Is Release Management Necessary?

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Release Management is often an after-thought to Change Management. Do we really need it? Why not implement a Change Management process and call it a day?! This presentation looks into the Release and Deployment Management process to uncover its position in the ITIL framework.
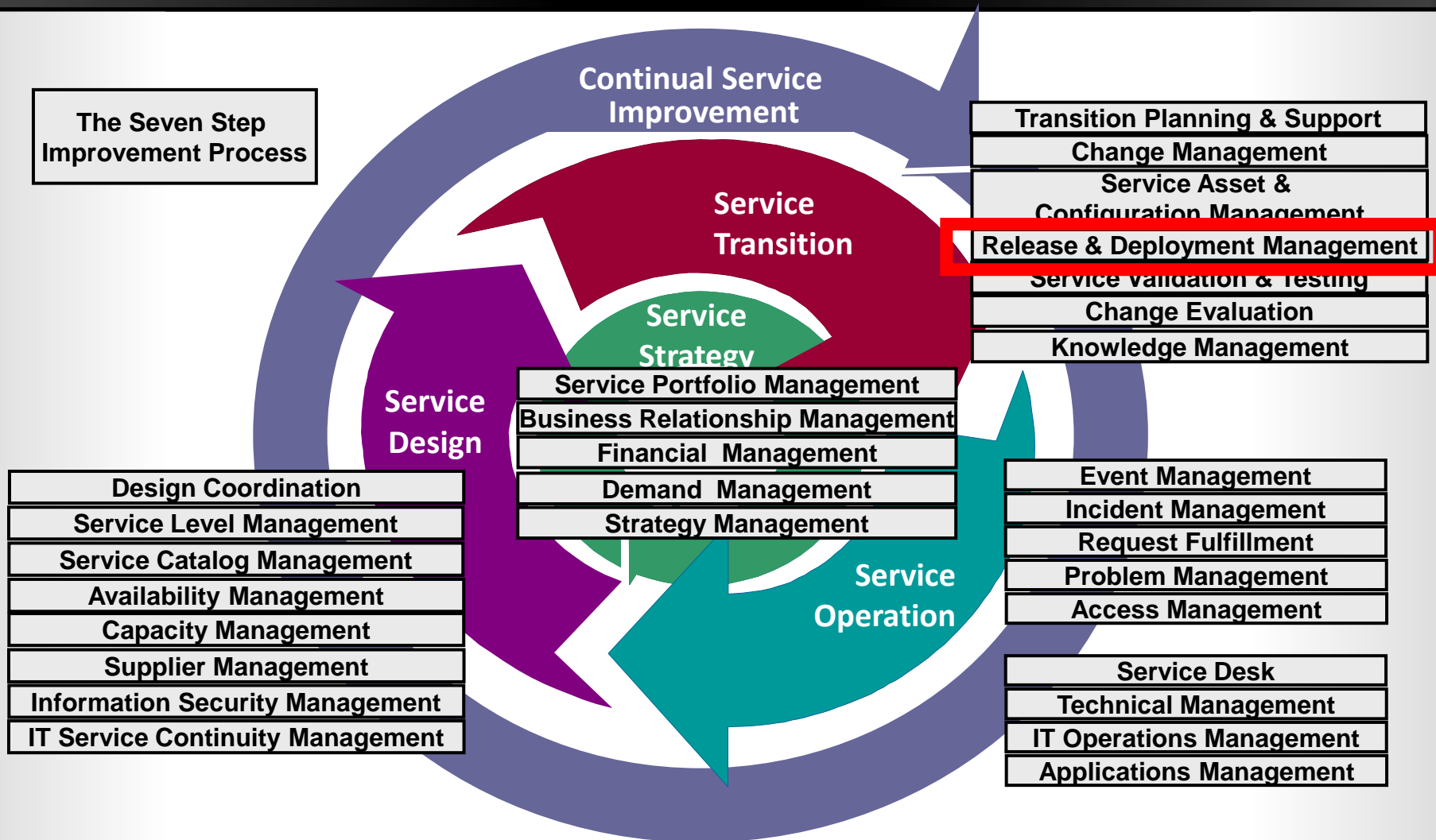
Key Learnings:

• Where does RADM fit into the ITIL Lifecycle?
• What is Release and Deployment Management (RADM)?
• How are Releases and Changes related?

