



# Enabling Continuous Delivery and Staged Delivery within a Common Process

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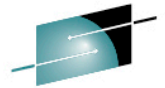
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# Major Shifts in Application Delivery / Release Management



Complete your sessions evaluation online at [SHARE.org/SanFranciscoEval](http://SHARE.org/SanFranciscoEval)



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# Release Management

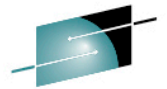


Time and Process

Request	Define	Develop	Build	Test Stages	Pre-Prod	Prod	Maintain
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Where are You in the Release Management Process?

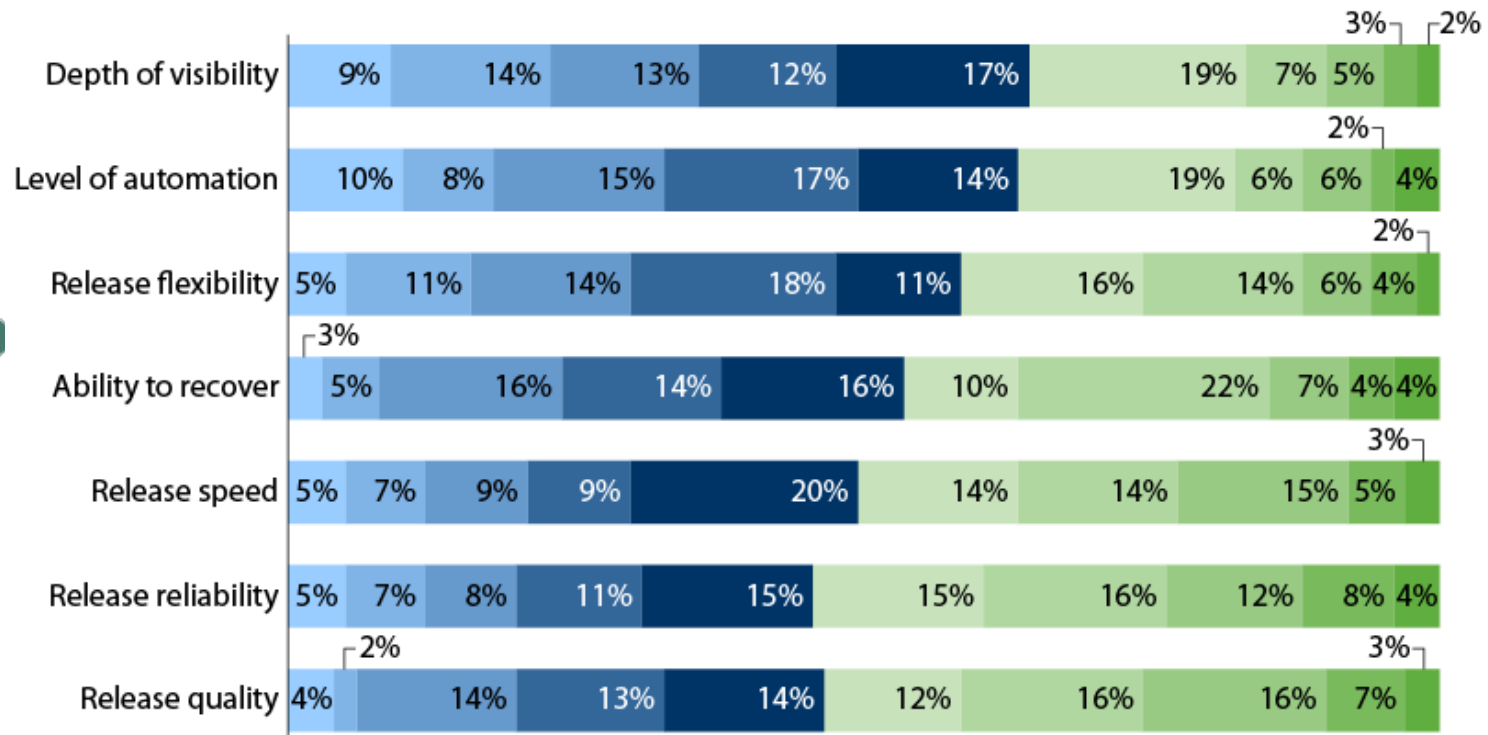
# Release Management Satisfaction is Low



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"How satisfied are you with the following aspects of your release management process?"

