## RELEASE AND DEPLOYMENT MANAGEMENT PROCESS

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### Table of contents

1. PURPOSE, SCOPE AND USERS ......................................................................................................................... 3
2. REFERENCE DOCUMENTS ................................................................................................................................. 3
3. POLICY ............................................................................................................................................................ 3
   3.1 RELEASE UNIT AND RELEASE PACKAGE ........................................................................................................... 3
   3.2 DEPLOYMENT OPTIONS ..................................................................................................................................... 4
   3.3 CUSTOMER POLICY ......................................................................................................................................... 4
4. PROCESS ............................................................................................................................................................ 4
   4.1 RELEASE AND DEPLOYMENT PLANNING ............................................................................................................. 6
   4.2 RELEASE BUILD AND TEST ................................................................................................................................ 7
   4.3 DEPLOYMENT .................................................................................................................................................... 8
   4.4 REVIEW AND CLOSE ....................................................................................................................................... 11
   4.5 EMERGENCY RELEASE .................................................................................................................................... 11
5. ROLES AND RESPONSIBILITIES .......................................................................................................................... 11
   5.1 RELEASE AND DEPLOYMENT MANAGER ........................................................................................................... 11
   5.2 RELEASE PACKAGING AND BUILD PRACTITIONER ............................................................................................ 12
   5.3 DEPLOYMENT PRACTITIONER .......................................................................................................................... 12
6. MEASUREMENT AND METRICS ............................................................................................................................ 12
   6.1 MEASUREMENT ............................................................................................................................................... 12
   6.2 METRICS ......................................................................................................................................................... 13
   6.3 CRITICAL SUCCESS FACTORS (CSF) AND KEY PERFORMANCE INDICATORS (KPI) ............................................ 13
7. MANAGING RECORDS KEPT ON THE BASIS OF THIS DOCUMENT ........................................................................... 13
8. VALIDITY AND DOCUMENT MANAGEMENT ..................................................................................................... 13
9. APPENDICES ...................................................................................................................................................... 14
1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Release and Deployment Management process.

This document is applied to the entire IT Service Management (ITSM) organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. Reference documents

- Service Validation and Testing Process
- Incident Management Process
- Problem Management Process
- Change Management Process
- Service Asset and Configuration Management Process
- Financial Management Process
- Design Coordination Process
- Service Level Management Process
- ISO/IEC 20000-1:2011, clauses 5.3.a); 5.3.b); 5.3.k); 9.3.

3. Policy

The purpose of the Release and Deployment Management process (hereafter referred to as “RDM”) is to plan, schedule and control release building, testing and deployment, as well as delivery of new or changed functionalities and services.

Objectives of RDM are:

- Define and agree on plans for release and deployment with customers and all other parties that are included:
  - Development department - [department name]
  - Suppliers - [supplier names]
- Create and test release packages
- Deploy release packages into the live environment
- Ensure that new or changed functionalities deliver expected functionalities
- Ensure that knowledge is transferred to operational functions so that they are capable of providing support in agreed service levels
- Ensure that knowledge is transferred to customers and users so that they can better utilize services

3.1 Release unit and release package
A release unit is a part of a service or infrastructure that is released as a single entity.

A release package is a set of Configuration Items (CIs), i.e. one or more release units that will be built, tested and deployed together as a single release.

[role description] is responsible to define release units and release packages with every customer for every provided service.

### 3.2 Deployment options

[role description] is responsible to define release deployment options with the customer and ensure that they are entered into the Customer Release Policy (see Customer Release and Deployment Policy in Appendix). Deployment options include deployment method, frequency and type of releases.

[Release and Deployment Manager] ensures that releases follow the exact build and test procedure prior to deployment.

### 3.3 Customer policy

[organization name] uses the release policy for every customer (see Customer Release and Deployment Policy in Appendix). [role description] is responsible to define such policy.