Graham Furnis
Senior Consultant
Thought Rock

Service Lifecycle Review

The Seven Step Improvement Process

Continual Service Improvement

Service Transition

Service Strategy

Service Design

Service Operation

Transition Planning & Support
Change Management
Service Asset & Configuration Management
Release & Deployment Management
Service Validation & Testing
Change Evaluation
Knowledge Management

Service Portfolio Management
Business Relationship Management
Financial Management
Demand Management
Strategy Management

Design Coordination
Service Level Management
Service Catalog Management
Availability Management
Capacity Management
Supplier Management
Information Security Management
IT Service Continuity Management

Event Management
Incident Management
Request Fulfillment
Problem Management
Access Management

Service Desk
Technical Management
IT Operations Management
Applications Management

Goals & Objectives

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- *Respond to customers changing business requirements*
- *Keep all systems running and restore any deviations*

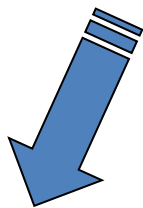**Release**   **Change**

- 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
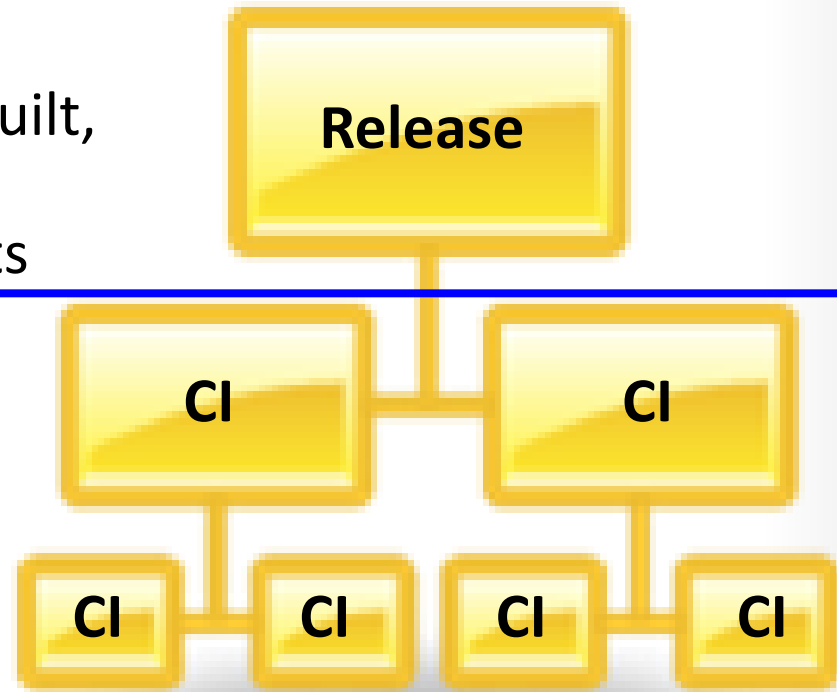
- Ensure each change is completed in a controlled manner

