



Alaska Land Mobile Radio Communications System

System Change Request (CR) Management Procedure 400-3

Version 12

April 10, 2019



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Document Revision History

Name	Date	Reason for Changes	Version
Shafer, Sherry	2/6/2008	Approved by the User Council – Final.	1
Shafer, Sherry	3/23/2009	Annual review; approved by the User Council – Final.	2
Shafer, Sherry	3/17/2010	Annual review. Approved by the User Council – Final.	3
Shafer, Sherry	3/17/2011	Annual review/update. Approved by the User Council – Final.	4
Shafer, Sherry	4/2/2012	Annual review/update. Approved by the User Council - final.	5
Shafer, Sherry	4/8/2013	Annual review. Approved by the Operations Management Office - final.	6
Shafer, Sherry	4/14/2014	Annual review/update. Approved by the Operations Management Office - final.	7
Shafer, Sherry	4/9/2015	Annual review/update. Approved by the Operations Management Office - final.	8
Shafer, Sherry	4/14/2016	Annual review/update. Approved by the Operations Management Office - final.	9
Shafer, Sherry	4/11/2017	Annual review/update. Approved by the Operations Management Office - final.	10
Shafer, Sherry	4/11/2018	Annual review/update. Approved by the Operations Management Office - final.	11
Shafer, Sherry	4/10/2019	Annual review/update. Approved by the Operations Management Office - final.	12



Acronyms and Definitions

Alaska Federal Executive Association (AFEA): federal government entities, agencies and organizations, other than the Department of Defense, that operate on the shared ALMR system infrastructure.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, which uses but is separate from the State of Alaska Telecommunications System (SATS), as established in the Cooperative and Mutual Aid Agreement.

Alaska Municipal League (AML): a voluntary non-profit organization in Alaska that represents member local governments.

Change Control Board (CCB): includes representatives from each of the major stakeholders who evaluate requested changes to the ALMR System, and identify possible impacts and the risks associated with them.

Change Control Board Chair (CCBC): the designated lead of the CCB. Reviews Change Requests for complete details and presents to the CCB for consideration.

Change Request (CR): process by which System changes can be identified to correct existing problems or suggest improvements, identifies how the change will affect the System (benefits/ risks), and the requirements to implement the change.

Department of Administration (DOA): a State of Alaska (SOA) department that maintains the SOA Telecommunication System (SATS) and provides information technology (IT) and communications technical support to state agencies.

Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command and United States Northern Command.

Executive Council: the ALMR Executive Council which is made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Federal Non-DOD agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

Member: a public safety agency including, but not limited to, a general government agency (local, state or federal), its authorized employees and personnel (paid or



volunteer), and its service provider, participating in and using the System under a Membership Agreement.

Municipality of Anchorage (MOA): the MOA covers 1,951 square miles with a population of over 300,000. The MOA stretches from Portage, at the southern border, to Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

Operations Manager: represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. In coordination with the User Council, the Operations Manager establishes policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement.

Operations Management Office (OMO): develops recommendations for policies, procedures, and guidelines; identifies technologies and standards; and coordinates intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

State of Alaska Telecommunications Systems (SATS): the State of Alaska statewide telecommunications system microwave network.

Subject Matter Expert (SME): individuals within or outside of ALMR who provide technical consultation.

System Management Office (SMO): the team of specialists responsible for management of maintenance and operations of the System.

User: an agency, person, group, organization or other entity which has an existing written Membership Agreement with one of the Parties to the Cooperative and Mutual Aid Agreement. The terms user and member are synonymous and interchangeable.

User Council (UC): responsible for recommending all operational and maintenance decisions affecting the System. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management oversight and operation of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.



1.0 Purpose

The purpose of the System Change Request (CR) Management Procedure is to ensure all proposed changes to the Alaska Land Mobile Radio (ALMR) System are properly documented, reviewed, evaluated, coordinated and approved prior to implementation.

