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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Sunni Bolt	Reviewing Unit:	Client Experience
Title:	CRM Tool Governance Standard		
Description:	This document is the operating standard for CRM Tool Governance.		

CRM Tool Governance Standard

1. General Statement of Purpose

1.1. The purpose of this document is to identify the governance for changes to the CRM Tool.

2. Scope

2.1. This document applies to all global changes to the look and functionality of the CRM Tool.

3. Discipline

3.1. Service Management Standards

4. Instructions

4.1. The CRM Tool Governance Committee holds monthly meetings to:

4.1.1. Review changes and enhancements.

4.1.1.1. Decide which changes/enhancements to implement.

4.1.1.2. Prioritize and schedule the changes/enhancements.

4.1.2. Determine a Release Schedule.

4.1.2.1. Regular releases will occur biweekly.

4.1.2.2. Emergency releases may occur in between regularly scheduled releases.

4.2. The CRM Tool Governance Committee is composed of each of the following representatives, nominated by their Executive Sponsor, or a delegate. Meetings require a simple majority quorum of the members or delegates to make decisions.

4.2.1. Service Desk Manager

4.2.2. Account Executive

4.2.3. Technical Account Manager (TAM)

4.2.4. Strategic Initiative Specialist

4.2.5. Service Quality representative

4.2.6. Project Management Office representative

4.2.7. Technology Services representative

4.2.8. Strategy representative

4.2.9. Public Safety & Defense representative

4.2.10. Security representative

4.2.11. Data Driven Services representative

4.2.12. Application Services representative

5. Roles and Responsibilities

5.1. CRM Tool Governance Committee

5.1.1. Reviews, approves and prioritizes changes made to the CRM Tool.

5.1.2. Oversees approved changes are made following the Change Management process.

6. References

6.1. 06.3.1 Change Management Process