

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

The Presentation Will Begin At 12PM EST



Change and Release – Related, but Not the Same

Change and Release Management have often been confused as the same things. In other situations, it has been thought there can be Changes without Releases, and Releases without Changes. In the ITIL process world, Change and Release are related, but not the same. Understand the relationships and success factors to position Change and Release in your organization.

Graham Furnis

Senior Consultant, B Wyze Solutions

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Change & Release: Related... but Not the Same

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So what's the Challenge?

“I see the ITIL generic process model, but how do I make this fit our organization?!”

“I’ve taken ITIL classes and read the books, but I still don’t know how to build my own process”?!

“How do I continue to evolve my processes”?!

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Agenda

- What are goals of Change and Release?
- What is a Change and Release?
- How are Change and Release related?
- Success Factors
- Wrap up

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Goals & Objectives

Change and Release Management

- *Respond to customer's changing business requirements*
- *Keep all systems running and restore any deviations*

Release



Change

- Protect the live environment
- Plan, build, test and deploy releases into production
 - Establish effective customer use of the service
 - Establish effective operation and support of the service
- Ensure each change delivers value
- Ensure each change causes minimal service disruption
- Ensure each change is completed in a controlled manner

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So What are we Managing?

- Release:
 - A collection of hardware, software, documentation, processes or other components ***implemented*** as one or more approved **Changes** to an IT Service



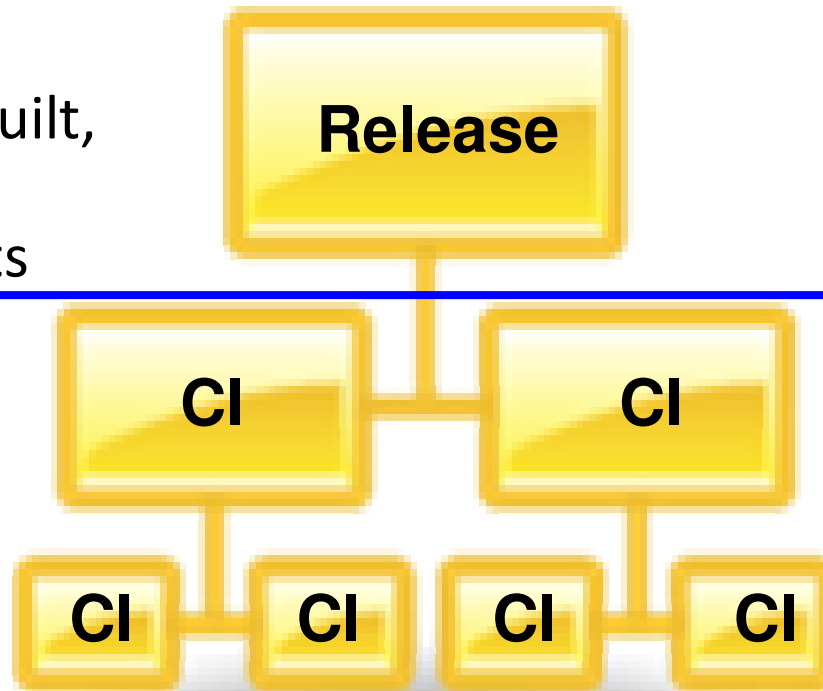
- 
- Change:
 - The ***monitored and controlled*** addition, modification or removal of an authorized service component

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Let's Look at that again...

- Release:
 - The overall collection of built, tested, authorized, and implemented components
- Change:
 - Authorization of each component



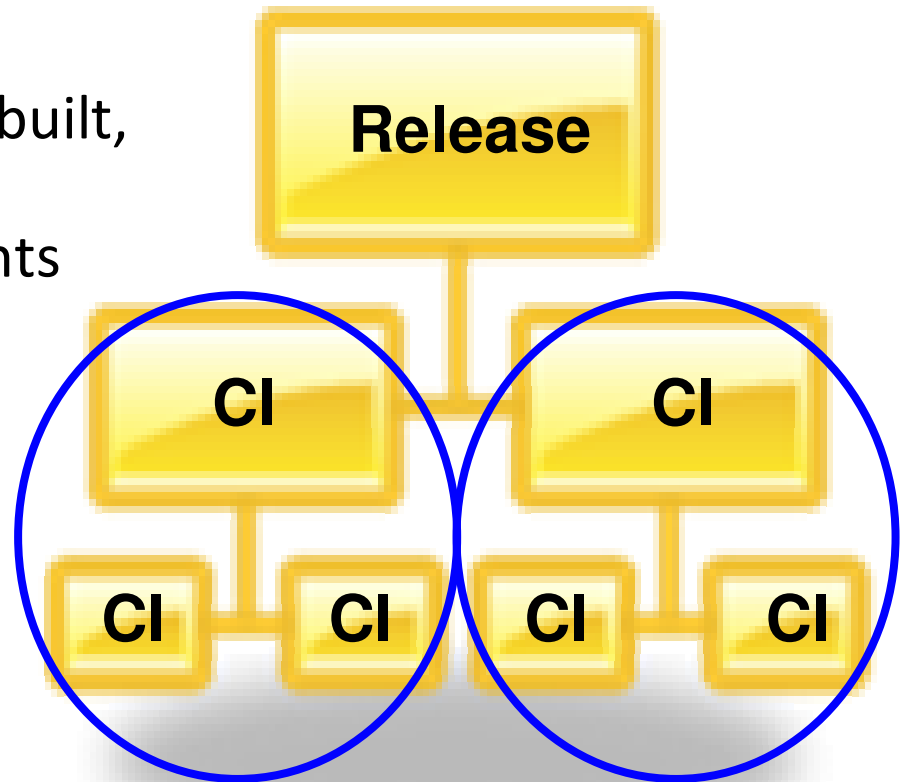
Note: Components are Configuration Items (CI)