2.0 Roles and responsibilities

2.1 Executive Council

The Executive Council (EC) will:

- Manage and enforce sanctions when violations of the System Change Request Management Procedure warrant such action.
- Approve/disapprove CRs, as appropriate
- Request further evaluation if insufficient information is available to support the decision
- Identify and approve sources of funding, if required

2.2 User Council

The User Council (UC) will:

- Formally approve the System Change Request Management Procedure, and any substantial revisions, thereafter
- Approve/disapprove CRs not involving the expenditure of funds
- Request further evaluation if insufficient information is available to support the decision
- Review and recommend approval of cost estimates, if required

2.3 Operations Management Office

The Operations Management Office (OMO) must give due consideration to all requests for changes in a timely manner while communicating with those agencies/partners involved. They will:

- Provide the CR Form and explanatory directions, as requested
- Document the CR process (i.e. identify, define, evaluate, approve and track requested changes to completion)
- Receive the CR(s) and assign an evaluator, when required
- Track and facilitate the timely evaluation/decisions of requests
- Monitor the change and identify and report resulting risks and issues that occur
- Communicate changes to the user community and others
- Analyze patterns in change requests to identify underlying systemic causes



- Ensure that the evaluation team is appropriately resourced to meet the expertise requirements of the requested change
- Incorporate changes into the appropriate System documents
- Maintain complete records of the change, including images and any System restorals

2.4 System Management Office

The System Management Office (SMO) must mitigate risks to the System by ensuring good change management principles and practices are applied. They will:

- Review the request and provide both a technical review and a security vulnerability assessment, when required
- Identify potential impacts and security risks of the requested change
- Provide an overview of any potential concerns and the recommendations to mitigate the identified concerns

2.5 Change Requestor

The change requestor must submit a System CR following the submittal process indicated in Section 3.0. All CRs must be submitted using the CR Form. A copy of the form is located on the web site (<http://www.alaskalandmobileradio.org/Documents.htm>).

A change requestor may be any key stakeholder or any user agency/organization.

2.6 Change Control Board Chair

The Operations Manager shall be assigned as the Change Control Board Chair (CCBC).

The CCBC will:

- Organize and ensure the timely and complete evaluation of requested changes, when warranted
- Examine options and recommend courses of action and priorities for requested changes in terms of impact on the ALMR System
- Ensure that appropriate expertise is sought during the evaluation of all requested changes
- Approve CRs within the scope of his/her authority

2.7 Subject Matter Expert

The Subject Matter Expert (SME) will work under the direction of the CCBC to:



- Apply their particular expertise and judgment to the evaluation of requested CRs assigned to them
- Develop options and recommend courses of action, as appropriate

2.8 Change Control Board

The Change Control Board (CCB) is led by the CCBC (or his/her appointed representative) and includes representatives from each of the System partners, as well as representatives possessing technical expertise.

The CCB shall review the implementation plan, when warranted, to ensure:

- All System security impacts and risks are identified prior to implementation
- Disruption to the ALMR System is minimized/negated, to the greatest extent possible
- Recovery procedures are clearly defined
- Options and recommended courses of action to mitigate risks have been developed

The CCB, when convened, will be comprised of members from the following, as available/required:

- Operations Manager (Chair)
- System Manager
- Information Systems Security Manager (ISSM)
- State of Alaska (SOA) Office of Information Technology (OIT) SATS/ALMR Manager (or his/her designated representative)
- Department of Defense (DOD) (a representative from either Eielson, Joint Base Elmendorf-Richardson or USARAK, as appropriate)
- UC Chair/Vice Chair
- Federal Non-DOD Representative
- Local Representative
- MOA Representative
- SOA ETS Chief Engineer

3.0 The Change Management Process

For each change, the following process will be followed.

