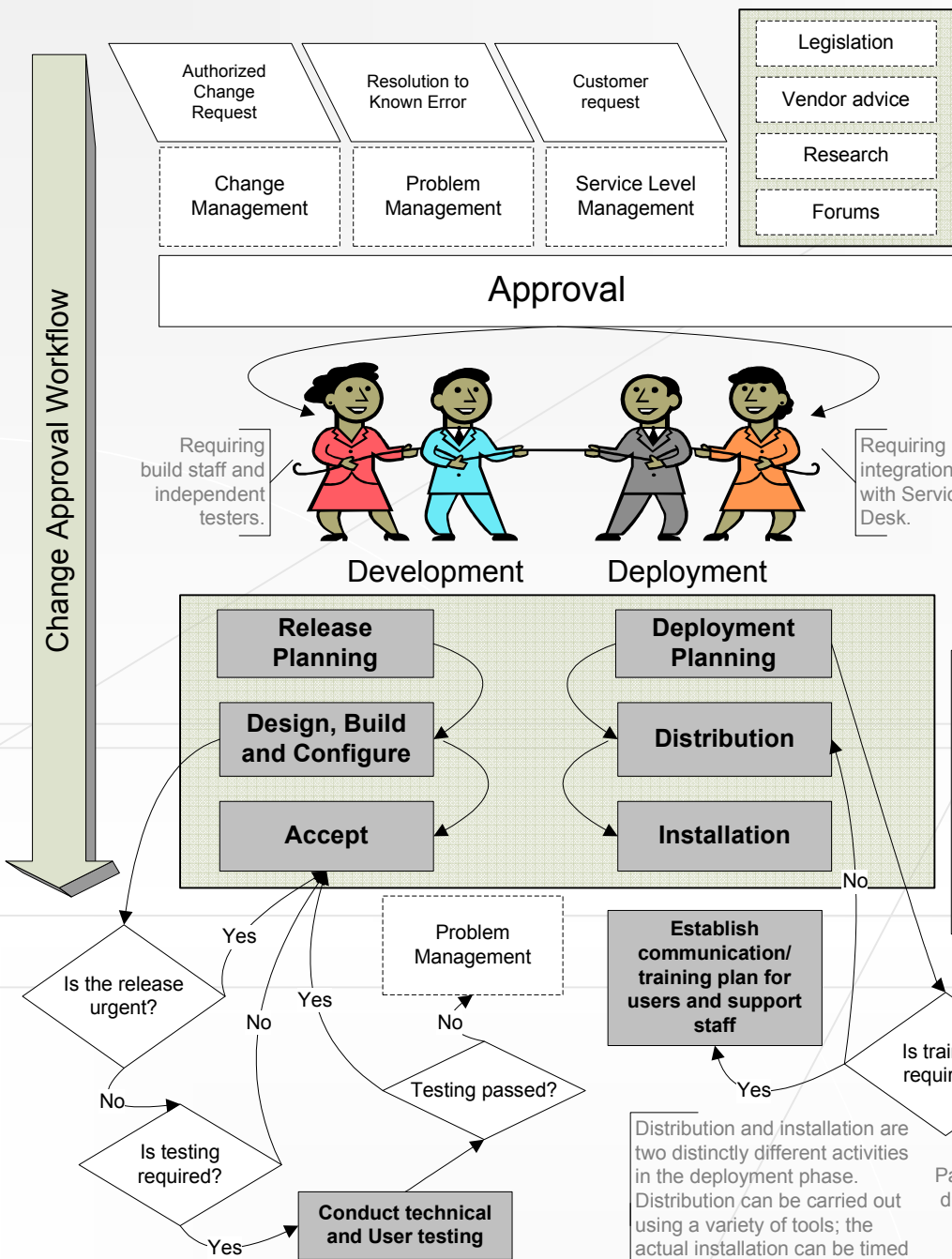


Release Management Process Flow

This flow chart has a specific process focus, but also indicates where other processes contribute.



There will always be a trigger for the Release Management process. The trigger for the activities can come from a variety of sources; however – Change Management would appear to be the most likely source of input

Measures or Key Performance Indicators for Release Management
 Number of releases
 % of back outs
 Number of license errors found
 Number of CMDB errors

The CMDB is the Configuration Management Database. It is the principle storage location for information on infrastructure items. It will include hardware and software (including license) information.

Why don't we back out?
 One of the great unknowns. Why, when a Release plan is developed and back out strategies established, are those back out strategies ignored when they should be enforced?
 The simple answer is **DISCIPLINE**. A lot of I.T. Professionals have a favorite saying; "...just two more minutes".
 The professional manager must ensure that when conditions of failure are met that the back-out plan is invoked.

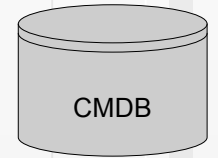
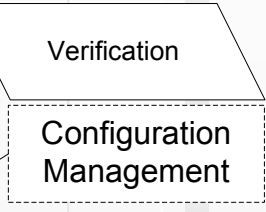
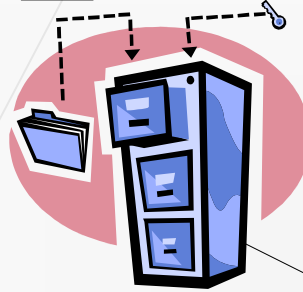
Training (and even communication) can be avoided on certain releases. The best example of this would be upgrades to virus protection files.

Distribution and installation are two distinctly different activities in the deployment phase. Distribution can be carried out using a variety of tools; the actual installation can be timed or triggered depending on a variety of factors (login counts, etc.)

Part of the final pre-distribution steps is the Verification activity – which is part of the Configuration Management process.

It is this activity that verifies what is to be released matches the pre-defined release plans.

The Definitive Software Library (DSL) and the Definitive Hardware Store (DHS) are storage locations for production systems and hardware spares respectively.

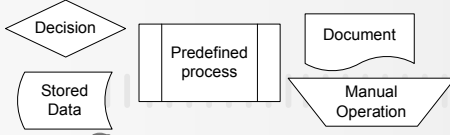


How much testing is enough?
 This is a question with no single answer. However, the answer may lie in understanding the three levels of release unit.
 A release can be a:
 1. **Delta Release:** only those items that have changed since the last release.
 2. **Package Release:** multiple changes
 3. **Full Release:** all components (including those components that have not been changed).



The question of integrating Project Management methodologies is a good one to ask in conjunction with Change and Release Management; where the work meets organizational Project guidelines. In fact, the processes provide a good connection from the production environment to the Project Management (development) environment.

Important note:
 Internationally recognized flowchart symbols are used when their use is unambiguous



This flow chart prepared by **The Art of Service** as a representative example. Errors and Omissions Excepted