

ICL Pathway

Release Management Processes

Ref: CS/PRD/086

Version: 1.0

Date: 26/01/01

COMPANY IN CONFIDENCE

Document Title: Release Management Processes

Document Type: Process Definition

Release: Version 1

Abstract: This document contains Release Management Process definitions. Six high level processes have been identified. One of these, Release Management, has been further developed to another level of detail.

Document Status: APPROVED

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0.0 Document Control

0.1 Document History

| Version No. | Date | Reason for Issue | Associated CP/PinICL No. |
|-------------|----------|--|--------------------------|
| 0.1 | 05/01/01 | First draft of Release Management Processes | |
| 1. | 26/01/01 | Approved Version of Release Management Processes | |

0.2 Approval Authorities

| Name | Position | Signature | Date |
|--------------|--------------------------|-----------|------|
| Peter Burden | Support Services Manager | | |

0.3 Associated Documents

| Reference | Version | Date | Title | Source |
|------------|---------|----------|---|-----------------------|
| CS/QMS/002 | 0.1 | 27/11/00 | ICL Pathway Customer Services Process Manual | CS ICL Pathway |
| CS/WKI/023 | 0.1 | 07/06/00 | Guidelines for Managing Major Releases | CS Release Management |
| DE/PRO/003 | 1 | 20/10/00 | ICL Pathway Development Directorate Processes | Development |

0.4 Abbreviations/Definitions

| Abbreviation | Definition |
|--------------|---|
| PON | Post Office Counters |
| CP | Change Proposal |
| PinICL | System for logging and tracking changes |
| TDA | Technical Design Authority |
| CCB | Change Control Board |
| CSRM | Customer Services Release Management |
| CS | Customer Services |
| B & TC | Business and Technical Consistency |
| OTT | Operational Test Team |

| | |
|-----|----------------------------------|
| SMC | Service Management Centre |
| SSC | Systems Support Centre |
| ISD | Infrastructure Services Division |

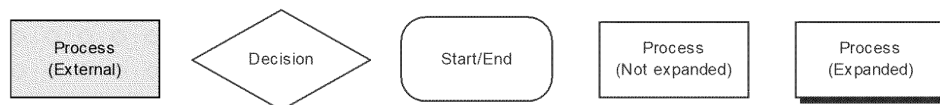
0.5 Changes in this Version

| Version | Changes |
|---------|--|
| 1.0 | Added definitions of symbols used in the text. |

0.6 Changes Expected

| Changes |
|---|
| Updates from several sources who are impacted by the processes in this document |
| |

0 Definition of Symbols



Each process box is numbered sequentially within the same level. Each level is displayed on a separate page. Each page contains a complete process. Where there has been a need to expand a process to a lower level of detail, this is shown as a shadowed box. The numbers on these process boxes are preceded by the Parent Number, for example, process box 1., if expanded, will contain boxes labelled with the sequence 1.1., 1.2., 1.3., etc. If the same box appears on the same page twice, it will have the word *DUPLICATE* written on it.

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1 Introduction

As part of Customer Services, the Support Services Management has responsibility for ensuring that the change control mechanism for releasing software into the client's (PON) live environment is carried out in a professional manner.

This document sets out the Release Management Processes that are in place in order to support the smooth and efficient migration of software from inception to installation in the live customer environment.

2 Scope

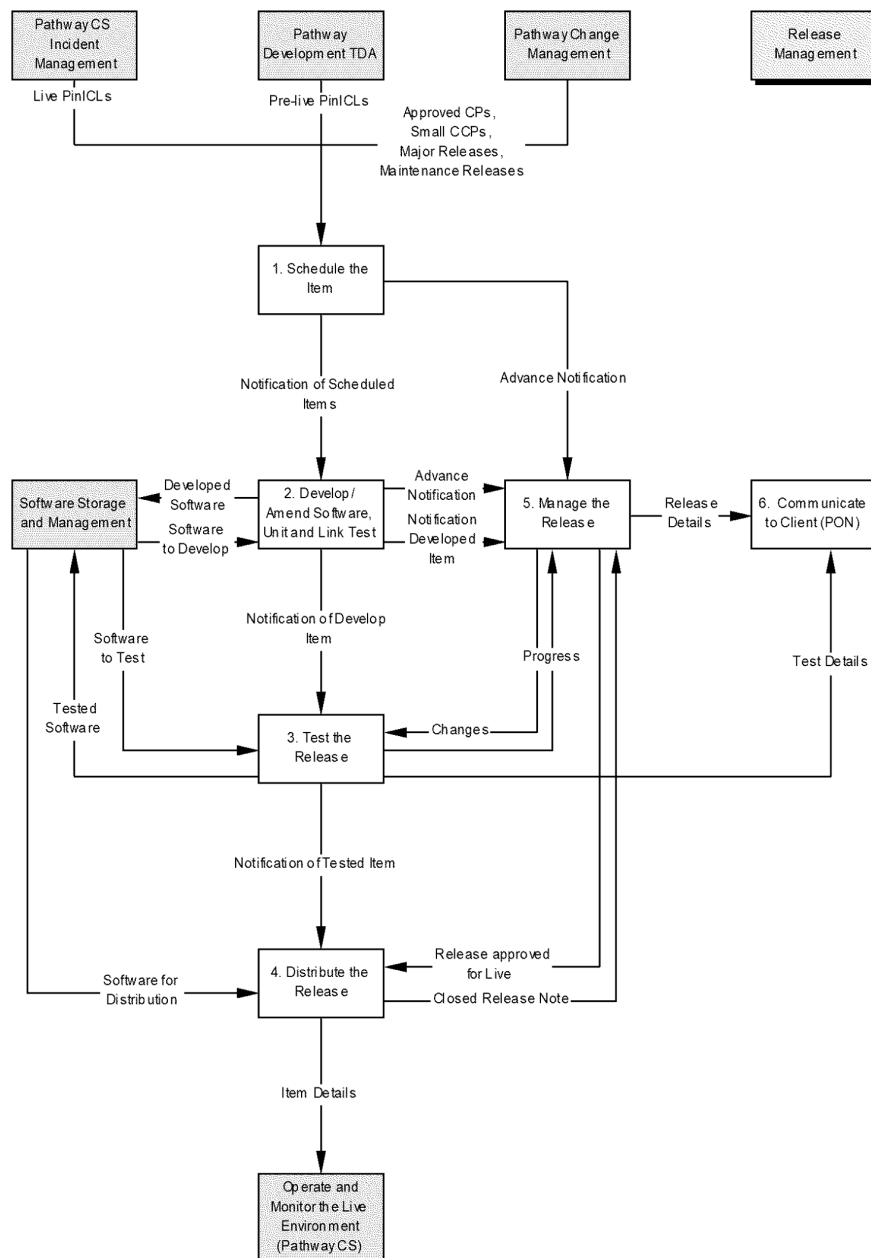
The scope of this document includes all processes associated with Software Release Management. Types of software release items include:

- major releases
- maintenance releases
- approved CPs
- live PinICLs
- pre-live PinICLs
- icons

The range of the processes extends from the management of scheduling an item for release, to the management of distribution of the item.

The context of the Release Management Processes is defined within the document CS/QMS/002 ICL Pathway Customer Services Process Manual. The process is referred to as CS4 Release Management.

3 Release Management



Process Owner

Peter Burden

Process

An item is received from Pathway Change Management, Pathway Development TDA or from Pathway Incident Management. Each of these will provide all known details of the change required. The item is put forward to either the CCB or the CSRM forums in order to discuss and approve. Once the item has been approved by either of these forums, the item is scheduled.

Since Release Management is part of this forum, they are in effect receiving advance notification of which item will be coming in and when. The item is passed on to be developed, unit tested and link tested. The relevant software is taken out of the appropriate store and updated. Once this has been completed, they pass on details of the item, testing results and issues list on to the testing area and also to Release Management. The new version of software is stored. At the same time, they update the status of the item, thereby informing Release Management that an item is about to be tested.

The item is retrieved from store and testing is carried out. Release Management is informed of any progress made. This progress is discussed with Release Management. Issues that arise are dealt with by Release Management who escalates the issue if necessary. Release Management also keep the client, PON , informed of progress on the release. Testing also keep the client (PON) informed of testing progress. Once the testing has been completed and Release Management is happy with the outcome, Release Management approves the release for live and the item is free to be distributed.

Details of the release are passed on to the relevant sources for distribution and the software is retrieved from the store.

Inputs

ICL Pathway

Release Management Processes

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COMPANY IN CONFIDENCE

Live PinICLs, Pre-livePinICLs, Approved CPs, Small CPs, Major Releases, and Maintenance Releases.

Outputs

Developed, tested, approved item

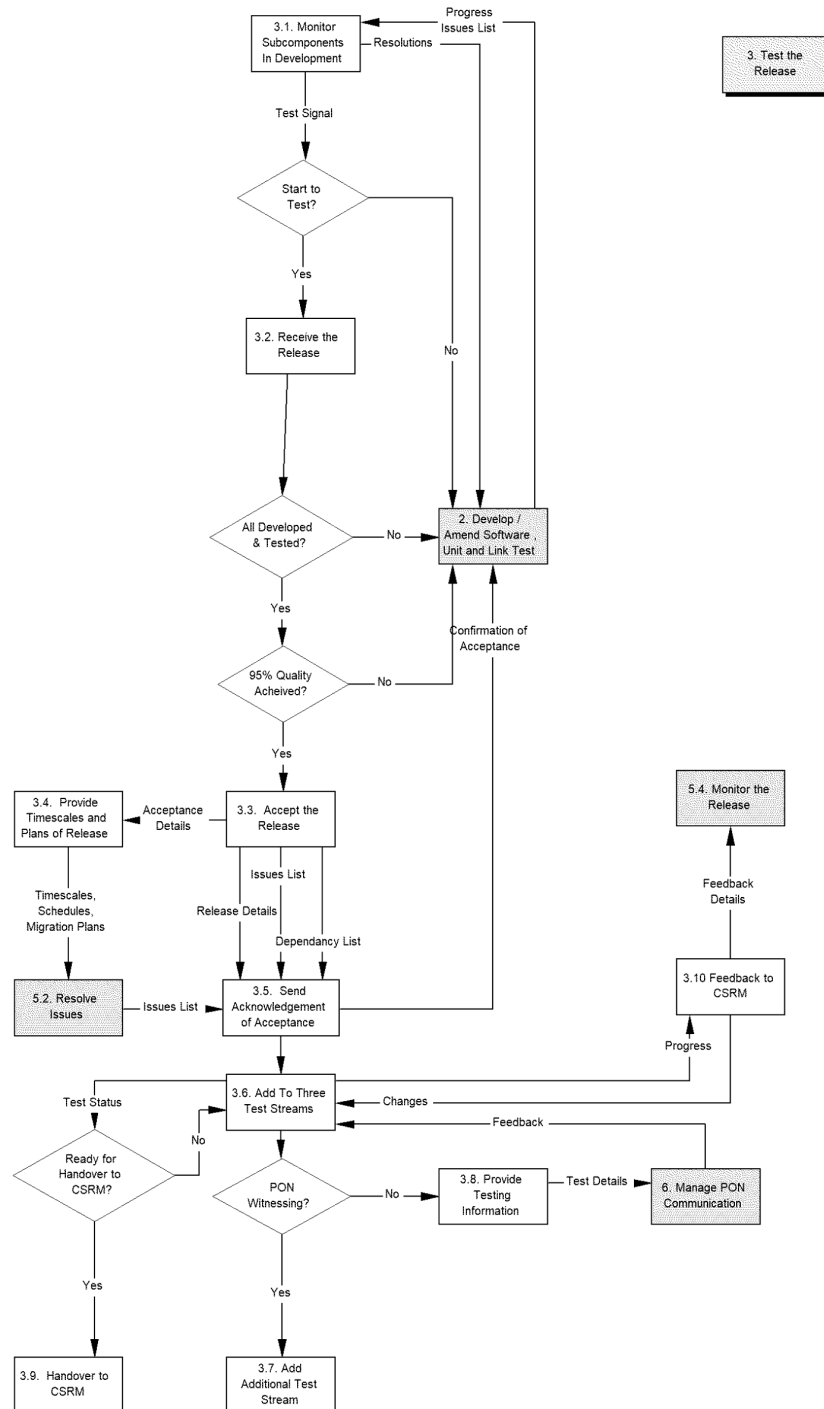
Business Users

Support Services

Systems Used

CS Pathway Support Systems

3.1 (3)Test Release



Process Owner

Gill Jackson

Process

Advance notification is received that an item will be tested. The item is monitored before it comes into the testing environment so that advance notification can be received of any issues and resolutions reached. Development passes on any information relating to progress of the item. Monitoring in advance ensures that all the components are present before receiving them.