### 4. Process
4.1. Release and deployment planning

4.1.1. Release and deployment plans

[role description] is responsible to produce the release and deployment plan (see Release and Deployment Planning in Appendix) together with the customer for new or changed service and service component. Based on type of release, the release and deployment plan is coordinated and agreed with the customer. Management of the release and deployment plan is performed with the release and deployment manager. They are responsible for the release and deployment plan. Monitoring of the related operational activities is performed according to the release and deployment plan, which is updated based on feedback from the customer: change, known errors and problems which are being closed through release. [Change manager] is responsible to provide authorization.

4.1.2. Pass/fail criteria

[role description] is responsible to define pass and fail criteria for all authorization points. Pass and fail criteria are a constituent part of the release and deployment plan (see Release and Deployment Planning in Appendix).

4.1.3. Build and test planning

[role description] is responsible to establish and maintain a controlled test environment.

4.1.4. Planning release packaging and build

[role description] is responsible to establish mechanisms or procedures to:

- Build, copy, promote, distribute, audit, install and activate a release
- Manage software license, digital rights and intellectual property rights
- Train people and transfer knowledge

4.1.5. Preparation for release build and test

[role description] ensures that service design and release design match customer requirements. Mismatch is escalated to [role description].

4.1.6. Deployment planning

[role description] is responsible to carry out deployment planning activities, which include:

- Understanding what needs to be deployed and why
- Determining who the users will be
- Determining the test criteria
- Remediation plan – set of actions which are triggered if release turns out unsuccessful
- Acceptance criteria – acceptance criteria must and are agreed on with the customer

4.1.7. Logistics and delivery planning

[role description] ensures that logistic and delivery activities are carried out to:

- Deliver release units and required service components needed
- Ensure temporary equipment is in place

Comment [BV11]: ***OPTION*** Delete this if you are implementing ITIL but not ISO 20000.

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Comment [BV15]: These are examples of issues that need to be clarified prior to deployment. Adapt to your own situation, i.e., services.

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Comment [BV17]: e.g., Service Level Manager, Design Coordination Manager, etc.

Comment [BV18]: These are examples of issues that need to be clarified prior to deployment. Adapt to your own situation, i.e., services.

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4.1.8. Planning of pilots

[role description] is responsible to provide all resources that are needed for a pilot phase of the release.

4.1.9. Financial/commercial planning

[role description] is responsible to ensure that financial and commercial aspects of the release are checked before deployment.

4.2. Release build and test

4.2.1. Release and build documentation

[role description] is responsible for ensuring that the proposed release package is documented. This documentation includes (see Release and Deployment Planning in Annex):

- Description of roles and responsibilities
- Requirements and preconditions
- Technical information

4.2.2. Acquire and test input configuration items and components

[role description] is responsible to acquire configuration items and components needed for release. Include regarding quality of acquired components are validated by [role description] toward [role description].

4.2.3. Release packaging

[role description] ensures that:
- Release package is built in a controlled and reproducible way, as defined in the design of the service.
- Successful releases are baselined.
- All changes to the release package are managed through the Change Management process.

4.2.4. Build and manage test environments

[role description] ensures that the test environment and acceptance environment are established and maintained.

4.2.5. Service testing and pilots

[role description] appoints the Service Validation and Testing Manager to coordinate test activities.

[organization name] performs, within the scope of the release and build phase, the following tests:

1) Service release test—release is tested to check that service components can be installed, i.e. they integrate correctly and their release can be built, installed and tested in target, i.e. this environment.
2) **Service operation readiness test (SORT)** — the goal of such tests is that the new or changed services meet the requirements. The following tests are performed within the scope of SORT:

- Deployment readiness test – tests deployment processes and procedures
- Service Management test – tests the service performance can be measured and reported once in a live environment
- Service operation test – ensures that service teams will be able to operate the service in a live environment
- Service incident test – to ensure that the new or changed service delivers the required service levels
- User test – to ensure that users can access and use the new or changed service
- Service provider interface test – ensures that interfaces to the service are working as required.

3) **Acceptance tests** – test is organized and performed together with the customer. Responsibilities from the [organization name] side and the customer responsible who are responsible for acceptance test and configuration management (Release and Deployment Planning, see Appendix J) joint effort in managing and resolve any discrepancies between defined acceptance criteria and test results.

