



Introduction to the Post Office Horizon Release Management

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The focus of Release Management is the protection of the live environment.

Current Way of Working

- Each change has its own unique release with multiple deployments occurring on a regular basis
- No regular schedule of changes
- Projects work independently of each other vying for a deployment date
- Postmasters receiving frequent changes to counters
- Increased risk of operational impact



What is it?

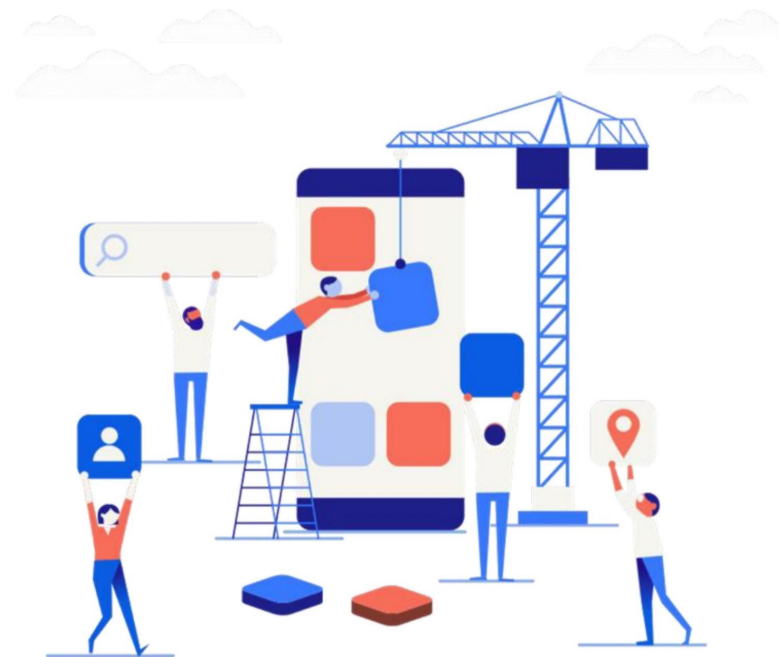
Release Management defines a standardised process of managing, planning, scheduling, and controlling the rollout of IT Service new products and updates to the production environment.

It controls the lifecycle of releases with minimum disruption to Post Office, it's customers and end users.



The Vision

- To establish a proactive Release Model for Horizon Changes (into Live), ensuring priority Horizon changes are delivered.
- By collating changes into a single release, controlled through the central release schedule, the risk to branch operations will be reduced by decreasing the number of unique deployments.
- The process ensures that all testing, communication, and deployment mechanisms are in place, and in line with those tested prior to deployment of new or modified functionality.
- Ownership of the process includes moving the responsibility for the Release Forum from suppliers back to Post Office, meeting weekly with project and service providers to review and manage release requirements and scheduling.



So Far....

➤ Release Schedule and Forums

- Schedule for regular heartbeat of a quarterly branch counter releases
- Post Office management and ownership of the Release cycle
- Weekly Release Reports
- Release/Project Management forum
- Weekly catch up with key suppliers

➤ Demand Management

- Collaborative working with Demand Management
- Demand process hooks in place
- Pipeline feed to Release Management

➤ Business Readiness Assurance

- Additional checks added to BRA for Release Management

➤ Service Transition

- Co-working to streamline requirements for capture, assessment and approval

➤ Change Management

- Monitoring of non Release changes

➤ Project Managers

- Engagement with Project Managers to develop and test processes
- Establishment of forum bringing appropriate POL parties together to work out schedules to prevent deployment clash and failure.



