

ICL Pathway

Release Management Processes

Ref: CS/PRD/086

Version: 2.0

Date: 02/02/01

COMPANY IN CONFIDENCE

---

**Document Title:** Release Management Processes

**Document Type:** Process Definition

**Release:** N/A

**Abstract:** This document provides a first-level decomposition of the software release management process, which divides the process into the following sub-processes: (a) Manage the release, (b) Develop the release and (c) Test the release.

**Document Status:** APPROVED

**Originator & Dept:** Tania Reynolds, Business Effectiveness Team

**Contributors:** Sheila Bamber, Dean Felix, David Royle, Bob Davis, Pat Lywood, Peter Burden

**Reviewed By:** Peter Burden and Pat Lywood

**Comments By:**

**Comments To:**

**Distribution:** ICL Pathway Library

## 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	
1.0	26/01/01	Approved Version of Release Management Processes	
2.0	02/02/01	Approved	

### 0.2 Approval Authorities

Name	Position	Signature	Date
Peter Burden	Support Services Manager		02/02/01
Pat Lywood	Major Release Introduction Manager		02/02/01

### 0.3 Associated Documents

Reference	Version	Date	Title	Source
CS/QMS/002	1.0	6/12/00	ICL Pathway Customer Service Process Manual	ICL Pathway
DE/PRO/003	1.0	20/10/00	ICL Pathway Development Directorate Processes	Development

### 0.4 Abbreviations/Definitions

Abbreviation	Definition
B & TC	Business and Technical Consistency
CCB	Change Control Board
CP	Change Proposal
CS	Customer Service
CSRM	Customer Service Release Management
ISD	Infrastructure Services Division
OTT	Operational Test Team
PinICL	System for logging and tracking changes

ICL Pathway

Release Management Processes

Ref: CS/PRD/086

Version: 2.0

Date: 02/02/01

**COMPANY IN CONFIDENCE**

PON	Post Office Counters
SMC	Service Management Centre
SSC	Systems Support Centre
TDA	Technical Design Authority

## 0.5 Changes in this Version

Version	Changes
1.0	Added definitions of symbols used in the text.
1.1	Added feedback comments from Pat Lywood
2.0	No change

## 0.6 Changes Expected

Changes
<p>Additional process information will be added in a later version of this document to define: (a) how Icons are released to the live environment and (b) how the following sub-processes operate:</p> <ul style="list-style-type: none"><li>- Manage the release</li><li>- Develop the release</li><li>- Test the release</li></ul> <p>The additional information will take into account any fundamental differences between fast-track releases and major releases.</p>

## 0.7 Table of Contents

<b>0.0</b>	<b>DOCUMENT CONTROL.....</b>	<b>2</b>
<b>1</b>	<b>INTRODUCTION.....</b>	<b>5</b>
<b>2</b>	<b>SCOPE.....</b>	<b>5</b>
<b>3</b>	<b>RELEASE MANAGEMENT.....</b>	<b>6</b>
<b>3.1</b>	<b>PROCESS OWNER.....</b>	<b>7</b>
<b>3.2</b>	<b>MANAGE THE RELEASE.....</b>	<b>7</b>
<b>3.3</b>	<b>DEVELOP THE RELEASE.....</b>	<b>9</b>
<b>3.4</b>	<b>TEST THE RELEASE.....</b>	<b>10</b>

## **1 Introduction**

This version of the document describes the first level of decomposition, which divides Software Release Management into the following sub-processes:

