

MARVAL
Everything ITIL and ISO/IEC 20000



**Release management
The Political Process**
(A practical approach)


Don Page

Marval Group
www.marval-group.com

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Everything ITIL and ISO/IEC 20000

Marval Group ITSM Credentials

- 1 Co-author of **ITIL** (worldwide best practice in ITSM)
- 2 **Co-author ISO 20000** (*The worldwide ISO Standard for IT Service Management*)
- 3 Co-author BSI Code of Practice for ITSM (BS 15000)
- 4 ITSMF Life-Time Achievement award
- 5 Award winning IT Service improvement projects
- 6 Fellow of the "Institute of Service Management"
- 7 ISO/IEC 20000 certified organisation





What do Marval provide *(Customers One-stop-stop)*

- ✓ Integrated IT Service Management Software (MSM)
- ✓ Accredited Service Management training (ITIL, ISO 20000, ITSM Briefings)
- ✓ MSM Product training & Implementation assistance
- ✓ Related ITSM training (e.g. Problem solving, management & analysis, ITIL Awareness)
- ✓ Independent Service Management Consultancy



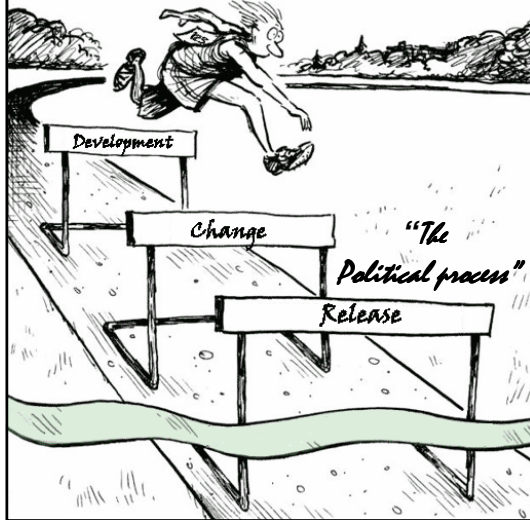
News: At this years UK IT Service Management Awards, Marval & British Telecom Ireland picked up "Service Improvement Project of the Year"

Finalists: BT Ireland, Racal Vodaphone, BT England, Pilkington's

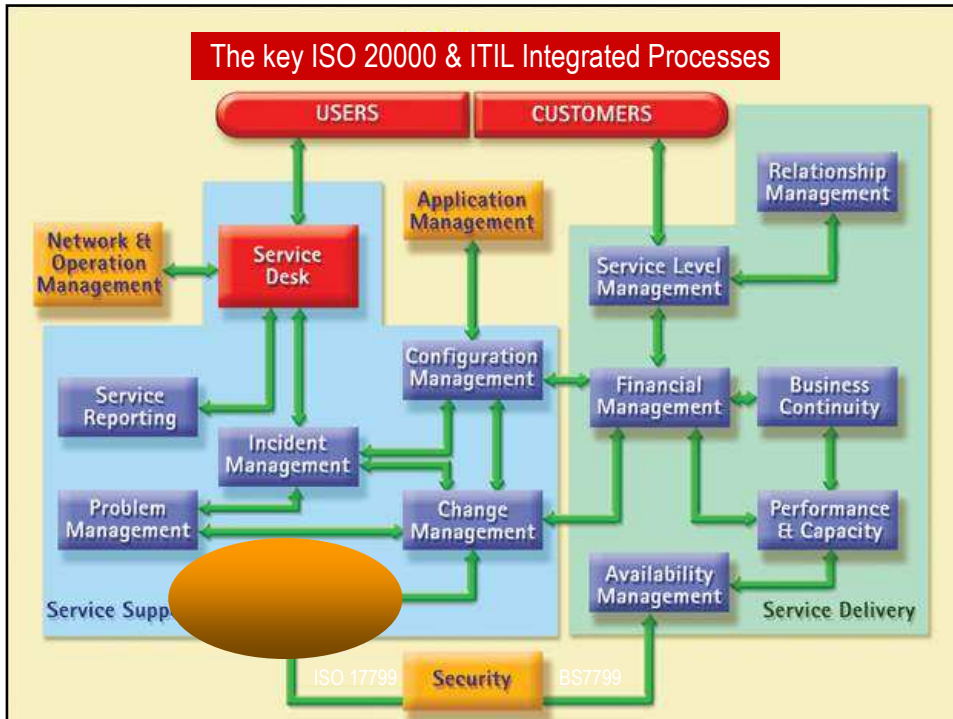
"Marval ITSM projects have won 8 of last 10 annual European IT Service Management Improvement Project of the Year Awards"