Once Testing (B & T C and/or OTT) receive the release, the item is checked to ensure that the item has been developed and tested. The quality of the item is checked to see if 95% of the tests have been completed successfully. If this is the case, then the release is accepted for testing. A list of outstanding issues and a list of dependencies are also passed over to Testing (B&TC). Details of the testing are drawn up and passed on to Release Management. Items provided are timescales, lead times, Service Level Agreements, data, platform/code/ migration plan and installation plan.

Any advance notification of issues that Release Management has received is passed back to testing. An acknowledgement of acceptance is passed on to Development. There are several test streams in place, each of which is set off in a staggered time frame. Testing (B & T C and/or OTT) provide Release Management with progress reports during the testing phase. Any changes that arise from reporting progress are actioned by Testing (B & T C and/or OTT) where applicable.

Depending on the complexity of the item to be tested the following tests are carried out, when appropriate to the item being released:

- Business Integration
- Integrity and VolumeTest
- Release Migration Test

The document DE/PRO/003 sets out in details the procedures that take place at lower levels.

For major releases, there are occasions when the client may wish to witness the testing of the item. A separate test stream is set up for them. Where they do not wish to be so directly involved, Testing (B & T C and/or OTT) provides feedback and testing information to the client (PON).

Once the tests have been completed, the item is formally handed over to Release Management. The handover entails passing over issues, risk log, history of the item. Support to CS continues until the item is live.

Inputs

Issues from Development and Release Management, Changes, Software

Outputs

Progress, Test Details to Client

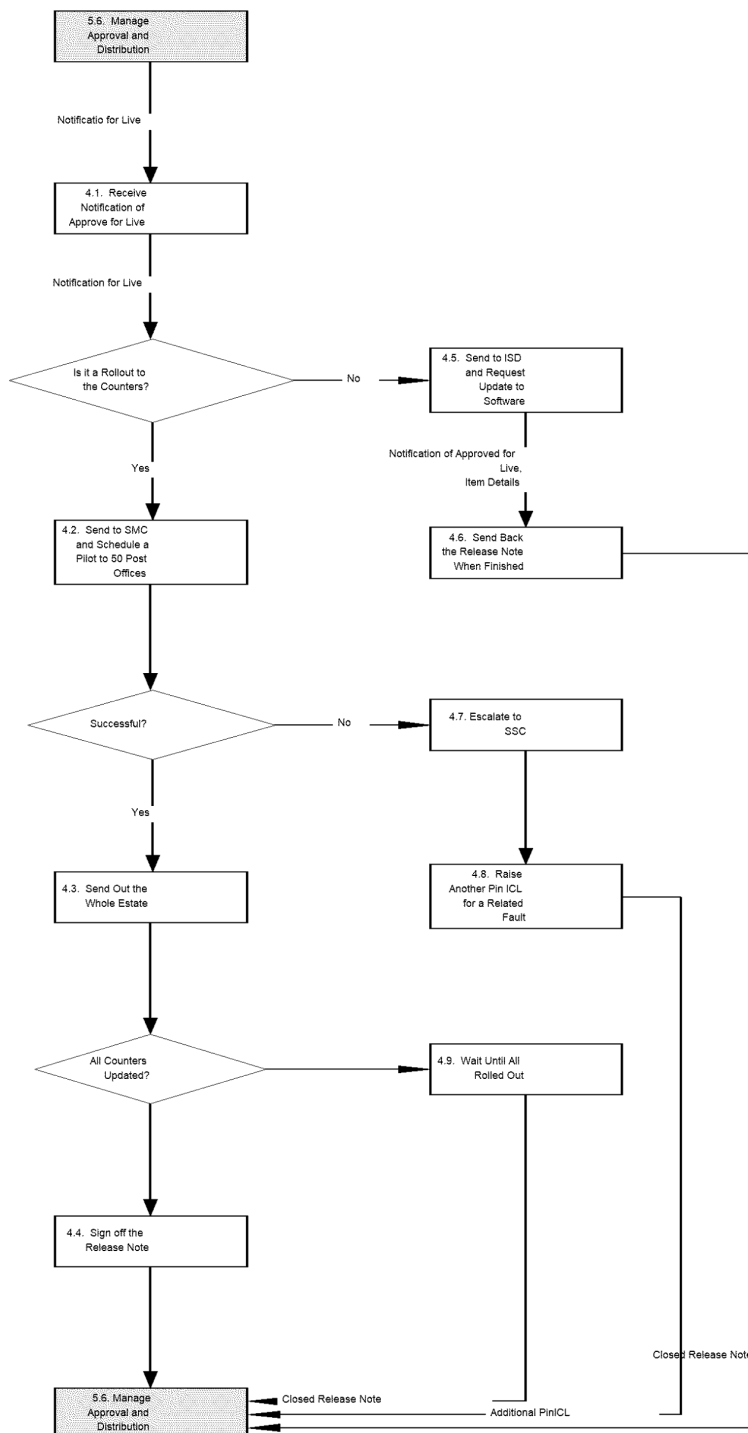
Business Users

B & TC and/ or OTT

Systems Used

CS Pathway Testing Rigs

3.2 (4)Distribute the Release



Process Owner

Pat Lywood

Process

The notification of approved for live is sent out so that the release can be distributed if the item is to be applied at the data centres. If the item requires software changes to be implemented, the item is sent to ISD data centres. Once the item has been successfully installed in live they close the Release Note and send it back to Release Management.

If the item requires changes to be rolled out to all the Post Office Counters, then the item is sent to SMC for distribution. A pilot is run on approximately 50 counters to ensure that there are no significant problems. Once the pilot rollout has been completed successfully, then the rest of the counters are rolled out. SMC consider a successful rollout to be when there are no calls the following day regarding the new change. The Release Note is closed and sent back to Release Management, who then close the item.

