CMB meets a minimum of two times per year (more often if necessary). The materials for consideration by the CMB will be distributed in advance. All CMB members will review the materials and will be prepared to discuss, harmonize, and prioritize all items at the meeting.

Actual CMB agendas, running of the CMB meetings, etc., are the responsibility of the CMB Chair. The ICBS-R Project Manager can provide templates, forms and other materials that other CMBs have developed and used successfully, so that the ICBS-R CMB can get up to speed more quickly.

The CMB shall make an annual report to the National Cache Managers during their fall or spring meeting.

## **7 CR Processing**

After initial screening by the CMC, Project Manager and ISSO (if applicable), the CMB evaluates, approves/disapproves and prioritizes non-urgent change requests. This process is depicted in the following table (please see the ICBS-R Configuration Management Plan for additional information).

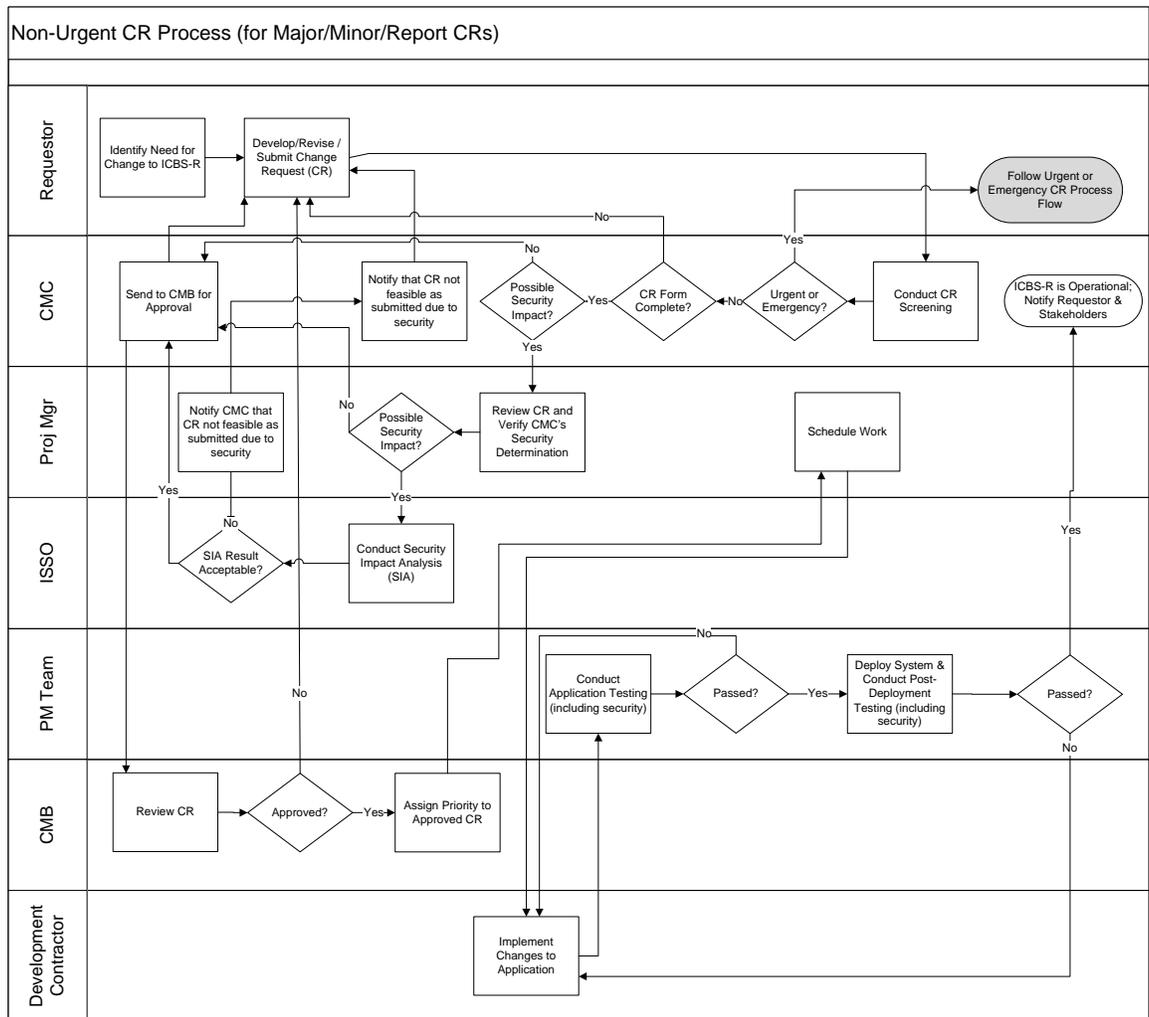


Figure 2 - ICBS-R Non-Urgent CR process

## 8 Change Management Board Documentation

For change request forms and templates, please reference the ICBS-R Configuration Management Plan:

- ICBS Change Request Form
- ICBS Change Request Processing Form
- ICBS Security Impact Analysis Form

Change requests and software code resides in the ICBS-R Project repository Mercury Quality Center®. The decisions of the CMB will be posted on the ICBS-R website.