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DG TAXUD	**22/03/2010**	**1.04**

TAXATION AND CUSTOMS UNION DG
ITSM

SUBJECT:

FQP - Annex 16: Release Management

FRAMEWORK CONTRACT # TAXUD/2007/CC/088

Document History

Edi.	Rev.	Date	Description	Action (*)	Pages
0	01	06/07/2007	First Draft	I	All
0	02	05/10/2007	Further implementation	I/R	As req.
0	03	08/10/2007	Further implementation	I/R	As req.
0	04	15/10/2007	Draft delivered for information to DG TAXUD	I/R	As req.
0	05	31/10/2007	Draft delivered for information to DG TAXUD	I/R	As req.
0	06	30/11/2007	Further implementation + Implementation of comments received from DG TAXUD. Delivered for information to DG TAXUD	I/R	As req.
0	07	10/12/2007	Further updates	I/R	As req.
0	08	01/04/2008	Further updates	I/R	As req.
0	09	07/07/2008	Consolidation after intermediate deliveries of processes outside of the scope of the FQP document	I/R	As req.
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1	01-3	21/10/2009	Further updates	I/R	As req.
1	01-4	12/11/2009	Further updates	I/R	As req.
1	01-5	23/11/2009	Further updates	I/R	As req.
1	01-6	02/12/2009	Further updates	I/R	As req.
1	01-7	08/12/2009	Sent for internal review	I/R	As req.
1	01-8	10/12/2009	Sent for information to DG TAXUD	I	As req.
1	01-9	15/01/2010	Further update	I/R	As req.
1	02	01/02/2010	Delivered for review to DG TAXUD after internal QC	I/R	As req.

1	03	05/02/2010	Re-delivered for review to DG TAXUD	Changes to Annex 22 AM	As req.
1	04	22/03/2010	Delivered for acceptance to DG TAXUD	I/R	As req.

(*) Action: I = Insert R = Replace

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1.   Introduction

This document is an annex to the Framework Quality Plan, deliverable DLV 0.1.1 requested in Specific Contract 04 [A2] under Framework Contract (IT Service Management for DG Taxation and Customs Union) [A1], Work Package WP.0.1.

This document presents the Level 1, 2 and 3 of ITSM process FQP - Annex 16: Release Management.

2. Reference and Applicable Documents

This chapter presents two lists of relevant programme related documents. They are divided into reference and applicable documents.

2.1 Reference Documents

Id	Reference	Title	Date	Version
R1	ITS-IFQP-SC04-Framework Quality Plan	Framework Quality Plan	22/03/2010	1.04
R2	ITS-IFQP-SC04-Annex 9	ITSM Glossary	22/03/2010	1.13

Table 1 – Reference documents

2.2 Applicable Documents

An applicable document is a document which content is binding for a contractor no matter what is mentioned in this FQP.

Id	Reference	Title	Date	Version
A1	TAXUD/2007/CC/088	Framework Contract	04/05/2007	N/A
A2	TAXUD/2008/DE/114	Specific Contract 04	30/06/2008	N/A
A3	QAC-SC01-FQP_TEM	Framework Quality Plan Template	N/A	1.01

Table 2 – Applicable documents

3. Terminology

3.1 Abbreviations and Acronyms

A list of the abbreviations and acronyms used in the context of the ITSM Programme, and more specifically for this document is provided in Annex 9 ITSM Glossary [R2].

3.2 Interface with DG TAXUD

Where there is a non-specific reference to DG TAXUD, Directorate Generale Taxation and Customs Union DG or other similar descriptions, it means that the interface can be with any one of the following business threads of DG TAXUD:

- DG TAXUD A4/CPT;

- DG TAXUD A4/ISD;

- DG TAXUD A4/APM;

- DG TAXUD A3/Tax;

- DG TAXUD A3/Exc;

- DG TAXUD A3/Cust;

- DG TAXUD A3/LISO.

Where it is intended that a reference is to a specific business thread, one of the business threads above shall be stated.