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Release Management is the final hurdle to overcome




If not done properly, may invalidate all the hard work done by everyone & result in nothing more than delivering a **Poor Customer Experience**



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Marval 'Operational Rules' to achieving Operational Excellence



1. All agreed policies & processes shall be understood & followed
2. Failing policies, processes & procedures shall be reported
3. All changes shall be recorded, risk assessed, scheduled, documented, updated & have a 'Tested Back-out-plan'
4. All incidents shall be recorded, documented & updated
5. All identified problems shall be recorded, documented & updated
6. All requests for service shall have an associated reference number
7. Time spent shall be recorded against each request
8. Reasons for failing to meet all agreed targets shall be recorded & reviewed
9. All computer assets, configurations, network & service relationships shall be documented, maintained & understood
10. All identified service improvements, evidence, targets & actions shall be documented & responsibilities assigned
11. Performance against identified improvements shall be regularly monitored & corrective actions taken documented

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The Challenge

- This session describes the Marval ISO 20000 release process & checklist that was, & is used to improve the quality of software, hardware & documentation releases to customers



Overview

1. As part of Marval's ongoing ISO 20000 Service Improvement programme, we take a pragmatic & objective view of everything we do.
2. This includes reviewing our **process** strengths, weaknesses & areas identified for improvement.
3. We utilise a traditional SWOT analysis (strengths, weaknesses, opportunities & threats) approach.
4. The following high level SWOT results focused on our change & release activities


Initial Release Activity SWOT Results

<p>Strengths</p> <ul style="list-style-type: none"> • Good development project management • Development of changes well planned • Good quality test plan • <u>Known errors identified between freeze & release well documented</u> • Releases focused on customers/business needs 	<p>Weaknesses</p> <ul style="list-style-type: none"> • <u>Processes & responsibilities between development/ operations/Service Desk poor/unclear</u> • Training on new release for customers & service staff not planned into schedule • Release plans & schedules communicated late (slippages a common occurrence) • <u>Known errors not passed to Service Desk</u> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Continuous Improvement</p>
<p>Opportunities</p> <ul style="list-style-type: none"> • Increased customer confidence, retention & expectation management • Improved business confidence • Well-motivated service teams • Possible problems highlighted before the release hits the customer • Faster time to market • Improved Product & Service quality 	<p>Threats</p> <ul style="list-style-type: none"> • Customers go elsewhere • Loss of customer & business confidence • Poor team & customer communication • De-motivated service desk • Increased staff resource commitment • Release issues not detected before the customer receives the release • Poor Product & Service quality 	