If the rollout is not successful, then a regression may take place. Customer Support after the 24 hour period is carried out by SSC, who contact Release Management to inform them of what has occurred and another related Pin ICL is raised to correct the fault that was found, which is then managed through normal incident management procedures.

Inputs

Notification of approved for live

Outputs

Closed Release Note, Additional PinICL

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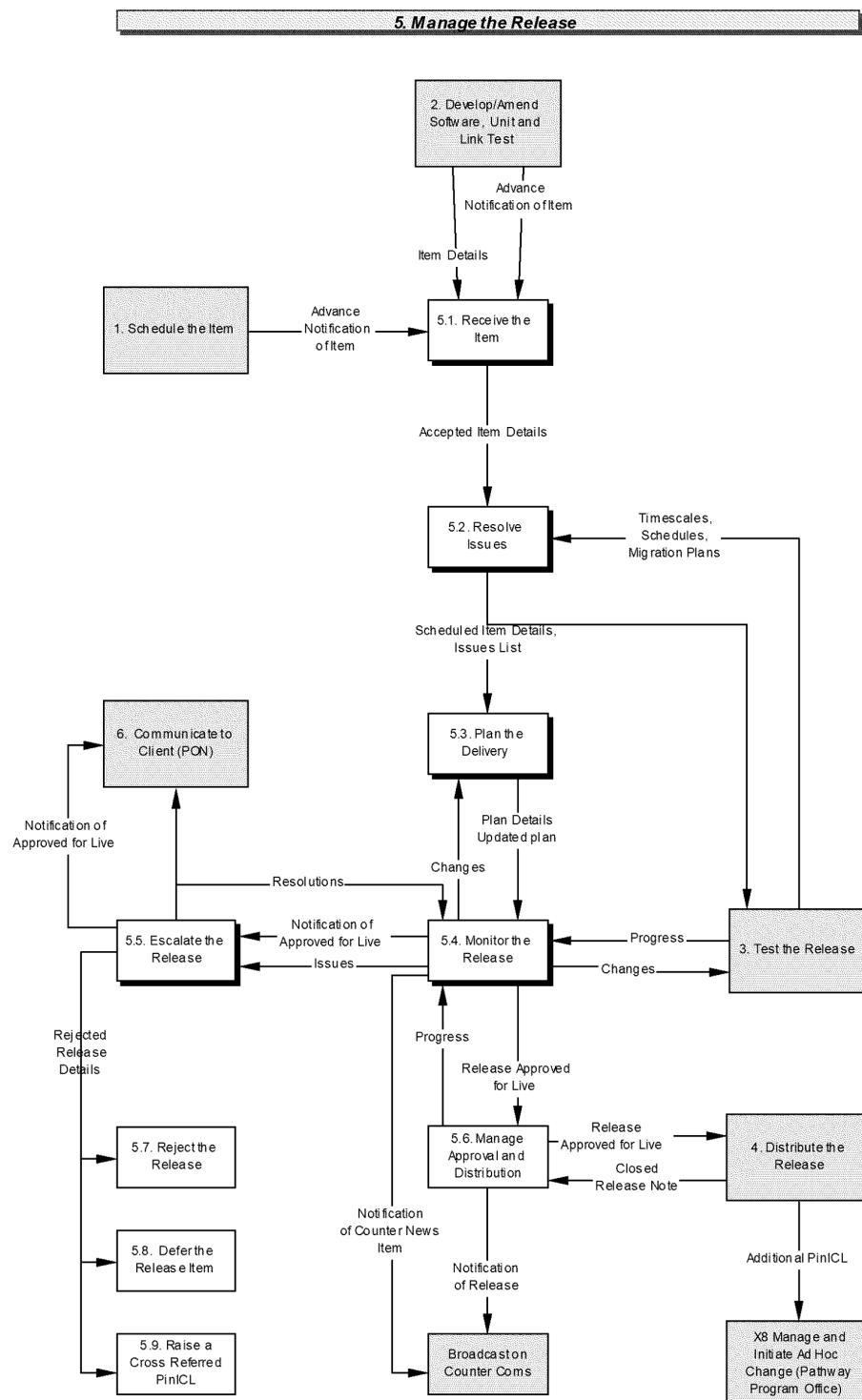
Business Users

ISD, SSC, SMC

Systems Used

PVCS

3.3 (5)Manage the Release



Process Owner

Pat Lywood

Process

Advance notification is received that an item will be released in the future. Advance notification is also passed on to Release Management from Development that they have completed the work on the item. The item details are provided once the item has been developed, unit tested and link tested. Any issues surrounding the release are discussed and resolved. Any information that is needed in order to carry out the planning of the delivery is requested from Testing (B &TC and/or OTT). They provide timescales, plans for major releases and schedules.

For major releases, Release Management also monitor the progress of the item as it is being developed.

Changes are received from the monitoring process that may impact the original plan and may cause it to be updated. The release is monitored through the testing phase and any issues arising are escalated. The escalation process will cause items to be rejected, deferred or a cross referred PinICL to be raised. The client, PON, is kept informed of any progress that is made on the release. When the release is formally approved for live, they are notified.

Once the item has been approved for live, the item is passed on to be distributed. If required to provide additional feedback to the client for publishing a news item, then this information is present in weekly and daily standard scheduled reporting to the client, PON. Notification is sent to Broadcast on Counter Comms so that they can co-ordinate timings of the text to be published.

The release is open until the item has been released into the live environment. The Release Note is then sent back to Release Management, who are then able to close the item. Limited monitoring of progress continues in cases of phased rollouts to Post Office Counters.