4. ITSM Process model

4.1 Level 0: Process flows
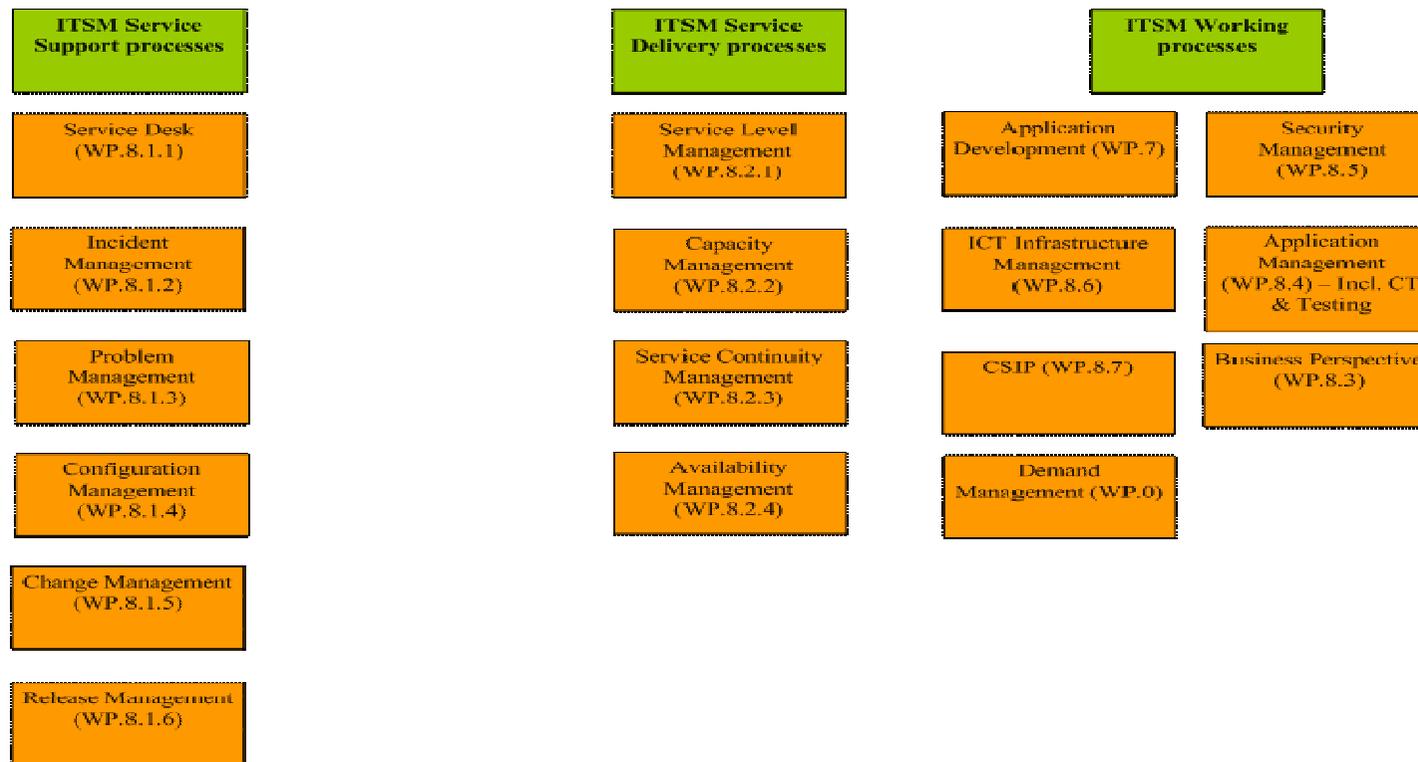
Figure 4-1: ITSM Process Model

4.2 Level 1: Release Management

The goal of Release Management is to take a holistic view of a change to an IT service and ensure that all aspects of a release (both technical and non-technical) are considered together.

RM Release Management

RM.1

Plan Release

RM.2

Receive Release

RM.3

Perform Kick-off Deployment

RM.4

Accept Release

RM.5

Authorise Release

RM.6

Install Release

RM.7

Initiate Conformance Testing
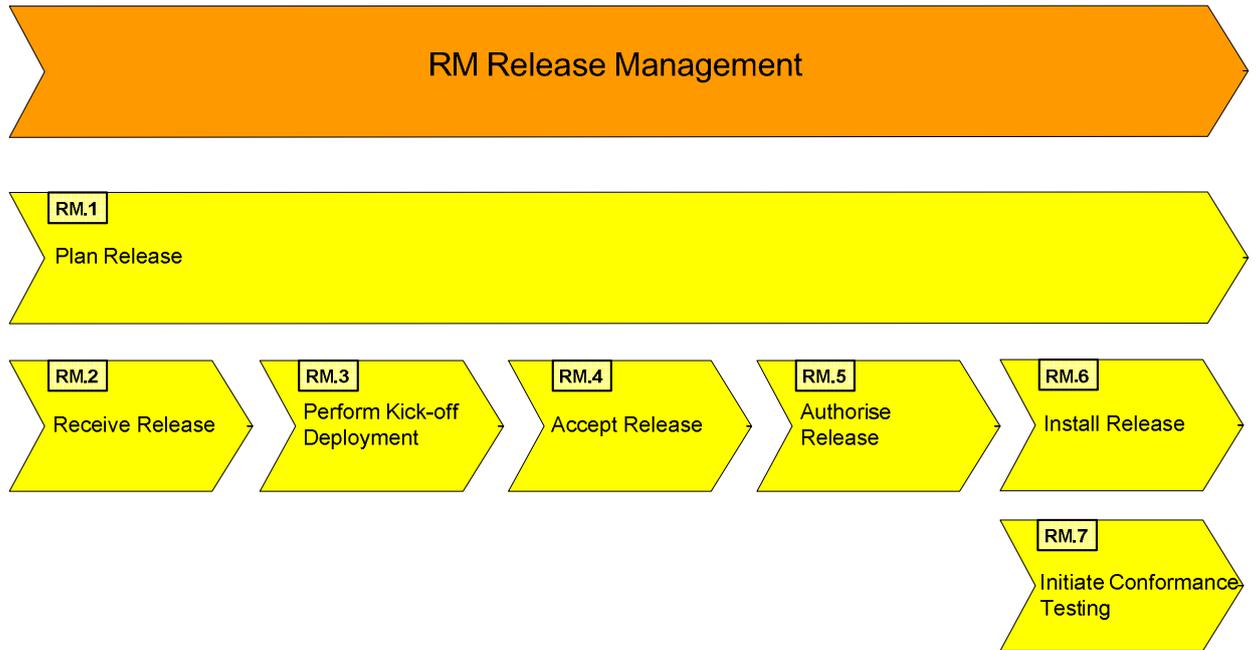
Figure 4-2: RM Release Management sub-processes

