



**Change Management
RACI Matrix**

Roles

CHG RACI Matrix	
Role	Abbreviation
Change Requestor	CRQ
Change Manager	CHM
Change Owner	CO
Change Domain Experts	CDE
Planning CAB	PCAB
Technical CAB	TCAB
Deployment CAB	DCAB
Emergency CAB	ECAB
Escalation Team	ESTM
L2 Domain Analyst	L2
L3 Engineering Support Analyst	L3
CI Owner	CIOW
Configuration Data Analyst	CDA
Build & Test Manager	BTM
Release Manager	RM
Incident Manager	IM

* These terms are referenced throughout the Change Management process model

5.1-5.2

CRQ = Change Requestor CHM = Change Manager CO = Change Owner CDE = Change Domain Expert
 CIOW = CI Owner CDA = Configuration Data Analyst BTM = Buld & Test Manager RM = Release Manager
 L2 = L2 Domain Analyst L3 = L3 Engineering Support Analyst IM = Incident Manager

#	Activities	IT														
		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM
5.1	Log & Categorize RFC															
5.1.1	Log RFC	R	A,R													
5.1.2	Initial Review of RFC		A,R													
5.1.3	Reject RFC?	C	A,R													
5.1.4	Notify Requestor RFC Rejected	I	A,R													
5.1.5	Review RFC for Completeness & Accuracy		A,R													
5.1.6	RFC complete & Accurate?		A,R													
5.1.7	Work with Requestor to Complete RFC	R	A,R													
5.2	Emergency Change?		A,R													

5.3-5.4

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#	Activities	IT														
		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM
5.3	Perform Emergency Change															
5.3.1	Convene ECAB		A,R							C,R						
5.3.2	Identify & Assign Change Owner		A,R	C												
5.3.3	Assess Urgency, Risk & Impact of Emergency Change									A,R						
5.3.4	Emergency Change Approved?									A,R						
5.3.5	Notify Requestor Emergency Disapproved									A,R						
5.3.6	Plan Emergency Change															
5.3.6.1	Identify & Assign Resources			A,R												
5.3.6.2	Plan Emergency Change Solution			R	A,R											
5.3.7	Emergency L3 Engineering Change?		I	A,R								C				
5.3.8	Coordinate Emergency Change Design & Development		I	A								R				
5.3.9	Coordinate Emergency Change Build & Test Activities		I	A	R						C,I	C,I				
5.3.10	Schedule Emergency Change	C	C	A,R												
5.3.11	Coordinate Emergency Change Implementation Activities		I								C,I	C,I				
5.3.12	Conduct Formal Turnover of Emergency Change to Support		I	A,R						I						
5.3.13	Conduct Post-Emergency Change Review															
5.3.13.1	Review Emergency Change Results & Signoff		A,R	C							C	C				
5.3.13.2	Signoff Achieve?	R	A,R													
5.3.13.3	Resolve Open Issues	C,I	A,R	C							C	C				
5.3.14	Close Emergency Change RFC		A,R													
5.4	Standard Change?		A,R													

5.5-5.6

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		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM
5.5	Perform Standard Change															
5.5.1	Identify Standard Change Model		A,R													
5.5.2	Assign Resources to Standard Change			A,R												
5.5.3	Schedule Standard Change															
5.5.3.1	Determine Standard Change Schedule			A,R												
5.5.3.2	Notify Interested Parties of the Schedule for Standard Change			A,R												
5.5.3.3	Schedule Conflicts?			A,R												
5.5.3.4	Publish FSC for Standard Change			A,R												
5.5.4	Issue Work Orders to Execute Standard Change Implementation			A,R												
5.5.5	Coordinate Standard Change Implementation			A,R									I	I		I
5.5.6	Update & Close Standard Change Work Orders			A,R										I		
5.5.7	Standard Change Successful?			A,R												
5.5.8	Conduct Formal Turnover of Standard Change to Support			A,R						I						
5.5.9	Review Standard Change			A,R												
5.5.10	Notify Requestor of Change Results	I		A,R												
5.5.11	Update and Close RFC			A,R												
5.6	Minor Change?		A,R													

