



Release Management for BMC Remedy IT Service Management version 7.0



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Overview

Release management is an increasingly important process that more and more organizations are addressing as part of a larger IT Infrastructure Library (ITIL[®]) implementation. Release management allows IT organizations to improve the quality and speed of releases through a synchronized and coordinated process.

The objective of release management is to oversee the controlled distribution of software and hardware components into the live environment. Release management provides a structured approach to the management of releases into the IT infrastructure, from initial policy and planning, through design building and testing, to distribution and installation.

Release management consists of four procedures (see Figure 1):

- **Request for Change Handling**
This procedure is used by release managers to review the requests for change (RFCs) that have been passed to release management.
- **Release Definition**
This procedure is used by release managers to organize Change Advisory Board (CAB) meetings, as well as by CAB members who decide which of the RFCs submitted for CAB review should be fulfilled by the next release. As part of this procedure, a release is registered as a change with the change type “Release.” Release managers also use this procedure to split the requirements of releases into logical groups that can be handled efficiently by change supervisors.
- **Business Justification**
This procedure is used by release managers when additional funding needs to be obtained for the implementation of a release.
- **Release Coordination**
Release managers use this procedure to initiate the implementation of releases and to decide on corrective actions as needed. After the initiation of the implementation, the relevant change managers will register their changes with the change type “Change” and relate these to the release.

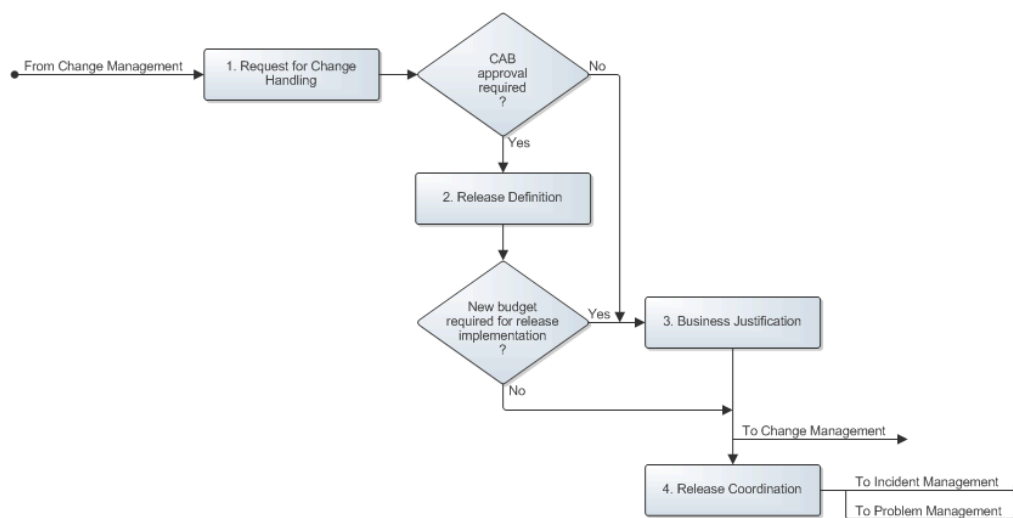


Figure 1. The release management process

Release Management Request Process

The release management governance process, as prescribed by the ITIL framework, is supported by the BMC Remedy IT Service Management suite through the BMC Remedy Change Management application, which includes multiple, related/dependent change record options.

The intended procedural flow would involve the creation of a Release Request (record) via the BMC Remedy Change Management application (See Figure 2).

The screenshot displays the BMC Remedy Change Management application interface in a Mozilla Firefox browser. The page title is "Change (New) - Mozilla Firefox". The URL is "http://granite/arsys/forms/granite/CHG%3AInfrastructure+Change/Default+User+View/?cacheid=55a187a7". The application header shows "BMC REMEDY IT SERVICE MANAGEMENT - Change Management" and "Infrastructure Change".

The main content area is titled "Change ID*+" and includes a "Process Flow Status" section with a progress bar showing steps: Initiate, Review & Authorize, Plan & Schedule, Implement, and Closed. The "Approval Status" section has checkboxes for "Current" and "Overall".

