Enabling Continuous Delivery and Staged Delivery within a Common Process

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Major Shifts in Application Delivery / Release Management

- Social
- DevOps
- Mobile
- Embedded
- Cloud

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# Release Management

## Time and Process

<table>
<thead>
<tr>
<th>Request</th>
<th>Define</th>
<th>Develop</th>
<th>Build</th>
<th>Test Stages</th>
<th>Pre-Prod</th>
<th>Prod</th>
<th>Maintain</th>
</tr>
</thead>
</table>

Where are You in the Release Management Process?
Release Management Satisfaction is Low

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

<table>
<thead>
<tr>
<th>Aspect</th>
<th>1 — completely dissatisfied</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10 — completely satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depth of visibility</td>
<td>9%</td>
<td>14%</td>
<td>13%</td>
<td>12%</td>
<td>17%</td>
<td>19%</td>
<td>7%</td>
<td>5%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Level of automation</td>
<td>10%</td>
<td>8%</td>
<td>15%</td>
<td>17%</td>
<td>14%</td>
<td>19%</td>
<td>6%</td>
<td>6%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Release flexibility</td>
<td>5%</td>
<td>11%</td>
<td>14%</td>
<td>18%</td>
<td>11%</td>
<td>16%</td>
<td>14%</td>
<td>6%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Ability to recover</td>
<td>3%</td>
<td>16%</td>
<td>14%</td>
<td>16%</td>
<td>10%</td>
<td>22%</td>
<td>7%</td>
<td>4%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Release speed</td>
<td>5%</td>
<td>7%</td>
<td>9%</td>
<td>9%</td>
<td>20%</td>
<td>14%</td>
<td>14%</td>
<td>15%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Release reliability</td>
<td>5%</td>
<td>7%</td>
<td>8%</td>
<td>11%</td>
<td>15%</td>
<td>15%</td>
<td>16%</td>
<td>12%</td>
<td>8%</td>
<td>4%</td>
</tr>
<tr>
<td>Release quality</td>
<td>4%</td>
<td>14%</td>
<td>13%</td>
<td>14%</td>
<td>12%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>7%</td>
<td></td>
</tr>
</tbody>
</table>

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

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With Negative Impact on Business…

60%

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.

High Costs
75% of IT operation teams’ is spent on application release.
(Forrester, 2009)
Application Release & Operations Challenges

- Increasing Demand
- Business Demand
- Audits, Audits, Audits
- Release Bottleneck
- Manual Process Errors
- Faster Agile Delivery
- Many Deployment Platforms
- IT Ops
- Visibility & Coordination Issues

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Blending Old and New

- Coordinate across groups
- Secure the path to production
- Control all processes
- Automate deployment tasks
- Treat as part of ALM
- Bridge to ITSM

Modern Release Management
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
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
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

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

Development Management → Workflow → Release Management

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Questions & Answers

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- Embedded
- Cloud
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