

26700 - IT Operations - Service Support

26705 - Manage IT Release and Deployment

Behaviors that demonstrate an ability to ensure the successful deployment of IT releases (package of configuration items tested and introduced into a production/live environment) and establish effective use of the service in order to deliver value and handover to service operations.

Behaviors

- ▶ Defines and agrees on release and deployment plans/scope with customers and stakeholders
- ▶ Ensures that each release package consists of a set of related assets and service components that are compatible with each other
- ▶ Ensures that integrity of a release package and its constituent components is maintained throughout the transition activities and recorded accurately
- ▶ Ensures that all release and deployment packages can be tracked, installed, tested, verified, and/or uninstalled or backed out if appropriate
- ▶ Ensures that organization and stakeholder change is managed during the release and deployment activities
- ▶ Manages cross-domain release coordination
- ▶ Records and manages risks and issues related to the new or changed service and takes necessary corrective action
- ▶ Manages demand for additions or changes to services as part of release deployment
- ▶ Measures and tracks critical path and metrics per release
- ▶ Ensures that there is knowledge transfer to enable the customers and users to optimize their use of the service to support their business activities
- ▶ Ensures that skills and knowledge are transferred to operations and support staff to enable them to effectively and efficiently deliver, support and maintain the service according to required service levels.
- ▶ Coordinates the code migration process per the schedule communicated by the Release Manager
- ▶ Creates and manages scripts required for build and deployment across all environments
- ▶ Supports integration and deployment of all build components
- ▶ Captures and consolidates build notes for each build to ensure audit of components introduced or modified in the build
- ▶ Deploys code and artifacts and report metrics to release manager