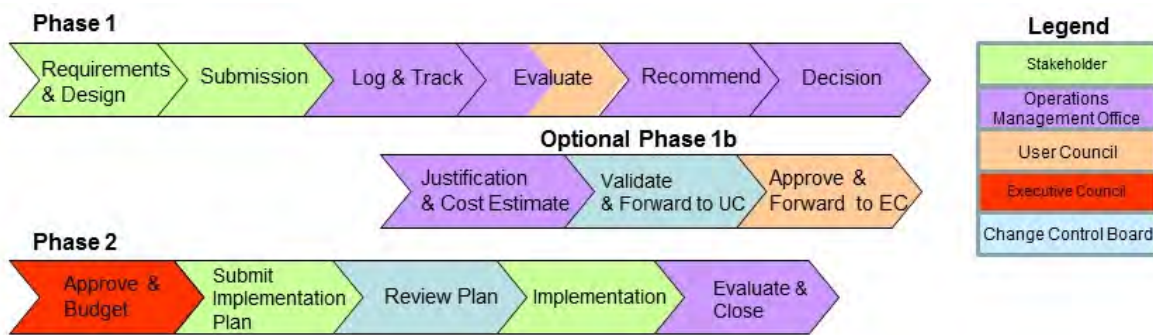


Figure 4-1 Change Management Process

NOTE 1: Logging occurs at various points in the process (e.g. after evaluation and after the decision); these are not shown in this diagram.

NOTE 2: It is important to understand not every CR will go through every stage of the process.

3.1 Phase 1

3.1.1 Requirements and Submittal. CRs can be submitted by any ALMR stakeholder, user agency/organization, or System operations and maintenance personnel. Regardless of who submits a CR, they must complete the CR Form and submit it to the OMO for logging, review and action.

The CR Form can be requested from the OMO or downloaded off the ALMR web site (www.alaskalandmobileradio.org/Documents.htm).

If the CR requires significant changes to the System, then a requirements and design document must be included. The requirements and design document must, at a minimum, explain the business needs and the intended approach for implementation (scope, schedule, cost [to include funding sources], quality, and security).

3.1.2 Log and Track CR. The OMO will receive, log and track all CRs. The OMO will be responsible for updating the status of the CR in the tracking system. Once logged, the CCBC will review it for completeness and feasibility.

3.1.2.1 If the CR is sufficient with regard to completeness and feasibility, the CCBC will forward it to the subject matter expert (SME) for evaluation.

3.1.2.2 If the CR is rejected in whole, the submitter will be notified and will have 10 business days to appeal with additional justification. The CR will be listed as 'Pending' on the CR Log until the end of the period. At the end of the period, the CR will be listed as 'Interim Closed' and submitted to the CCB for final rejection. Upon final rejection, the CR will be listed as 'Closed' on the CR log.



3.1.2.3 If the CR is rejected for insufficient data, the submitter will be notified and will have 30 calendar days to provide the additional data. The CR will be listed as 'Pending' on the CR Log until the end of the period. If no additional data is received at the end of the 30-day period, the CR will then be listed as 'Interim Closed' and submitted to the CCB for final rejection. Upon final rejection, the CR will be listed as 'Closed' on the CR log.

3.1.3 Evaluation. The CCBC will note any special expertise required to effectively evaluate a change request and identify the SME(s) that will be used to perform that evaluation.

3.1.3.1 The CR Log will be updated when the CR is sent to the SME(s) for evaluation and upon receipt back from the SME(s).

3.1.3.2 The CCBC will review the SME(s) evaluation and recommendation(s) for completeness.

3.1.4 Decision. Based on the recommendation of the SME(s), the CCBC may approve the CR, forward the CR to the CCB, or reject the CR.

3.1.4.1 If the CR is rejected for insufficient data, the submitter will be notified and will have 30 calendar days to provide the additional data. The CR will be listed as 'Pending' on the CR Log until the end of the period. The CR will then be listed as 'Interim Closed' and submitted to the CCB for final rejection. Upon final rejection, the CR will be listed as 'Closed' on the CR log.