The "Change Request Information" section contains several fields and sections:

- Change Type***: Change
- Status***: Draft
- Impact***: 4-Minor/Localized
- Summary***: Project, Change, Release
- Status Reason**: [Empty]
- Urgency***: 4-Low
- Risk Level***: Risk Level 1
- Priority**: Low
- Requester**: [Empty]
- Classification**: Asset Configuration, Asset Management, Asset Lease, Purchase Requisition, Asset Maintenance
- Relationships**: [Empty]
- Assignment**: [Empty]
- Relationships**: [Empty]
- Data Set**: [Empty]
- Table has Not been populated**: [Empty]
- Request Summary**: [Empty]
- Status**: [Empty]
- Start Date**: [Empty]
- End Date**: [Empty]
- Sequence**: [Empty]

At the bottom of the form, there are buttons for "Save", "Print", and "Close".

Figure 2. Release request

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This release record is initiated through the use of the “Change Type” field found on the BMC Remedy Change Management form (see Figure 3).

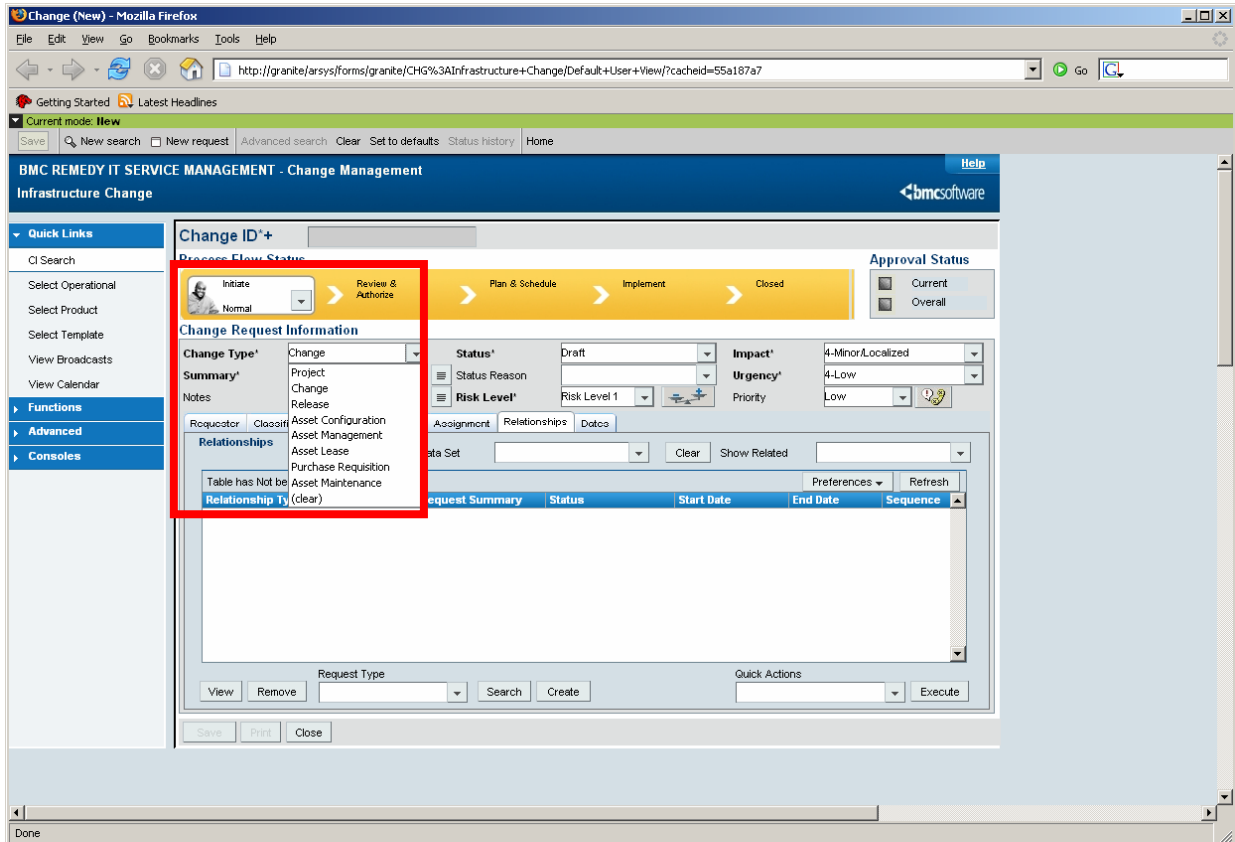


Figure 3. Opening a “Release Request” in BMC Remedy Change Management



Associating Relationships to the Release Request

Once the record with a change type of "Release" has been created, one or more records (RFCs) can then be related as child or peer entities for that change type (see Figure 4).

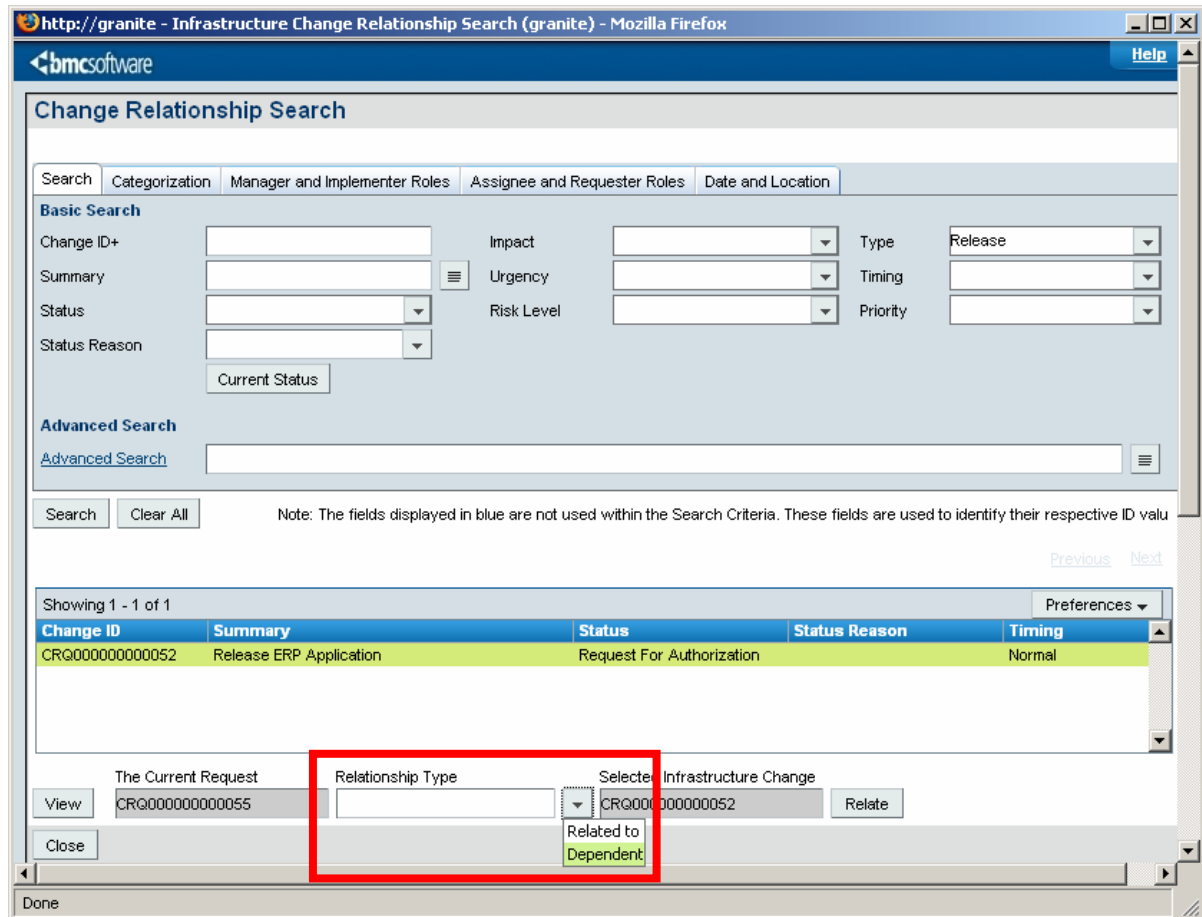


Figure 4. Associating relationships in BMC Remedy Change Management

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This creation of the relationship activity is initiated from the “relationship tab” on the BMC Remedy Change Management form (see Figure 5).