4.3 Level 2: Release Management
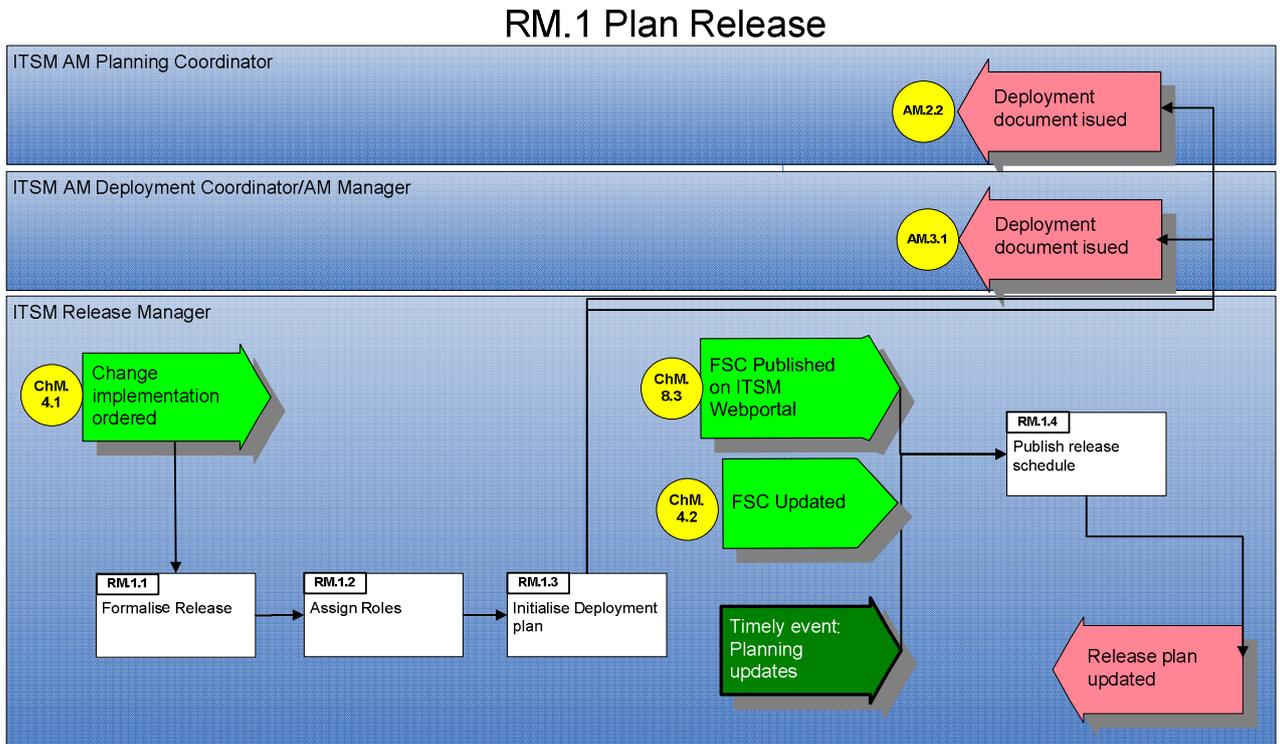
RM.1 Plan Release

Figure 4-3: RM.1 Plan Release

RM.2 Receive Release
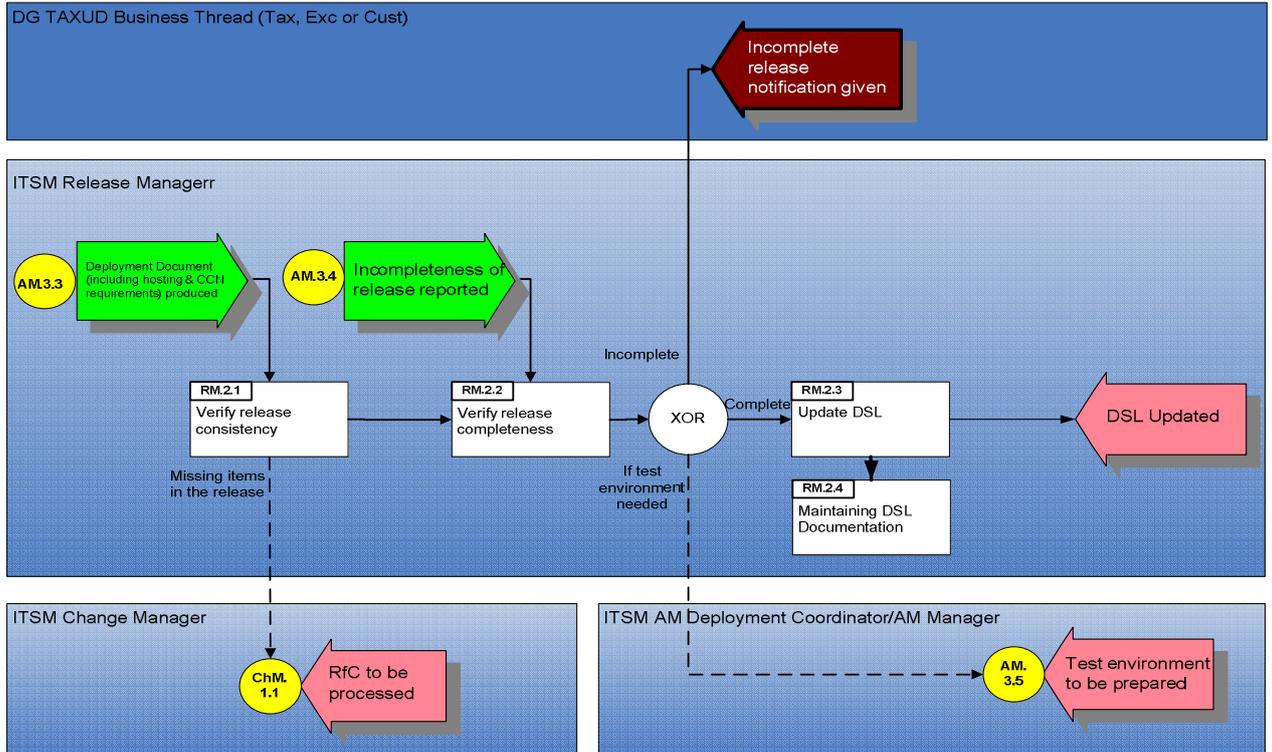
Figure 4-4: RM.2 Receive Release