3.1.4.2 If the CR data/details are verified by the SME(s), the CCBC will schedule a CCB meeting.

3.2 Optional Phase 1b

3.2.1 Justification and Cost Estimates. If additional funding is required, the OMO may assist in providing justification and cost estimates to the CCB for review.

3.2.2 Budget Decision. The cost estimates and justification will be reviewed by the CCB. The CCB can recommend/reject the cost estimates and justification, or they can send the request back for further analysis. If the CCB rejects the cost estimates and justification, the OMO will notify the requestor of the decision. Once notified, the submitter will have 30 calendar days to provide the additional data. The CR will be listed as 'Pending' on the CR Log until the end of the period. If no additional data is received at the end of the 30-day period, the CR will then be listed as 'Interim Closed' and submitted to the CCB for final rejection. Upon final rejection, the CR will be listed as 'Closed' on the CR log.

3.2.3 Recommendation. If the CCB recommends approval of the cost estimates and justification, the CR will be forwarded to affected user agencies for comment. User agencies will have 10 business days to respond. If there are comments of significant concern, the CCB will reconvene to discuss the comments and resolve them. Notification of the resolution will be provided to the commenting user agency/agencies.

3.2.4 Decision. If the CCB recommends approval of the cost estimates and justification, the CR will be forwarded to the UC for final recommendation for submission to the EC.

3.3 Phase 2

3.3.1 Presentation. The CCBC will present the CR to the EC at a regularly scheduled meeting, when possible. If there is no meeting scheduled, the CCBC can present the CR to the EC via email for approval/rejection. The EC can approve/reject the cost estimates and justification.

3.3.1.1 If the CR is rejected in whole, the submitter will be notified and will have 10 business days to appeal with additional justification. The CR will be listed as 'Pending' on the CR Log until the end of the period. The CR will then be listed as 'Interim Closed' and submitted to the CCB for final rejection. Upon final rejection, the CR will be listed as 'Closed' on the CR log.

3.3.1.2 If the CR is rejected for insufficient data, the submitter will be notified and will have 30 calendar days to provide the additional data. The CR will be listed as 'Pending' on the CR Log until the end of the period. If no additional data is received at the end of the 30-day period, the CR will then be listed as 'Interim Closed' and submitted to the CCB for final rejection. Upon final rejection, the CR will be listed as 'Closed' on the CR log.

3.3.1.3 If the EC rejects the CR after receipt of an appeal or any additional justification, the submitter will be notified and the CR will be listed as 'Closed' on the CR log.

3.3.2 Submit Implementation Plan. If the CR is approved by the EC, the responsible funding stakeholder(s) will complete a project implementation plan, which will be coordinated with the OMO and the SMO. The implementation plan will provide a roadmap on how the change will be implemented. It will include at a minimum: a list of all affected systems; expected downtimes for each system; and test and recovery plans; as appropriate. The submitter will be notified of the CR approval by the EC; no further notification to the submitter is required after this point.

3.3.3 Review Plan. The CCB will review the implementation plan. The point of this review is to identify any risks associated with the plan and determine if the risks are



acceptable. Also, a review of the test and recovery plans to ensure they are reasonable and attainable.

The CCB may approve/reject the plan. The CCB can reject the plan if the plan does not include sufficient controls to mitigate risks that could impact the ALMR System. The user agencies would be notified of any identified risks and asked for additional comment(s). User agencies will have 10 business days to respond. The funding stakeholder would submit a modified plan to the CCB for review/approval.

3.3.3.1 If the implementation plan is rejected in whole, the funding stakeholder(s) will be notified and will have 30 days to submit an updated implementation plan. The CR will be listed as 'Pending' on the CR Log until the end of the period. The CCB will reconvene to review the updated implementation plan.

3.3.3.2 If the implementation plan is rejected for insufficient data, the submitter will be notified and will have 10 business days to provide the additional data. The CR will be listed as 'Pending' on the CR Log until the end of the period.