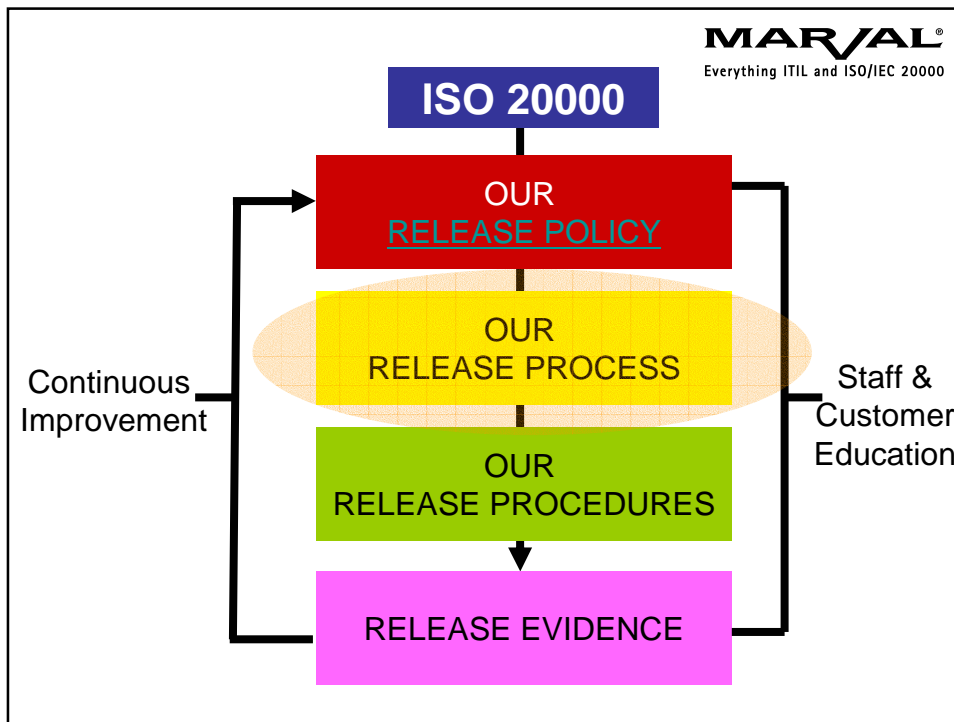
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Marval Release Process



- *The process of safely, with minimum risk, releasing any change - related to people, process or technology which may affect the delivery of underpinning IT SERVICES to the production environment & its customers.*



Marval Release Scope



1. Business Services (HR, Email, billing, Web Site)
2. Software/applications (O/S, patches)
3. Hardware (e.g. Servers, Networks)
4. Documentation (e.g. manuals, release notes, process & procedures)
5. People (e.g. **new starter/leaver**)

Release type classification



Description	Code
Bug Release	Bug
Business /Governance Enhancement	Business
Change to functional/non-functional requirement	Enhancement
Renovation of application/CI/Documentation	Renovation

