

# Jumping on the ITIL Underground

Release Management Aspects of ITIL

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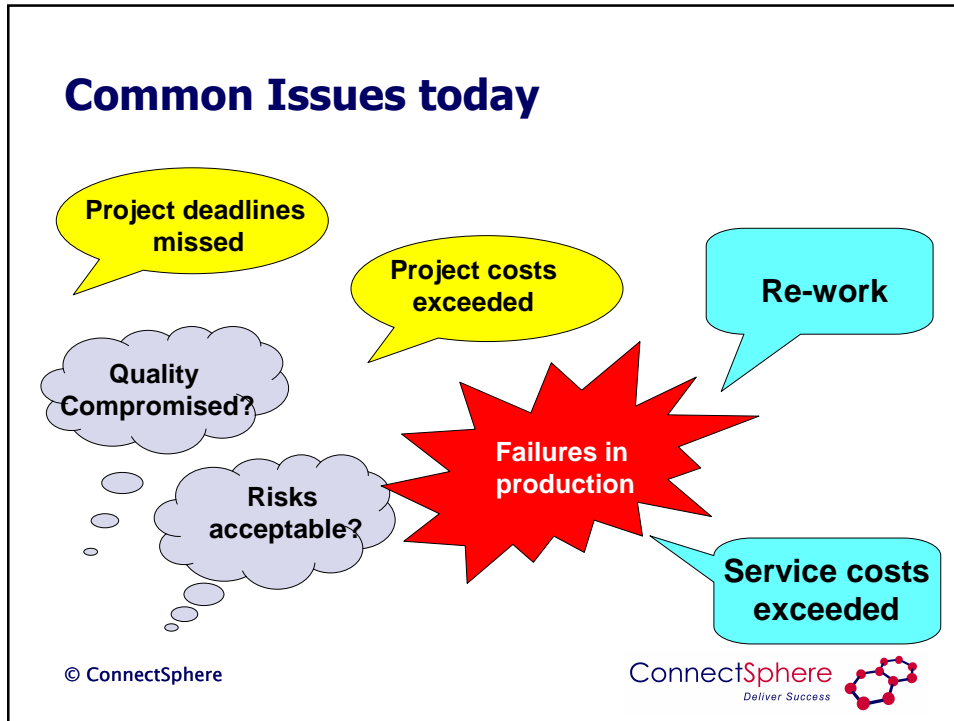
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## Introduction

- Common Issues today
- A reminder of some of the Industry definitions
- A case study of a roll out within the Retail Sector, incorporating all aspects of Release Management

• Q & A  
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## Release Management

- ***To deliver one or more changes at the right time, right place, right cost***
- Take a holistic view of change to an IT service
- Ensure that all aspects of a release, technical and non-technical, are considered together
- Examples
  - Technology refresh
  - All software changes

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New service introduction

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## Release Management Activities

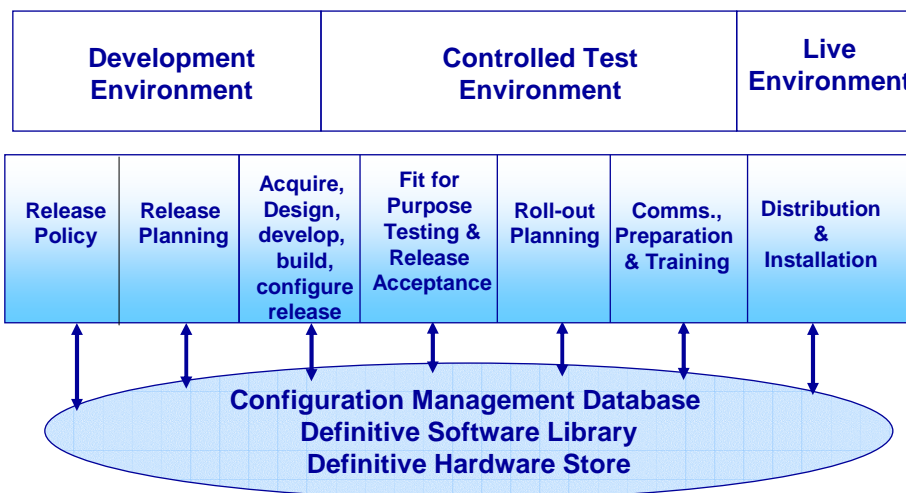
### Activities

- Plan with change and configuration management
- Plan releases and stay informed of progress on their design, development, and build
- Control the DSL and DHS
- Ensure fit for purpose testing & release acceptance
- Plan roll-out (with change & configuration management)
- Prepare, communicate and train
- Oversee the distribution & implementation of the release
- Ensure the infrastructure is verified before and after a release