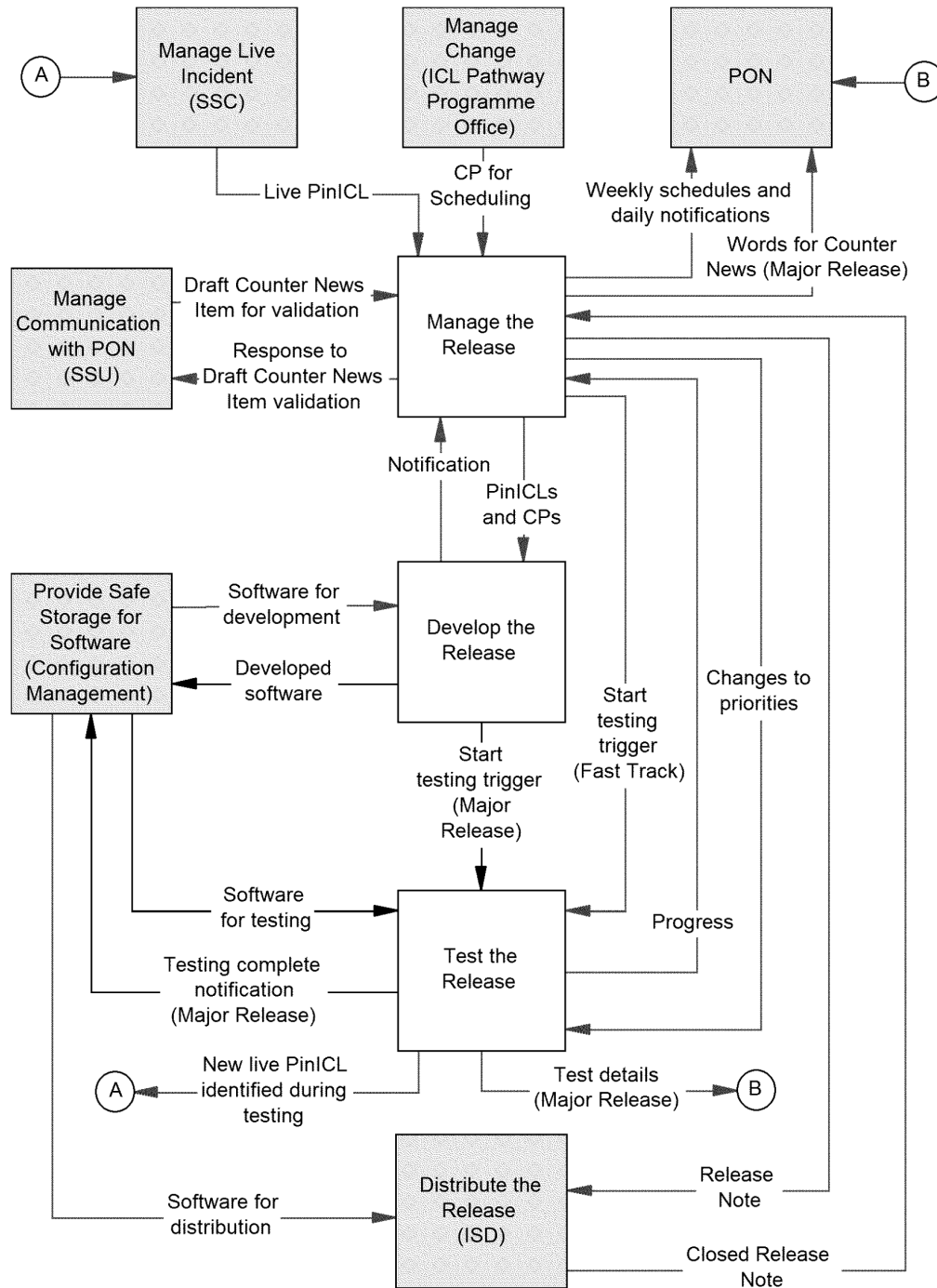
- (a) Manage the release
- (b) Develop the release
- (c) Test the release

Subsequent versions of this document will include additional levels of decomposition.

## **2 Scope**

This document includes software releases that are initiated by PinICLs and CPs.

