

Focused CAB (FCAB) Name: End Point Focus CAB

FCAB Change Manager:

Primary: Stephen Johnson

Secondary: Andrew Nelson

Tertiary: Jon Griffey

Technical Services within scope of End Point Focus CAB	Technical Service Owner	Technical Change Leader in Charge (Often an AVP)
ITEO – Enterprise Endpoint Change	Jon Griffey	Ed Evans
ITEO - Enterprise Endpoint Policy Configuration	Jon Griffey	Ed Evans
AO-HSC-Endpoint Support	Garrett LaPaglia	Mitch Wittneben
AO- Endpoint- Policy Configuration Change	Wilson Waldrop	Mitch Wittneben
AO- Endpoint Change	Wilson Waldrop	Mitch Wittneben
AO- VetMed - Endpoint Change	Derrick Berger (?)	Mitch Wittneben
AO- PVFA - Endpoint Change	Aaron Rodriguez	Mitch Wittneben
AO – Bush – Endpoint Change	Michael Berardi	Mitch Wittneben
OAL - Endpoint Change	Micheal Ringham	Ed Evans
SAP- Endpoint Change	Dale Cook	Kris Guye
SAP- Endpoint - Policy Configuration Change	Dale Cook	Kris Guye

General Information:

The End Point Focus CAB (FCAB) is responsible for evaluating Change Requests related to the specified End Point Technical Services. The evaluation criteria include timing, risk mitigation, and the completeness of planning. The End Point FCAB aims to facilitate efficiency and agility by ensuring that all prerequisites are met, documented, and agreed upon before proceeding with the change implementation.

The End Point FCAB will adhere to the established Change Enablement processes defined by Technology Services. This includes participation in the Technology Services Emergency CAB (ECAB), Standard Change proposals reported to the Enterprise CAB (EntCAB), and incorporating approvals for expedited Items. Additionally, the FCAB will comply with the agreed-upon Business Day and Change Freezes of the Technology Services Change Enablement Process, with exceptions possible through the establishment of service-specific maintenance windows. The End Point FCAB may request additional Change Freezes for their area through the Enterprise Change Manager.

CAB Risk and Impact

Each Business Unit CAB will review all changes and make decisions on impact and risk within their responsible organization.

Any impact or risk involving devices outside any one organization will need to be escalated to the End Point Focus CAB for approval and, depending on the impact and risk level, may require EntCAB approval as well.

End Point FCAB

Changes that are brought to the End Point FCAB will be those that the change impact or risk involves more than one Business Unit.

Change Levels

Standard Change proposals by a Business Unit will be reviewed by Endpoint FCAB and then presented and approved by EntCAB. Afterwards, they may be done without approval but must be reviewed by FCAB.

For normal changes, any risk or impact in the yellow (moderate) risk or impact level will be documented and reported to EntCAB as an informational item. Any Risk or Impact where either Risk or Impact is red (High) they must be approved at the End Point Focus CAB and then escalated to the enterprise CAB for additional approval before any changes can be made.

Change Categories

Standard- has been preapproved by EntCAB and all criteria have been met.

Normal Low – is Green Risk Level and Green Impact Level.

Normal Medium – is when either risk or impact is yellow.

Normal High - is when either risk or impact is red.

Change Levels-EP FCAB

Standard Change Proposals	Proposed by BU, approved by FCAB and EntCAB. If approved, reviewed by EP FCAB each instance to confirm implementation.
Normal Low	EP FCAB - must be reviewed and approved by FCAB
Normal Medium	EP FCAB will review and approve, and sent as informational item to EntCAB
Normal High	Must be approved at all levels of CAB and reported out to all levels.

Meeting Schedule and Venue:

Weekly - Wednesday 11:00-11:30am via Microsoft Teams

The End Point Focus CAB meetings will be scheduled with a minimum of three days' notice, except in cases of emergency changes. The Change Manager is responsible for providing all necessary documentation and arranging meeting times, unless regular meeting schedules have been established due to high change volume

The meeting agenda should include a review of changes approved in the previous meeting and any pending change requests.