4) **Remediation plan test** – tests the remediation plan

4.2.6. **Service rehearsal**

Service rehearsal is a simulation of the service usage in an environment which is as similar as possible to the live environment. Service rehearsal lasts for one day. [role description] is responsible to:

- Prepare the rehearsal
- Deliver the rehearsal
- document and check the results
- Take actions following the rehearsal

4.2.7. **Pilots**

Pilots are tests of the release in a live environment, but on a smaller scale, with the aim being to fix the last / smallest details before delivering the service. [role description] is responsible for:

- Organizing the pilot from a subject matter point of view, as well as on an organizational point of view
- Checking the results of the pilot and comparing them with service design and service level requirements
- Evaluating and reporting on the results of the pilot
- Defining and agreeing with [role description] regarding sign-off criteria
- Identifying the coordinator for all design changes and improvements that will be defined during the pilot
- Preparing recovery procedures

4.3. **Deployment**

4.3.1. **Plan and prepare for deployment**
Planning for deployment prepares the organization and people for change. Therefore, [role description] ensures that:

- A detailed implementation plan is developed, which includes:
  - Risk mitigation
  - Transition planning, upgrade, conversion, disposal and retirement plan
  - Logistics and delivery – delivery of service assets and components needed for deployment
  - Managing processes, procedures and knowledge for deployment to be successful
  - Continued or improved operation by end users (e.g., training, support, groups) on how to use, operate and manage new or changed services
  - Communication plan – about upcoming changes, toward all people involved in deployment and usage of the new or changed services
  - Information sharing on outcomes, issues, and feedback from stakeholders with support team to inform them about every stage performed and finished during deployment

- Readiness of target group to deploy release is assessed on the following aspects:
  - Financial aspects and assets – if enough working capital is provided and if new or changed licenses and digital rights are established
  - Legal aspects, e.g., compliance, data protection, intellectual property, etc., providing existing services that would affect deployment of release package, current service structure, interfaces and dynamics
  - Organizational readiness – availability of required roles, resources and skills and respective gap analysis, as well as training needs, motivation and readiness of users, customers, service provider staff and suppliers
  - Access: financial, data, application, access to needed data
  - Knowledge – knowledge of users and support staff in using applications
  - Infrastructure and facilities – health and safety/security aspects, access restrictions, if required space and capacity requirements, network addresses and or conditioning requirements

4.3.2. Perform transfer, deployment and retirement

[role description] is responsible for ensuring that the following activities are performed:

- Change/Transfer of financial assets – change in charging, renewal or purchase of licenses, purchase or change in financial aspect of maintenance costs

Activities include:
- Organizational structure finalization, including roles and responsibilities
- Ensure that people adapt to and adopt new solutions

- Deploy processes and materials – processes are deployed together with associated materials, policies, procedures, training materials and organizational structure
- Deployed service management activities, new or altered processes, systems or tools are deployed to service provider team for service management activities.
• Transfer service – review service performance and role, audit service assets and contracts, but also validate service agreements to ensure adherence to requirements.

• Deploy service – deploy new or changed services. A special case of deployment is decommissioning and retirement of the service.
  o Decommissioning and service retirement – decommissioning and retiring a service
    represents another important activity. It is usually after decommissioning, security, confidentiality, training and customer support requirements. [role description] provides information for how long data and
    information are stored in the systems/it systems and how to properly put them on disposal to the business.
  o Remove redundant assets – [role description] is responsible for ensuring that assets
    of retired services are removed and identified, as well as that redundant assets are
    responsible for removing redundant data, information and records.

• The integrity of hardware, software and other service components are maintained during
  deployment of the release

• Success of deployment is

4.3.3. Verify deployment

After deployment is completed, [role description]’s responsibility is to verify that all users, service
operators, staff and other affected persons are capable of using the service. Verification checks that:

• Service and service assets are in place.
• Documentation is updated
• Communication materials are ready to be distributed
• Roles are assigned
• People are ready to operate and use the new or changed service
• Measurement systems are in place

[role description] is responsible to gather feedback from users, i.e. customers, and process any issues
that occurred during and as a result of deployment.

