

# How **HelpLINE** supports your ITSM – RELEASE MANAGEMENT

## Why Release Management disciplines are needed

Release Management should be used for large or critical hardware rollouts. This is especially relevant when there is a dependency on related software changes. It assists major software rollouts, especially initial instances of new applications involving software distribution and support procedures. It can be used to support major releases, minor releases, emergency fixes, full releases, partial releases and packaged release activities.

## The goal of Release Management

Release Management ensures that all technical and non-technical aspects of a release are dealt with in a coordinated approach so that key indicators are met:

To ensure releases are built and implemented on schedule and within budget

Release incidents avoid being reworked due to unacceptable errors and incident build failures

There is a secure and accurate management of the definitive software library

Compliance with all legal restrictions relating to bought-in software

Accurate distribution of releases to all remote sites

Monitoring of unauthorised reversal to previous versions at any site

Monitoring and control of payment for licence fees and wasted maintenance cost

Post-release reviews

## Key Release Management activities supported by HelpLINE

HelpLINE assists you to deliver effective and orderly Release Management in the following areas:

Key Activity types	Supported by HelpLINE
Release policy and planning	✓
Release design, build and configuration	✓
Release acceptance	✓
Rollout planning	✓
Testing and sign off acceptance criteria	✓
Communication, preparation and training	✓
Installation and audits	✓
Release, distribution and installation of software	✓

### Benefits achievable through HelpLINE functionality

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The main benefits to be gained by implementing a Release Management process are:-

- A greater success rate in the new release of hardware and software
- Consistency in the release processes of the hardware platforms or software environments
- Minimisation of the disruption of the service to the business
- Assurance that the hardware and software in production use is of good (or known) quality
- Error reduction through the controlled release of hardware and software to the live environment
- A complete record (or audit trail) of changes to the live environment is maintained, both of software distributions and of hardware changes
- A better ability to absorb high rates of change to the live systems
- The ability to build and control the software used at remote sites from a central location
- Savings in support costs through the ability to maintain consistent software over a large number of locations
- Reduced likelihood of there being illegal copies of software in use at any location
- Easier detection of wrong versions and unauthorised copies of software
- Reduced time to release and fewer delays
- Smoother transitions of releases from the development activities to the business environment.