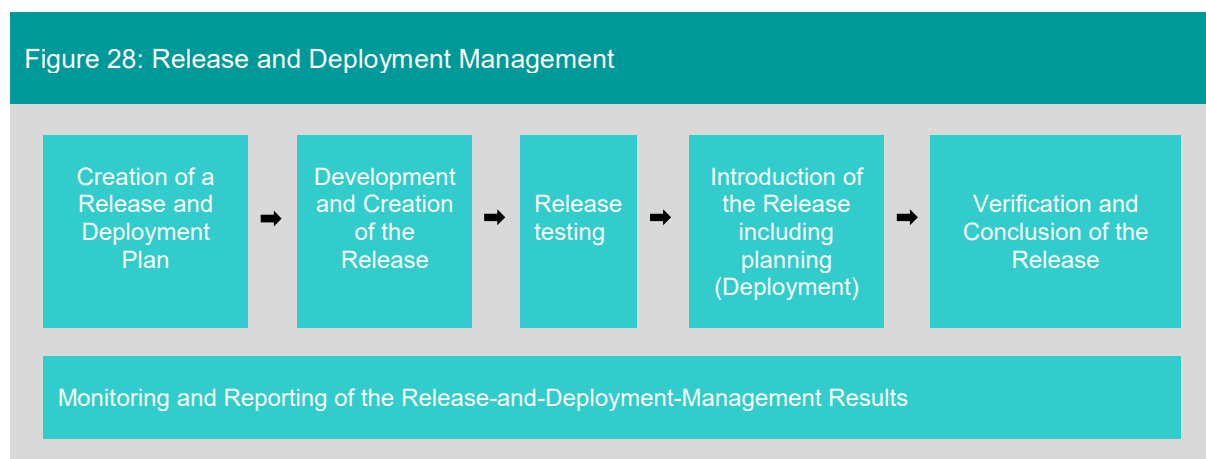


## Release and Deployment Management

The goal of Release and Deployment Management is the planned introduction of changes to the IT infrastructure into the operational state. A release is the logical consolidation of all changes. A deployment is the actual implementation of these changes. In the course of a release or deployment, the current configuration of the IT infrastructure is changed. The consequence of implementing changes is usually that IT services are unavailable for the duration of the deployment process. In addition, making changes to an operational configuration always involves the risk of disruptions and restrictions to availability due to unforeseen causes. The release and deployment management activities shown in Figure 28 are designed to minimize the risks of disruption after deployment and to ensure that the choice of date for deployment causes no restrictions for the service recipients, or as few as possible.



To achieve this, a release and deployment plan is created to plan and communicate the development and roll-out of a release. In most cases, several changes are consolidated into a single release. The new planned release is then developed. In addition to the further development and maintenance of IT components, all required documentation for the development and ongoing operation must be created. After the development work has been completed, the release is tested. In addition to testing the release's operational capability, tests are performed to determine whether the rollback procedure planned for the release can be carried out successfully. Once the tests have been successfully completed, detailed planning is carried out and then the release is rolled out by way of deployment. In addition to making changes to the software and hardware, all accompanying IT service management tasks must also be performed. These include updating the CMDB and, if necessary, the service directory, carrying out change management procedures and monitoring activities, and adapting contracts for the provision of IT services where necessary.