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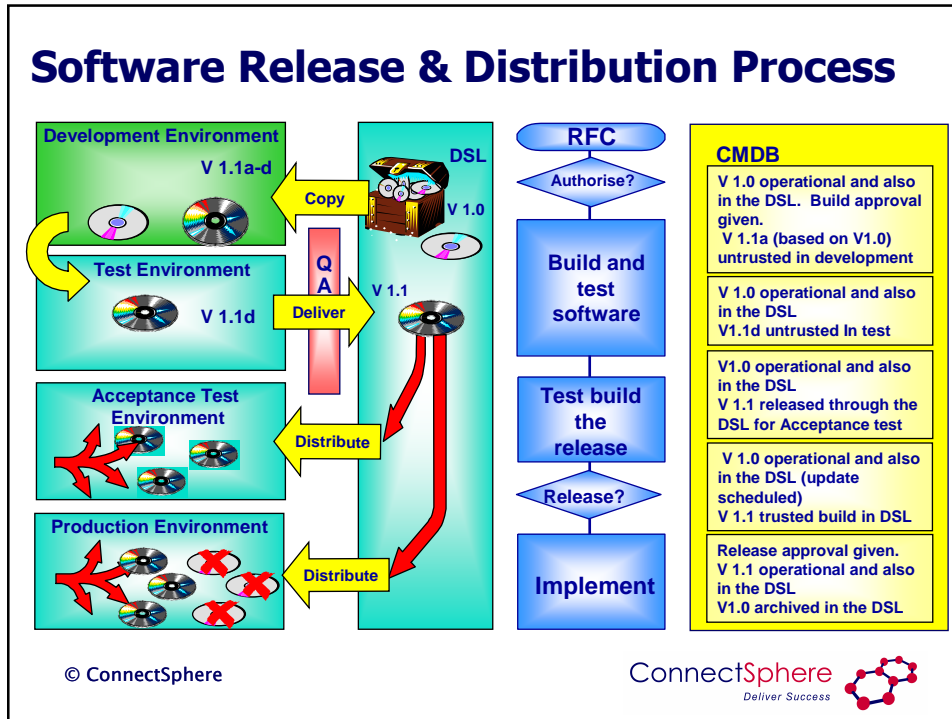
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## Release Management Activities



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## Release planning and roll out for Chip and

### Pin into a large UK Retailer

- Driven by legal conformance requirements
    - Dates for adoption being set by banks
  - Speed required with the removal of Banks covering fraud
    - Final dates being given which in effect put the financial burden of fraud on the Retailer
  - Accreditation process needed to be built into the Project Planning stages
    - Bottleneck risks of accreditation as all Retailers sought for compliance
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- **Whole of the Organisation affected**
  - consideration for rate of roll out, how would the Service Desk support, how would shops cope
- **Huge training programme**
  - Application training as well as hardware training
- **Need for 3<sup>rd</sup> party help for installation**
  - No experience within the Industry as early adopters – do we use brackets, floating devices etc. Tender process required
- **No proven technology**

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## **What does this mean to the Organisation?**

- **Risk**
  - the Business cannot be left without any service
- **Huge burden on resources**
- **Large financial implications of doing it and getting it wrong, or not doing it and being affected with large fraud charges**
- **Cultural implications – IT enthused, shops reluctant to go at speed**

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## Other Aspects to consider

- **Change Management**
  - Such large scale change will be agreed at Board level, therefore CAB decisions may be affected for other changes
  - use of the FSC for the Service Desk
  - agree the RFC, Urgent Change procedure and the Emergency CAB members pre roll out
- **Service Desk**
  - importance of results from pilots
  - set up categorisation in the Service Management tool
  - use of scripts for the Service Desk

© ConnectSphere **Use of shop staff for UAT to gain commitment** Deliver Success 

## Leading into the Release Management Lifecycle

- (4) Trend Analysis**
- Volumes
  - Failure types
  - MTBF higher – examples
  - Supplier meetings
  - Discovery / sampling
  - Refresh

> PLAN >

- (1) Business / Industry compliance change**
- Fraud detection
  - Accreditation Process

CHECK

**3500 Chip & PIN Units**  
Introduced Spring 2005

DO

- (3) Review**  
When Selected
- What maintenance – how?
  - SLA expectations
  - Configuration details
  - Financial forecasting

< REVIEW <

- (2) Product Assessment**
- Fit for purpose
  - Costs
  - MTBF

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## Key Areas of Learning

- More diligent check at pilot stage
- Contractual obligations and penalties associated with MTBF quotes
- Speed of roll out
- Consideration of manufacturer warranty

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## General Deployment Considerations

- Size of release implementation
- Culture
- Lead times for roll out, any restrictions imposed by the Organisation, are third parties involved?
- Knowledge transfer, current skills
- Risks – internal vs. external, the extent of the change
- Deployment approach – phased/big bang
- Post Implementation Review and KPI's

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## Links to Other Service Management Processes

- SLM/Availability
- Incident and Problem
- Change and Configuration
- Capacity
- IT Service Continuity

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## Release Management Benefits

### Benefits

- Legal compliance with all software licences
- Releases built and implemented to specification, on schedule, at estimated cost
- No releases backed out because of poor release management
- Secure management of the DSL and DHS
- Standardisation & consistency over many locations



- Key Metrics
  - The effect of Service Desk incident volumes post implementation of the release
  - Quantity of errors generated from a new release
  - Releases scheduled according to Business agreement

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## Any Questions?

Any follow up:  
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