**Process Document - 18**

**Release Management**

15.04.2013

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**Table of contents**

[1. Process Overview 3](#_Toc354215930)

[2. Release Types and Environments 3](#_Toc354215931)

[3. Process Activities and workflow 4](#_Toc354215932)

[4. Roles and Responsibilities 9](#_Toc354215933)

[5. Reports and Dashboards 10](#_Toc354215934)

1. **Process Overview**
2. **Description and Scope**

This document describes the process to manage Airtel Money production environment by delivering, distributing and tracking the changes/patches.

The process will be applicable for

* Protecting the production environment by formal checks and procedures
* Deploying the changes/patches in production environment
* Reviewing changes/patches post deployment

The process will not be applicable for security releases include events as

* Unauthorized attempts to gain access to information systems
* Unwanted disruption or denial of service
* Unauthorized use of systems for processing or storage of data
* Release to system hardware, software characteristics without owner’s knowledge, consent or instruction ( virus attacks)

The objective of Release Management process is to ensure the consistent approach of

change deployment in the production environment. The Release Management process

should be:

* Protecting production environment by formal checks and procedures.
* Reviewing the Release package, Implementation and Roll-back plans.
* Monitoring production environment for stability after release.
* Co-ordinating between various teams
* Reviewing & Monitoring the changes/Patches post implementation

1. **Release Types and Environments**
   1. Release Types

Emergency ( including Emergency CRs)

* Changes to be implemented after getting required approvals

Minor ( includes cosmetic type of changes, patches)

* Changes which can impact the services
* Release window would be on working on weekly basis.
* Change Manager/Co-ordinator provide the schedule for the deployment.
* Backup/snapshot shall be taken, in case of failure changes shall roll-back.
* Baseline artifacts should be moved to configuration management tool.
* In case no downtime required for deployment and there is no impact on services.

Major ( Normal changes, except minor changes)

* Same as minor changes
  1. Release Environments

**Quality Assurance**

User Acceptance Test is done in QA environment. UAT outcomes validated and signed off

by the business users. Interface testing with other applications is conducted in QA

environment.

**Production Environment**

There is downtime period before implementing the changes in production. Smoke testing as

well as interface testing should be successful before production roll-out.

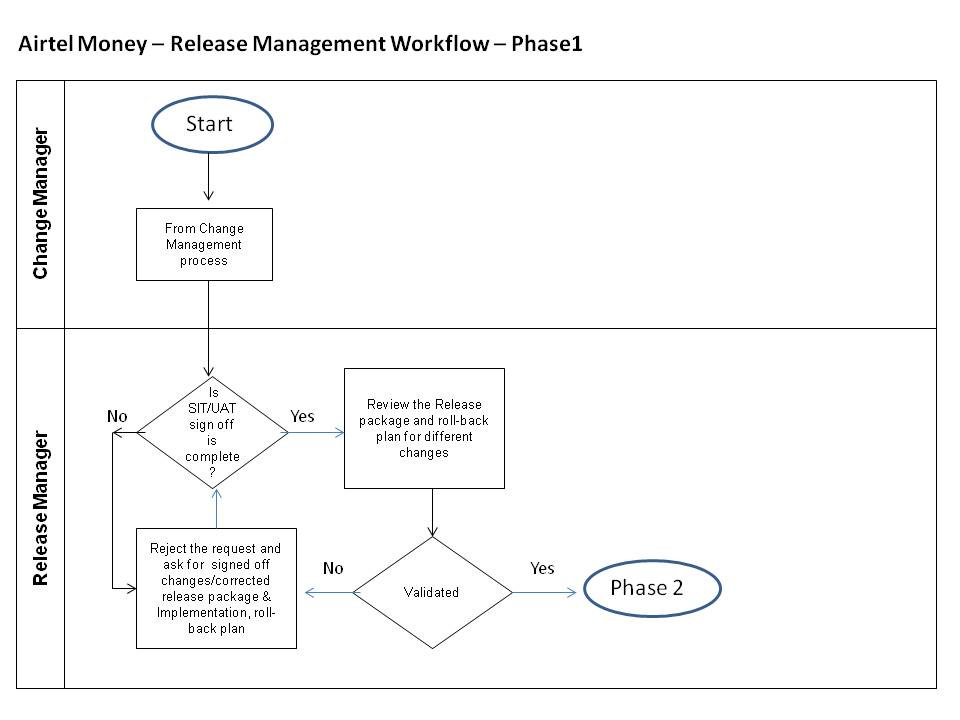
1. **Process Activities and workflow**
   1. Release Management

Release Management is the process by which approved changes/patches gets deployed, reviewed and monitored and communicated back to the stakeholders.

