Information Services Release Policy

DRAFT

Scope
All IS Changes and all Projects delivering changes to IS Services are subject to this policy.

Policy
All Changes and Projects deploying to a production environment:

- All Releases will correspond to an extant Change Record in our Service Management Tool
- The Change record will contain:
  - Details of the planned work
  - Appropriate Assessment and Categorisation
  - Expected Impact (including Affected Services)
  - Sufficient test criteria and successful results
  - Risk Assessment
  - Rollback plan - sufficiently detailed that it can be followed by a third party in a crisis.
- An advocate for the Change, the Service Owner or a delegate, should be present to represent any Change brought to the Go CAB
- The Release as planned should have been successfully (and sufficiently) tested.
- All Significant and Major Changes will have their releases logged in IS Alerts
- We should aim to notify stakeholders and user communities at least 10 days in advance of Significant or Major releases.

Authorisation to Release
- All Minor Changes can be authorised for Release directly by the Service Owner
- All Significant and Major Changes must be reviewed by the Go CAB prior to release.
- The template for a Standard Changes must be approved as a general case by the Service Owner and Change Manager. Standard Changes following an approved template can be released without further authorisation
- Urgent and Emergency Changes will follow the Emergency Change process
- The standard Release process is superseded during the Special CAB period. Refer to Special CAB documentation

Failed and Unsuccessful Change and Release Handling
An *Unsuccessful Change* is a Change for which the Release was completed, but the original business objectives were not met.

A *Failed Release* is a Release which has failed to deploy correctly, or deployed with significant impact to Business Services.

Unsuccessful Changes will be handled by Change Evaluation within the Change Management Process.

Failed Releases originating within the Change and Release Process will:
a) Result in the Rollback plan being invoked
b) be reviewed on completion from a process perspective.

Failed Releases originating from outwith the Change and Release Process will be handled as policy violations.