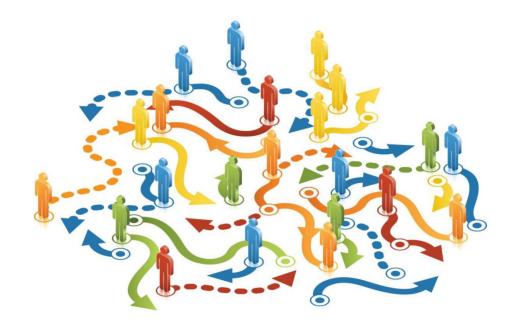


The focus of Release Management is the protection of the live environment.

# Current Way of Working

- ➤ Each change has it's 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.



### POL00337654 POL00337654

## 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

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

### > Demand Management

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

#### Business Readiness Assurance

o Additional checks added to BRA for Release Management

### > Service Transition

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

### > Change Management

o Monitoring of non Release changes

### Project Managers

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

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## Post Office Release Management – Inputs and Outputs

## Inputs





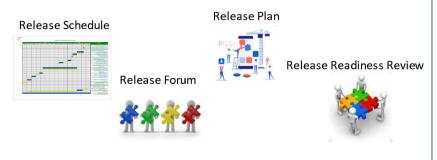


# Demand

# Release

# Change

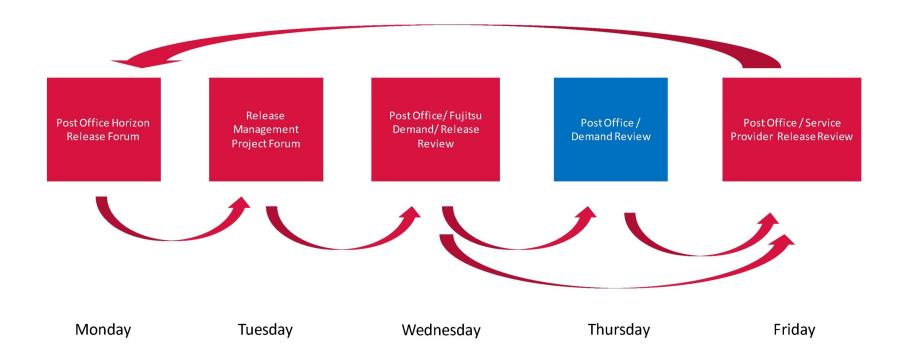




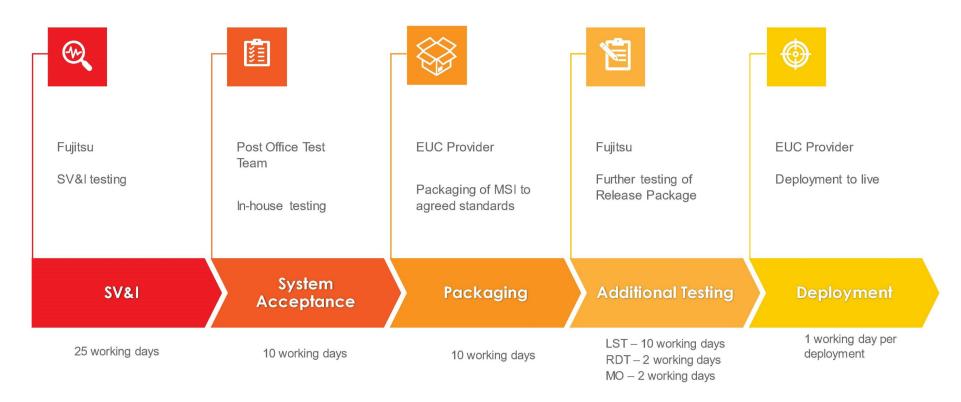


Outputs

## Post Office Release Management – Meeting Structure



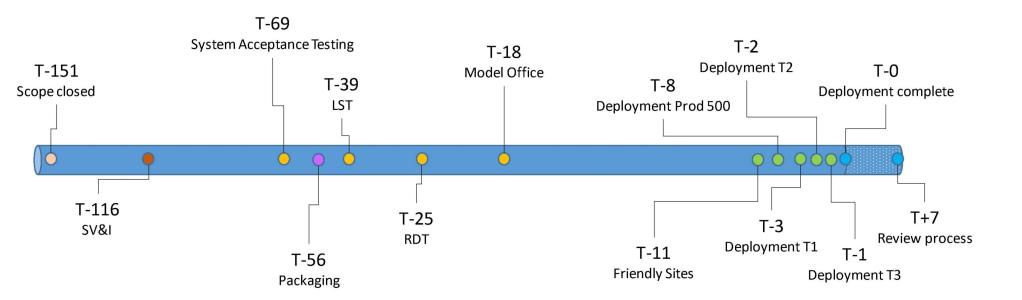
## Post Office Release Management - Release Timeline



#### 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	ТВС	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 72.20		
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 72.40		
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

## Post Office Release Management – Schedule Summary

Release Name	_		Jan-22	_E	eb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Horizon Counter Releases	Start	Finish	72.10	72.20	72.20	72.20	72.30	72.30	72.30	72.40	Aug-22	Jep-22	OC1-22	1404-22	Dec-22
R71.20 - PCI PBS part 2		25/03/2022	72.10	72.20	72.20	72.20	72.3U	72.30	72.30	72.40					
CWO0261d Travel Money Card using PAN Tokenisation	00/12/2021	25/05/2022													
CWO0341Amend PBS to provide CRM token to Credence															
CWO0344 PAN Key Entry at PED Keypad														_	
CWO0413Emulators – CTO, Testing and Bank Onboarding															
CWO0446bPKE interface for TMC (Ingenico change) – LUHN & length check															
CWO0473CWO0473 - SCA Processing Implementation															
errostrostros sertifocessing implementation															
HNGA R.72.10	15/11/2021	TBC													
Service Improvement - Fujitsu Key Logger Decom	15/11/2021	100													
