

CAB agenda

Attendees: change manager (chair), one technical reviewer per in-scope area, service owner when the business will feel it.

Pre-read: all change records complete 24 hours before. Incomplete records roll to next week.

00:00 - 05:00 Look back

- Changes closed since last CAB: success, failed, rolled back
- Any incident caused by a change (link the incident record)
- One-line lesson per failure, with the action it produced

05:00 - 12:00 Look forward

For each Normal and High-risk change:

- What is changing, and what depends on it
- Risk score and why
- Window, and any conflict with another change or a business event
- Rollback plan and its duration
- Decision: approved / approved with conditions / rejected, and the reason

12:00 - 15:00 Governance

- Emergency changes raised since last CAB, and whether they were genuinely emergencies
- Upcoming blackout periods and freezes
- One process improvement in flight (template to create, step to automate)

Chair discipline

- CAB reviews risk. It does not design the change.
- If the plan is not ready, reject it. Do not workshop it in the meeting.
- Absent reviewer means no approval for that area.
- Every decision is written into the change record with its reason. That is the audit trail.