1 — completely dissatisfied    2    3    4    5    6    7    8    9    10 — completely satisfied



Base: 101 IT professionals involved in or aware of their company's release management processes (percentages may not total 100 because of rounding)

Source: Q4 2010 Global Release Management Online Survey

FORRESTER

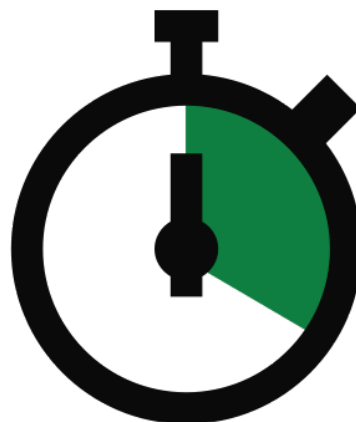
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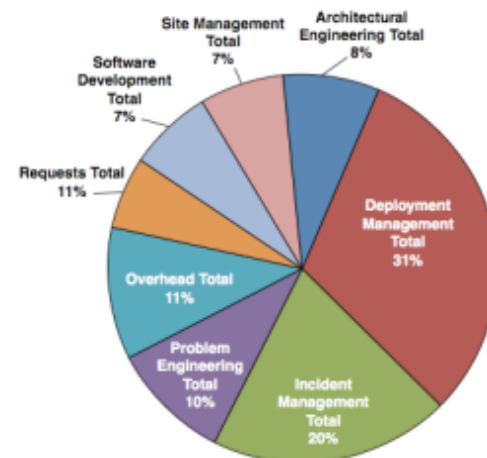
# With Negative Impact on Business...