#	Activities	IT														
		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM
5.7	Perform Minor Change															
5.7.1	Review Minor Change Risk, Impact and Resource Requirements		A,R													
5.7.2	Risk, Impact & Resource Requirements Known?		A,R													
5.7.3	Perform Minor Change Risk & Impact Analysis															
5.7.3.1	Estimate Minor Change Work Effort			A,R	C											
5.7.3.2	Assess Risk & Impact of Minor Change			A,R	C											
5.7.3.3	Risk & Impact Acceptable?			A,R												
5.7.3.4	Document Reasons for Rejecting Minor Change			A,R												
5.7.3.5	Notify Change Requestor Minor Change Rejected	I		A,R												
5.7.3.6	Close RFC			A,R												
5.7.4	Approve Minor Change		A,R													
5.7.5	Notify TCAB of Approved Minor Change		A,R				I									
5.7.6	Identify Resources for Minor Change			A,R	I											
5.7.7	Validate Minor Change Schedule															
5.7.7.1	Validate Schedule			A,R												
5.7.7.2	Notify Interested Parties of Schedule for Minor Change		I	A,R												
5.7.7.3	Schedule Conflicts?			A,R												
5.7.7.4	Determine Schedule for Minor Change			A,R												
5.7.7.5	Publish FSC for Minor Change			A,R												
5.7.8	Coordinate Minor Change Build & Test Planning			A,R											I	
5.7.9	Coordinate Minor Change Build & Test			A,R				I						I	I	
5.7.10	Coordinate Minor Change Implementation															
5.7.10.1	Review Minor Change Build & Test Results							A,R								
5.7.10.2	Build & Test Results Acceptable?							A,R								
5.7.10.3	Abandon Minor Change B&T?							A,R							C	
5.7.10.4	Notify Requestor Minor Change Abandoned	I						A,R								
5.7.10.5	Approve Minor Change Implementation							A,R								I
5.7.10.6	Prepare and Issue Minor Implementation Work Orders			A,R												I
5.7.10.7	Review Backed out Minor Change			A,R												C
5.7.10.8	Authorize Minor Remediation Planning?			A,R												C,I
5.7.10.9	Notify RTP Remediation Planning Not Authorized			A,R												I
5.7.10.10	Review Minor Remediation Plan			A,R												

5.7-5.8

		IT														
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#		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CLOW	CDA	BTM	RM
5.7.10.11	Minor Remediation Plan Approved?			A,R												
5.7.10.12	Minor Change Implementation Successful?			A,R												
5.7.10.13	Review Minor Implementation Results			A,R												
5.7.11	Update and Close Minor Execution WO(s)			A,R										I		
5.7.12	Minor Change Successful?			A,R												
5.7.13	Conduct Formal Turnover of Minor Change to Support			A,R						I						
5.7.14	Review Minor Change			A,R												
5.7.15	Notify Requestor of Change Results	I		A,R												
5.7.16	Close Minor Change RFC			A,R												
5.8	Significant or Major Change?			A,R												

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		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM
5.9	Perform Significant/Major Change															
5.9.1	Evaluate Major Change Impact & Dependencies			A,R												
5.9.2	Identify and Notify PCAB Members for Major Change			A,R												
5.9.3	Approve Major Change Preliminary Schedule															
5.9.3.1	Review Major Change Impact & Dependencies				C	A,R										
5.9.3.2	Review Requested Schedule					A,R										
5.9.3.3	Schedule Approved?				I	A,R										
5.9.3.4	Resolve Preliminary Significant/Major Change Schedule Issues				C	A,R										
5.9.3.5	Notify Requestor Major Change Date Approved	I		A,R												
5.9.3.6	Publish FSC for Major Change			A,R												
5.9.4	Evaluate Significant Change Impact & Dependencies															
5.9.5	Assess Risk & Impact of Sig/Maj Change															
5.9.5.1	Identify TCAB Members			A,R			C,I									
5.9.5.2	Scope & Estimate Work Effort		C	A,R	C											
5.9.5.3	Child RFC(s) Needed?		C	A,R												
5.9.5.4	Generate and Link Child RFC(s)			A,R												
5.9.5.5	Assess & Document Risk & Impact of Change						A,R									
5.9.5.6	Risk & Impact Acceptable?						A,R									
5.9.5.7	Review Impact & Priority			A,R												
5.9.5.8	Impact & Priority Valid?			A,R												
5.9.5.9	Update Impact & Priority			A,R												
5.9.5.10	Review Category			A,R												
5.9.5.11	Category Valid?			A,R												
5.9.5.12	Update Category and Forward RFC			A,R												
5.9.6	Approve Sig/Maj Change															
5.9.6.1	Evaluate All Related RFCs		A,R													
5.9.6.2	Review & Discuss TCAB Findings		A,R	C			C									
5.9.6.3	Resolve Any Open Issues		C	A,R			C									
5.9.6.4	Approve RFC						A,R									
5.9.6.5	TCAB Approved?						A,R									
5.9.6.6	CHM - Notify Requestor Sig/Maj Change is Accepted	I		A,R												
5.9.7	Reject Sig/Maj Change															
5.9.7.1	Document Reasons for Rejection			A,R												
5.9.7.2	Notify Change Requestor Significant/Major Change Rejected	I		A,R												

