



Enterprise Configuration Management Summary of Release Management

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What is Release Management?

- ❑ A **Release** is a group of related business and system requirements (e.g., new development, enhancements or maintenance) packaged together to deliver a business capability.
- ❑ **Release Management** focuses on the planning, coordinating and delivering of these releases into production to deliver timely business capability to our customers.



Objectives of Release Management

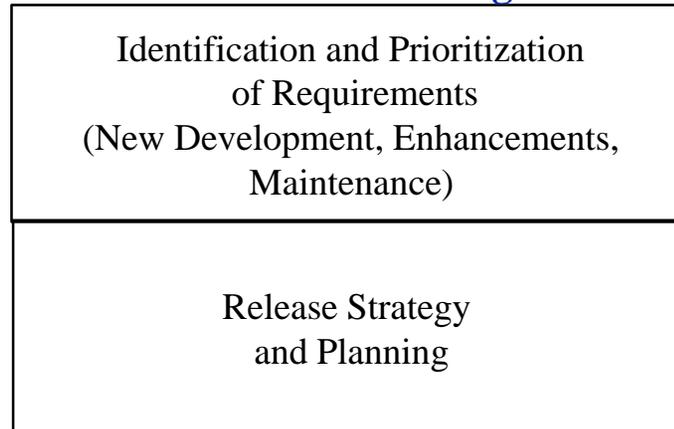
- ❑ To plan, coordinate and deliver phased business capabilities into the FSA production environment in a manner that can be adequately supported by the organization in the most cost efficient manner
 - Facilitate approval of release contents by customer/stakeholders (Business Channel;s).
 - Coordinate resources to implement releases efficiently and communicate with release teams to verify schedules are being met.
 - Reduce operating overhead costs and duplicate testing efforts via specific scheduled releases timed to business needs.
 - Fewer Releases but more functionality delivered in each release.
 - Facilitate the communication, analysis and resolution of changes requested to a committed release.
 - Coordinate the resolution of critical project issues which affect the delivery of Release on schedule.
 - Support the delivery of a consolidated release into and FSA Integrated Application Testing Environment, the Production Staging Environment and Production environments (VDC and other Data Centers).
 - Provide common understanding on how business is conducted across FSA.



Release Management Overview

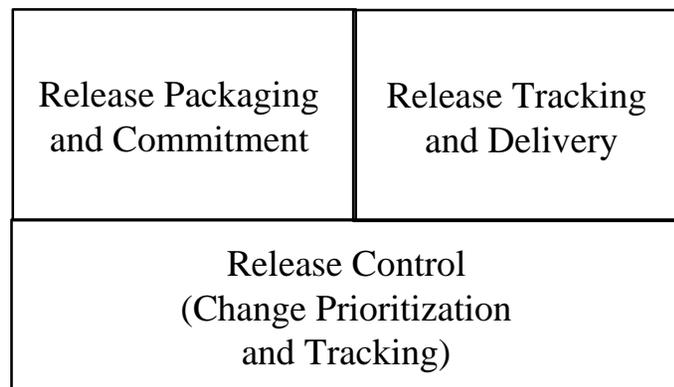
The FSA Release Management framework, must consider the following areas, define touch points, and establish the team to coordinate and manage the plan once in place:

Release Planning



- Requirements identification
- Business Prioritization
- Risk and Resource Analysis
- Impact Analysis
- Release Strategy
- Resource Capacity
- Delivery Dates aligned to business needs and Government mandates

Release Execution



- Package Release Contents
- Sign off on Release Commitment

- Scope Management
- Issue tracking and Resolution
- Timely Status to executive team
- Measurement
- Quality Improvement

- Change Approval
- Feasibility of Change
- Change Scheduling
- Escalation



Building on CIO success: Use of the ECM tool in Release Management

The ECM Solution is a vehicle for bringing Release Management Execution into reality:

Step 1 - Convert the Release Plan into executable components: Release Management activities would be captured and tracked by the ECM Tool once Business releases are planned. ECM would also track and manage major upgrades of software and hardware.