**Release Failures**  
60% of application failure & downtime is release related.  
(IDC Survey 2009)



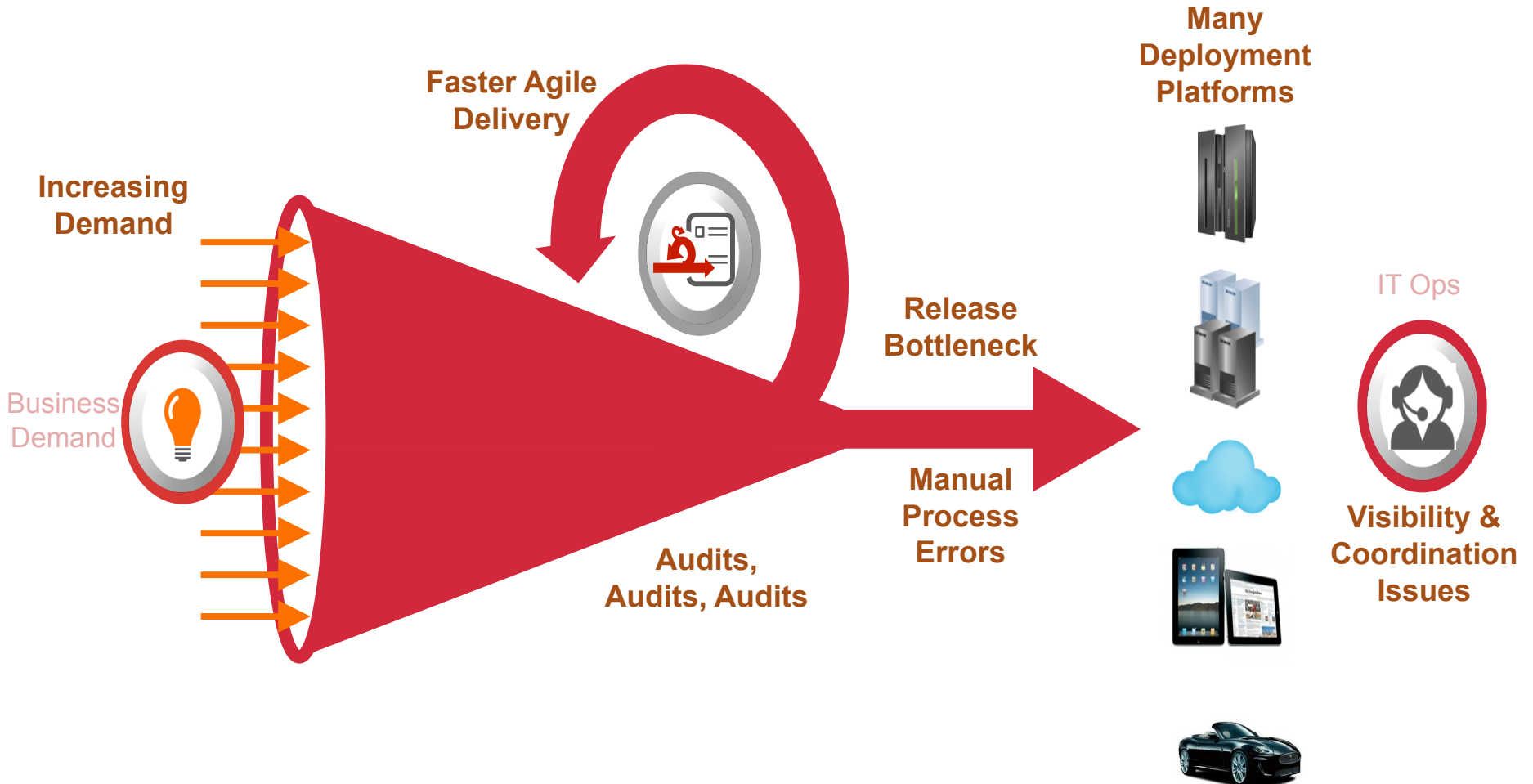
**Long Release Times**  
Release bottlenecks (can't make release window) delays & limited operational agility.



Data Source: Deepak Palli, Microsoft Global Foundation Services via James Hamilton (Amazon Web Services)  
[http://msdn.com/rb/TalksAndPapers/JamesHamilton\\_PD020090226.pdf](http://msdn.com/rb/TalksAndPapers/JamesHamilton_PD020090226.pdf)

