

[Organization logo]

[Organization name]

Commented [20A1]: All fields in this document marked by square brackets [] must be filled in.

[CUSTOMER NAME] RELEASE AND DEPLOYMENT POLICY

Commented [20A2]: You need to develop a dedicated Release and Deployment Policy for each customer.

Insert customer's name here. The word "Customer" in document name should be replaced with customer's name.

Ensure that this policy forms an integral part of the customer's SLA either as one of the SLA's sections or as a stand-alone appendix of the SLA. Release and deployment policy can be made on a service basis as well.

Commented [20A3]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

Table of contents

1. PURPOSE, SCOPE AND USERS	3
2. REFERENCE DOCUMENTS	3
3. POLICY	3
3.1. RELEASE AND DEPLOYMENT MANAGER	3
3.2. RELEASE UNIT AND RELEASE PACKAGE	3
3.3. DEPLOYMENT OPTIONS	4
3.4. BUILD AND MANAGE TEST ENVIRONMENTS	5
3.5. SERVICE TESTING	5
3.6. PERFORM DEPLOYMENT	5
3.7. VERIFY DEPLOYMENT	6
3.8. EMERGENCY RELEASE	6
4. VALIDITY AND DOCUMENT MANAGEMENT.....	7
5. APPENDICES	7

1. Purpose, scope and users

The purpose of this policy is to ensure that releases provided by [organization name] for [customer name] are planned, built, tested and deployed through an established process.

Commented [20A4]: Please include the name of your company.

This policy applies to all [organization name] full-time, part-time, and contracted employees, vendors, and suppliers involved in release and deployment activities within [organization name].

Users of this document are employees of [IT service management organization] and [job title of customer representative].

2. Reference documents

- ISO/IEC 20000-1:2018, clause 8.5.3
- Release and Deployment Management Process
- Service Level Management Process
- Change Management Process

Commented [20A5]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.2_Service_Level_Management".

Commented [20A6]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.1_Change_Management".

3. Policy

3.1. Release and Deployment Manager

[Job title] is assigned the role of Release and Deployment Manager for [customer name].

Commented [20A7]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Responsibilities of the Release and Deployment Manager:

- Overall responsibility for carrying out activities within the scope of Release and Deployment Management for the [customer name]
- Responsible for reporting
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A8]:

Commented [20A9]:

3.2. Release unit and release package

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

[organization name]

A release package (referred to as a “release”) is a

The release package and its deployment is responsible to deliver value to our clients.

[Customer name] defines a release as follows:

Release Type	Frequency	Scope	Impact	Rollback	Approval
Major	Quarterly	Wide	High	Complex	High
Minor	Monthly	Medium	Medium	Simple	Medium
Emergency	As needed	Narrow	Low	Simple	Low

Commented [20A10]:

3.3. Deployment options

The release and deployment process and options are managed by:

- Release and Deployment Management
- Release and Deployment Management

Commented [20A11]:

Deployment options include

Commented [20A12]:

[Customer name] uses the following release types:

- Major release – a large number of new functionalities are implemented. Such a release replaces a number of minor and emergency releases.
- Minor release – includes functional enhancements that have emergency business requirements.
- Emergency release – includes emergency fixes or functional enhancements that have emergency business requirements.

Commented [20A13]: This is best practice. Adapt to your own needs. Responsibilities can be defined on a service level.

[Customer name] uses the following deployment methodologies:

- 1. [Redacted]
- 2. [Redacted]
- 3. [Redacted]

Deployment of releases are followed by the Deployment Plan entered in the Release and Deployment Management Plan.

The Release and Deployment Manager is responsible to agree with [customer name responsible] on acceptance criteria and enter them into the Release and Deployment Management Plan.

[Redacted]

3.4. Build and manage test environments

The Service Validation and Testing Manager is responsible for ensuring that the test environment and [Redacted]

3.5. Service testing

The Release and Deployment Manager is responsible for ensuring that acceptance criteria for the release are agreed upon with [customer name and/or any other interested party name] and documented in the Service Acceptance Criteria.

- 1. [Redacted]
- 2. [Redacted]

3.6. Perform deployment

The Deployment Practitioner is responsible for ensuring that the following activities are performed:

- Create and store a baseline of the affected CIs before the deployment
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A14]: [Redacted]

Commented [20A15]: [Redacted]

Commented [20A16]: Please consult the Service Design and Transition Process for a description of this role.

Commented [20A17]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.2_Service_Design_and_Transition".

Commented [20A18]: [Redacted]

Commented [20A19]: This is best practice; you can change it according to your company practices.

Commented [20A20]: Activities must be specified in deployment plan

Commented [20A21]: These are only recommendations; you can delete some or include additional elements according to your company practices.

3.7. Verify deployment

After deployment is completed, the Deployment Practitioner's responsibility is to verify that all users, service operations staff, and other affected persons are capable of using the service. Verification checks that:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A22]: You can delete some or include additional elements according to your company practices.

The Deployment Practitioner is responsible to gather feedback from users, i.e., customers, and process any issues that occur during and as a result of deployment,

In case of unsuccessful deployment, the Deployment Practitioner is responsible to start the remediation plan,

Commented [20A23]: [Redacted]

3.8. Emergency release

The Release and Deployment Manager is responsible to manage emergency releases. Emergency releases are handled as follows:

- [Redacted]
- [Redacted]
- [Redacted]
- Emergency release team is responsible to:
 - Develop release plan
 - Develop communication plan
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]

Commented [20A24]: [Redacted]

Commented [20A25]: Adapt to your own organization.

Commented [20A26]: Change if needed. This could be someone from the emergency release team.

Commented [20A27]: [Redacted]

Commented [20A28]: [Redacted]

Commented [20A29]: [Redacted]

[organization name]

4. 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.

Commented [20A30]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Commented [20A31]: This is only a recommendation; you can adjust the frequency according to your company practices.

5. Appendices

- Appendix 1 – Release and Deployment Plan

Confirmed by [customer name]

[Job title]

[Name]

[Signature]

[Job title]

[Name]

[Signature]

Commented [20A32]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.