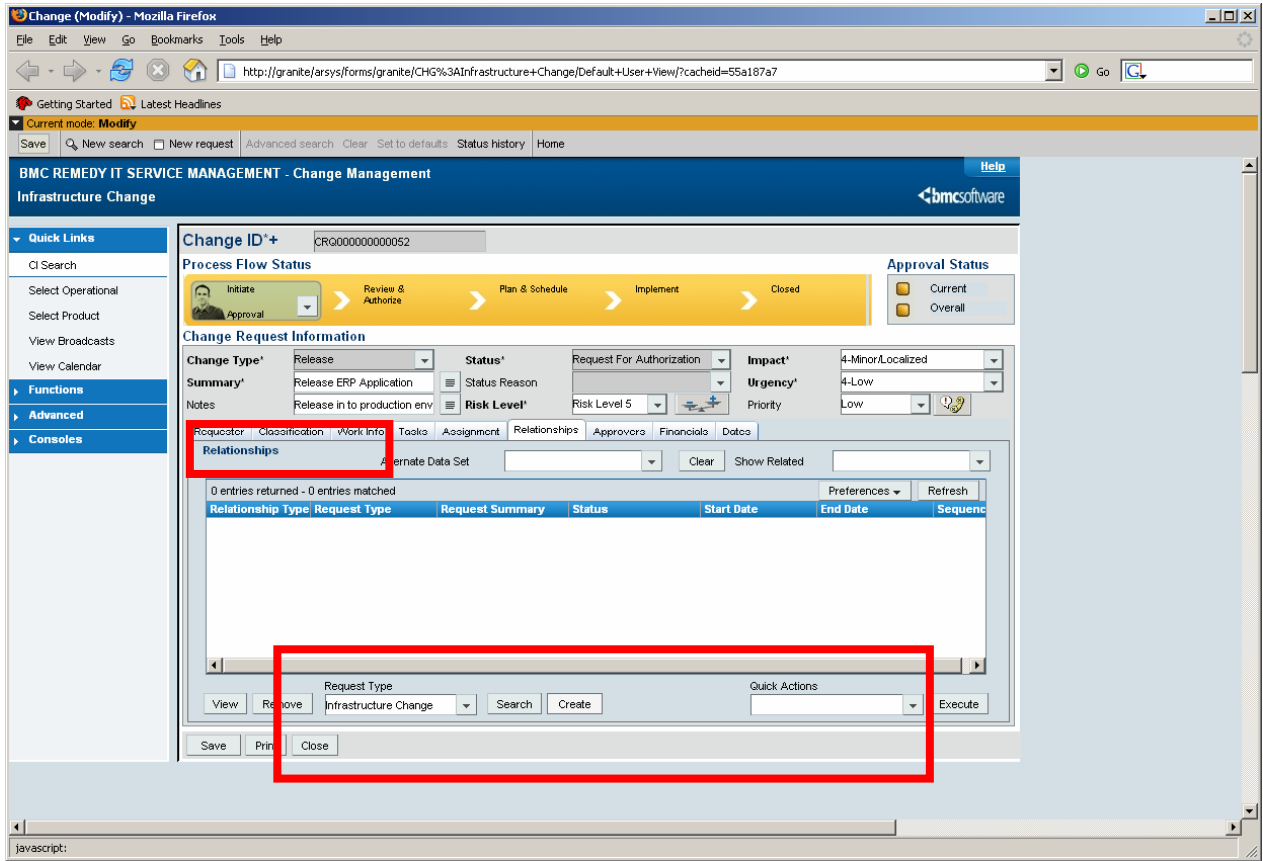


Figure 5. The “relationship tab” in BMC Remedy Change Management

Depending on the needs of the business, this activity could take place following some form of high-level approval in a multi-phased approval configuration, most commonly following the business approval stage.