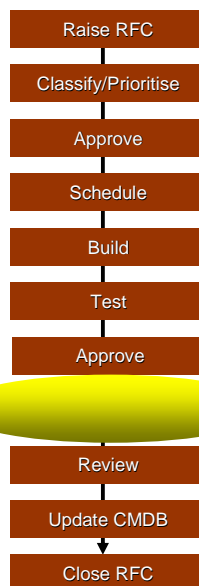
Release check lists

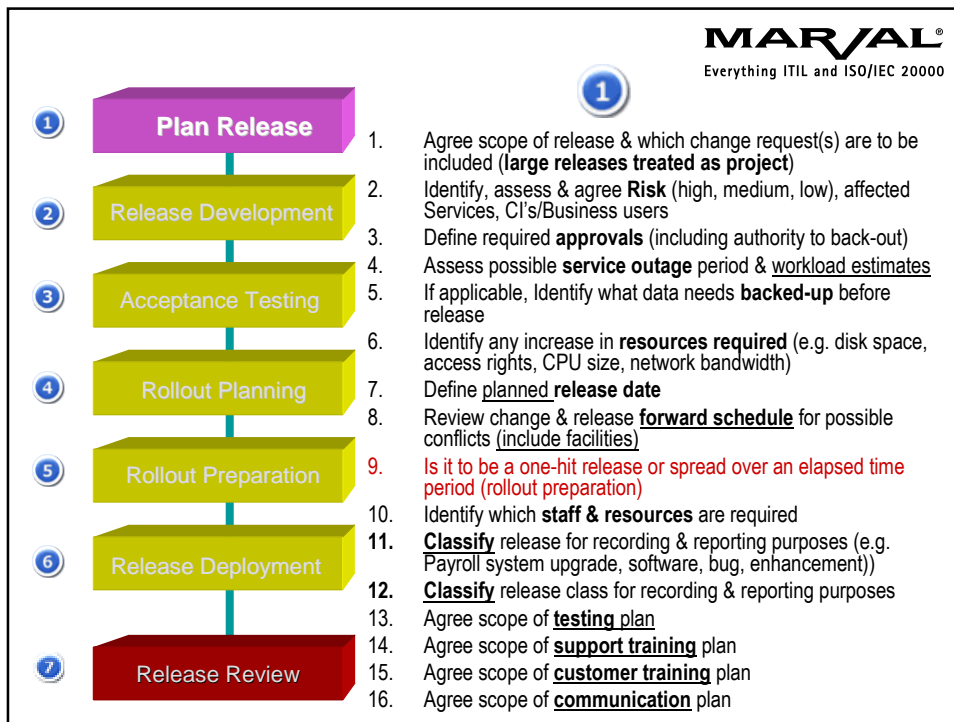
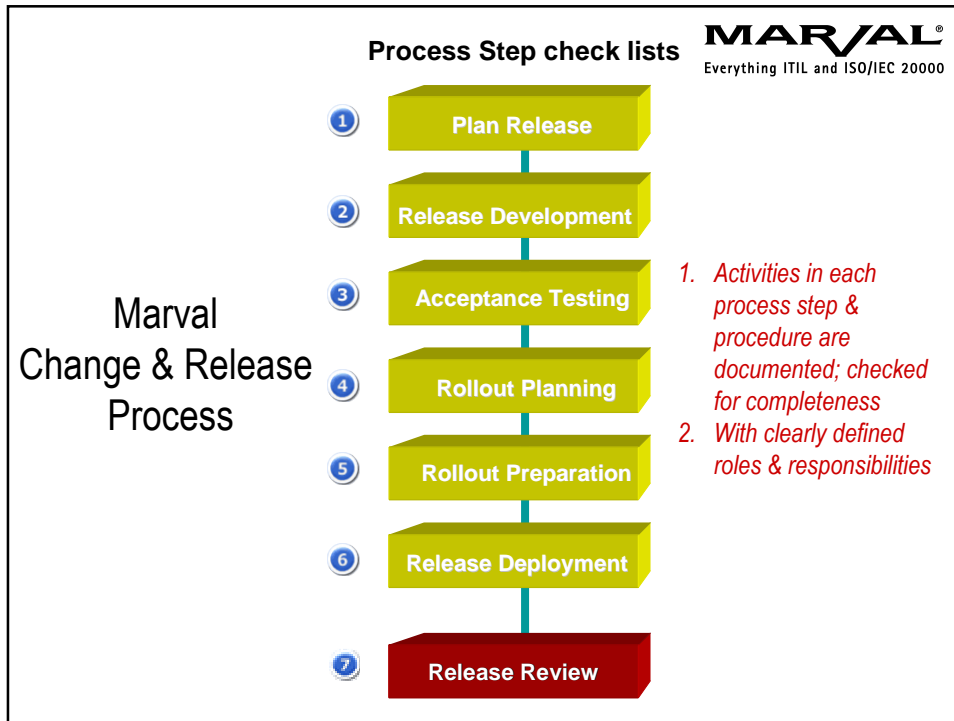
- For each release a Release checklist is used & signed of to ensure nothing is lost, forgotten or ignored.