Step 2 – Increase Release visibility across the enterprise: Release activities are captured and tracked by the ECM Tool. ECM enables visibility across the Enterprise and allow all stakeholders to anticipate major activity and plan accordingly. Changes to the schedule can generate E-mail notification to affected areas efficiently.

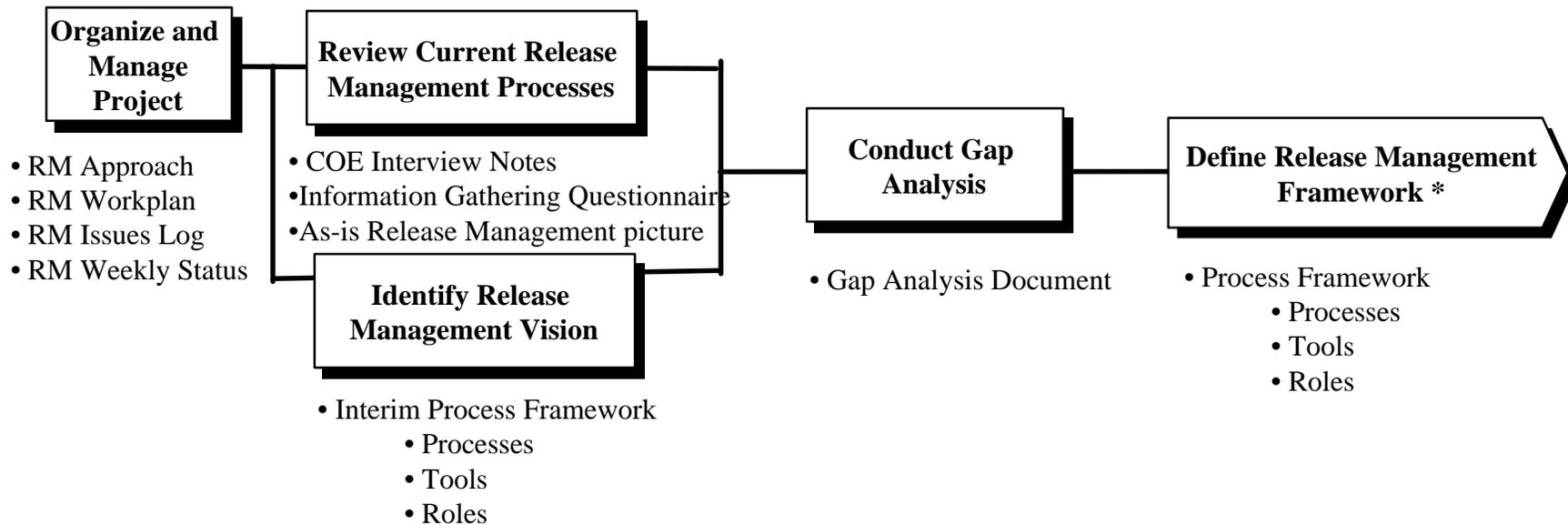


Proposed Release Management Scope for FY03

- ❑ Document FSA's current Release Management Planning efforts and Strategy
 - Capture COO expectations and requirements
 - Capture Channel needs and expectations
 - Solicit input from operating partners and Data Centers
- ❑ Create a Release Management Approach based on what's in place today and 'Industry Best practices'
 - Focus on processes, Support team, organization integration, and supporting tools
 - Build on current processes in practice today
 - Document Options
 - Review options and recommended approach with Stakeholders and gain agreement to proceed
- ❑ Build Release Management Framework (Version 1.0)
 - Identify High Level End-to-End Release Management Processes
 - Focus on Software Development Organizations and data centers
 - Release Management processes within and between Channel applications
 - Potential interfaces with external organizations (Data Centers, The Department of Education, and other Government agencies, etc.)
 - Integrate with Enterprise Change management
 - Integrate with the Solution Life Cycle and project level change management activity



Release Management Approach & Deliverables



*** The Release Management Framework will outline the key Release Management processes that should be followed within and between the Channels Data Centers and operating partners. Each area may tailor and operationalize it differently to meet their needs.**