Constituency:

Voting members of the End Point Focus CAB include the relevant Technical Service Owners (or their delegates), IT Directors, College/Unit IT Directors, and Project Sponsors. Additionally, representative technicians/SMEs from each service will participate as non-voting members to provide clarification on Change Requests if needed. All voting members must designate delegates who will attend the FCAB meetings and vote in the absence of the primary member.

End Point FCAB Members	FCAB Organization	Voting
Jake Ferrell Derrick Berger Wilson Waldrop Mark Kacer Johnathan Doan Jonathan Hall	Academic Operations	
Jon Griffey	Enterprise Operations - UEM	
Michael Haferkamp	Enterprise Operations - ISO	
Greg Deitz	Enterprise Operations - OAL	
Mike Ringham	Enterprise Operations - OAL	
Will Crawford Michael Findley Sherwin Joseph Carlos Rojas	Strategic Alliances & Partnerships	
Francesca Vargas GiGi Carbo	Security	
Rob Gatlin	Networking	
Nick Swanzy	A&E	
(To be added)	Communications	Non-Voting

Voting Structure:

To ensure consistent and accountable decision-making within the End Point FCAB process:

- **Unanimous Approval Required:** All designated primary voting members must verbally vote “Approve” for a change to be accepted and implemented. This will be recorded by Change Manager in text box.
- **Secondary Voting Provision:** If a primary voting member is unavailable or unresponsive within a reasonable timeframe, their designated secondary representative will be approached to cast the vote.
- This protocol ensures that all changes are endorsed by the full voting body, maintaining integrity and continuity in the FCAB process.

Change Categorization Framework

To streamline decision-making and clarify expectations, all proposed changes will be initially sorted into two categories:

- Platform-Required Changes

These are mandatory changes driven by platform constraints, security requirements, or vendor updates. While units cannot opt out, the FCAB will take scheduling needs into consideration to minimize disruption.

- Optional Changes

These are enhancements or configuration adjustments that units may choose to opt into or out of. FCAB voting will determine whether these changes are approved for general availability, and units will retain discretion over adoption.

Approval Levels:

This describes the desired risk and impact levels that the FCAB should be able to handle.

Baseline FCAB approval authority Risk/Impact matrix

Impact/Risk	Low Risk	Medium Risk	High Risk
Low Impact	Green	Green	Yellow (info)
Medium Impact	Green	Green	Yellow (info)
High Impact	Yellow (info)	Yellow (info)	EntCAB (approval)

Green – Approved by End Point FCAB & Steering Committee informed via email/Teams channel posts.

Yellow – Approved by End Point FCAB & sent to EntCAB as informational item and Steering Committee as informational item via email/Teams channel post.

Red – Approved by End Point FCAB & Steering Committee & sent to EntCAB for additional approval.

Any decisions related to medium or high risk or impact changes submitted by the Implementation Team during the duration of the Intune Project the Project Steering Committee should be informed prior to the FCAB or EntCAB.

Service Specific Maintenance Windows:

Describe any service specific maintenance windows for services to be managed by this FCAB. Maintenance Windows bypass the business day requirements, allowing work to be done on these services during these maintenance windows without any elevation of Risk. Normal business day block out period is 7am-8pm Monday-Friday.

<i>Technical Service Offering:</i>	<i>Proposed Maintenance Window (Day/Time):</i>
ITEO – Enterprise Endpoint Change <i>Jamf, Intune, Admin by Request, PatchMyPC, Microsoft Endpoint Configuration Manager</i>	8:30p to 6a Mon-Thurs Fri 8:30p - Sun 11:59p
OAL - Endpoint Change <i>Computer Labs, Classrooms and Podiums</i>	Fri 8:30p - Sun 11:59p

Addendums and Best Practices:

- Change Requests which are not approved may be immediately resubmitted for the End Point FCAB with appropriate alterations or corrections made.
- Change Requests for (specific service) should contain a link to documents containing vendor info, as well as a link to the SOP for restoring the service from backup.

Note: The drawing below was an initial proposal. Some of the above-described workflow has changed during discussions, such as low risk items going through the FCAB.

End Point FCAB Escalation Overview