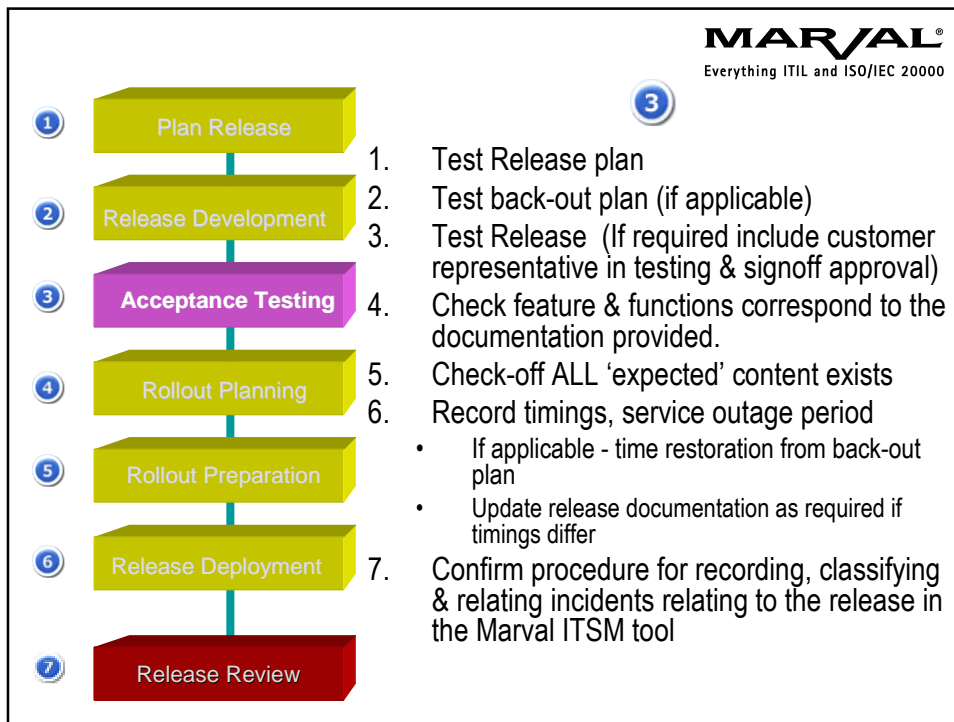
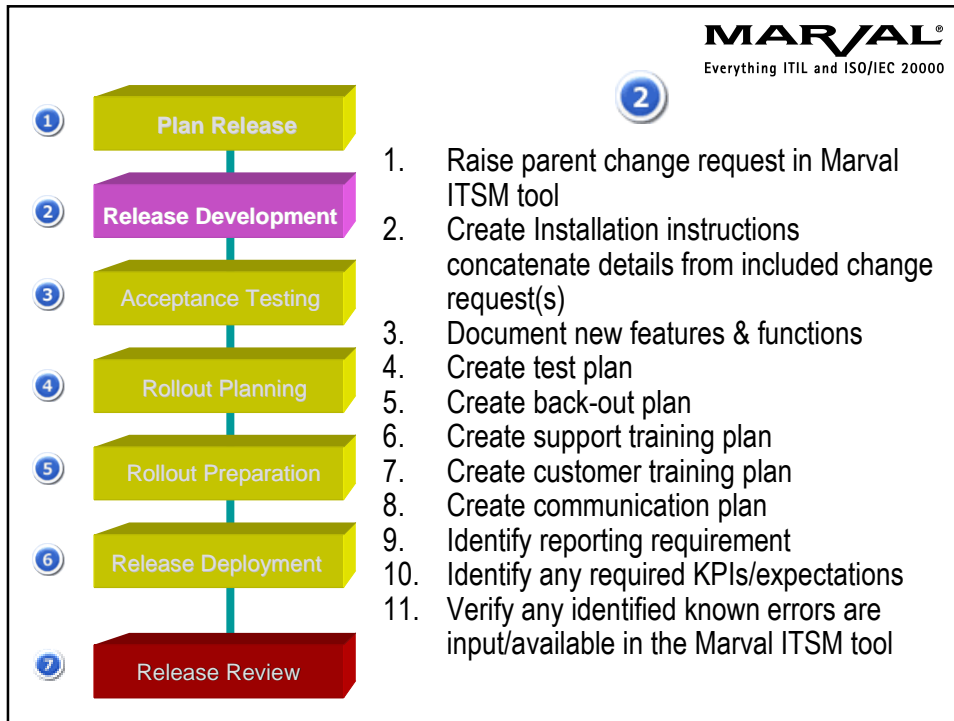


