RELEASE AND DEPLOYMENT MANAGEMENT

ITIL Lifecycle Poster – Service Transition - Process Summary

NISSEN-ITSM

PURPOSE

To plan, schedule and control the build, test and deployment of releases, and to deliver new functionality required by the business while protecting the integrity of existing services.

TRIGGERS

- Release and deployment management starts with receipt of an authorized change to plan, build and test a production-ready release package.
- Deployment starts with receipt of an authorized change to deploy a release package to a target deployment group or environment, e.g. business unit, customer group and/or service unit.

KEY TERMS

RELEASE - One or more changes to an IT service that are built, tested and deployed together. A single release may include changes to hardware, software, documentation, processes and other components.

OUTPUTS

- New, changed or retired services
- Release and deployment plan
- Updates to change management for the release and deployment activities
- Service notification
- Notification to service catalogue management to update the service catalogue with the relevant information about the new or changed service
- New tested service capability and environment including SLA, other agreements and contracts, changed organization, competent and motivated people, established business and service management processes, installed applications, converted databases, technology infrastructure, products and facilities

INPUTS

- Authorized change
- Service design package (SDP) including:
  - Service charter
  - Service models
  - Service acceptance criteria
- IT service continuity plan and related business continuity plan
- Service management and operations plans and standards
- Technology and procurement standards and catalogues
- Acquired service assets and components and their documentation
- Build models and plans
- Environment requirements and specifications for build, test, release, training, disaster recovery, pilot and deployment
- Release policy and release design from service design
- Release and deployment models including template plans
- Exit and entry criteria for each stage of release and deployment management.

Release and Deployment Management

- Release and deployment planning
- Release build and test
- Deployment (transfer, deploy, retire)
- (Early-life support)
- Review and close

Release records

- Release plans
- Release policy
- Release package
- Remmediation plan
- Release and deployment models
- Acceptance criteria

- New or changed service management documentation
- SLA, underpinning OLAs and contracts
- New or changed service reports
- Tested continuity plans
- Complete and accurate configuration item list with an audit trail for the CIs in the release package and also the new or changed service and infrastructure configurations
- Updated service capacity plan aligned to the relevant business plans
- Baselined release package – checked in to DML and ready for future deployments
- Service transition reports