



## **STUDENT FINANCIAL ASSISTANCE (SFA) ENTERPRISE LEVEL CHANGE CONTROL GROUP CHARTER**

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### **1.0 Purpose and Scope**

The purpose of the Student Financial Assistance (SFA) Change Control Group (CCG) charter is to ensure that all change requests affecting software requirements, architectural standards, and IT methodologies are consistently processed with regard to priority, benefits, and adherence to policy and standards. . There are two levels of Change Control Groups: at least one within each project and one at the Enterprise level. The Project-Level Change Control Group is the initial recipient of a change request. If the significance of the change request impacts other projects or rises above certain thresholds, then the change request is forwarded to the Enterprise Change Control Group. CCGs are responsible for increasing the integrity of systems under their control, which are implemented throughout SFA by effectively controlling and managing change.

The scope and responsibilities of the CCG are:

- ❑ Ensure the establishment of Project Level CCG's at the onset of each project. Core members/representatives and a Project Level CCG Chairperson are selected. For each change request submitted, there is a mandatory attendance of the leadership representatives affected by the change.
- ❑ Leadership representatives affected by a submitted change request must attend the scheduled CCG meeting.
- ❑ There may be more than one CCG per project. This depends on the complexity of the project. If a project is sub-divided into multiple domains then any projected decision affecting other domains must be coordinated with and agreed by the affected CCG.
- ❑ The Project Level CCG will meet weekly to decide all requested system changes. Changes that affect more than one project or system will be forwarded to the Enterprise Level CCG if the proposed change affects other projects.
- ❑ The Chairperson develops the agenda and items to be covered. On some occasions, when there are no items, the Chairperson may cancel the meeting. Depending on the project cycle, the Chairperson may set meetings at longer intervals than a week.

The decision for a particular system change request is based on the consensus of the CCG. If a consensus is not obtainable from a Project-Level CCG then it must be elevated to the Enterprise Level CCG. If a consensus is not obtainable from the Enterprise Level CCG then it must be elevated to the Leadership Council.

## **2.0 Enterprise Level CCG Membership**

CCG decision making members are selected by the SFA project manager and approved by the SFA project sponsor and may include, through liaison, individuals with needed expertise outside of the domain of the sponsor. The project manager must send a person with decision authority for the project Leadership representatives for each change request attend on a mandatory basis. Other individuals, such as representatives from the customer/user and contractor who will be affected by, or responsible for implementing the product should attend. Additional personnel may be invited outside of the core group to provide insight. Additional personnel may include those who will use the product to perform daily activities, someone from an outside organization who has had experience with the same product, an independent agent, or an organization independent of the developing organization.

The Core Members are:

- Enterprise Level CCG Chairperson
- SFA Project Manager
- Modernization Partner/Contractor Project Manager
- SFA Technical Personnel
- Modernization Partner/Contractor Technical Personnel
- Quality Assurance Manager

## **3.0 Enterprise Level CCG Chairperson**

The chairperson can be a senior manager with SFA wide responsibilities, a customer project manager, a contractor project manager, or joint chairpersons. The chairperson will conduct the meeting in a manner that will encourage discussion from all participants.

## **4.0 CCG Minutes**

- All meetings conducted by the Enterprise Level CCG require documentation and minutes. The minutes of each meeting should consist of:
  - a. Summary of issues discussed
  - b. Completed action items are validated
  - c. Assigned action items
  - d. The completion date for each action item
  - e. Meeting date, time and duration
  - f. List of attendees and contact information
  - g. Existing action items
  - h. New action items
  - i. Time and place of next meeting

All systems should have documented procedures for handling emergency change requests. These procedures should grant the authority for emergency system changes by the project manager, or system owner. Emergency decisions can be made and meetings can be held without the CCG. If decisions change project deliverables, schedules, resources, or the project plan, a subsequent CCG meeting will be held to record that a meeting did take place, decisions were made and action items assigned.