RM.3 Perform Kick-off Deployment
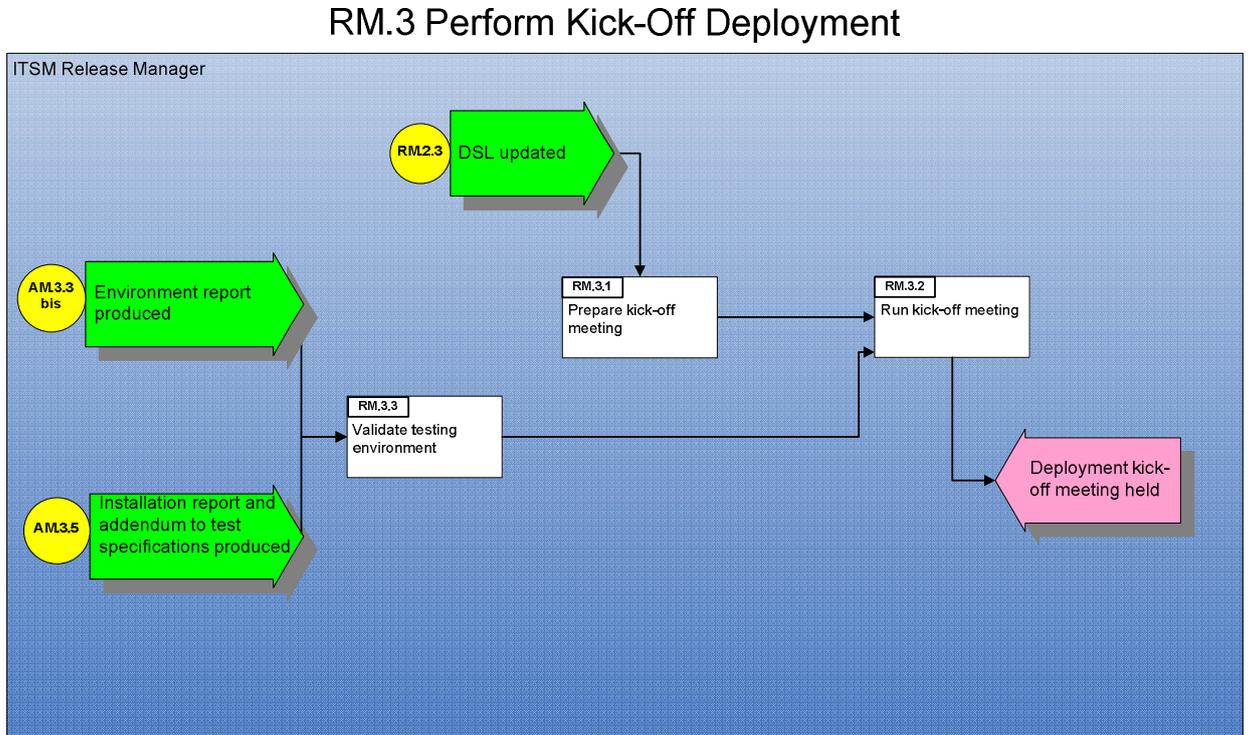
Figure 4-5: RM.3 Perform Kick-off Deployment
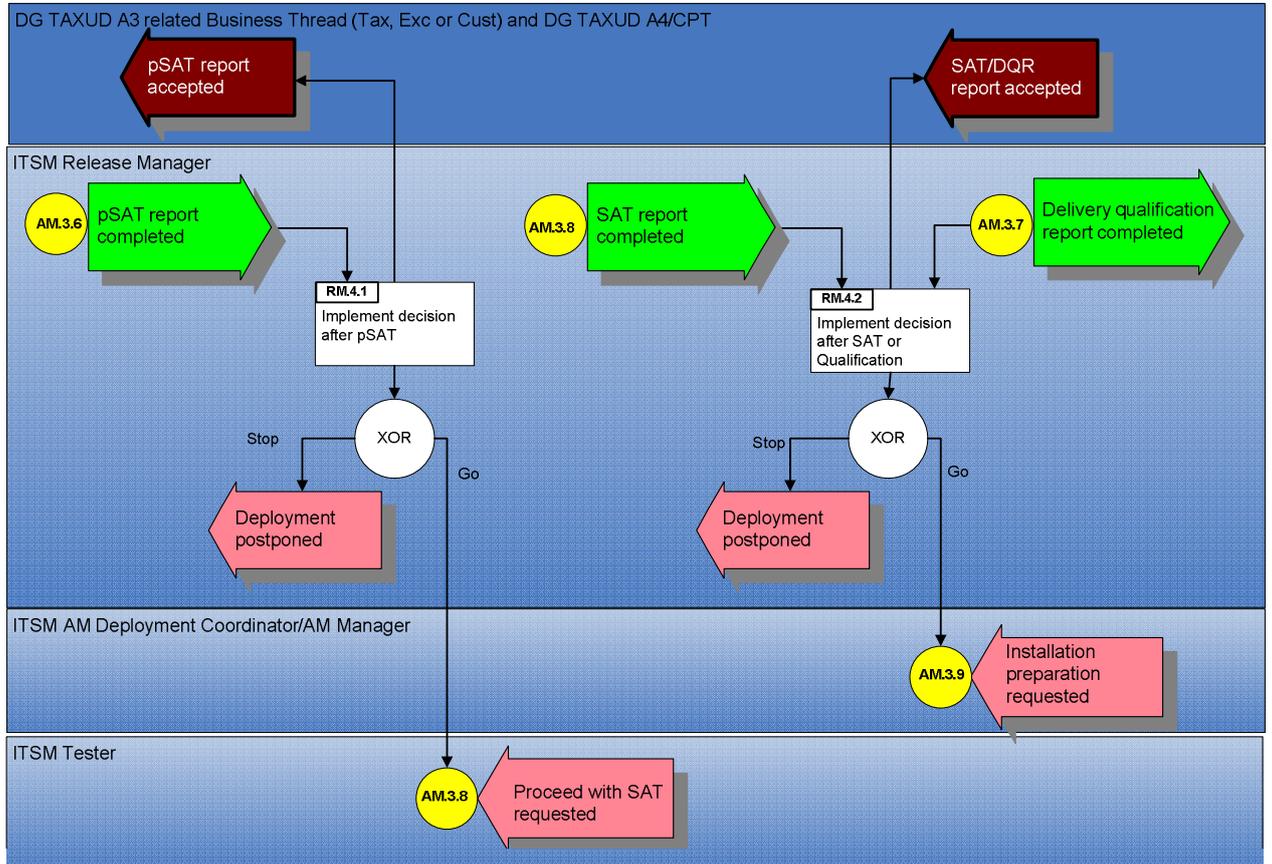
RM.4 Accept Release