3.3.4 Closeout CR. Once the CCB receives sufficient data from the funding stakeholder(s) to resolve the issue, the OMO will close the CR in the tracking data base. User agency/agencies will be notified of the implementation timeline

3.3.5 Implementation. The funding stakeholder(s) will implement the change according to the approved implementation plan. The OMO will provide oversight and will be included on status updates throughout the implementation.

3.3.6 Evaluate Change. The OMO will conduct a final evaluation of the change and complete a closeout report. The report will note whether the desired changes were achieved, and if any unintended changes occurred. If the CR did not achieve its goals, the responsible funding stakeholder(s) will provide recommendations to the OMO on how they wish to proceed.

4.0 Compliance

Compliance with the System Change Request Management Procedure is outlined in ALMR System Change Request Management Policy Memorandum 400-3.



ATTACHMENT A ALMR CHANGE REQUEST FORM AND INSTRUCTIONS



ALMR System Change Request (CR) Form

Change Request ID #
Change Request Current Status/Date

Please read the Change Request Procedure prior to completing this form.		
Section I - To be Completed by Originator		
1. Change Request Title:	Section IV - Approval Signature Blocks	
2. Originator Name:	3. Originator Contact Phone/Email:	4. Response Requested By:
5. Approving Authority <input type="checkbox"/> Executive Council <input type="checkbox"/> User Council <input type="checkbox"/> Operations Manager <input type="checkbox"/> Air Force <input type="checkbox"/> AML <input type="checkbox"/> Army <input type="checkbox"/> DOA <input type="checkbox"/> DOD <input type="checkbox"/> SOA <input type="checkbox"/> Vendor _____ (Specify)		
<small>(Check All Applicable Signature Blocks to be completed on Page 2)</small>		
6. Approving Authority Rationale:		
Section II - Technology/Site/System Change (TSSC)		
7. Request Description:		
8. Rationale for Change:		
9. Alternative Solutions:		
10. What is Needed to Implement this Change?		
11. Impact: Scope: Schedule: Cost: Quality: Security:		
12. Back Out Plan:		
13a. Evaluator Assigned: <small>(To be assigned by CCB Chair)</small>	13b. Evaluator Recommendation and Comments: <small>(To be completed by CR Evaluator)</small>	
Section III - Documentation Change (DC)		
14. Document Title and Version:	15. Other Documents Affected:	
16. Paragraph and Page Number Affected <small>(Attach Pertinent Pages When Possible):</small>		
17. Change Description (From/To):		
18. Rationale for Change:		
19. Impact: Scope: Schedule: Cost: Quality: Security:		
20a. Evaluator Assigned: <small>(To be assigned by CCB Chair)</small>	20b. Evaluator Recommendation and Comments: <small>(To be completed by CR Evaluator)</small>	



**Alaska Land Mobile Radio Communications System
System Change Request Management Procedure 400-3**



Alaska Land Mobile Radio

ALMR System Change Request (CR) Form

Change Request ID #
Change Request Current Status/Date

ALMR DOD Manager Approval: (Name/Date/Title/Signature)	Operations Manager Approval: (Name/Date/Title/Signature)
ALMR SOA Manager Approval: (Name/Date/Title/Signature)	Air Force Approval: (Name/Date/Title/Signature)
AML Approval: (Name/Date/Title/Signature)	Army Approval: (Name/Date/Title/Signature)
DOA Approval: (Name/Date/Title/Signature)	DOD Approval: (Name/Date/Title/Signature)
MOA Approval: (Name/Date/Title/Signature)	Vendor Approval: (Name/Date/Title/Signature)
Chairman, Change Control Board	Chairman, User Council Approval
Chairman Approval: (Name/Date/Signature)	Chairman Approval: (Name/Date/Signature)
Executive Council Approval: (All Signatures Required)	
DOD Rep: (Name/Date/Title/Signature)	Federal Non-DOD Rep: (Name/Date/Title/Signature)
SOA Rep: (Name/Date/Title/Signature)	
For internal Use Only	
Section V - CR Assignment/Recommendation/Comments	
21a. Modifier Assigned: (To be assigned by CCB Chair)	21b. Modifier Recommendation and Comments: (To be completed by CR Modifier)
22a. Verifier Assigned: (To be assigned by CCB Chair) To Change Status - Check Appropriate Box and Complete Info Requested	22b. Verifier Recommendation and Comments: (To be completed by CR Verifier)