Release Tracker will be used to track all releases.

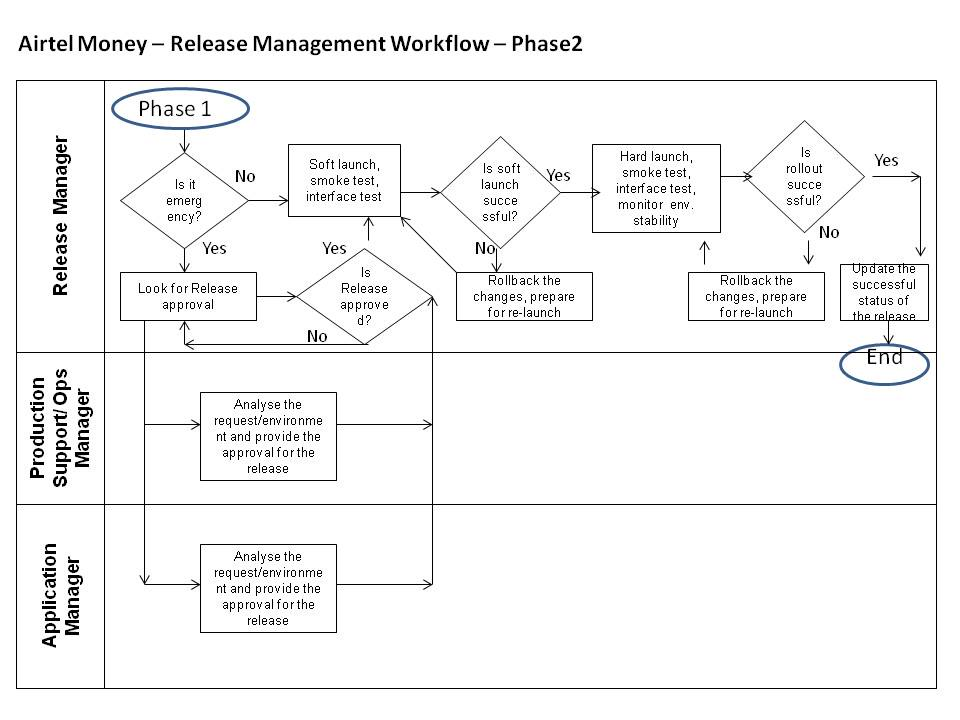
Release Management workflow is divided in to two parts:

* Change Manager to Release Manager
* Release manager to Deployment



Release Management process workflow-Phase1

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| **Sl. No.** | **Activity** | **Responsibility** | **Particulars** |
| 1 | From Change Management process | Change Manager | Approved change details come from change management with other inputs listed below:   * Release package * Implementation plan * Roll-back plan * Required approvals * Stakeholder contact details * Impact analysis document |
| 2 | Is SIT/UAT sign off complete? | Release Manager | Release Manager look for the SIT/UAT sign off |
| 3 | Reject the request and ask for signed off changes/ corrected release package and implementation paln and roll-back plan | ReleaseManager | In case sign off or any other inputs not found then request will be rejected |
| 4 | Review the release package, Implementation and roll-back plan for different changes | Release manager | Follow the previous stem in case of any comment |
| 5 | Validated | Release Manager | In case review artifacts are validated, look for release type. |
| 6 | Continue to Next Phase | Release manager | Continue to Release Management workflow phase2. |