Figure 4-6: RM.4 Accept Release

RM.5 Authorise Installation
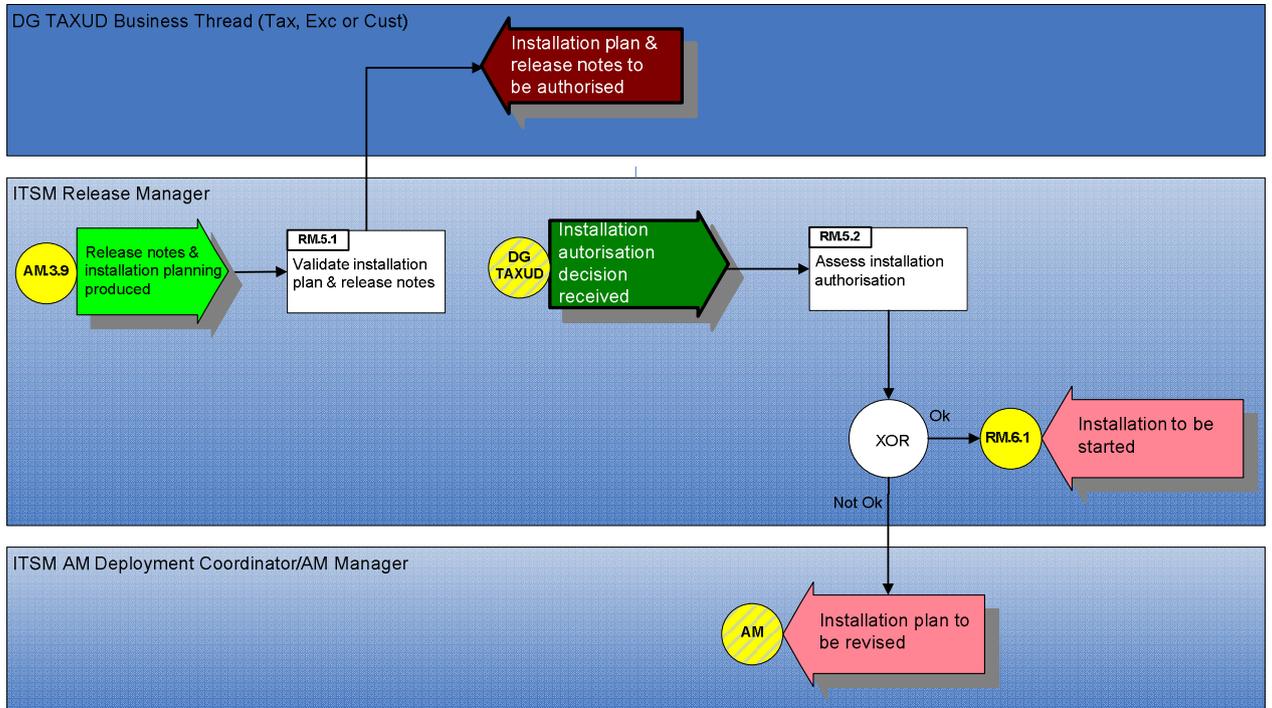
Figure 4-7: RM.5 Authorise Installation