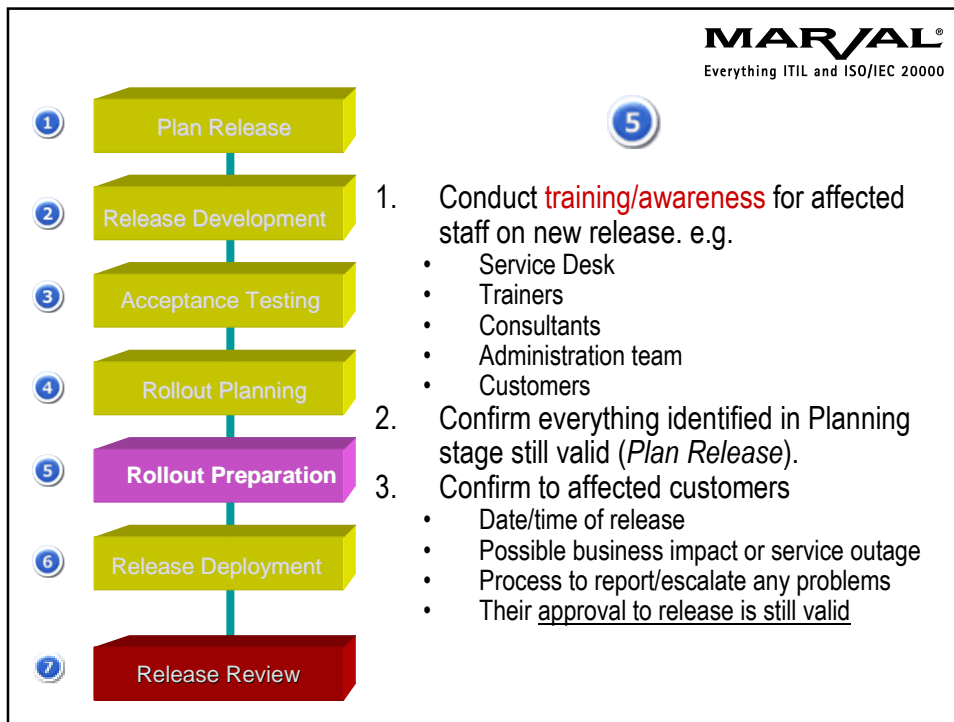
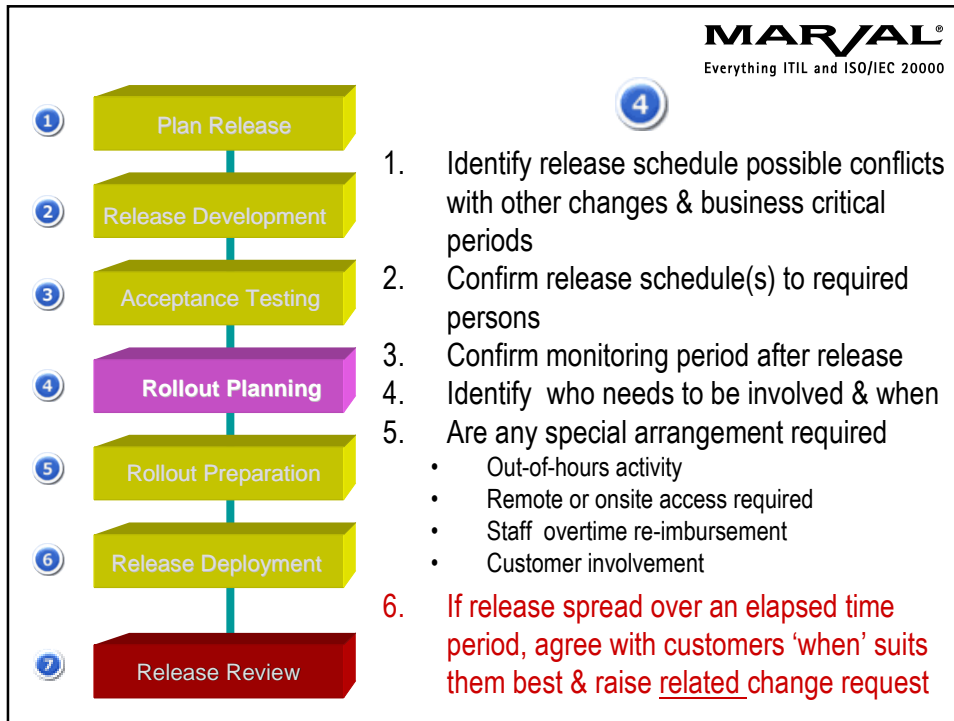
Standard Change Process