#	Activities	IT															
		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM	
5.9.7.3	Update and Close RFC			A,R													
5.9.8	Perform Sig/Maj Change Scheduling																
5.9.8.1	Identify Required Resources			A,R	C												
5.9.8.2	Major Change?			A,R													
5.9.8.3	Review Preliminary Schedule			A,R													
5.9.8.4	Schedule Conflicts?			A,R													
5.9.8.5	Update FSC with Significant/Major Change Schedule			A,R													
5.9.8.6	Determine Schedule for Significant/Major Change		C	A,R													
5.9.8.7	Forward Proposed Schedule to PCAB			A,R		I											
5.9.8.8	Review Schedule					A,R											
5.9.8.9	Schedule Approved?					A,R											
5.9.8.10	Inform Change Owner that Schedule Not Approved			I		A,R											
5.9.8.11	Resolve Schedule Issues		C	A,R		C											
5.9.8.12	Inform Change Owner Schedule Approved			I		A,R											
5.9.9	Coordinate Sig/Maj Build & Test																
5.9.9.1	Identify and Assign Sig/Maj B&T and Implementation Staff			A,R													
5.9.9.2	Coordinate Sig/Maj Change B&T Planning			A,R											C,I		
5.9.9.3	Coordinate & Monitor Major Change Build & Test Activities			A,R									I		C,I		
5.9.9.4	Review B&T Results and Notify DCAB		A,R					I									
5.9.9.5	Send Major Change RTP Instructions to CDEs			A,R	I											I	
5.9.10	Review Sig/Maj B&T Results and Authorize Implementation																
5.9.10.1	Review Sig/Maj Build & Test Results							A,R									
5.9.10.2	Build & Test Results Acceptable?							A,R							C		
5.9.10.3	Abandon Sig/Maj B&T?							A,R									
5.9.10.4	Validate Sig/Maj Schedule and Staffing Plan							A,R									
5.9.10.5	Valid Schedule and Staffing Plan?							A,R									
5.9.10.6	Request Modification of Sig/Maj Schedule and Staffing Plan			C,I				A,R									
5.9.10.7	Modify Sig/Maj Schedule and Staffing Plan			A,R				C,I									
5.9.10.8	Update FSC and Authorize Sig/Maj Implementation			A,R													
5.9.11	Review Sig/Maj B&T Results and Authorize Implementation																
5.9.11.1	Prepare and Issue Sig/Maj Implementation Work Orders			A,R												C,I	
5.9.11.2	Review Backed Out Sig/Maj Change			A,R												C	
5.9.11.3	Authorize Sig/Maj Remediation Planning?			A,R												C,I	
5.9.11.4	Notify RTP Remediation Planning Not Authorized			A,R												I	
5.9.11.5	Review Sig/Maj Remediation Plan			A,R												C	

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		CRQ	CHM	CO	CDE	PCAB	TCAB	DCAB	ECAB	IM	L2	L3	CIOW	CDA	BTM	RM
5.9.11.6	Sig/Maj Remediation Plan Approved?			A,R											I	C
5.9.11.7	Review Sig/Maj Implementation Results			A,R												
5.9.11.8	Sig/Maj Change Implementation Successful?		C	A,R												
5.9.12	Update and Close Sig/Maj Execution WO(s)			A,R									I			
5.9.13	Sig/Maj Change Successful?			A,R												
5.9.14	Conduct Formal Turnover of Sig/Maj Change to Support			A,R					I							
5.9.15	Perform PIR of Sig/Maj Change															
5.9.15.1	Review Sig/Maj Change Implementation			A,R												
5.9.15.2	Verify & Signoff Sig/Maj Change		A,R	C												
5.9.15.3	Signoff Achieved?		A,R													
5.9.15.4	Resolve Open Issues		C	A,R												
5.9.15.5	Document Sig/Maj Change Improvement Recommendations			A,R												
5.9.16	Notify Requestor of Change Results	I		A,R												
5.9.17	Close Significant/Major Change RFC			A,R												