Release and Deployment Management

The aim of Release and Deployment Management is to plan, schedule and implement changes to the IT infrastructure. A release consists of a set of changes that are implemented in the deployment phase. The IT infrastructure is reconfigured during the release and deployment phases. During **deployment**, IT services are generally unavailable. Also, changes to existing configurations may result in unpredicted events, such as disruptions to and restrictions of available services. Figure 28 shows the tasks involved during Release and Deployment Management. These activities are aimed to minimize the risk of disruptions during deployment. In addition, the deployment date is selected such that the users of the affected infrastructure experience no or only minor issues.

A **release and deployment plan** is created to schedule and inform users of the planned release. A release is typically built based on a set of planned changes. In addition to developing and maintaining the IT components, all necessary release documentation must be created to build and roll out the release. Once the planning tasks have been completed, the release is tested both for functionality and whether the rollback procedure for the release can be successfully implemented. Following successful testing, a detailed schedule is created, after which the release is deployed, i.e., goes live. Besides reconfiguring the software and hardware, IT service management must also carry out all other tasks involved. Among others, these tasks include updating the Configuration Management Database (CMDB) and, if necessary, the service catalog. The IT service must also implement change management processes, monitor all tasks involved and, if applicable, make the appropriate changes to IT service contracts.