Alaska Land Mobile Radio

ALMR System Change Request (CR) Form

Change Request ID #
Change Request Current Status/Date

For internal Use Only		Section VI - CR Status/Assignment/Recommendation	
Status	Date of Change to Status	User Name/Notes	
<input type="checkbox"/> Submitted			
<input type="checkbox"/> Tracked			
<input type="checkbox"/> Evaluated			
<input type="checkbox"/> Approved			
<input type="checkbox"/> Cancelled			
<input type="checkbox"/> Rejected			
<input type="checkbox"/> Change Made			
<input type="checkbox"/> Verified			
<input type="checkbox"/> Re-Approved			
<input type="checkbox"/> Closed			



Section 1 - To be Completed by Originator

1.1 Block 1: Change Request Title: Enter a brief phrase that indicates the specific subject of the change. Try to make the title unique to prevent confusion between CRs. (See Appendix for examples.)

NOTE: The Title may be changed by the Operations Manager or higher authority with notification to originator.

1.2 Block 2. Originator Name: Enter the name of the single point of contact (SPOC) who is requesting the change.

1.3 Block 3. Originator Contact Phone/Email: Enter a contact phone number (including area code) or an email for the SPOC who is requesting the change. This is provided for purposes of clarification or if further detail is required.

1.4 Block 4. Response Requested By: Date by which a response is needed. If this is an urgent CR, contact the ALMR Operations Manager at 907-334-2636.

1.5 Block 5. Approving Authority: Select the approving authorities that supervise/fund your participation in ALMR. Select multiples, if applicable.

1.6 Block 6. Approving Authority Rationale: The Executive Council must approve all System configuration changes.

Section II - For Technology/Site/System Changes

2.1 Block 7. Request Description: Provide a detailed description of what would be changed if the request is approved.

2.2 Block 8. Rationale for Change: Identify the problem. State the advantages to be gained if this change is approved, which authority has directed the change, and/or how the change will solve the problem. Discuss the change as both a positive (opportunity) and a negative (risk).

2.3 Block 9. Alternative Solutions: Identify the other options available and explain why they were not chosen.

2.4 Block 10. What is Needed to Implement this Change: Briefly discuss the activities/tasks that will be required to make this change.

2.5 Block 11. Impact: As applicable, state how the change will impact/who is responsible party: (**NOTE:** Agencies listed are examples only)

- Scope (O&M or specific projects/SMO & SOA)
- Schedule (ordering and duration of activities/tasks/SMO & SOA)
- Cost (Budget/SOA)
- Quality (standards and compliance/SMO & SOA)
- Security (SMO & SOA)

2.6 Block 12. Back-Out Plan: Document a back-out plan to use if the change procedure fails. This is a plan to restore the original status quickly. A simple back-out plan is required. There is no such thing as a trivial change.

2.7 Block 13a. Evaluator Assigned: Evaluator will be assigned by the Change Control Board Chairman.

2.8 Block 13b. Evaluator Recommendation and Comments: This will be completed by the Change Request Evaluator. Analyze the impact of the proposed change and recommend appropriate action(s).

Section III - For Documentation Change Only (Internal Use Only - to be completed by the OMO)

3.1 Block 14. Document Title and Version: Provide the Title and current version of the document in question.

3.2 Block 15. Other Documents Affected: Is the document the source for other documents? Is the document part of a series?