### 3 Release Management



### 3.1 Process owner

Support Services Manager

### 3.2 Manage the Release

<b>Description</b>	<ol style="list-style-type: none"> <li>1. A live PinICL is received from the Manage Live Incident process and scheduled for development.</li> <li>2. An approved CP is received from the Manage Change process and scheduled for development.</li> <li>3. Items in Draft Counter News will be passed to the Manage the Release process if they are considered to be relevant.</li> <li>4. CSRM return their comments to the Manage Communication with PON process.</li> <li>5. If it is a major release, then CSRM send words for a Counter News Item to PON.</li> <li>6. CSRM monitor progress of releases. CSRM send a Weekly Schedule and a Daily Notification of Releases to PON.</li> <li>7. CSRM authorises Development Directorate to start work on the PinICL or CP.</li> <li>8. Notification of software development progress and completion is received from the Development Directorate.</li> <li>9. For fast-track releases CSRM send a 'Start Testing Trigger' to Test the Release process when the item is ready to be tested.  Note: For major releases, the Development Directorate sends a 'Start Testing Trigger' to Test the Release process.</li> <li>10. CSRM receive details of progress from Test the Release and adjust schedules accordingly.</li> <li>11. CSRM send to Test the Release changes to priorities so that they can adjust testing.</li> <li>12. CSRM decide whether the release can be released to live. If they decide to release it, they send a Release Note to Distribute the Release (ISD).</li> <li>13. A closed Release Note is received by CSRM when the release has been installed in the live environment.</li> </ol>	
<b>Input</b>		<b>From</b>
	Live PinICL	Manage Live Incident (SSC)

ICL Pathway

Release Management Processes

Ref: CS/PRD/086

Version: 2.0

Date: 02/02/01

**COMPANY IN CONFIDENCE**

	CP for Scheduling	Manage Change (ICL Pathway Programme Office)
	Counter News Item for Validation	Manage Communication with PON (SSU)
	Closed Release Note	Distribute the Release (ISD)
	Progress	Test the Release (B & TC or OTT)
	Notification of Developed Software	Develop the Release (DD)
<b>Output</b>		<b>To</b>
	Weekly Schedules and Daily Notifications	PON
	Words for Counter News (Major Release)	PON
	Response to Counter News for Validation	Manage Communication with PON
	PinICLs and CPs	Develop the Release (DD)
	Start Testing Trigger (Fast Track)	Test the Release (OTT)
	Changes to Priorities	Test the Release (B & TC or OTT)
	Release Note	Distribute the Release (ISD)

### 3.3 Develop the Release

<b>Description</b>	<ol style="list-style-type: none"> <li>1. Development Directorate receives PinICLs and CPs that require to be developed.</li> <li>2. When appropriate Development Directorate obtains the correct version of software to be developed from Provide Safe Storage for Software (Configuration Management).</li> <li>3. Development Directorate carries out changes in accordance with the PinICLs and CPs.</li> <li>4. Development Directorate provides a Notification of Completion to CSRM when the development is finished (Fast track).</li> <li>5. Development Directorate provides the developed software back to Provide Safe Storage for Software (Configuration Management).</li> <li>6. Development Directorate send a 'Start Testing Trigger' to Test the Release (Major Release).</li> </ol>	
<b>Input</b>		<b>From</b>
	PinICLs and CPs	Manage the Release (CSRM)
	Software for Development	Provide Safe Storage for Software (Configuration Management)
<b>Output</b>		<b>To</b>
	Developed Software	Provide Safe Storage for Software (Configuration Management)
	Start Testing Trigger	Test the Release (B & TC)

### 3.4 Test the Release

<b>Description</b>	<ol style="list-style-type: none"> <li>1. For major releases a 'Start Testing Trigger' is sent by the Development Directorate.</li> <li>2. For Fast-track releases a 'Start Testing Trigger' is sent by CSRM.</li> <li>3. Software to be tested is obtained from Provide Safe Storage for Software (Configuration Management).</li> <li>4. Testing progress is reported to Manage the Release.</li> <li>5. Manage the Release provides changes of priorities.</li> <li>6. For a major release, test details are sent to PON.</li> <li>7. If a new fault is discovered during testing that will affect the live environment, it is reported to Manage the Live Incident (SSC). This only applies to fast track releases.</li> <li>8. When testing is completed, a 'testing complete' notification is sent to Provide Safe Storage for Software (Configuration Management). This only applies to major releases.</li> </ol>	
<b>Input</b>		<b>From</b>
	Start Testing Trigger (Major Release)	Develop the Release (DD)
	Start Testing Trigger (Fast Track)	Manage the Release (CSRM)
	Changes to Priorities	Manage the Release (CSRM)
	Software for Testing	Provide Safe Storage for Software (Configuration Management)
<b>Output</b>		<b>To</b>
	Progress	Manage the Release (CSRM)
	Testing complete notification (major Release)	Provide Safe Storage for Software (Configuration Management)
	New PinICL identified during testing	Manage Live Incident (SSC)
	Test Details	PON