



## Charter

The Change Oversight Team (COT) is responsible for:

- Identification, review, and evaluation of changes (from internal and/or external sources) that include any addition or deletion from the business process model

## Responsibilities

- The CSI Change Oversight Team will identify, document, review, evaluate, and escalate when necessary any significant change(s) impacting:
  - the business process models
  - the project scope and schedule
  - the project plan in relationship to the estimate for the unit of work
  - any significant additional processes that are uncovered by a Solution Team, the Design Oversight Team (DOT), or the Business Oversight Team (BOT)
  - the contract (results in a change to the contract)
  - external support entities (i.e. VITA, technical resources)
  - Executive Summaries resulting from BOT changes
- Provide guidance where the business owner and the DOT cannot agree to changes in the CSI design or requirements. The Solution Team Technical Solution Coordinator (TSC) will be responsible for the escalation of any potential change issues through the DOT
- Provide a process for escalating changes from the Solution Teams
- Report out the process to the Project Management Team, DOT, and BOT
- Document significant addition and deletion recommendations to the Business Process Model
- Coordinate and track the change approval process
- Escalate changes/issues to the Project Management Team and the CSI Oversight Committee
- Identify, manage, and mitigate risks and issues

## Team Members and Roles

### CORE TEAM

| <i>Name</i>         | <i>Role</i>                   |
|---------------------|-------------------------------|
| Martha Freeland     | PC Oversight Lead/Facilitator |
| Tim Rose            | Change Oversight Management   |
| Tracy Williams/SAIC | Change Oversight Management   |
| Mike Farnsworth     | Change Oversight Management   |
| Nancy Saunders      | PC Oversight                  |
| Chuck Wandling      | TSC Oversight Lead            |
| Chris Nicholl       | TSC Oversight                 |
| Angie Turner        | Analyst Oversight Lead        |

### OTHER TEAM MEMBERS

| <i>Name</i>                              | <i>Role</i> |
|--|-------------|
| All Process Coordinators                 | As Needed   |
| All CSI Technical Solutions Coordinators | As Needed   |



## Guidelines

- The COT will meet weekly for 1 hour. Should there be no reason to meet, a meeting will not be held. As the Design Forum progresses additional time may be needed.
- Additional meetings may be scheduled to discuss critical issues or tabled items.
- Additional personnel (SMEs, Process Coordinators, analysts, developers, etc) may be brought in as necessary to meet and discuss specific items/issues.
- Team members are responsible for contacting the facilitator with any agenda items they want to include by 10 AM on the day before the weekly meeting. Agenda items may be added at the meeting with the concurrence of the team.
- Emphasis will be on full discussion and resolution of issues vs. sticking to a timetable.
- An action item list with responsibilities will be maintained, reviewed in meetings and distributed with the meeting minutes.
- The responsibility for taking and distributing meeting minutes will rotate among group members.
- Meeting minutes will be distributed within 24 hours after the meeting.

## Communication & Decision-Making

The team will abide by the CSI Team guidelines as well as these additional guidelines.

- During meetings, one person talks at a time. Each person should be given a chance to speak their mind while at the same time respecting the meeting timetables. They should be brief and focus on facts, not opinions.
- Emphasis will be on open and honest communication – there are no hidden agendas.
- All group members should accept the responsibility and accountability along with the authority given to them.
- During discussions, group members should listen, be non-judgmental and keep an open mind on issues until it is time to decide.