



Release & Deployment Management V3

Objectives: "Clear & comprehensive release and deployment plans to align with customer & business change project activities; release package can be built, installed, tested and deployed efficiently and on schedule; new or changed service and enabling systems, technology and organization are capable of delivering the agreed service requirements; minimal unpredicted impact on the production services, operations and support organization; customer, users and service management staff are satisfied with the Service Transition practices and outputs."
(ST 4.4.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
RDM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
RDM-V3-G-002 (OGC ISS 4.1.28)	Staff Responsibilities Can the tool capture the responsibilities of Release staff on a role by role basis?
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
RDM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
RDM-V3-G-004 (OGC ISS 4.1.23)	Management Reports Does the tool produce reports from record detail captured? E.g.: total number of Releases over any given period, total number of active, closed, by category, by CI.
Provide an overview:	
RDM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
RDM-V3-G-006 (OGC ISS 4.1.27)	Secure Audit Log Does the tool provide a secure audit log of all Change/Release updates and closure dates and times?
Describe:	
RDM-V3-G-007 (OGC ISS 4.1.24)	Service Notifications Does the tool enable Service Notifications to be issued?
Describe:	
RDM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RDM-V3-C-001 (OGC ISS 4.1.1)	Raise & Record Releases Does the tool automatically allocate a unique reference number for each RFC that is authorized for Release?
Describe (can include screenshots):	
RDM-V3-C-002 (OGC ISS 4.1.3)	Date & Time Stamp Does the tool automatically apply the date and time to new/updated Release records?
Describe (can include screenshots):	
RDM-V3-C-003 (OGC ISS 4.1.17)	Release Lifecycle Status Does the tool track the Release lifecycle stage? E.g.: that the Release is being built, tested, deployed or has been closed.
Describe (can include screenshots):	
RDM-V3-C-004 (OGC ISS 4.1.18)	Tracking The Release Activities Does the tool support the tracking of the Release activities?
Describe (can include screenshots):	
RDM-V3-C-005 (OGC ISS 4.1.8)	Scheduling Does the tool support the scheduling of Release activities? Such as training, deliveries, transition environments and staff.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RDM-V3-C-006 (OGC ISS 4.1.12)	Build Management Does the tool support control mechanisms for building different types of Release? E.g.: visibility of the stage of the build and that all relevant policies, regulations and standards have been followed.
Describe (can include screenshots):	
RDM-V3-C-007 (OGC ISS 4.1.16)	Risk Does the tool show the risk rating of the Release?
Describe (can include screenshots):	
RDM-V3-C-008 (OGC ISS 4.1.4)	Type Of Release Can the tool distinguish between types of Releases (major, minor and emergency)? E.g.: does the tool assist with differing process activities.
Describe (can include screenshots):	
RDM-V3-C-009	Does the tool facilitate the identification and control of all aspects of a release package such as software, hardware, documentation, training requirements, etc.?
Describe (can include screenshots):	
RDM-V3-C-010 (OGC ISS 4.1.21)	Roll-out Planning Does the tool enable effective planning? E.g.: as part of the tool or via integration with a Project Management tool.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RDM-V3-C-011 (OGC ISS 4.1.13)	Release Testing Does the tool provide a tailorable framework or checklist for performing structured tests against requirements?
Describe (can include screenshots):	
RDM-V3-C-012 (OGC ISS 4.1.22)	Distribution & Installation Does the tool support effective and efficient Release distribution and installation? E.g.: this may include the use of checklists when other technologies are deployed for installation purposes.
Describe (can include screenshots):	
RDM-V3-C-013 (OGC ISS 4.1.9)	Proof Of License Does the tool record that proof of license meets legal requirements?
Describe (can include screenshots):	
RDM-V3-C-014 (OGC ISS 4.1.6)	Document Management Does the tool support the electronic management of the numerous documents that are required for R&DM? E.g.: plans, procedures, technical and service information.
Describe (can include screenshots):	
RDM-V3-C-015	Does the tool facilitate the management of the rollback of release packages to previous versions?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RDM-V3-C-016 (OGC ISS 4.1.19)	Fail Criteria Does the tool prevent further progression of the Release in the event of a fail situation occurring? E.g.: a Release could fail due to lack of resources for the next step or Service Acceptance Criteria have not been met.
Describe (can include screenshots):	
RDM-V3-C-017	Does the tool facilitate the versioning of Release components and packages?
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
RDM-V3-I-001 (OGC ISS 4.1.29)	CMS Integration Does the tool have an integrated CMS that is visible in schematic form to aid Release implementation planning, distribution and installation?
Describe (can include screenshots):	
RDM-V3-I-002 (OGC ISS 4.1.14)	Updating The CMS Does the tool support automated processes to update the CMS with the new 'live' configurations?
Describe (can include screenshots):	
RDM-V3-I-003 (OGC ISS 4.1.2)	CI Reference In The ID Does the tool accommodate a reference to the CI's that are included in the Release?
Describe (can include screenshots):	
RDM-V3-I-004 (OGC ISS 4.1.15)	CI Disposal Does the tool enable records to be kept about the decommissioning, transfer and disposal of hardware items?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
RDM-V3-I-005 (OGC ISS 4.1.25)	Process Integration Does the tool integrate with the Change Management process? E.g.: with an approved RFC (Request for Change) and RFC closure.
Describe (can include screenshots):	
RDM-V3-I-006 (OGC ISS 4.1.20)	Release Acceptance Does the tool ensure that sign-off is achieved before distribution and installation commences?
Describe (can include screenshots):	
RDM-V3-I-007 (OGC ISS 4.1.26)	Service Transition Closure Does the tool provide client-defined closure categories that link with Change Records?
Describe (can include screenshots):	
RDM-V3-I-008 (OGC ISS 4.1.5)	Financial Planning Does the tool provide financial controls for Releases? E.g.: that funds are available, contracts and licenses.
Describe (can include screenshots):	
RDM-V3-I-009 (OGC ISS 4.1.7)	Discovery Tool Integration Does the tool have the ability to use data as a baseline from an automated discovery in the planning of a Release?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
RDM-V3-I-010	Does the tool incorporate or integrate with a Definitive Media Library (DML) to support release planning and deployment?
Describe (can include screenshots):	
RDM-V3-I-011 (OGC ISS 4.1.10)	Procurement Interface Does the tool have an interface with procurement processes for the purchase of items required in the Release? E.g.: integration with Purchase Order process for hardware and software.
Describe (can include screenshots):	
RDM-V3-I-012 (OGC ISS 4.1.11)	CI's Acquired Can the tool record that all Configuration Items needed for the Release are available/been received?
Describe (can include screenshots):	