

[Organization logo]

[Organization name]

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RELEASE AND DEPLOYMENT MANAGEMENT PROCESS

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

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Change history

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

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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 all processes and activities of the SMS organization.

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

Commented [20A3]: Please insert the name of your company.

2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4.e), 8.5.3
- Incident Management Process
- Service Request Management Process
- Problem Management Process
- Change Management Process
- Configuration Management Process
- Budgeting and Accounting for Services Process
- Service Design and Transition Process
- Service Level Management Process

Commented [20A4]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10_Resolution_Fulfilment_Processes/10.1_Incident_Management".

Commented [20A5]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10_Resolution_Fulfilment_Processes/10.2_Service_Request_Management".

Commented [20A6]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10_Resolution_Fulfilment_Processes/10.3_Problem_Management".

Commented [20A7]: 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".

Commented [20A8]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "06_Service_Portfolio_Processes/06.3_Configuration_Management".

Commented [20A9]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "08_Supply_Demand_Processes/08.1_Budgeting_and_Accounting_for_Services".

Commented [20A10]: 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 [20A11]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.2_Service_Level_Management".

3. Process overview

The purpose of the Release and Deployment Management Process (RDM) is

Objectives of the RDM are as follows:

- Define and agree on plans for release and deployment with customers and all other parties that are included:
-
-
-
-
-
-

Commented [20A12]: These are recommended objectives; you can include additional objectives or delete some according to your company practices.

3.1. Release unit and release package

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

The release packaging and build practitioner is responsible to define release units and release packages and ensure releases to production.

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3.2. Deployment options

The Release and Deployment Manager is responsible to define release deployment options with the customer and ensure that they are consistent with the Customer Release and Deployment Policy. Release and deployment options include deployment modes, frequency, coverage of releases.

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

3.3. Customer policy

The Release and Deployment Manager is responsible to define the Customer Release and Deployment Policy for each release.

4. Process activities

4.1. Release and deployment planning

4.1.1. Release and deployment plans

The Release and Deployment Manager is responsible to produce the Release and Deployment Plan together with the customer for every new or changed service and service components into the live environment

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and deployment of changes. Release and deployment of changes are handled through the Change Management Process.

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4.1.2. Deployment planning

The Release and Deployment Manager (in collaboration with the Planning and Design Coordination Manager) is responsible to carry out Deployment Planning, which includes:

- Identifying the release and deployment options for the release
- Ensuring the customer release and deployment options are consistent with the release

Commented [20A14]: Please consult the Service Design and Transition Process for a description of this role.

4.2. Release build and test

4.2.1. Release build

The release packaging and build practitioner ensures that:

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

Commented [20A15]: These are mandatory, so please don't delete any; you may include additional elements according to your company practices.

4.2.2. Build and manage test environments

The Service Validation and Testing Manager ensures that the test environment and acceptance environment are established and maintained.

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

4.2.2.1. Test environment

The Service Validation and Testing Manager ensures that:

Deployment verification is described on a customer basis in the Customer Release and Deployment Policy.

1. [Redacted]
2. [Redacted]

Commented [20A17]: These are only best practices; you can change them according to your company practices.

4.3. Deployment

4.3.1. Perform deployment

The Deployment Practitioner is responsible to perform deployment activities:

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

Commented [20A18]: [Redacted]

4.3.2. Verify deployment

Deployment verification is described on a customer basis in the Customer Release and Deployment Policy.

Commented [20A19]: These are mandatory, so please don't delete any; you may include additional elements according to your company practices.

[Redacted]

1. [Redacted]
2. [Redacted]

[organization name]

- [redacted]
- [redacted]
- [redacted]
- [redacted]

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.

[redacted]

Commented [20A20]: These are mandatory, so please don't delete any; you may include additional elements according to your company practices.

Commented [20A21]: [redacted]

4.4. Review and close

The Release and Deployment Manager is responsible for ensuring that deployment is reviewed. Review includes the following activities:

- Ensure that customer experience is captured
- Check whether all changes are implemented
- [redacted]
- [redacted]
- [redacted]

The Change Manager is responsible for the post-implementation review and to create a post-implementation report in the Request for Change and Change Record, [redacted] to assess the impact of Requests for Change on releases and plans for deployment and define improvement opportunities within the scope of the change review meeting.

Commented [20A22]: Change according to your own requirements.

Commented [20A23]: [redacted]

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4.5. Emergency release

[redacted]

5. Roles and responsibilities

5.1. Release and Deployment Manager

[Job title] assigns the Release and Deployment Manager role.

Responsibilities of the Release and Deployment Manager:

- [redacted]
- [redacted]

Commented [20A25]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

[organization name]

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

Commented [20A26]: These are only recommendations; you can delete some or include additional elements according to your company practices.

5.2. Release packaging and build practitioner

[Job title] assigns the release packaging and build practitioner role.

Commented [20A27]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Responsibilities of the release packaging and build practitioner include:

- Help to design release package
- Establish the final release configuration
- [Redacted]
- [Redacted]

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5.3. Deployment practitioner

[Job title] assigns the deployment practitioner role.

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Responsibilities of the deployment practitioner include:

- Help to plan the deployment
- Ensure all deployment activities have been authorized by Change Management
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A30]: These are only recommendations; you can delete some or include additional elements according to your company practices.

6. Measurement and reporting

The Release and Deployment Manager is responsible to:

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

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[organization name]

Release and Deployment Management Process ver [version] from [date]

7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Release Plan	[tool name]	Release and Deployment Manager	Release and Deployment Manager	Release plans are archived after post-implementation review.
Deployment Plan	[tool name]	Release and Deployment Manager	Release and Deployment Manager	Release plans are archived after post-implementation review.
Reports	[tool name]	Release and Deployment Manager	Release and Deployment Manager	Reports are kept for [3 years].

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Commented [20A38]: Change if needed.

Commented [20A39]: You can adapt the retention period according to your company practices.

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.

Commented [20A40]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

Commented [20A41]: This is only a recommendation; you can adjust the frequency according to your company practices.

9. Appendices

- Appendix 1 – Release and Deployment Plan
- Appendix 2 – Release and Deployment Policy

[Job title]

[Name]

[organization name]

[Redacted]

[Signature]

Commented [20A42]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.