In case of unsuccessful deployment, [role description] is responsible to start the remediation plan,
which includes leaning out of the business on initial deployment, investigating the reason for failure
and agreeing with customer actions to be taken.

4.3.4. Early live support (ELS)

Transition of a service ends with the ELS phase. During that phase, deployment staff helps to resolve
operational and support issues, implements improvements and resolves problems to help stabilize the
service.

[role description] is responsible to:

• Coordinate documentation
• Coordinate activities with operational functions: Service Desk, IT Operations
• Ensure that exit criteria is defined and up to date
• Ensure that documentation and knowledge base are updated
• ELS ends when exit criteria are achieved

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Comment [BV39]: This is an example. This can be any other function which
performs operational activities, e.g. staff that carries out incident management activities.
4.4. Review and close

[role description] is responsible for ensuring that deployment is reviewed. Review includes the following activities:

- Customer experience is captured
- Check whether all changes are implemented
- Review of business performance and that there are no unsolicited performance issues
- Check whether all redundant assets have been removed
- Incidents that are created within one month after deployment are analyzed

[Change Manager] is responsible for post-implementation review and to create the post-implementation report. [Request for Change and Change Request] distributes the implementation report to [Change Advisory Board], Incident Manager and Request Fulfillment Manager. Based on the proposals from these groups, the [Change Manager] distributes plans for deployment and define improvement opportunities within the scope of the change review meeting.

4.5. Emergency release

[role description] is responsible to manage emergency releases. Emergency releases are handled as follows:

- [Release and Deployment Manager] appoints emergency release teams for the customer and service.
- Release and Deployment Manager communicates with Change Manager and interfaces to emergency change by following the emergency change decision criteria. Procedure and schedule.
- Emergency release team includes the following members:
  - Release and Deployment Manager
  - [Change Manager]
  - [...] 
- Emergency release team is responsible for:
  - Developing release plan
    - Developing deployment plan
    - Preparing communication plan for users and suppliers
  - Preparing deployment and remediation plan
  - Building releases
  - Deploying releases
  - Conducting post-implementation review and reporting to [Release and Deployment Manager]

5. Roles and responsibilities

5.1. Release and Deployment Manager
[role description] assigns the Release and Deployment Manager role.

Responsibilities of Release and Deployment Manager:

- Overall responsibility for carrying out activities within the scope of Release and Deployment Management
- Coordinates with other Service Management roles, particularly with the Change Management process, by:
  - informing Change Manager about release schedule,
  - analysis of change request’s impact on releases and respective deployment scenarios or failures of releases
- Responsible for reporting and managing information
- Manages work of RDM staff
- Manages and maintains RDM, as well as emergency release process and procedures
- Plans and coordinates resources needed to build, test and deploy each release
- Ensures that change authorization is given before any activity that requires one

5.2. Release packaging and build practitioner

[role description] assigns the Release packaging and build practitioner role.

Responsibilities of Release packaging and build practitioner include:

- Help to design release package
- Establish the final release configuration
- Build the release
- Test the release

5.3. Deployment practitioner

[role description] assigns the Deployment practitioner role.

Responsibilities of Deployment practitioner include:

- Help to plan the deployment
- Ensure all deployment activities have been authorised by Change Management
- Carry out deployment
- Coordinate release documentation and communication
- Provide feedback on deployment

6. Measurement and metrics

6.1. Measurement

[role description] is responsible to produce reports.

Reports are sent to the Service Level Manager on a monthly basis.

[role description] is responsible for ensuring that:

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Comment [BV51]:
Comment [BV52]: Example: Release and Deployment Manager, Continual Service Improvement Manager.
6.2. Metrics

Metrics reports are produced. **Metrics to be reported:**
- Number of releases
- Number of successful releases
- Number of releases which trigger remediation procedure

6.3. Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

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<th>Key Performance Indicator</th>
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<td>Number of times when remediation procedure was invoked</td>
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<td>Number of incidents incurred after release was deployed</td>
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8. Validity and document management
This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

9. Appendices

- Appendix 1: Release Planning template
- Appendix 2: Customer Release and Deployment Policy template

[job title]
[name]

[signature]

Comment [BV63]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV64]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.