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More About Release Definitions

- Release:
 - The overall collection of built, tested, authorized, and implemented components
- Release Package:
 - Collection of authorized components managed, tested, and deployed as a *single entity*



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Change and Release Flows

Release Management Process

1. Release Plans



2. Build / Acquire

3. Testing

4. Deployment Plans

5. Transfer / deploy / or retire

6. Early Life Support

7. Review and Close

Change Management Process

1. Record

2. Review

3. Assess and Evaluate

4. Authorize and Schedule

5. Coordinate Implementation

- Update plans
- Build or acquire
- Test and Validate
- Deploy and Implement

6. Review and Close

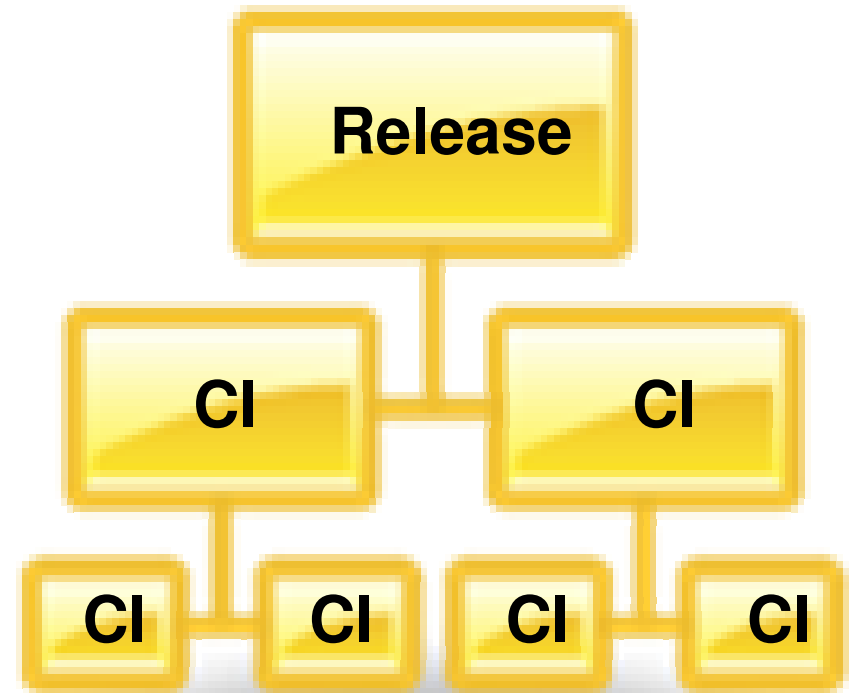
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Success Factor: Change, Release, and Configuration

Interconnected Processes

- **Configuration** will group and identify components as Configuration Items (CI's)
- Once identified, CI's are placed under **Change** Control
- Whenever CI's are changed, they must be properly managed and handled by **Release** Management, who raises changes for each one involved in a Release



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Success Factor: Project Management

Definition (from Wikipedia)

- The discipline of planning, organizing, securing and managing resources to bring about the successful completion of specific project goals and objectives
 - Temporary in nature
 - Focused at higher level than Release



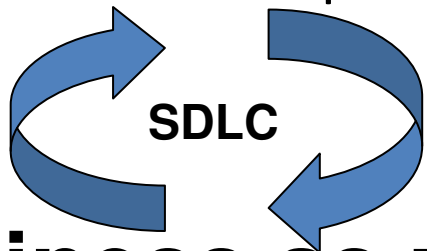
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Comparing Release and Project Management

- Release Management:

- Determine the Release of hardware and software
- Plan, build, test and deploy releases into production
- Handover and train both customer and operations



- business as usual -

- Project Management:

- Determine Project Charter & high level goals / objectives
- Determine project plan, budgets, and manage milestone targets
- Determine and complete user acceptance / sign off
- Determine and complete support acceptance / sign off

- the end -

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Success Factors

Service Level Management

- The Service is where business value is seen
- The Service is where Release Policies are agreed



Incident and Problem Management

- Critical to identify failures and defects related to the Release
- Track Known Errors detected during Testing



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Summary

- Release and Change Management are both required for a successful ITSM environment
 - You don't have a Release without Change
 - You don't have Change without a Release
- Three Transition processes are all related:
 - Configuration, Change, Release
- Combine with Project Management practices

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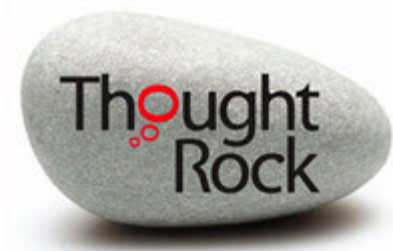
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Join Us For Lunch Every Tuesday At 12PM!

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Thank You!



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