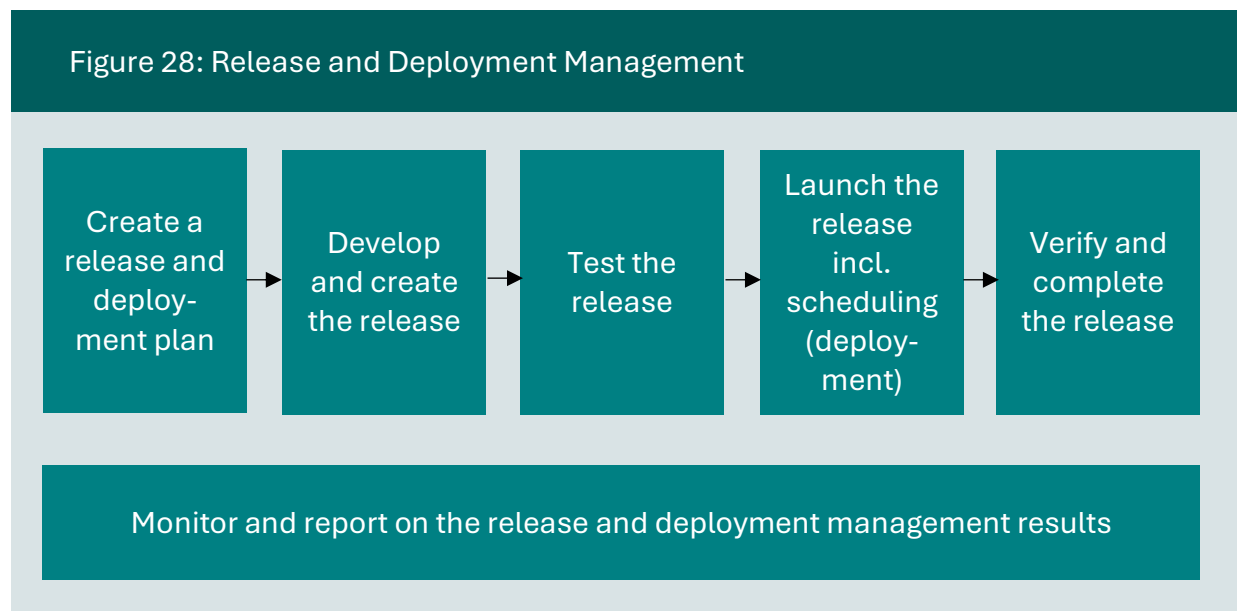


## Release and Deployment Management

The goal of release and deployment management is to adopt changes to IT infrastructure into an operational state in an orderly fashion. A release is the logical synopsis of all changes. A deployment is the actual implementation of these changes. In the course of a release or deployment, the current configuration of IT infrastructure is changed. Incorporating changes generally results in IT services being unavailable for the duration of the **deployment process**. In addition, any change to an operable configuration always carries with it a risk of unplanned effects leading to disruptions and restricted availability. The activities involved in release and deployment management depicted in figure 28 are intended to minimize, as much as possible, the risks of a disruption following deployment; at the same time, the choice of deployment date should result in the beneficiary encountering, as far as possible, only limited restrictions or none at all.



To that end, a **release and deployment plan** is created, which plans and communicates the development and launch of a release. Typically, multiple changes are outlined in one release. The planned release is then developed. Alongside the ongoing development and maintenance of IT components, all necessary documentation for development and operation must be created. After the development work has been completed, the release is tested. In addition to the functionality of the release, the test checks whether the rollback procedure planned for the release can be implemented successfully. When the test is successfully completed, there is a detailed scheduling and subsequent launch of the release in the form of deployment. At this stage, in addition to changing the software and hardware, all accompanying IT service management activities must be implemented. This includes, among other things, updating the CMDB and, where applicable, the service catalogue, executing change management processes and activities surrounding monitoring, as well as adapting contracts for the performance of IT services.