CWO0473 - SCA Processing Implementation (Russ Lamb)															
CWO0489 - Support deployments and testing of AppDynamics countertop															
deployments (Kevin O'Connor)															
Peaks															
HNGA R.72.20	07/02/2022	ТВС													
CWO0481 - PCI Device Inspection Reminder	27/02/2022					*									
CWO0498 - Branch Hub access from Horizon															
CWO0486 - CBA to monitor Back Office printer queue															
Peaks															
HNGA R.72.30	25/04/2022	TBC													
CWO0434 - Bureau Refunds	,_,_,								*						
CWO0479 - Horizon Help Screen Fix #2															
CWO0490 - Clear Back Office Printer queue															
·															
HNGA R.72.40	25/07/2022	TBC													
	, , , , , , , , , , , , , , , , , , , ,														
												*			
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Monthly Client Patching	Start	Finish													
January Security Patching	13/01/2022	09/02/2022													
February Security Patching		09/03/2022													
March Security Patching	08/03/2022	TBC													
April Security Patching	13/04/2022	TBC													
May Security Patching	10/05/2022	ТВС													
June Security Patching	14/06/2022	TBC													
July Security Patching	12/07/2022	ТВС													
August Security Patching	09/08/2022	TBC													
September Security Patching	13/09/2022	TBC													
October Security Patching	11/10/2022	TBC													
November Security Patching	08/11/2022	TBC													
December Security Patching	13/12/2022	TBC													
Azul JRE Updates		28/03/2022													
Application Releases															
PCI PBS – rollout enlivement		25/02/2022													
Nomad client 7.0		02/11/2021													
SCCM Client	26/09/2021	TBC													
Projects															
App Dynamics Counter Agent		08/04/2022													
PED Firmware Install		11/01/2022													
	TBC	TBC													
Belfast Exit															
Belfast Exit Fujitsu Annual DR Failover Network 2.0	TBC	TBC TBC													

## Post Office Release Management - Roll-out





**Approved Requests** 

Assignment to a Quarterly Release

Project Engagement through regular updates

Joint project forums, regular progress meetings



Release HNGA Release 72.10 <b>**CLOSED**</b>	Start Nov 2021	Finish 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



- Weekly Release Forum
- Project Meetings
- Supplier Meetings