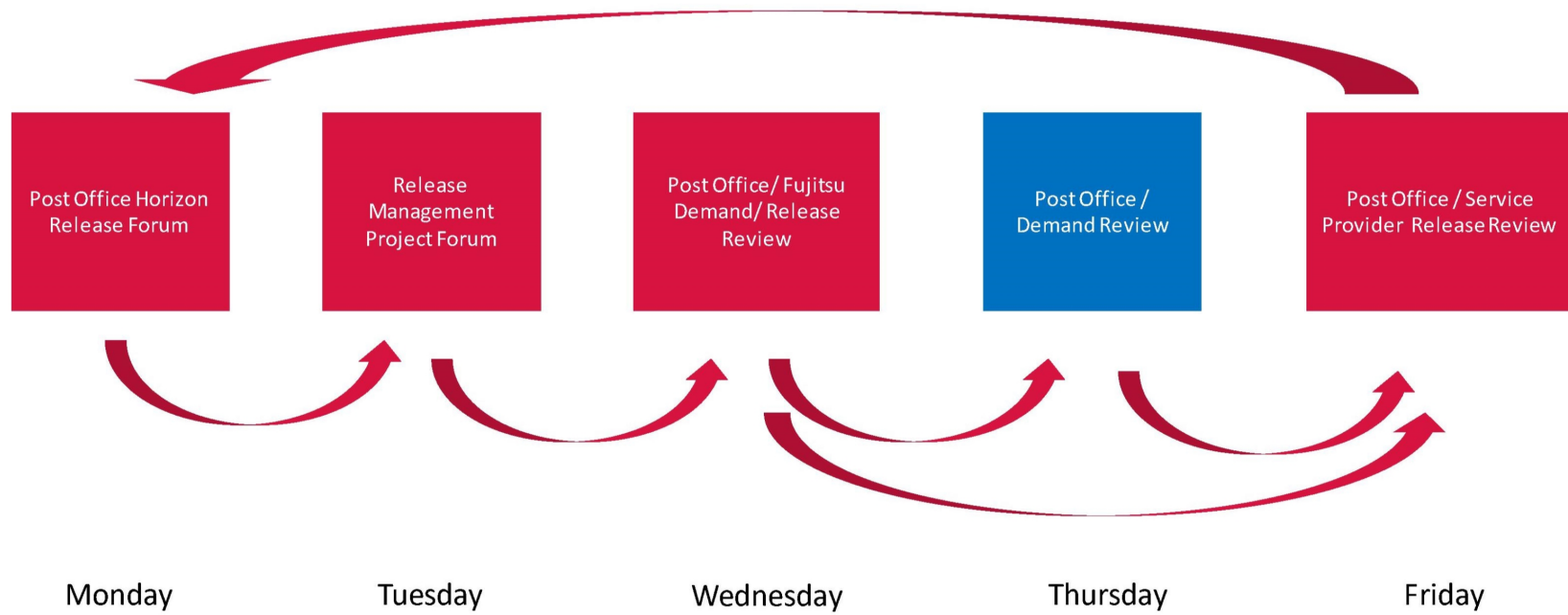
Post Office Release Management – Inputs and Outputs