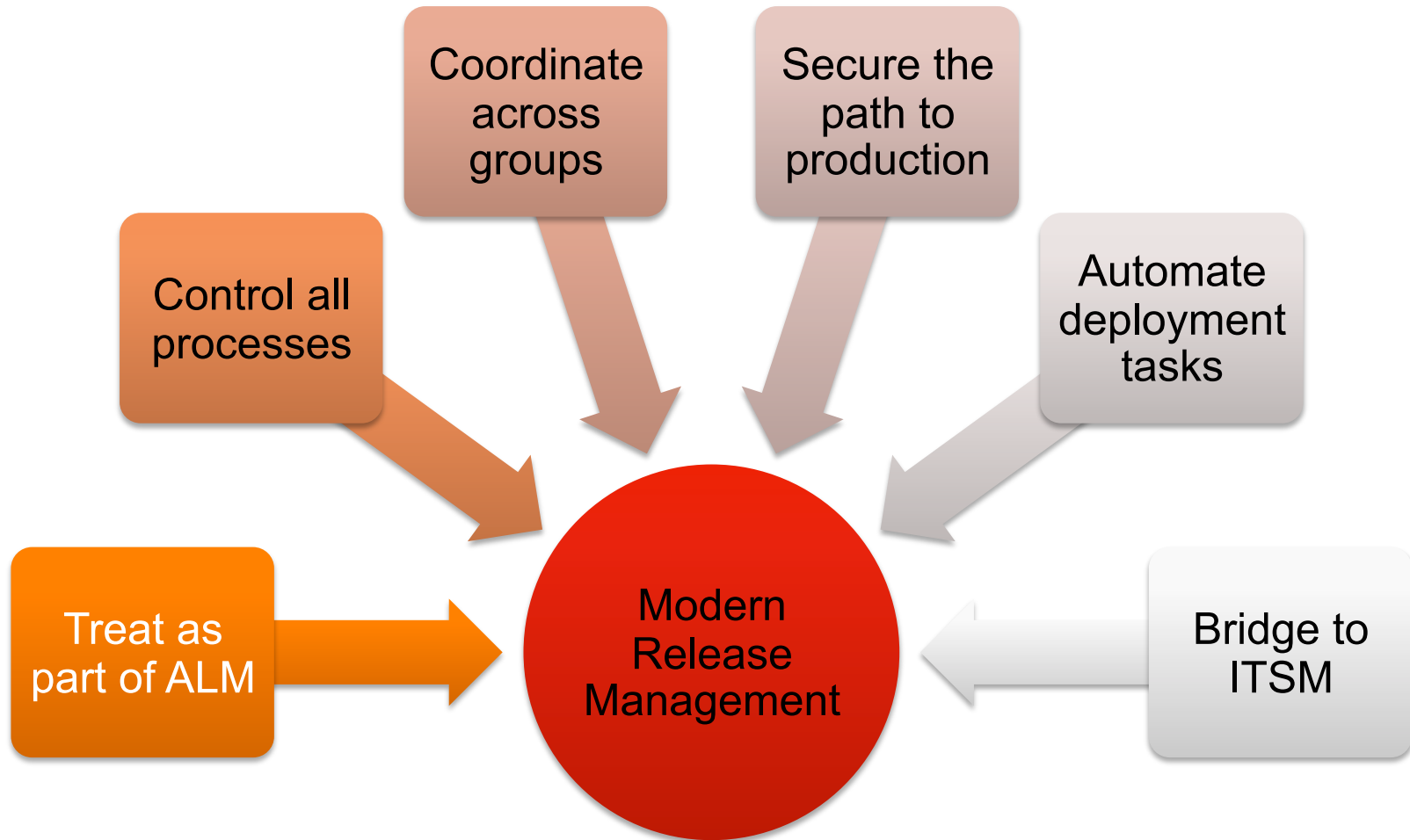
**High Costs**  
75% of IT operation teams' is spent on application release.  
(Forrester, 2009)

# Application Release & Operations Challenges



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# Blending Old and New

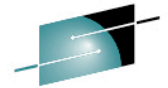


# Treat Release Management as part of Application Lifecycle

- Invest in the earlier stages of the application lifecycle
  - Better quality requirements yield higher quality releases
- Manage and run releases as a program
- Include stakeholders earlier and throughout the process
  - Identify infrastructure needs & issues early on





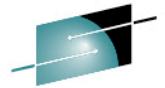


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## Control all the Processes

