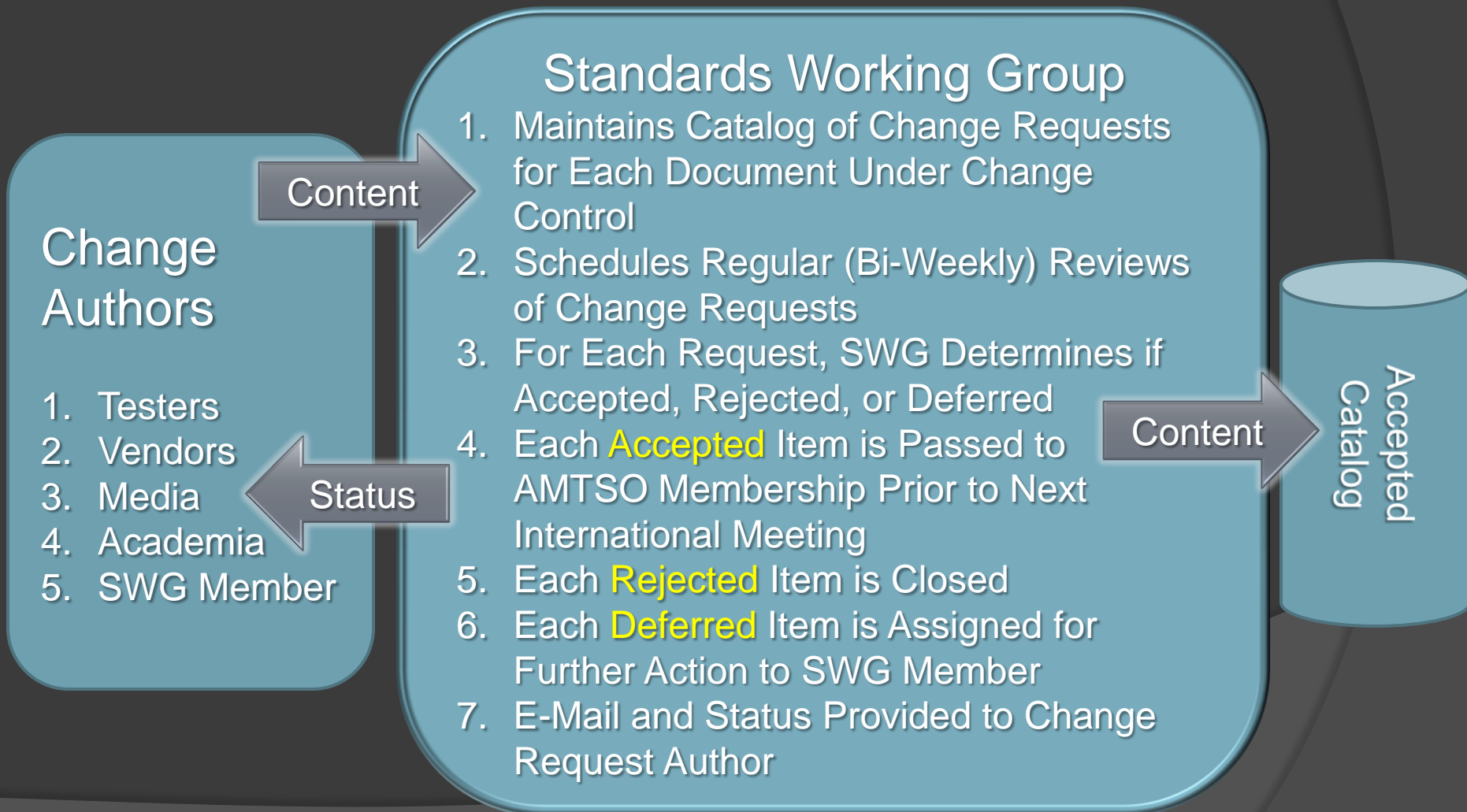


AMTSO Standards Work Group  
June 2017 – Version 1.0

# STANDARDS CHANGE PROCESS

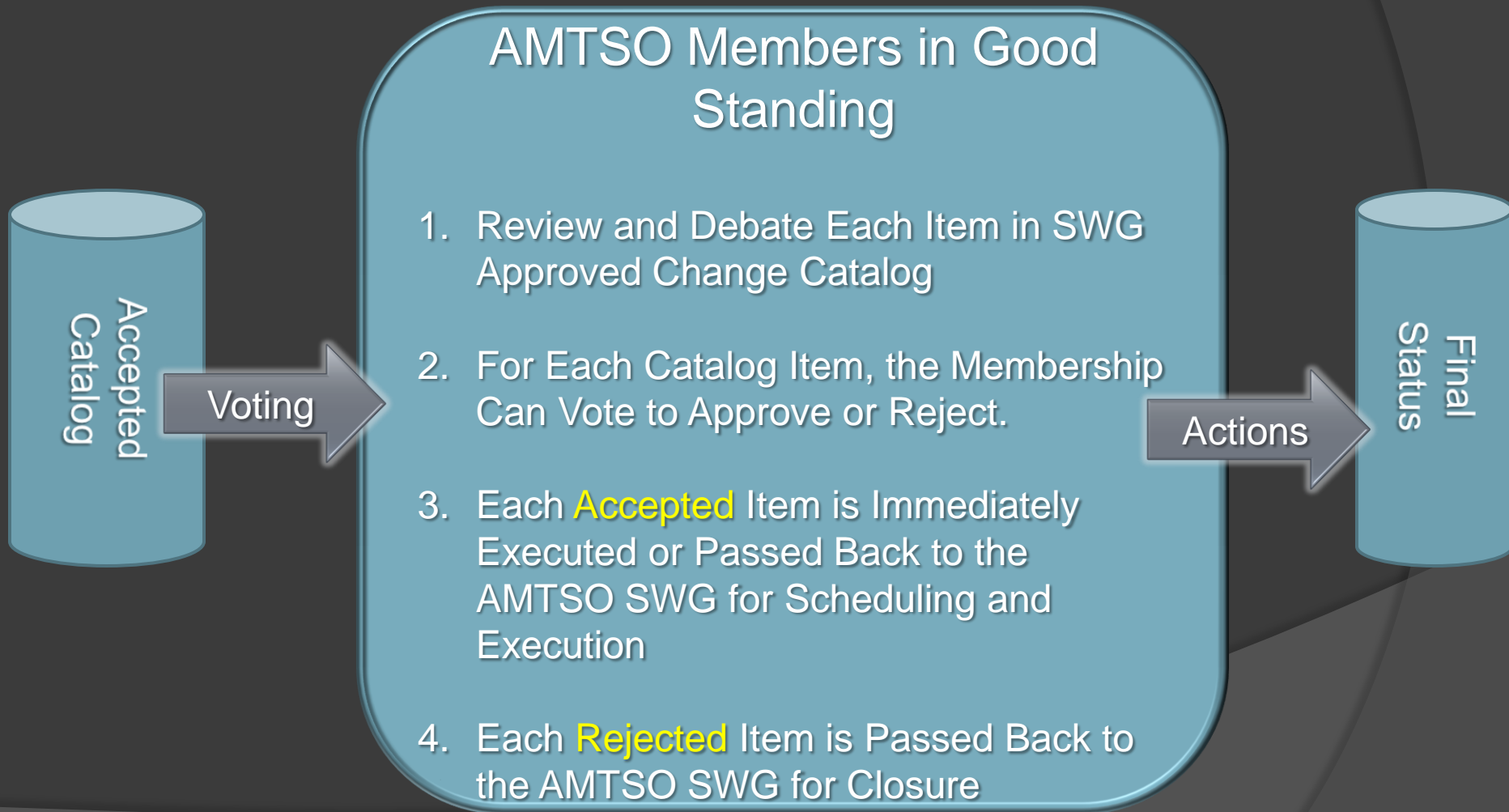
# Normal Operating Procedure

## Part 1 : Triaging Change Requests



# Normal Operating Procedure

## Part 2 : Membership Review



# Normal Operating Procedure

## Part 3 : SWG Execution

### Standards Working Group

1. Each Membership **Accepted** Item is Addressed with Schedule and Details Shared with Membership via Newsletter or Similar Updates
2. Each Membership **Rejected** Item is Closed
3. Revised Documentation, Procedures, or Executables are circulated to ATMSO Membership once completed.

Final  
Status

Actions

# Normal Operating Procedure Appealing a Rejected Change



Appeal

## Standards Working Group and AMTSO Board of Directors

1. An SWG Meeting is Schedule with Change Request Author to Present and Discuss the Rejected Item with Submitted
2. If agreement cannot be reached, the AMTSO Chief Operating Officer is required to bring the item to the AMTSO Board of Directors for a Final Decision.
3. All decisions of the AMTSO Board of Directors is considered final.
4. Whether Accepted or Rejected, the change request now follows the Triage Process with the designated state.

# Emergency Process Escalation Board of Directors Override

## Emergency Change

1. Business Impact
2. Client Impact
3. Media Feedback
4. Legal Concern

Content

Status

## Board of Directors

1. Change Request Presented by AMTSO Chief Operating Officer
2. Each **Accepted** Change is Immediately Approved and Activated
3. Item Remains Active (Up to Six Months, Time Between Meetings) Until Next Full Membership Vote for Permanent Acceptance
4. Each **Rejected** Change is Passed Back to SWG for Normal Operating Procedure Processing.
5. E-Mail and Status Provided to Change Request Author