Inputs

Advance Notification of the Item, Item Details, Testing Timescales, Testing Schedules, Plans, Testing Progress, Closed Release Note

Outputs

Resolutions, Changes, Release Approved for Live

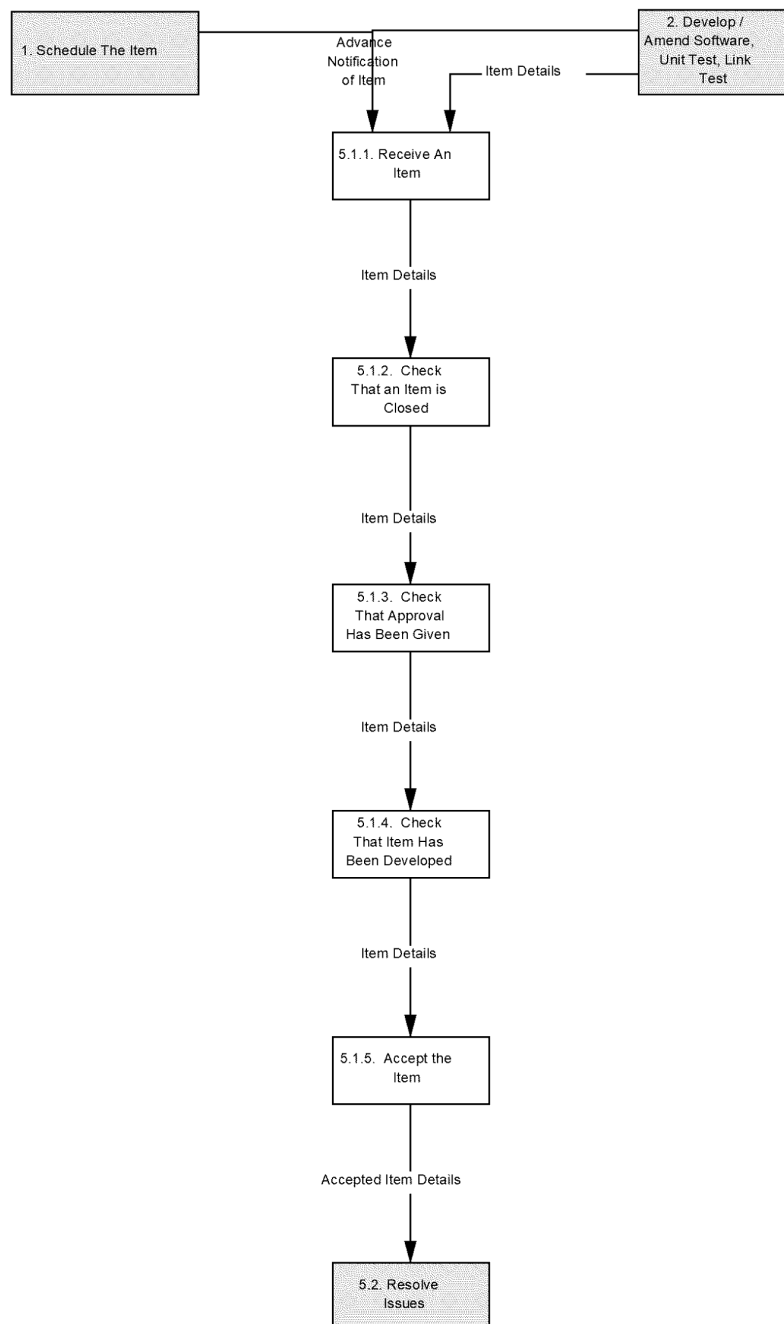
Business Users

Release Management

Systems Used

PVCS

3.3.1 (5.1)Receive the Item



Process Owner

Pat Lywood

Process

An approved CP comes directly from the CCB and must be implemented. Others that are discussed in the Release Management Forum and can be rejected and re-submitted at a later date.

Advance notification of the item is given through the regular meeting of the CSRM. Release Management monitor the receipt of items. An approved CP that has been received cannot be rejected, as these items are always approved beforehand.

Advance notification of the item is also given by Development.

Each item has a status related to it. This status is monitored until it signals a ready state. At this stage, the item is checked to ensure that it has been developed, unit tested and link tested. Notification of this is provided from Development.

Inputs

Advance notification, Item details, Status of the item

Outputs

Accepted Item details

Business Users

Release Management

ICL Pathway

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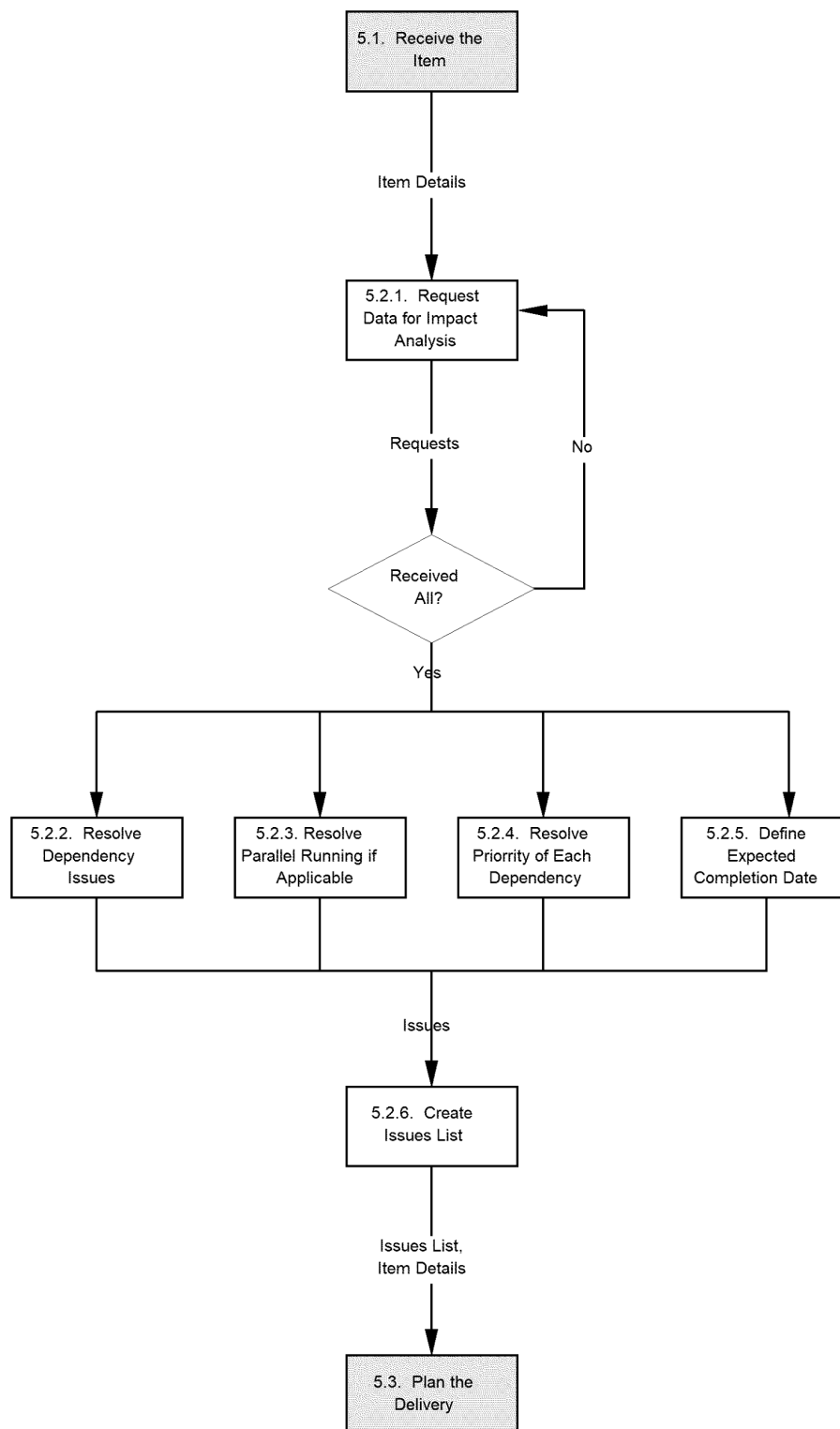
Date: 26/01/01