RM.6 Install Release

Figure 4-8: RM.6 Install Release

RM.7 Initiate Conformance Testing

RM.7 Initiate Conformance Testing
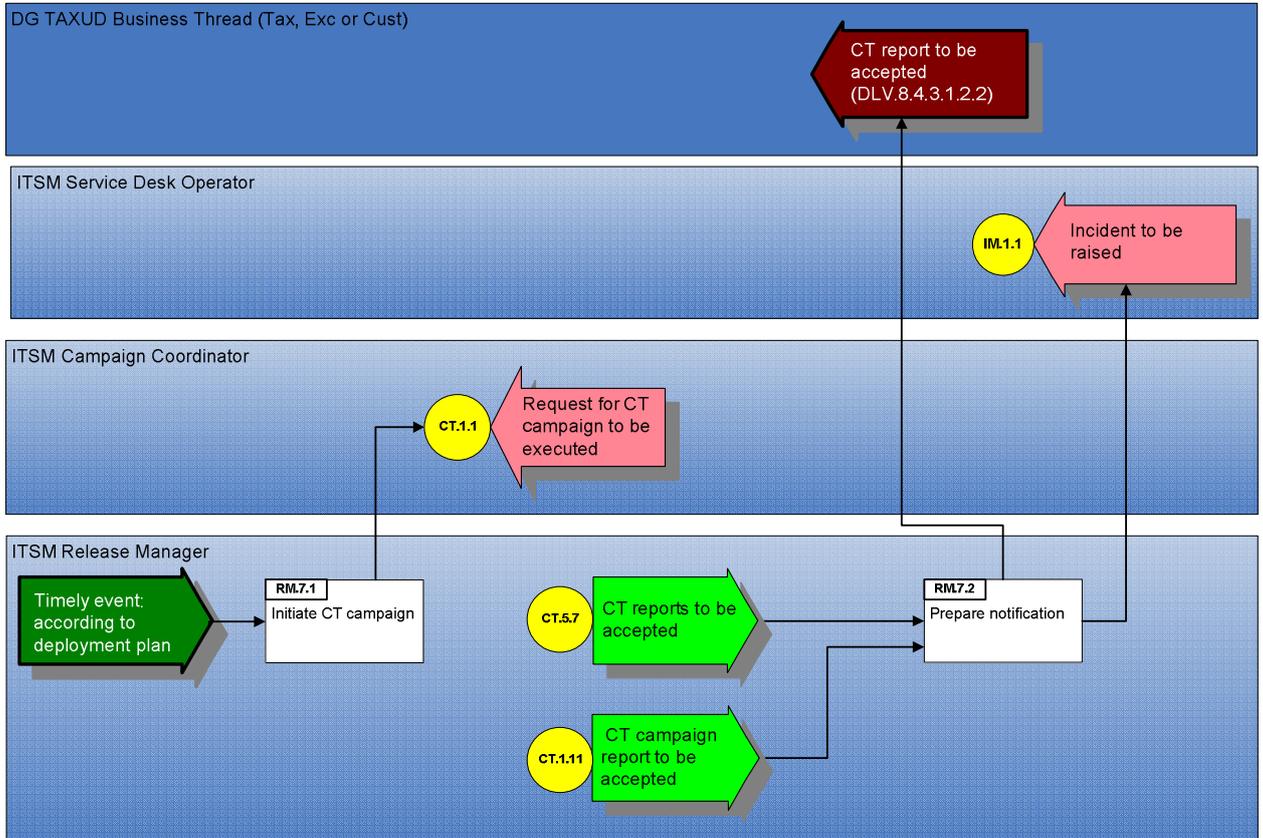
Figure 4-9: RM.7 Initiate Conformance Testing

RACI Table for RM

Activity	ITSM Release Manager	ITSM Deployment Coordinator	ITSM Application Manager	ITSM Change Manager	ITSM Configuration Manager	ITSM Campaign Coordinator	ITSM Infrastructure Manager	ITSM Service Desk	DG TAXUD A4/CPT	DG TAXUD A4/ISD	DG TAXUD A4/APM	DG TAXUD A3/Tax	DG TAXUD A3/Exc	DG TAXUD A3/Cust	DG TAXUD A3/LISO	3rd Party Developers
RM 1.1 Formalise Release	RA															
RM 1.2 Assign roles	RA															
RM 1.3 Initialise Deployment Plan	RA	I	I	I	I		I									
RM 1.4 Publish Release Schedule	RA	I	I	I	I		I	I								
RM 2.1 Verify release consistency	A	R														
RM 2.2 Verify release completeness	A	R														
RM 2.3 Update DSL	AR	CI														
RM 2.4 Maintaining DSL Documentation	A	R														
RM 3.1 Prepare kick-off meeting	A	R														
RM 3.2 Run kick-off meeting	CI	RA	I	I	I		I		I	I	I	I	I	I	I	I
RM 3.3 Validate testing environment	I	RA	C				C									
RM 4.1 Implement decision after pSAT	A	R							C	C	C	C	C	C	C	C
RM 4.2 Implement decision after SAT or Qualification	A	R							C	C	C	C	C	C	C	C
RM 5.1 Validate Installation plan & release notes	A	R														
RM 5.2 Assess installation authorisation	I	RA														
RM 6.1 Prepare Notification	I	RA					I									
RM 6.2 Initiate Installation	I	RA														
RM 6.3 Assess Installation Report	I	RA														

RM 6.4 Initiate roll-back plan	I	RA	I	I	I					CI	CI	CI	CI	CI	CI	
RM 6.5 Publish successful installation	A	R						I		I	I	I	I	I	I	
RM 6.6 Prepare notification	I	RA	I	I	I	I	I	I	I	I	I	I	I	I	I	I
RM 6.7 Prepare closure	RA									CI	CI	CI	CI	CI	CI	
RM 7.1 Initiate CT campaigns	AR	CI			I				CI	CI	CI	CI	CI	CI		
RM 7.2 Prepare Notification		RA			C		I		CI	CI	CI	CI	CI	CI		

