



Release Management – Assessment

Release Management helps to leverage Change and Configuration management processes to excel in operational use. The introduction of repeatable, documented grouping of changes into single releases can provide improved stability to service delivery and offer greater flexibility to deliver more business change.



CIHS Approach

The Information Technology Infrastructure Library (ITIL) discipline of Release Management protects the supporting infrastructure delivering the service to the business or customer. The aim of effective release management is to control and coordinate the release of software and hardware whilst minimising the impact against the live service.

The CIHS consultant aims to deliver the benefits of Release Management such as:

- **Improved success rate in the release of service supporting hardware and software**
- **Consistency of release process across platforms and infrastructure estate**
- **Improved risk assessment and management**
- **An ability to absorb a higher rate of Change to live systems**
- **Savings in support costs through consistent approach across locations and technologies**

Assessment Format

CIHS consultants run 'facilitated' workshops together with one-on-one and small group sessions to ensure that the organisational aims are understood and met and that Release Management operates within the context of a unified Service Management delivery.

If Configuration Management is part of the service management scope then the synchronisation between Release, Change and the associated Configuration Items will also be considered.

The elements that make up the Release process and procedures, once agreed in the workshop, allow the detailed design phase to be fully defined. The way in which the workshop and analysis is delivered is designed to be flexible so it can be tailored to a business's individual needs.

Deliverables

This initial workshop & analysis phase will take 6 days and will provide a full report, covering the elements listed that will be the starting point for the detailed design.

Assessment

Analysis of the Current Situation

- Review current release management (if any)
- Review current authorisation matrix
- Review current KPIs
- What teams/departments does Release cover

What is Release Management

- Scope of Release Management
- Impact of Release Management across teams
- Release types and categories
- Release Authorisers and Release Advisory Boards
- KPIs for Release
- Impact assessments and how they work
- Successful Release measurable criteria
- Release and the configuration management database
- Release and Change Management
- Release and its relationship to Project Management (where appropriate)

Benefits of Release Management

- Value to organisation
- Value to IT teams and individuals
- Reduction in incidents and problems
- Improved control over live infrastructure
- Accurate management of the configuration management database
- Increased number of Releases completed successfully

Define Success Criteria

- A senior manager - to provide guidance, identify resources and approve the approach, deliverables and timescales
- Access to the organisations expertise in establishing/developing the Release process to ensure their 'buy-in' of following this process/procedures
- Time to be made available for staff to attending training and awareness sessions

Training Analysis

- Skillset assessment
- Training gap analysis
- Business communication assessment

Management Information

- Define the KPIs required
- Determine what outputs/reporting is required
- Distinguish Releases and service requests in KPI's

