I. PURPOSE
The purpose of this document is to define the Release Management process for use across the University Information Technology (UIT) and the Information Technology Services (ITS) organizations.

II. OBJECTIVE
The objective of Release Management is to ensure the successful release of an authorized change through the proper planning, design, development, testing, and deployment of the change. The release process takes one or more authorized changes and puts them into production.

III. SCOPE
This process applies to all UIT/ITS employees, contractors, vendors, departments, business areas, functional areas, and affiliated organizations.

IV. PROCESS

V. PROCEDURES

1. Plan Release

Plans for creating and deploying the release are created. The planning activity ensures that the appropriate documentation has been produced, the necessary resources are available and risks have been identified to ensure a successful release. Documentation should include (as needed) the overall design of the new or changed service or system (Service Design Package). Project plans should be coordinated with the project management office.

2. Build Release
Using the plan, create the designed components of the system in a form that can subsequently be integrated, verified, and validated. The system should not be deployed to the delivery environment at this time. The deployment process occurs later during the Deploy Solution step.

3. Test/UAT Release

Testing the solution consists of two parts, solution verification and solution validation. Verification addresses whether the solution properly reflects the specified requirements. This is commonly referred to as Quality Assurance Testing (or QA). Validation demonstrates that the solution, as developed, will deliver as intended (also known as User Acceptance Testing or UAT). In other words, verification ensures that “you built it right.” Validation ensures that “you built the right thing.”

4. Authorize Deployment

All deployments must be authorized and scheduled prior to execution by the appropriate level of organizational change authority. Change management coordinates and sets the deployment schedule.

5. Deploy Release

The solution is deployed into the live production environment. This activity is also responsible for training end-users and operating staff and communicating information and documentation on the newly deployed solution. If the solution deployment is unsuccessful as determined by the business, a decision is made in consultation with the business as to whether or not the solution should be backed out of the production environment. Part of deployment also includes updating the CMDB with new and changed information.

6. Close Release

When notification is received that the solution has been deployed successfully, results of the deployment are recorded in the release record in the CMS tool and the record is then closed.

VI. ROLES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Activity</th>
<th>Release Manager</th>
<th>Project Manager</th>
<th>Developer</th>
<th>Tester</th>
<th>Change Manager</th>
<th>Deployment Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan Release</td>
<td>A/R</td>
<td>R</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Build Release</td>
<td>A</td>
<td>R</td>
<td>R</td>
<td>I</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Test Release</td>
<td>A</td>
<td>R</td>
<td>C</td>
<td>R</td>
<td>I</td>
<td></td>
</tr>
<tr>
<td>Authorize Deployment</td>
<td>C</td>
<td>I</td>
<td>C</td>
<td></td>
<td>A</td>
<td>C</td>
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</table>

Revision #: 1.0  Supersedes: N/A  Date: mm.dd.yy

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Deploy Release | A | R | C | C | R
Close Release | A/R | R | C | C | I | C

Responsible
Those who do the work to achieve the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required.

Accountable (also approver or final approving authority)
The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible. In other words, an accountable must sign off (approve) work that responsible provides. There must be only one accountable specified for each task or deliverable.

Consulted
Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.

Informed
Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

VII. PROCESS METRICS

<table>
<thead>
<tr>
<th>Metric Name</th>
<th>Formula</th>
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</thead>
<tbody>
<tr>
<td>Number of Releases</td>
<td>Count of number of releases rolled out into the productive environment, grouped into Major and Minor Releases</td>
</tr>
<tr>
<td>Number of Release Backouts</td>
<td>Count of number of releases which had to be reversed</td>
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</tbody>
</table>

VIII. REGULATORY INFORMATION
NA

IX. GOVERNANCE
The Process Owner is responsible for the enforcement of this process and the approved procedures and work instructions related to its implementation.

X. ENFORCEMENT AND EXCEPTIONS
This process document is approved by the UIT/ITS’s Executive Leadership Team. Failure to follow this process could result in disciplinary action.

Revision #: 1.0 Supercedes: N/A Date: mm.dd.yy

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Exceptions or modifications to this process can be approved by the Process Owner.

Changes to corresponding procedures or work instructions may be made by the Process Owner or a designated alternate.

XI. DOCUMENT REVIEW
The applicable process and procedure documents shall be audited, reviewed, and revised as necessary at a minimum interval of every one (1) year to ensure relevance, fit for purpose, and fit for use.

The applicable processes and procedures shall be audited, reviewed, and revised as necessary when the corresponding policy is modified.

XII. REFERENCES
Definitions Document
Release Management Policy Document
Release Management Procedure/Work Instruction Document

XIII. APPROVALS

Approval Body:
Approval Date:
Process Owner:
Origin Date:

XIV. REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision #</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>mm.dd.yy</td>
<td>1.0</td>
<td>Initial creation.</td>
</tr>
</tbody>
</table>

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