

RELEASE MANAGEMENT

Release Management's goal is to protect the live environment.

Release management controls the release of new configuration items into that environment.

This can apply to software and hardware.

The process is more than creating a new version or update of a program. When a new release is needed there are various steps to follow. Gathering the requirements and gathering the dependencies with the existing components must be checked out in advance. After that a new version can be built, tested and the release can be prepared. Finally the release that is brought to the operations environment consists of a software file ready to be installed, complete with manuals. The company itself also saves the design and testing documents. A release rollback plan is also available on standby to safeguard against surprises during the release, or non-acceptance by the end users.



RELEASE MANAGEMENT

Mission Statement

Release management controls the release of new configuration items into that environment.

Development



Policy

Planning

Software/Hardware
Design

Testing



Build/Configure

Review

Acceptance

Roll Out planning

Release Training

Production



Deployment

Implement

Verify
Implementation

Release Management Overview

Release Management processing

Key activities are :

- Conduct release planning
- Coordinate design, building and configuring of releases
- Coordinate release acceptance
- Conduct rollout planning
- Coordinate release communications, preparations and training activities
- Coordinate distribution and installation of releases
- Provide management information about Release Management quality and operations



PRODUCING OPERABLE SOLUTIONS

- Number of implementations bypassing Change Management
- Number of implementations utilizing non-standard components
- Number of implementations utilizing non-licensed components
- Number of implementations non-authorized
- Number of incidents caused by releases
- Number of failed Releases

CONTROLLING RELEASES INTO PRODUCTION

- Number of Releases implemented without a corresponding RFC
- Number of urgent releases
- Number of releases implemented but not adequately tested
- Number of releases implemented without operational assurance

Release Management (features)

- Ensure successful change
 - Minimize deployment risks
 - Reduce operating costs
 - Ensure regulatory compliance
 - Increase user satisfaction
 - Accelerate application development
 - Reduce deployment time
 - Improve communication
 - Provide faster responses to business requests
- Track and monitor **Requests for Enhancements**
 - **Built-in Service and Incident Bug Tracking**
 - Define roles and responsibilities of activity owners
 - Perform necessary testing, user validation and sign-off
 - Define and document resource requirements and task scheduling
 - Trigger actionable notifications automatically according to predefined rules

SOFTWARE FOR BETTER BUSINESS

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