Table 4-1: RM RACI Table

Communication interfaces with DG TAXUD

Interface description communication with DG TAXUD	Direction	Format
RM 1.4 Publish Release schedule		
Release Plan	Outgoing	ITSM Webportal
RM 2.1 Verify Release Consistency		
Notification in case of inconsistant delivery	Outgoing	e-mail
RM 3.2 Run kick-off meeting		
Kick-off meeting decisions	Outgoing	e-mail
RM 3.3 Validate testing environment		
Notification in case of anomalies/inconsistencies	Outgoing	e-mail
RM 2.2 Verify Release Completeness		
Notification in case of incomplete delivery	Outgoing	e-mail
RM 4.1 Implement decision after PreSAT		
pSAT report	Outgoing	e-mail
pSAT acceptance	Incoming	e-mail
RM 4.2 Implement decision after SAT or Qualification		
SAT report	Outgoing	e-mail
SAT acceptance	Incoming	e-mail
DQR report	Outgoing	e-mail
DQR acceptance	Incoming	e-mail
RM 5.1 Validate Installation plan & release notes		
Installation Plan & Release notes	Outgoing	e-mail
Installation Plan & Release notes acceptance	Incoming	e-mail
RM 6.1 Prepare Notification		
Installation report	Outgoing	e-mail
RM 6.6 Prepare Notification		
Installation report	Outgoing	e-mail
RM 7.1 Initiate Conformance Testing		
Trigger start	Outgoing	e-mail
RM 7.2 Prepare Notification		
Notification of completion	Outgoing	e-mail

Table 4-2: RM Communication interfaces with DG TAXUD

4.4   Level 3: Release Management

RM.1.1 Formalise release	**RM.1 Plan Release** **RM.1.1 Formalise release** When the ITSM Release Manager receives a Change Implementation Request, he/she checks in which release he/she will include the RfC or decides to create a new release operation for the Change based on information supplied by the subject matter experts of the applications to be released. He/she updates the release planning accordingly and informs the ITSM Change Manager, the ITSM Application Manager and the ITSM Business Perspective Manager He/she updates the release planning accordingly and informs the ITSM Change Manager, the ITSM Application Manager and the ITSM Business Thread Manager.
RM.1.2 Assign roles	**RM.1.2 Assign roles** The ITSM Release Manager defines who will manage the release project. Usually, it is the related ITSM Deployment Coordinator or a dedicated project manager if it is an especially complex release. The name of the ITSM Deployment Coordinator is published in the deployment plan.
RM.1.3 Initialise deployment plan	**RM.1.3 Initialise deployment plan** When a release is defined, the ITSM Release Manager works with the nominated ITSM Deployment Coordinator to create the Deployment Plan for inclusion in the Release Plan **Note:** ITSM expects receiving the technical documents of a release for review 3 to 4 weeks before the release delivery. When DG TAXUD (via its QA Contractor) sends a Service Request to the ITSM Service Desk for a document review of an upcoming release it is "the" moment to start the release process and to start collecting information for the deployment plan. As all release stakeholders participate to the document review, it is an opportunity to verify an upcoming release (such as the required COTS version) and to start release preparation (such as the installation and rollback plan and the environment acceptance report).
RM.1.4 Publish release schedule	**RM.1.4 Publish release schedule** The ITSM Release Manager gets planning updates from the Application Development 3rd party (x-Dev), as well as from ITSM Application Management and/or Infrastructure Management once a month and FSC updates from the ITSM Change Manager. He/she provides input to update the Release

Planning accordingly and informs the ITSM Change Manager and the ITSM Business Perspective Manager of any difficulty (conflicts between Release Plan, FSC and/or MCP).

RM.2 Receive Release

RM.2.1 Verify release consistency

RM.2.1
Verify release
consistency

The ITSM Deployment Coordinator receives the completed deployment plan from the ITSM Application Manager. They check together that the release contains all the changes as decided by the CAB and if all necessary technical documents are available such as installation documents.

In other words, they verify that the release as it is defined in the Deployment Plan is complete.

If the release is not complete (there is a missing COTS for instance) the ITSM Release Manager meet with ITSM Change Manager to raise a complementary RfC for late changes to the infrastructure (new COTS, more storage …).

RM.2.2 Verify release completeness

RM.2.2
Verify release
completeness

The ITSM Deployment Coordinator receives an e-mail message from the ITSM Release Manager confirming that all the necessary components as they are specified in the deployment plan have been delivered by the Application Development 3rd party (x-Dev).

If it is incomplete he/she requests by e-mail, the missing information from the 3rd party developers, copying in the relevant DG TAXUD business thread.

RM.2.3 Update DSL

RM.2.3
Update DSL

The ITSM Release Manager updates the DSL with the components received and emails ITSM Configuration Manager that the DSL has been updated.

RM.2.4 Maintaining DSL Documentation

RM.2.4
Maintaining DSL
Documentation

The DSL is partly used as an ODL. Documents for delivery produced by ITSM are stored on CIRCA. The DSL has a link to a spreadsheet on CIRCA called "ITSM Deliverables overview.xls", which references these documents at the following location:

XXX

Other documentation such as design specifications, functional specifications, requirements specifications are kept locally in the DSL for each application when these are not available on CIRCA.

Only documentation for the most recent three versions of an application is stored in the file share. As newer versions are added, versions older than the last three are moved to the

archive directory of the corresponding business thread, and notification sent via e-mail to Infra requesting the contents of the archive directory to be copied on to two CDs/DVDs. A master copy of the CD/DVD is kept on site at ITSM Infra, and an additional copy is sent to XXX, where it is held locally.

Thereafter, the content of the archive folder is deleted.

RM.3.1

Prepare kick-off meeting

RM.3 Perform Kick-off Deployment

RM.3.1 Prepare kick-off meeting

When the Release has been received and the DSL is updated with the software components, the ITSM Deployment Coordinator prepares a kick-off meeting for the deployment. The participants of the kick-off meeting are the ITSM Release Manager, the ITSM Deployment Coordinator/ITSM Application Management, the ITSM Testing Manager, representatives of DG TAXUD A3/Tax, DG TAXUD A3/Exc or DG TAXUD A3/Cust, as well as DG TAXUD A4/CPT (or its QA Contractor)), 3rd Party Developers, the ITSM Configuration Manager. The goal of this meeting is to bring every contributor in the deployment project up-to-speed on the stakes, specifications and planning of the deployment.