Release Management Approval Procedures

The related requests (records) would include all of the necessary activities (tasks, dates, etc.) required to execute the customer's adopted release process, such as planning, design, build, configuration, and testing activities. They would be subjected to a formalized approval process designed specifically for the release procedure outlined by the customer. These release approval procedures would ensure that there is documented accountability for the review and acceptance of the test results (see Figure 6).

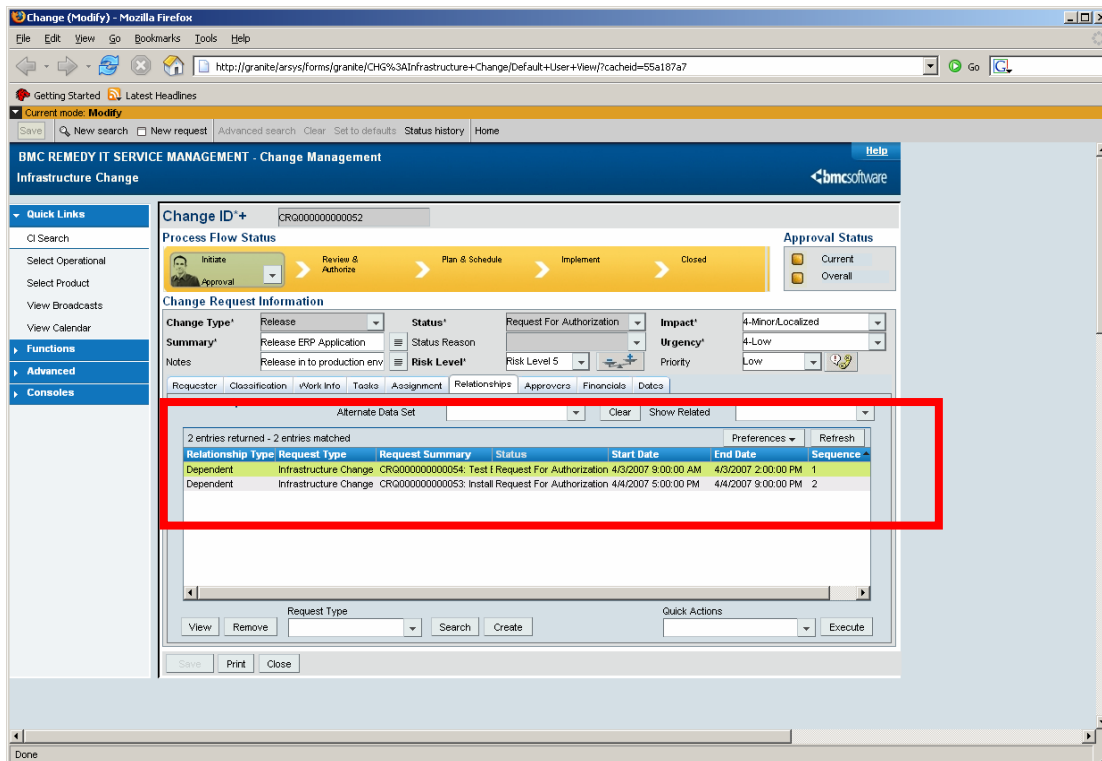


Figure 6. Approval procedures for documented accountability

Release Management Templates

In order to facilitate the creation of the release records, the BMC Remedy Change Management application includes the release templates, task templates, and task group templates functionality. Template-based release records can be created programmatically (through workflow at a defined stage in the lifecycle of the RFC) to increase the end user's experience with the solution, as well as to ensure that the standardized process for release is followed.

For more complex environments, multiple varying release template records can be created, allowing for the attributes of the RFC(s) being planned to determine which release process flow should be followed.



Conclusion

The example presented in this document is intended to provide a guide as to how the release management governance process can be accomplished, but is not intended to present the only manner with which the process could be achieved. Each customer's environment is unique, and therefore, different processes may need to be supported.

For detailed information on the operations of the BMC Remedy Change Management application, such as how to create relationships, please refer to the BMC Remedy Change Management 7.0 User's Guide.

For more detailed information on best practices for release management, please refer to the BMC Service Management Process Model at www.bmc.com.



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