COMPANY IN CONFIDENCE

Systems Used

PVCS

3.3.2 (5.2)Resolve Issues



Process Owner

Pat Lywood

Process

Once the item has been accepted, any issues surrounding its implementation are listed and resolved. An impact analysis is carried out. This is done by assessing the impact on several areas, each of which are contacted and requested to respond with issues. Responses take the form of man days of effort involved, timescales, scheduling and plans of action. Training requirements are also considered as part of the impact analysis. The main areas of impact are training, Reference Data, testing, development, bench marking, installation and regression.

The details of the item are examined for dependency on other items, or on reference data. If there is a requirement for a parallel run, then this is noted. If there are any dependencies, the priority of the items to be installed is noted and actioned.

Some items have a critical live date. Any resolutions of the previous issues that may effect the date are taken into account in deciding and planning the expected delivery date.

Inputs

Accepted Item

Outputs

Accepted Item, Issues list

Business Users

Release Management

Systems Used

ICL Pathway

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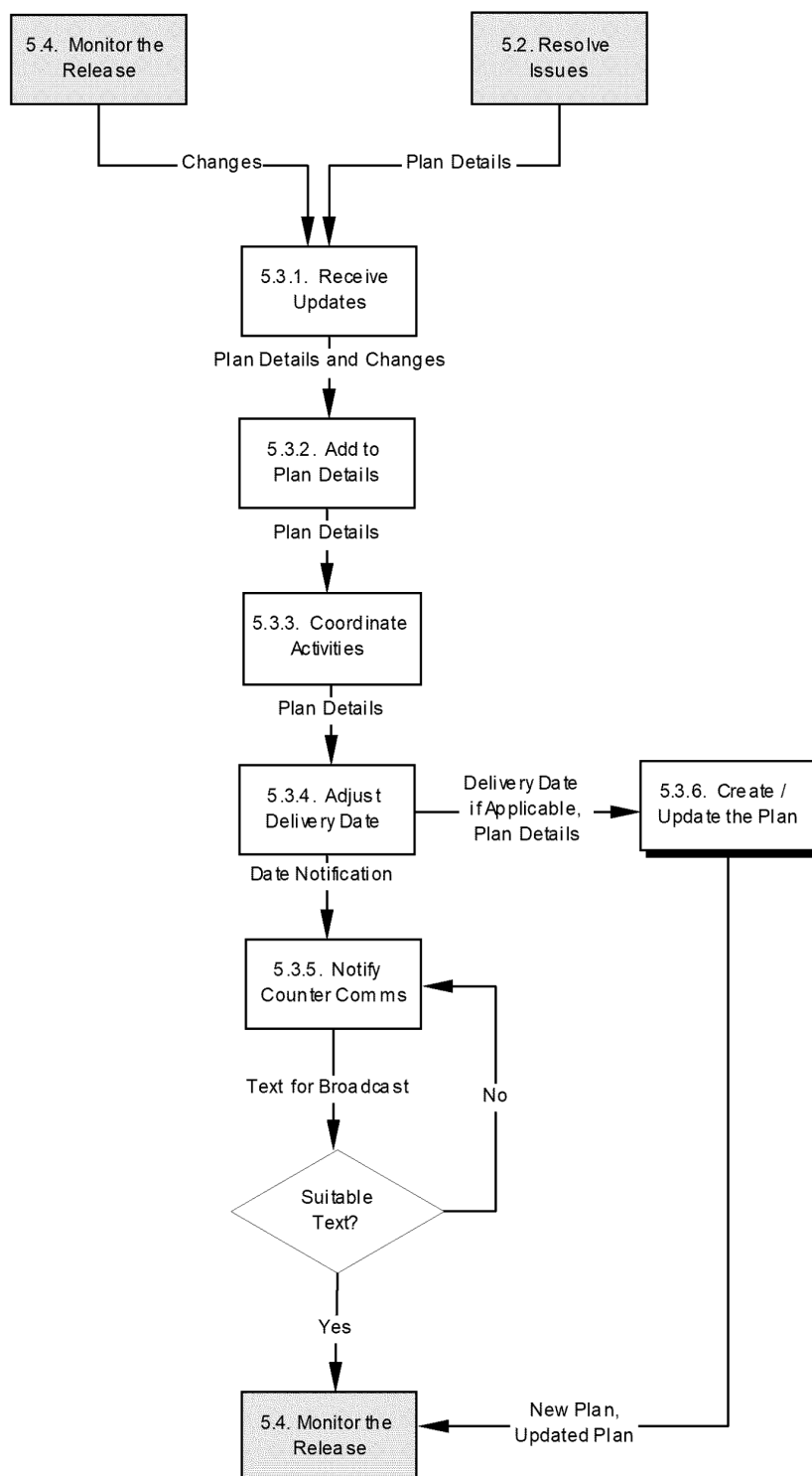
COMPANY IN CONFIDENCE

PVCS

Issues

Is there a client requirement to inform them (PON) that a significant delivery date is being dealt with? Is it possible to pass this task on to the 5.4. Release Management monitoring process?