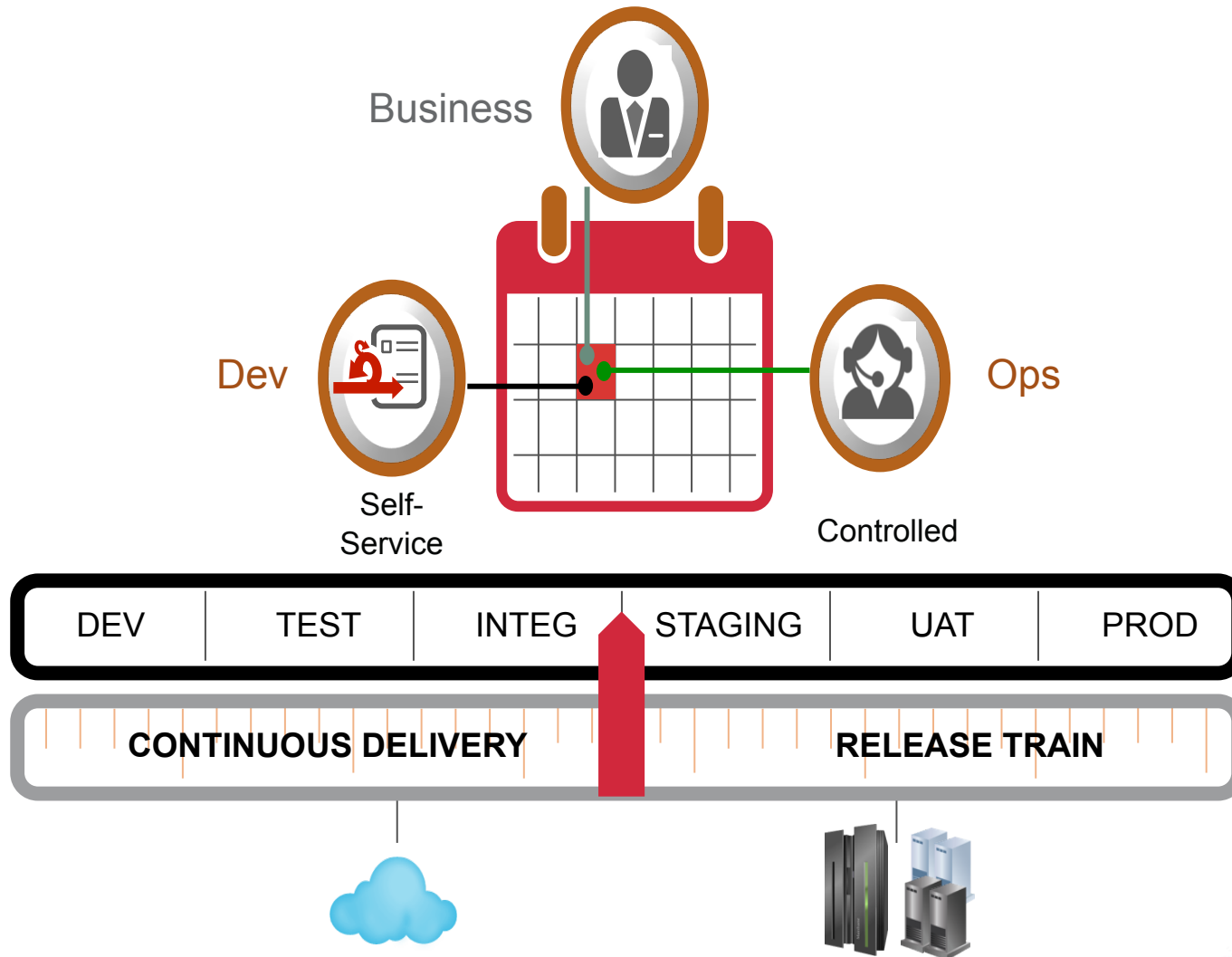
- Plan releases
- Give visibility to stakeholders
- Define release policies
  - major, minor, emergency
- Setup stage gates for audit & control
- Use workflow to automate common processes
- Support old and new methodologies





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# Enterprise DevOps



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## Coordinate Across All Groups



- Publish a release calendar
- Engage all key stakeholders in the release
- Provide accurate & up-to-date release information
- Use automation to help coordinate tasks & handoffs
- No surprises!

# Secure the Path to Production

- Maintain smooth functioning of production systems
- Visibility and authority over key elements of release
- Prevent unauthorized changes to the code
- Control deployment areas



# Automate Deployment Tasks

- Lots of releases
- Lots of tasks
- Shrinking windows
- Never enough people
  
- Automate!



## Bridge to ITSM

- Connect AppDev with IT Operations
- Lean and Efficient IT
- Better Business Results
- Closed-Loop System



# Release Management Success in Healthcare Industry



**39** Hosted Customers  
**90%** Releases Automated  
**85%** Faster Releases  
**60%** Resource Savings

# Questions & Answers







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