3.3 Block 16. Paragraph and Page Number affected: Enter the paragraph and page number or any other identifying characteristics.

3.4 Block 17. Change Description (From/To): State the current, and then the proposed, wording (or table, diagram, etc.).

NOTE: For most documentation changes, the following sections will not be utilized.

3.5 Block 18. Rationale for Change: Identify the problem. State the advantages to be gained if this change is approved, which authority has directed the change, and how the change will solve the problem.

3.6 Block 19. Impact: Describe the impact the change will have on any other documents, processes or procedures. As applicable, state how the change will impact:

- Scope
- Schedule
- Cost
- QualitySecurity

3.7 Block 20a. Evaluator Assigned: Evaluator will be assigned by the Change Control Board Chairman.

3.8 Block 20b. Evaluator Recommendation and Comments: This will be completed by the Change Request Evaluator. Analyze the impact of the proposed change and recommend appropriate action(s).



Section IV - Approval Signature Blocks (Internal Use Only - to be completed by the OMO)

4.1 Originator: Insert the required approval names, titles, and dates in the appropriate signature block, expanding to fit. E-mail the completed request to the approving authority.

4.2 Approving Authority: Review the requested change, sign and date. Forward the completed document via e-mail to the Documentation Specialist. To reject, forward the e-mail back to the originator with an explanation for the rejection.



Section V - CR Assignment/Recommendation/Comments (Internal Use Only - to be completed by the OMO)

5.1 Block 20a. Modifier Assigned: To be assigned by the Change Control Board Chairman.

5.2 Block 20b. Modifier Recommendations and Comments: Modifier makes changes to the work product.

5.3 Block 21a. Verifier Assigned: To be assigned by the Change Control Board Chairman.

5.4 Block 21b. Verifier Recommendation and Comments: Determine if the change was made correctly.



Section VI - CR Status/Recommendation/Comments (Internal Use Only - to be completed by the OMO)

6.1 Submitted: The Documentation Specialist checks the *Submitted* box and enters the date the CR was received.

6.2 Tracked. The Documentation Specialist checks the *Tracked* box after CR is reviewed for completeness, logged and forwarded to CCB Chair, when applicable.

6.3 Evaluated. The CCB Chairman assigns an Evaluator, when the scope of the change may affect the System performance. The Evaluator checks the *Evaluated* box after analyzing the CR and completing Blocks 12a and 12b. The Evaluator returns the CR to the CCB Chairman for approval.

6.4 Approved. The CCB Chairman reviews the recommendation by the Evaluator and *Approves/Cancel/Rejects* the CR, checking the appropriate box.

6.5 Change Made. The CCB Chairman assigns the work to a Modifier, if required, forwarding the CR. The Modifier executes the change, checks the *Change Made* box and completes Blocks 20a and 20b in Section V. The Modifier returns the CR back to the CCB Chairman who forwards the CR to the Verifier, if required.

NOTE: This step is not required on all CRs.

6.6 Verified. If the change cannot be confirmed, the Verifier forwards the CR back to the Modifier with instructions for correction. When executed properly, the Verifier confirms the change, checks the *Verified* box and completes Blocks 21a and 21b in Section V. The Verifier forwards the CR to the Documentation Specialist.

NOTE: This step is not required on all CRs.

6.7 Closed. The Documentation Specialist completes any remaining remarks and marks the CR *Closed* and notifies all parties to the CR. The Documentation Specialist files the closed CR and provides a copy to the submitter, if requested.



Appendix 1

The following are some examples of titles:

Original title	New and improved title
Move Radio Equipment – not specific enough	Move radio equipment from Delta Junction to Fort Greely
Change the installation of the Honolulu radio site from October 28,2005 to June 1, 2006 – too long	Reschedule Honolulu site installation date
Change SLA ALMR Network enterprise operations management section to include reference to MOA – too specific, too long	Change SLA Section 3.7 to include reference to MOA