

Charter

No Wrong Door Tools Application Change Control Board

Purpose

The No Wrong Door (NWD) Tools Application Change Control Board (CCB) manages the process for requesting and managing changes to work products of the NWD Tools Application. The process is designed to facilitate communication about requested changes among the stakeholders of the NWD Tools Application; provide a common process for prioritizing and resolving requested changes and enhancements; and reduce the uncertainty around the existence, status, and outcome of a change that has been requested in a work product. Any stakeholder of the NWD Tools Application can submit a Change Request via the VDA Help Desk, with requestor sections completed, for submission to the CCB. A preliminary review and analysis of the request will be performed prior to the submission of the request to the CCB. The preliminary review will also determine if a request can bypass the CCB. Only requests which are deemed infeasible or very minor in scope can be considered for bypass. The following types of items should be submitted through the CCB: requests for requirements changes (additions, deletions, modifications, deferrals) to the NWD Tools Application; requests for problem resolution in current production processes; requests for enhancements in current production systems; requests for new development projects; and user and technical documentation updates or creation.

Participants

Board Member Term: One calendar year. Representatives serve one term subject to reappointment.

Membership Review: Every six months (determine if all stakeholder groups are represented) or when a new stakeholder group joins the system. Appointment of new members will be made by the VDA Commissioner.

Board Member Eligibility Criteria:

1. Board members consist of representatives from core stakeholder groups and all other major stakeholder groups.
2. Core stakeholder groups include VDA, SeniorNavigator, PeerPlace and the Governor's Cabinet Secretary's Office of Health and Human Resources (HHR); Core stakeholder groups must maintain permanent representation on the CCB.
3. Board members must have decision making authority for the stakeholder group they represent on the CCB.
4. Board members must be willing to commit the time required to review all Change Request submissions and attend a quarterly board meeting.
5. Board members must have a clear understanding of the NWD Tools Application.
6. Board member's stakeholder group must either currently use the NWD Tools Application or have a documented intent to use the system.

Frequency and Mode

Meetings will be held in person, with teleconferencing capabilities when necessary, on a quarterly basis. Meetings may be called more frequently if warranted, or if an emergency arises, such as a system failure or security breach. Attendance is required by board members or by a substitute with voting proxy. Member must submit proxy in writing, in advance of the meeting.

“By-laws” have been established and are provided in a separate document referred to as “No Wrong Door Tools Application Change Control Board Charter Bylaws”. Bylaws are created and approved through a voting process by the members of CCB.

The CCB can assign responsibility to individuals outside the group to complete an impact analysis and determine feasibility of each Change Request in addition to the preliminary review presented.

Objectives

The role and purpose of the CCB include the following:

1. Reviews all Change Request submissions for consistency with NWD Tools Application.
2. Requests that impact analysis of proposed changes be performed (by appropriate subject matter experts).
3. Determines whether the requested change should be made at this time, at some point in the future, or not at all. Input should be solicited from others potentially affected by the change before making the decision.
4. Prioritizes Change Requests for recommendation to NWD Tools Application vendor.
5. Document decisions and their anticipated impact. Communicate decisions and their anticipated impact through the procedures established by the NWD Charters.