Virtual Interest Group – Release Management
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Barriers to Release Management	Solutions to Release Management
• Common understanding, terms & definitions, languages	• Training: ITIL Awareness, V3 Certification for key individuals • Define terms and definitions, build into training and process roll out
• Expectations / Goals and objectives not shared or clear	• Start with a clear charter of what the process would deliver. Detailed roles/ process
• No integration with Change Management - Managers / Coordinators	• Integrate change and release managers on terms and processes • Outline the benefit of working together to make Change successful in their roles
• Pieces of applications that don't fall under ITIL processes / exceptions	• Track and coordinate exceptions to avoid issues
• People who need Release most don't necessarily follow or have time	• Inventory of current state and desired for Release and other processes
• Getting lead times to Release Management from Change in timely fashion • Don't get all the pieces defined coming from the Change process, last minute changes	• Documentation clearly defined and documented goals including process outcomes & reporting • Meet with Change Managers weekly, discuss integration & specific tickets
• Getting all parties to understand the value of the process	• Discipline on QA and Test reinforces need for process
• Projects tend to run behind, testing & training tend to get cut (time / budget)	• Preserve training budget by demonstration cost of not doing the training. Track release successes, problems etc.
• Funding / Support from management (Value / ROI demonstrate)	• Metrics around successful releases demonstrate ROI • Senior Management support • Strong communication message - start building forward calendar. This can be communication to customer.
• Project Management calls out Release requirements; PM's may act as release managers.	• Establish gating. Map to SDLC or PM Life Cycle