**Process Document - 19**

**Deployment Management**

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1. **Process Overview**

**Description and Scope**

This document describes the process to be followed for any deployment activity performed across the teams (Application, Infrastructure, Integration Team). The process will also provide the guidelines for any emergency deployment and reduces the likelihood of incidents as a result of rollouts.

The scope of this document is to provide procedures that need to be implemented for handling deployment activity for any change request submitted as a result of any Business Requirement, product enhancement and Infra related issues (DB, Network, Configuration changes etc) in the Airtel Money Platform . The process will applicable to :-

1. Application Software
2. Hardware / Servers
3. System Software
4. Network Devices
5. Database activities

**Deployment Management** track is responsible coordinating and organizing deployment activities of any production release and Infrastructure Changes in a systematic and controlled way which will protect the integrity of the live production environment.

**The Objective** is to deploy the Releases and Infrastructure changes into the live production environment. This process is also responsible for coordinating & communicating the plan and schedule of any deployment activity, mock deployment, the downtime (if required) and post results among all the stakeholders.

**Emergency Deployment**

Any activity will be termed as **Emergency** when urgent unexpected problems/issues arise which have high severity impact on business and revenue. The following are the guidelines for emergency Deployment:-

* These will be treated as exceptional and approval needs to come from Program Manager and Airtel Money IT Head
* Testing is mandatory and resource alignment should be factored in before seeking approval.
* Every emergency deployment needs to be discussed, reviewed and approved.
* Once the request has come to operations the deployment manager should communicate the same to the Airtel Money team and take exception approval.
* In case of emergency the change initiator will document the reason in the Deployment Plan, which will then be used by deployment manager to take exception approval further from the Client.

1. **Process Activities**

The following activities will be carried out as a part of deployment process :

* All releases including Application patch releases and feature releases are the changes initiated by the Product team
* All the infrastructure changes which may include : infra configuration changes, OS, Database changes ,storage related issues ,IT Hardware changes, network and security requirements (e.g. OS patch, capacity augmentation) initiated by Infrastructure team
* For all the releases and changes the deployment plan must be contain the steps for implementing the same in the DR Server also.
* The list of all documents as a part of deployment plan needs to be verified by the deployment manager as a prerequisite for any deployment activity , this must include:
* Scope of the Deployment
* Date & Time
* Impact analysis
* Mock deployment Steps
* Downtime template
* Steps of replication into the DR
* Release notes and UAT signoff
* Detailed steps for deployment  (pre-prod and production-- Deployment steps to include steps to be performed in DR environment)
* Deployment script location
* Roll back plan  and scripts
* SIT Results or certification
* For any planned request the final draft should come to the deployment manager 72 hours prior to actual deployment.
* In case the request is not planned and needs to be expedited the requirements should come 48 hours prior to the actual deployment
* A monthly plan for all the deployments (dates and timelines) needs to be maintained and must be circulated to all the stakeholders.
* Mock deployment will happen in coordination with the respective team SPOCs and circulating the results for the same to all the stakeholders.
* Decisions to be made on the downtime for actual deployment and getting it signed off from the client before actual deployment happens.
* As a part of any Emergency deployment, the deployment manager will own the responsibility of communicating the same and getting the exception approval from the client.
* Actual deployment will happen once the downtime is approved by the client.
* Coordinate with change management to conduct a PIR template with the results and findings post deployment.
* Measure and analyze issues/incidents related to the deployment in the period immediately following a rollout and assess the impact of incidents on business, Operations and Application
* Identify weaknesses or deficiencies in the process and feed into process improvement plans

1. Roles and Responsibilities

**Deployment Manager**

* Need to maintain the plan for all the changes and release requests coming for deployments including the fact- 2 deployments per week including 1 emergency if any
* Need to ensure that for any deployment activity a service request is raised
* Ensures that the deployment plan is complete with all the required list of artifacts
* In case of any emergency deployment manager must ensure that the exception approval needs to come from Program Manager and Airtel Money IT Head
* Will be the coordinator in the Mock deployment.
* Based on the results of mock deployments will interact with the client to get the downtime approval for actual deployment
* Must ensure that mail/SMS Communication is sent to all Airtel Money Stakeholders for each deployment
* Ensures that communication list is updated and verified every quarter
* Post deployments reviews must be shared with all the stakeholders
* Needs to report and monitor any major incidents which may be caused as a result of the deployment activity.
* Deployment manager will not entertain any activity which is not as per the process.
* Anything which is urgent needs to be documented with the valid reason and approved as per the approval matrix.

**Application Team**

* Will be responsible for releases and changes as a result of Product Enhancement for various applications.
* Will ensure the qualification and validation of Application releases, system integration testing / User Acceptance Testing.
* Will prepare the deployment plan (including the Mock deployment steps, complete release notes, solution document, rollback plans) which will be submitted to the Operations Team.
* As a part of the Mock Deployment the SIT spoc will provide only on call support in case of any issues like deployment artifacts not found, app server not coming up etc

**Infrastructure Team**

* Will be responsible for executing patches and changes to Database, server, network.
* Will be responsible for all the infra configuration changes, OS, Database changes ,storage related issues ,IT Hardware changes, network and security requirements (e.g. OS patch, capacity augmentation)
* Will take active participation in the Mock Deployment.
* Will be responsible for providing prerequisites for any change initiation activity