

## Release Management Policies

### Policies

- All projects, bundled changes to an existing service (releases containing multiple enhancements/fixes) and cyclical changes to an existing service must go through the Release Management process and must have a completed request for change (RFC) with appropriate approvals.
- Whenever possible, changes to an existing service should be bundled together and released on a regular (e.g., monthly) basis using the Release Management process.
- A single “Release Engineer” must be identified for every Release. The Release Engineer will be responsible for successful coordination and execution of the Release, as well as ensuring all required documentation related to the Release exists.
- Proof that controls (initiation, testing, and approval) have been followed for all auditable Releases shall be stored with the ability to be reproduced.
- Each Release shall be initiated through a standardized and approved process (service request, incident management, problem management, or PRIME).
- Each Release should be well tested and verified prior to implementation.
- All implementation work on the Release should be completed by the Planned End Date/Time.
- Validation that the Release has been completed successfully should be confirmed through post-release testing.

For more info: [www.bu.edu/tech/service](http://www.bu.edu/tech/service)

## What is Release Management?

Release Management is the process responsible for planning, scheduling, and controlling the build, in addition to testing and deploying Releases. Release Management ensures that IS&T delivers new and enhanced IT services required by the business, while protecting the integrity of existing services.

### Objectives

- Increase the number of successful Releases, including reducing the number of Releases with unexpected outcomes.
- Decrease the number of incidents caused by Releases.
- Create a single documented process for managing all Releases.
- Maintain a single repository for recording all Releases through the lifecycle.
- Ensure that the process is adopted, adhered to, and escalated to management if there are compliance issues.
- Improve coordination between IS&T groups to ensure smooth and timely delivery of IT services.
- Improve productivity by establishing standard release processes and tooling.
- Initiate the Release Management process to provide sufficient lead-time for adequate impact analysis by the CAB.
- Ensure that auditable Release controls are established and documented.
- Communicate Releases to IS&T, affected client representatives, clients (where appropriate), and other IT organizations (where appropriate).
- Streamline the procedures so that there is an appropriate balance between the complexity of the Release and the required controls.
- Harvest lessons learned from the Release Management process that could be applied to other areas of Service Management.

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# Release Management

VERSION 1.0

SERVICE EXCELLENCE SUITE

- **Release** - Captures overall detail. Release Engineer role req.
- **Release Item** - Details the separate pieces of work within the Release. Release Engineer role required.
- **Release Task** - Details work required to deploy each Release. Release Engineer or Release User roles required.

Using your BU login name and Kerberos password, log in to ServiceNow at <http://bu.service-now.com>.

## How to Create a New Release

1. Select Release from the left pane.
2. From the Release Module list view, click on the New button to launch a new Release form.
3. Fill out the appropriate fields for the Release.
4. Click Save/Submit once all necessary inputs are in place.

## How to Create a Release Item

1. From the Release List view, search for and select the specific Release.
2. Navigate to the Release Item tab at the bottom of the UI and click on New to launch the Release Item UI.
3. Fill in the appropriate information within the Release Item fields.
4. Click Save/Submit to associate this newly created Release Item with the Release.

## How to Create a Release Task

1. From the Release List view, search for and select the specific Release.
2. Navigate to the Release Task tab at the bottom of the UI and click on New to launch the Release Task UI.
3. Fill in the appropriate information within the Release Task form.
4. Click Save/Submit to associate this newly-created Release Task with the Release.

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## Manage Release Workflow

