FLYER

VALUEMATION RELEASE MANAGER

Installation of new or updating of existing hardware/ software is often responsible for unexpected problems and outages of individual applications or entire service areas. That has in some cases serious impacts on the availability and quality of services or compliance with service level agreements and, in the worst-case scenario, impairs IT-aided business processes. In its role as a central instance, release management is therefore responsible for ensuring that changes in the IT infrastructure can be made effectively, securely and transparently. That includes checking and testing releases before installation, as well as planning their rollout and carrying it out in a controlled way.

Objectives

——— With the Valuemation Release Manager, you can reliably integrate new releases into your productive environment. Together with change management, you can predetermine the scope of functions affected by a release in detail and carefully schedule its deployment in coordination with service requirements – all the way until rollout and approval. In this way, you'll migrate new or changed

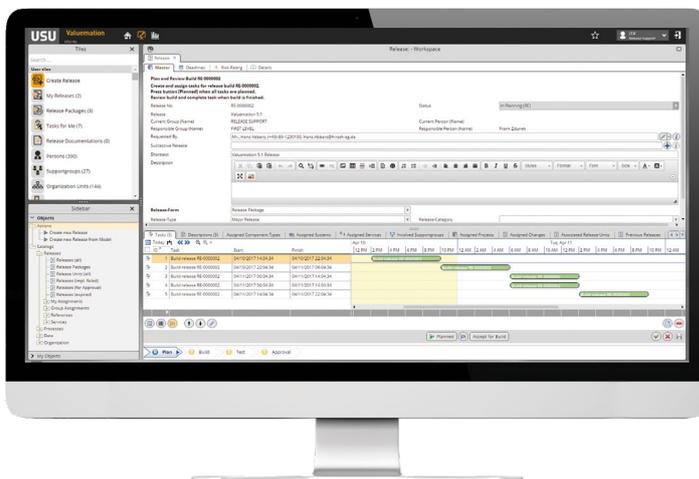## BENEFITS

Valuemation enables you to

Accelerate hardware and software rollouts by standardized, ITIL®-based release processes and reducing administrative workloads significantly

Assess risks in advance during release planning and before release approval, thus avoiding service outages (downtimes)

Ensure secure deployment of releases by means of extensive information on services and systems affected by changes

Control release processes reliably and efficiently with a workflow-based task distribution and complete documentation in the CMDB

Increase transparency in release, change and configuration management with a standardized, consistent database

Planning of release tasks with the aid of resource management

services and IT systems into your productive environment in a controlled manner. You also document all previous statuses and changes automatically in the CMDB.

Define and Plan Release Steps

—— Change management is used to record the requirements for new releases and classify their risks, as well as to approve and commission deployment changes by means of releases on the basis of their relevance in terms of time. The release management team is then tasked with carrying them out and must ensure that the rollout occurs at an acceptable level of risk within the allotted time period and in the desired level of quality. To enable that, you can use predefined model releases in Valuemation as a template for quickly creating new release task packages. You can plan and carry out the relevant processes and tasks with the integrated Business Process Manager. Ad-hoc task planning in the release build and testing phase is also made far simpler and faster with the Valuemation Release Manager – for example by access to skill profiles of experts and the times they are available or by intuitive functionalities such as Gantt charts and geomaps.

Integrate Releases with Little Risk and Reliably

—— Because you have an insight into the relationships and dependencies between the IT in-frastructure and IT services in the configuration manage-ment database (optional Valuemation CMDB Manager), you can see in good time in release management which services, IT systems, types of hardware and software or individual configuration items (CIs) are or might be affected by the planned release. At the same time, ITIL®-based release processes enable you to establish a high level of standardization and reliability: Starting with the initial release request, continuing on to release planning, develop-ment and testing, and then on down to approval and ultimate deployment.

Document Releases in Full

—— The Valuemation Release Manager allows you to keep complete docu-mentation of all previous release statuses as well as all changes that occur in the lifecycle of the hardware/software release. To ensure that the transition from the test to your productive environment goes smoothly and reliably, you can also initiate follow-up processes, such as training, along with release rollout and link training materials and/or user manuals to the release record and automatically make them available to affected users/IT service customers.

Continuously Measure the Quality of Releases

—— A system of specific key performance indicators (KPIs) enables you to measure and optimize your process quality and the contribution that releases make toward achieving your overriding objectives in IT service management. They include adherence to schedules and customer satisfaction in delivery of new services, reducing errors during release planning and deployment and reducing service downtimes caused by new releases and any resultant SLA violations.