3.3.3 (5.3)Plan the Delivery



Process Owner

Pat Lywood

Process

The issues list and item details are received. If the date is a significant deadline, then it is added to the planning stage. All updates that come in from monitoring the progress are accepted and added to the plan.

Once all the relevant information is received, then activities are co-ordinated between the various departments. Any changes that arise to the delivery date are captured. A text is formulated to notify any urgent changes to the customer. The text is checked for readability and size and released if it is suitable.

The plan is created and/or updated.

Inputs

Plan Details, Changes

Outputs

New Plan, Updated Plan

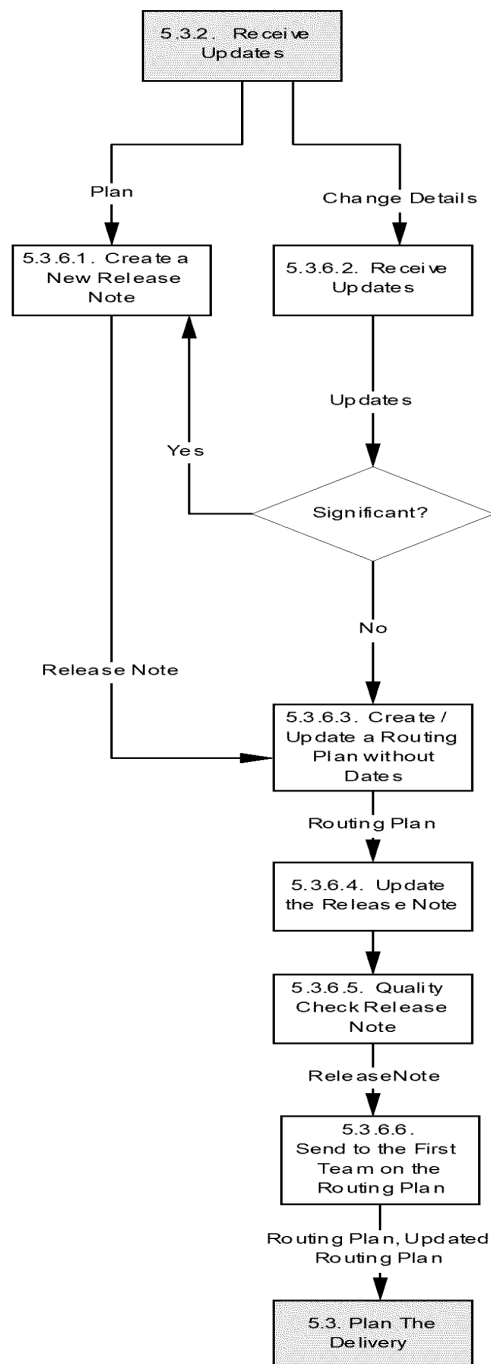
Business Users

Release Management

Systems Used

None

3.3.3.1 (5.3.6.)Create and Update the Plan



Process Owner

Pat Lywood

Process

Routing plan details and any current updates are received and used to create a routing plan without dates. The routing plan is attached to the Release Note and quality checked. Once this has been completed the Release Note is sent to the first team on the routing plan. The routing plan acts as an audit trail for the item.

Any significant changes that are received are considered and if required, a new version of the Release Note is created.

Inputs

The routing plan, Changes

Outputs

Updated Routing Plan or a New Version of the Routing Plan

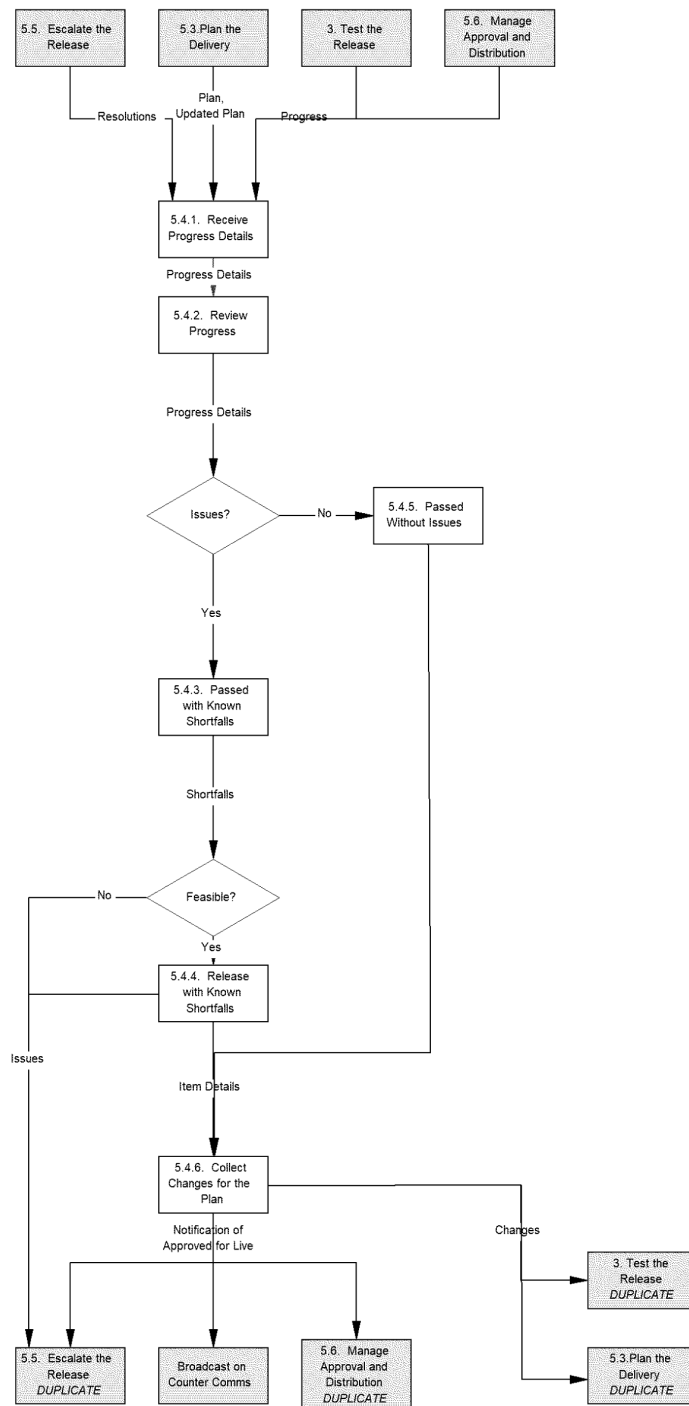
Business Users

Release Management (Fast Track)