Inputs

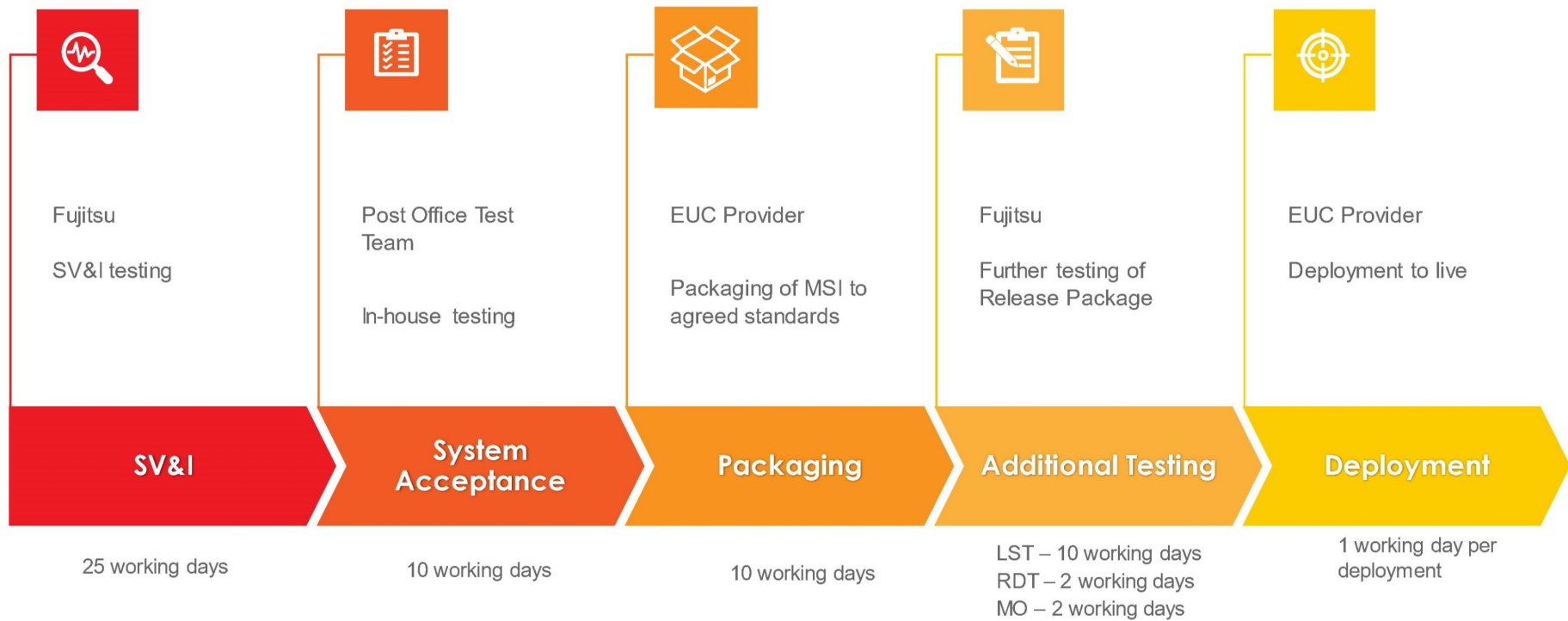


Outputs

Post Office Release Management – Meeting Structure



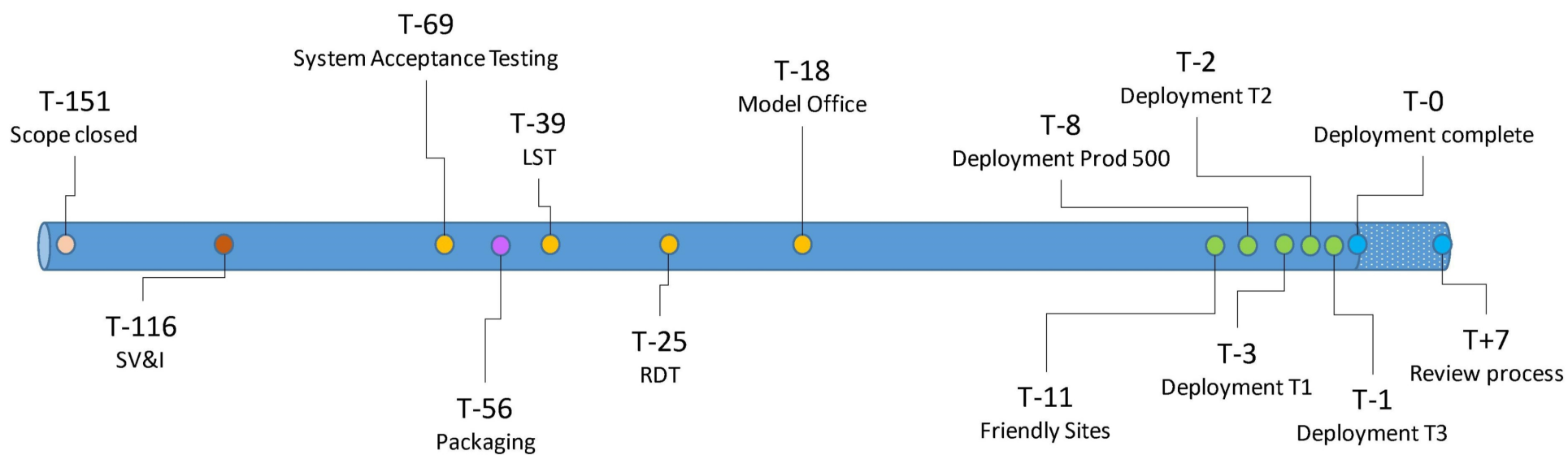
Post Office Release Management – Release Timeline



Note:

- The process does not include the project development and component testing
- It assumes that all development and testing are signed off prior to induction to the Release process