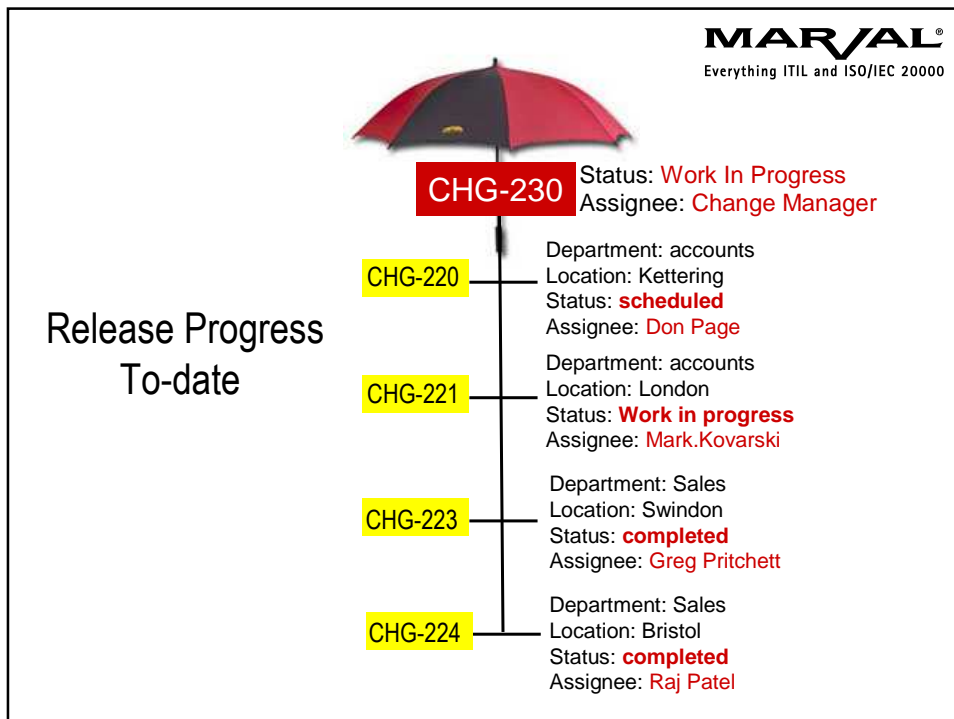
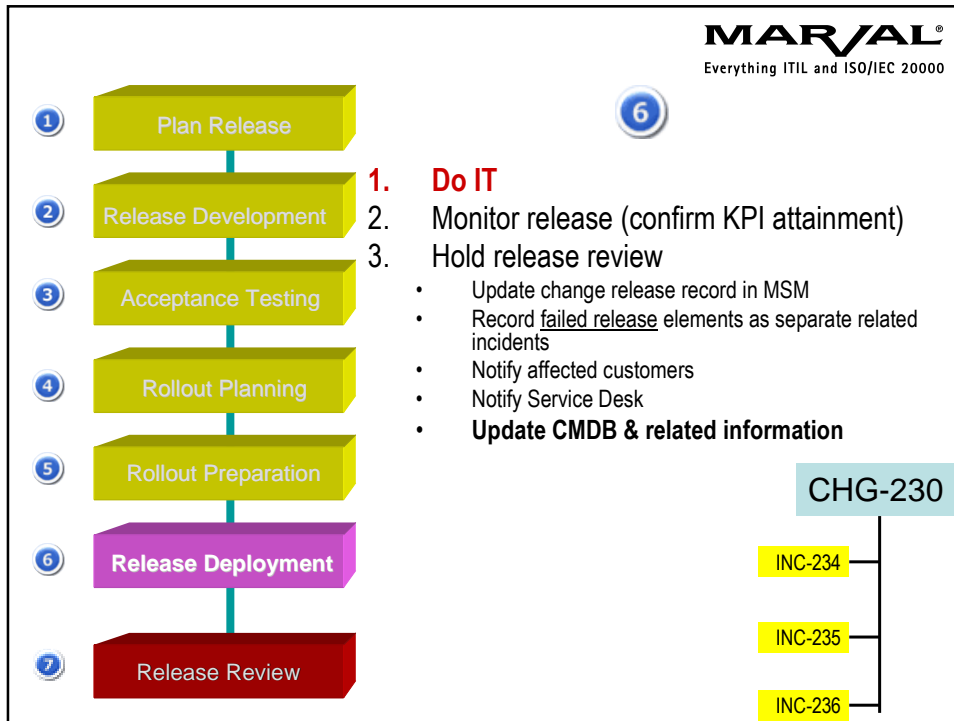
But what about the detail?