Systems Used

PVCS

3.3.4 (5.4)Monitor the Plan



Process Owner

Pat Lywood

Process

Progress details, plan details and resolutions are received and used to carry out a review of the current status of the release. These are all reviewed and checked for issues. If there are no issues, then the item is approved for release for live.

If the item has shortfalls, it may be approved for release for live. If the shortfalls are borderline, the item is escalated.

The plan is amended to incorporate all the changes and these are reported back to Testing (B &TC and/or OTT). Notifications for approved release for live are sent to the customer via the escalation process and to the next step, where the distribution is managed.

Inputs

Resolutions, Plan, Updated Plan, Progress

Outputs

Changes, Notification for release for live, Issues

Business Users

Release Management

Systems Used

ICL Pathway

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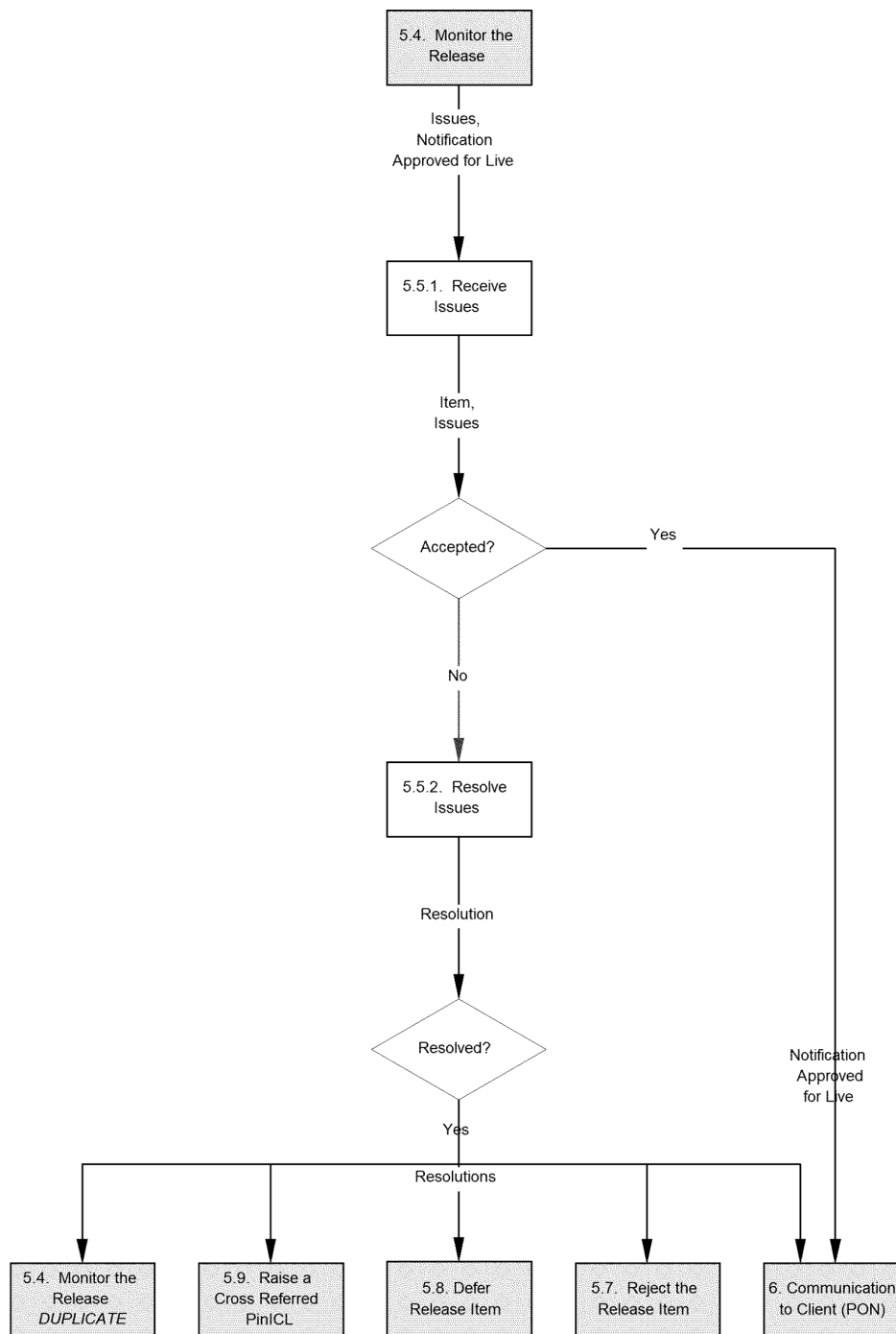
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COMPANY IN CONFIDENCE

None

3.3.5 (5.5) Escalate Issues



Process Owner

Pat Lywood

Process

Issues are received from the monitoring process that need to be resolved. The escalation forum considers the issue and decides whether to accept it or reject it. It then decides the outcome of the issue and either decide to raise a cross referred PinICL, or defer the release item until a major release. An approved CP cannot be rejected.

Notification of whether an item has been approved for live is passed on, so that the client (PON) can be informed. The client is also informed of any progress made on outstanding issues and any resolutions that have been made.

Inputs

Notification for Live, Issues

Outputs

Resolution, Notification for Approved for live

Business Users

Release Management Escalation Forum

Systems Used

ICL Pathway

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COMPANY IN CONFIDENCE

None