Post Office Release Management - Timescales



Post Office Release Management – Quarterly Release Schedule

Release	Start	Finish
HNGA Release 72.10		
HNGA R.72.10 - Scoping		15/11/2021
HNGA R.72.10 - SV&I	06/12/2021	21/01/2022
HNGA R.72.10 - System Acceptance Testing	24/01/2022	04/02/2022
HNGA R.72.10 - Packaging	07/02/2022	18/02/2022
HNGA R.72.10 - LST	21/02/2022	04/03/2022
HNGA R.72.10 - Gating	07/03/2022	11/03/2022
HNGA R.72.10 - RDT	14/03/2022	16/03/2022
HNGA R.72.10 - MO	14/03/2022	16/03/2022
HNGA R.72.10 - FS	TBC	TBC
HNGA R.72.10 - PROD500	TBC	TBC
HNGA R.72.10 - T1	TBC	TBC
HNGA R.72.10 - T2	TBC	TBC
HNGA R.72.10 - T3	TBC	TBC

Release	Start	Finish
HNGA Release 72.20		
HNGA R.72.20 - Scoping		07/02/2022
HNGA R.72.20 - SV&I	07/03/2022	08/04/2022
HNGA R.72.20 - System Acceptance Testing	11/04/2022	22/04/2022
HNGA R.72.20 - Packaging	25/04/2022	06/05/2022
HNGA R.72.20 - LST	09/05/2022	20/05/2022
HNGA R.72.20 - Gating	23/05/2022	27/05/2022
HNGA R.72.20 - RDT	30/05/2022	01/06/2022
HNGA R.72.20 - MO	30/05/2022	01/06/2022
HNGA R.72.20 - FS	TBC	TBC
HNGA R.72.20 - PROD500	TBC	TBC
HNGA R.72.20 - T1	TBC	TBC
HNGA R.72.20 - T2	TBC	TBC
HNGA R.72.20 - T3	TBC	TBC

Release	Start	Finish
HNGA Release 72.30		
HNGA R.72.30 - Scoping		25/04/2022
HNGA R.72.30 - SV&I	23/05/2022	24/06/2021
HNGA R.72.30 - System Acceptance Testing	27/06/2022	08/07/2022
HNGA R.72.30 - Packaging	11/07/2022	22/08/2022
HNGA R.72.30 - LST	25/07/2022	05/08/2022
HNGA R.72.30 - Gating	08/08/2022	12/08/2022
HNGA R.72.30 - RDT	15/08/2022	17/08/2022
HNGA R.72.30 - MO	15/08/2022	17/08/2022
HNGA R.72.30 - FS	TBC	TBC
HNGA R.72.30 - PROD500	TBC	TBC
HNGA R.72.30 - T1	TBC	TBC
HNGA R.72.30 - T2	TBC	TBC
HNGA R.72.30 - T3	TBC	TBC

Release	Start	Finish
HNGA Release 72.40		
HNGA R.72.40 - Scoping		25/07/2022
HNGA R.72.40 - SV&I	22/08/2022	23/09/2022
HNGA R.72.40 - System Acceptance Testing	26/09/2022	07/10/2022
HNGA R.72.40 - Packaging	10/10/2022	21/10/2022
HNGA R.72.40 - LST	24/10/2022	04/11/2022
HNGA R.72.40 - Gating	07/11/2022	11/11/2022
HNGA R.72.40 - RDT	14/11/2022	16/11/2022
HNGA R.72.40 - MO	14/11/2022	16/11/2022
HNGA R.72.40 - FS	TBC	TBC
HNGA R.72.40 - PROD500	TBC	TBC
HNGA R.72.40 - T1	TBC	TBC
HNGA R.72.40 - T2	TBC	TBC
HNGA R.72.40 - T3	TBC	TBC

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Post Office Release Management – Roll-out

WHO?

Programme &
Project Managers

Product
Managers

Change,
Demand,
SD&T

Key Stakeholders

HoTP

Branch
Engagement

Postmasters

Branch

Regional,
Area
Managers

HOW?

Approved Requests

Assignment to a
Quarterly Release

Project Engagement
through regular
updates

Joint project
forums, regular
progress meetings

WHEN?

Release	Start	Finish
HNGA Release 72.10 **CLOSED**	Nov 2021	Mar 2022
HNGA Release 72.20 **Capacity reached **	Feb 2022	June 2022
HNGA Release 72.30	May 2022	August 2022
HNGA Release 72.40	Aug 2022	Jan 2023

"Spread the Word"



- Weekly Release Forum
- Project Meetings
- Supplier Meetings

Thank You