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

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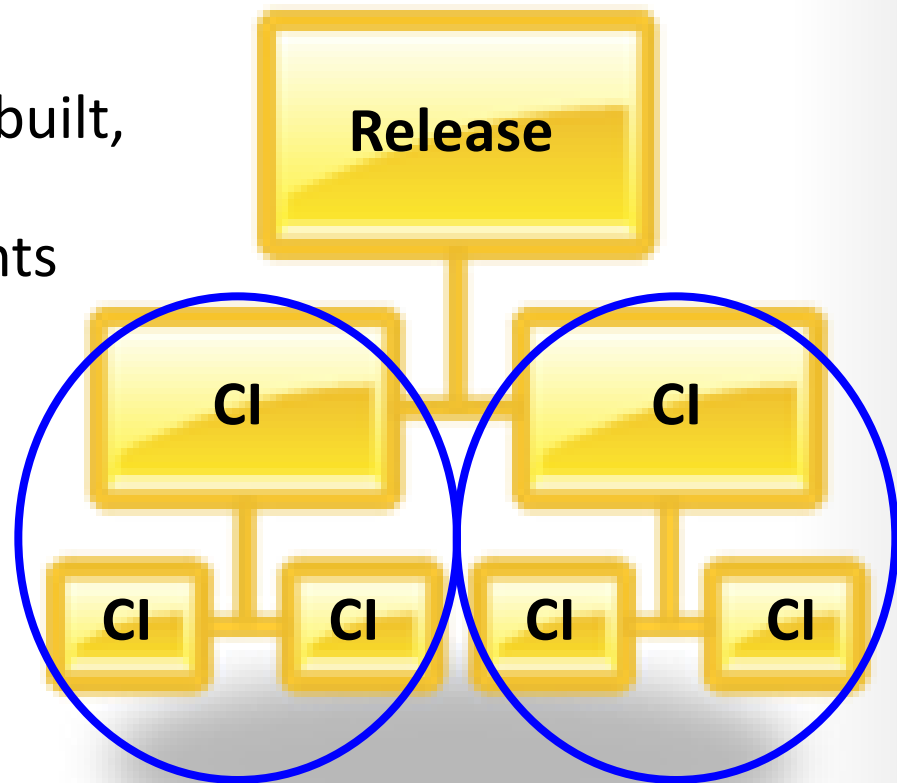 - The *monitored and controlled* addition, modification or removal of an authorized service component

- Release:
  - The overall collection of built, tested, authorized, and implemented components

- Change:
  - Authorization of each component

Release

CI   **CI**

CI   **CI**   **CI**   **CI**

Note: Components are Configuration Items (CI)

- 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*

Release

CI

CI

CI

CI

CI

CI

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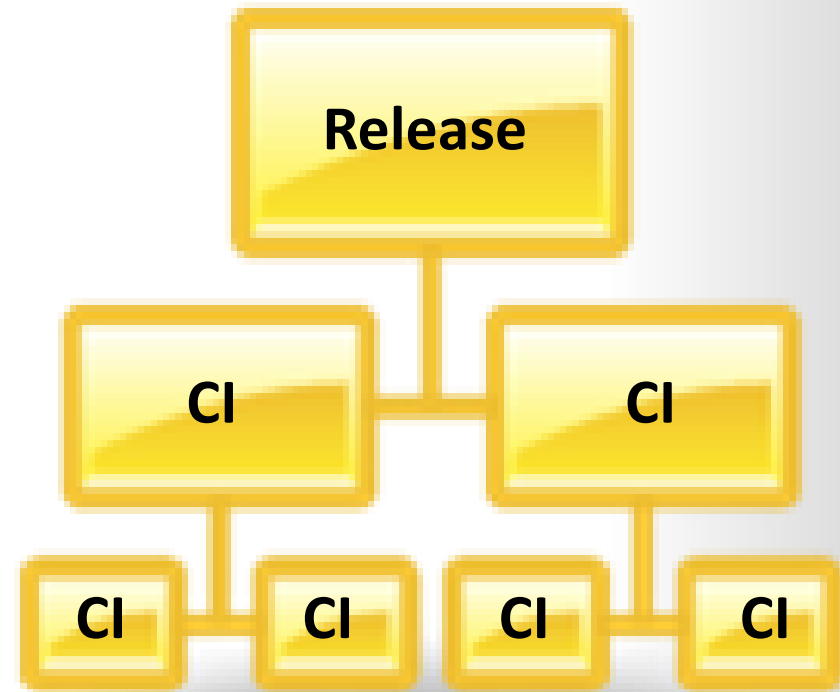   - **Update plans**
   - **Build or acquire**
   - **Test and Validate**
   - **Deploy and Implement**

6. **Review and Close**

Success Factors

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

Release

CI   CI

CI   CI   CI   CI

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

Questions? Comments?

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Thank You For Attending The Webcast!

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We'd Love To Hear From You!

Phone: 1.877.581.3942
Email: Info@ThoughtRock.com