Release Management process workflow-Phase2

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| --- | --- | --- | --- |
| **Sl. No.** | **Activity** | **Responsibility** | **Particulars** |
| 1 | Continuation from Phase1 |  | Continuation from Release Management Phase1 |
| 2 | Is it emergency? | Release Manager | Check for the emergency release type, in case of emergency, follow the steps required for emergency release. |
| 3 | Look for release approval from Operations Manager and Application Manager | Release Manager | Look for release approval from Operations Manager and Application Manager |
| 4 | Analyze the request/ environment and provide the approval for the release. | Operations Manager + Application Manager | Diagnose the approval request came from Release Manager and Approve in case system/app is ready for that. |
| 5 | Is release approved? | Release Manager | Check the approvals |
| 6 | Go for soft launch and also do smoke testing and interface testing. | Release Manager | Soft launch in QA environment and also invoke smoke and interface testing |
| 7 | Is soft launch successful? | Release Manager | Validate the soft launch |
| 8 | Roll back changes and prepare for the launch again | Release Manager | In case soft launch is unsuccessful, roll back changes, re-launch again |
| 9 | Go for hard Launch and do the smoke and interface testing, also monitor environment stability. | Release Manager | Once soft launch is successful, go for hard launch. |
| 10 | Is roll out successful? | Release Manager | Validate the outcomes of the hard launch |
| 11 | Roll back the changes and prepare for the launch again | Release Manager | Only in case hard launch goes unsuccessful |
| 12 | Update the successful status of the release | Release Manager | Post deployment of the changes/patches, communicate the release status with all the stakeholders. |

Release Management communication plan

The objective of communication plan is to make proactive communication to relevant stakeholders in managing all activities during the release window. The aim of each communication thread will be to keep all the stakeholders informed and cover the following aspects:

* Immediate communication once release windows opened.
* Intermediate communications, at pre-defined intervals, to provide latest updates on the activity.
* Closing communication once the changes/patches get deployed successfully.

The Inputs required for Release Management process are:

* Change /Patch details
* Change Manager /CAB approval
* SIT approval
* UAT approval
* Release package
* Implementation Plan
* Roll back plan
* Stakeholders contact details
* Grant access and security levels for various users
* Impact analysis report

Activities that occur in Release Management Life-cycle are:

* Reviewing of Release package, Implementation plan and Rollback plan
* Reviewing of all input artifacts
* Deploying changes/patches in production environment
* Validating changes/patches post deployment
* Monitoring the environment post implementation
* Executing Rollback plan in case of any issues

Outputs from Release Management process are:

* Deployed changes/patches in to Production environment
* Updates on changes/patches deployment and environment stability
* Customer approval on changes/patches implemented
* Best practices and learning recorded during post deployment validation

1. **Roles and Responsibilities**

To ensure efficient deployment of changes and patches, in the IT infrastructure, following roles are defined for Release Management process:

**Release Manager**

The Release Manager is responsible for:

* Overall Release Management process
* Co-ordinate with change management for change/patch details
* Co-ordinate with configuration management for tracking the releases
* Communicate with the stakeholders
* Review the release package, Implementation plan and Rollback plan
* Monitoring Release details, including the configuration items affected.
* Validate the changes post deployment
* Provide management information and process reports
* Review Release management process and identify improvement opportunities through process improvement plans.
* Ensure clear, complete and periodic communication throughout the release window.

**Change Manager/ Co-ordinator**

* Provide the change/patch details to Release Management
* Provide required approvals to Release Management
* Provide Release package, Implementation plan and deployment plan to Release Management for review and incorporate comments if any.
* Provide SIT/UAT sign-off for the changes/patches.
* Provide post-implementation validation comments to Release Management.

Operations Manager/ Application Manager

* Provide approval in case of emergency release.
* Provide approval in case of some part of release goes in to production when whole release package face some issue.

1. **Reports and Dashboards**

The Release Manager need to provide ongoing report around the KPIs and process related metrics and trends that indicate the health of the process to IT management on regular basis as part of the process reviews and continuous improvement plans.

Below are some of the Key Performance Indicators ( KPI):

* Number of on-time deployments
* Number of backed out deployments
* Number of production issues due to deployment.
* Number of deployments per release window.

Reports should be produced under the authority of the Release Manager, who should draw

up a schedule, distribution list, in collaboration with the change manager/ co-ordinator.



Annexure :

1. Contact Details :

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|  | **Contact Person** | **Contact details** |
| Release Manager ( Comviva) |  |  |
| Comviva Business Head  –Airtel Money ( Comviva ) | Kevin Alexander Hawkins | [kevin.hawkins@mahindracomviva.com](mailto:kevin.hawkins@mahindracomviva.com)  +254 731 406 356 |
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