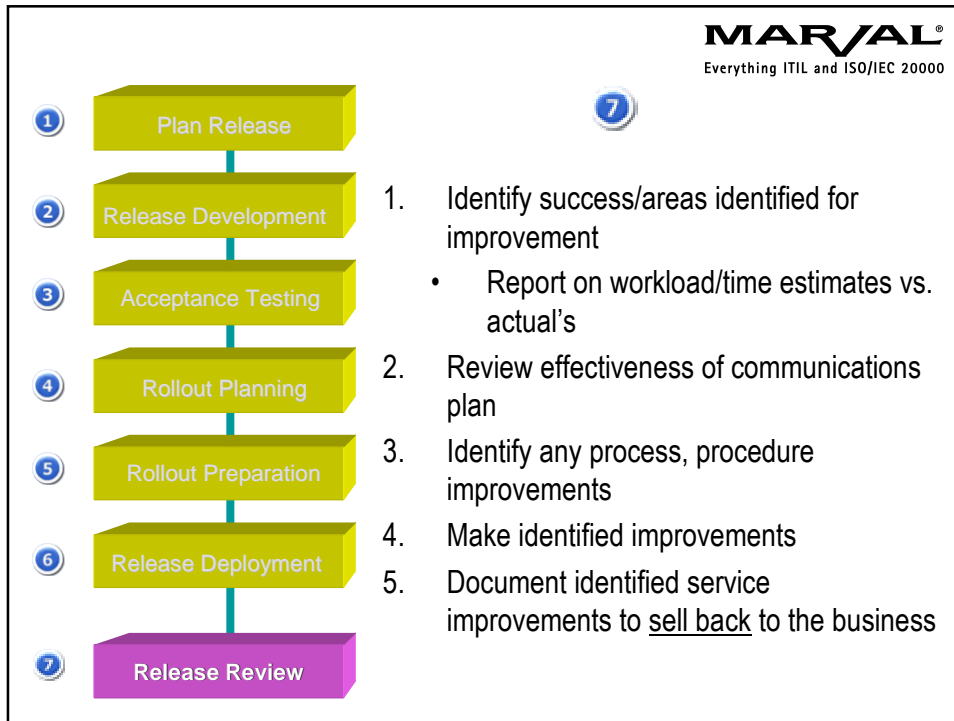












Conclusion

Initially, this approach may appear to require more work, in practice it has sped the whole release process up. Ensuring improved quality with nothing LOST, FORGOTTEN or IGNORED.

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The End
Thank you for
listening

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