The ITSM Deployment Coordinator completes the deployment plan with all the tasks that people from various organisations will have to complete during the deployment. This document serves as the basis for the kick-off meeting.

Usually the kick-off meeting is held by means of a conference call. All stakeholders are invited via e-mail.

RM.3.2

Run kick-off meeting

RM.3.2 Run kick-off meeting

The ITSM Deployment Coordinator runs the kick-off meeting for the deployment. Everybody is made aware of his/her tasks in the coming deployment. The main activity of this kick-off meeting is the approval of the deployment plan. The attendees also review together the environment report.

RM.3.3

Validate testing environment

RM.3.3 Validate testing environment

The ITSM Deployment Coordinator receives the environment acceptance report from the ITSM Application Management. The environment acceptance report is a project deliverable, which is subject to a document review in which all Release stakeholders will verify the content of the document.

RM.4.1
Implement decision
after preSAT

RM.4 Accept Release

RM.4.1 Implement decision after preSAT
The ITSM Deployment Coordinator sends the preSAT report he/she receives from ITSM Testing to the relevant stakeholders at DG TAXUD related Business Thread (DG TAXUD A3/Tax, Exc or Cust) and DG TAXUD A4/CPT (and its QA Contractor).

He/she then waits for DG TAXUD GO/NOGO decision for starting the SAT.

The ITSM Deployment Coordinator then informs all the deployment parties (AM, Infra, Dev) about the GO/NOGO decision of DG TAXUD

RM.4.2
Implement decision
after SAT or
qualification

RM.4.2 Implement decision after SAT or Qualification
The ITSM Deployment Coordinator sends the SAT report he/she receives from ITSM Testing to the relevant stakeholders at DG TAXUD related Business Thread (DG TAXUD A3/Tax, Exc or Cust) and DG TAXUD A4/CPT (and its QA Contractor). He/she then waits for DG TAXUD GO/NOGO decision for starting the post SAT deployments.

The ITSM Deployment Coordinator then informs all the deployment parties (AM, Infra, Dev) about the GO/NOGO decision of DG TAXUD. The ITSM Application Manager sends the SAT (or DQR) or Qualification report he/she receives from AM to the relevant stakeholders at DG TAXUD.

The ITSM Deployment Coordinator is not involved in the FAT process for DG TAXUD applications. The FAT process for the ITSM Tools is handled by ITSM Infrastructure.

RM.5.1
Validate installation
plan & release notes

RM.5 Authorise Installation

RM.5.1 Validate installation plan & release notes
The Deployment Coordinator produces the installation plan and presents it to the affected DG TAXUD business thread as set out in 3.2 above, for validation

RM.5.2
Assess installation
authorisation

RM.5.2 Assess installation authorisation
The Deployment Coordinator must get an official authorisation from the affected DG TAXUD business thread as set out in 3.2 above, to put the deployment in production.

RM.6.1
Prepare notification

RM.6 Install Release

RM.6.1 Prepare notification

The ITSM Deployment Coordinator asks the ITSM Service Desk to inform the users of the imminent installation in production. As a consequence, a mass e-mail is sent by the

	ITSM Service Desk to all impacted users informing that a new release is going to be installed, and eventually of any disruption in the service.
RM.6.2 Initiate installation	## RM.6.2 Initiate installation The ITSM Deployment Coordinator communicates the formal agreement to go live to ITSM Application Management, which will then proceed with the installation.
RM.6.3 Assess installation report	## RM.6.3 Assess installation report The ITSM Deployment Coordinator acts upon the installation report to initiate the rollback plan if necessary (RM 6.4) or to trigger the successful install communication (RM 6.5). The installation report is prepared by ITSM Application Management
RM.6.4 Initiate roll-back plan	## RM.6.4 Initiate roll-back plan The ITSM Deployment Coordinator initiates, after validation with DG TAXUD, the rollback plan following problems during the installation. The rollback plan describes the last known good build and how to go back to that situation. The rollback plan is available for every release. He/she communicates the information to all stakeholders (both within ITSM and DG TAXUD).
RM.6.5 Publish successful installation	## RM.6.5 Publish successful installation The ITSM Deployment Coordinator communicates about the successful installation towards all stakeholders (both within ITSM and DG TAXUD).
RM.6.6 Prepare notification	## RM.6.6 Prepare notification The ITSM Deployment Coordinator triggers the ITSM Service Desk for communication towards the users. He/she communicates the installation report including information as to whether the rollback was used. The ITSM Service Desk will then send a mass e-mail to all impacted users in order to inform about restoration of the eventual disruption, and availability of the new release.
RM.6.7 Prepare closure	## RM.6.7 Prepare closure The ITSM Release Manager performs the closure activities, therefore, he/she: • Reports the end of the Release operation to the ITSM Change Manager so that he/she can update the status of the change records; • Reports the end of the Release operation to the ITSM Configuration Manager so that he/she can update the status of the CIs in the CMDB;

	• Updates the deployment plan; • Controls that the DSL is properly populated and that versions stored are really the same as the versions in production.
RM.7.1 Initiate CT campaign	## RM.7 Initiate Conformance Testing ## RM.7.1 Initiate CT campaign The Deployment Coordinator triggers the start of the Conformance Test by an e-mail to the designated campaign coordinator after getting the go ahead from the affected DG TAXUD business thread as set out in 3.2 above.
RM.7.2 Prepare notification	## RM.7.2 Prepare notification After coordination with the campaign coordinator, the ITSM Release Manager reviews and forwards the CT Campaign reports to the affected DG TAXUD business thread as set out in 3.2 above and to the ISTM Service Desk to inform all parties that the CT campaign is completed