

# Release & Deployment Management

## 1. Does the tool facilitate the management of the full lifecycle of Release and Deployment Management? For example, planning, building, testing, quality assurance, scheduling and deployment?

Comments: Yes. The proposed release methodology makes use of CENTRE Change Management, Configuration Management, Requirements Management, Projects (which includes software tasks and labor), Microsoft Essentials, and Source-safe software. Planning and building a release begins with a Request for Change (RFC) which when approved, creates the software requirement (which then becomes a task in the release project). The requirement is mapped to a release, created, tested, and verified. Quality metrics are captured during the build, testing and verification, and, during a set period after the deployment of the release.

The screenshot shows a web-based interface for viewing a change request. The top navigation bar includes Home, Incidents, Purchasing, Logistics, Reports, **Projects**, Inventory, Administrative, and Logout. Below this is a secondary navigation bar with New, Affected Departments, Affected Contracts, **Change Analysis**, Process Areas, Post Implementation Review, Assessments, and Attachments. The main content area is titled 'VIEW CHANGE REQUEST [ 83 ]' and contains the following details:

- Change Request Name:** Causal Analysis and Resolution
- Category:** Standard Change
- Change Type:** Software
- Change Authority:** Software Engineering MRB
- Proposed Change:** 4/19/2007 8:55:16 AM Entered by: Agritellis, Elias C. Requested by: Angelakis, Michael. Add Customer Survey functionality to Tasks and Change Requests as in Service Calls. There will be links to the survey screen on all three screens. The existing Survey screens will be modified to include a new set of Causal Analysis and Resolution fields as described below in the following sections:
- Description of current or potential non-conformance/justification:** With this implementation we will be able to track and correct problems. Additionally, this feature is required for CMMI V compliance.
- Root Cause:** (Empty field)
- Issued By:** Angelakis, Michael P.
- Action Type:** Improvement
- Internal Audit Number:** (Empty field)
- Status:** PI Review Pending
- Approved By:** Software Engineering MRB
- Assigned To:** Hadjikyriakou, George
- Information Security Approval Required:** NO
- Desired Completion Date:** 5/31/2007
- Date Issued:** 4/19/2007 11:36:49 AM
- Priority:** NONE
- Approved Date:** 10/23/2007 11:00:47 AM
- Begin Work Date:** 2/9/2008 9:00:00 AM
- Due Date:** 3/29/2008 6:00:00 PM
- Completed Date:** 3/29/2008 6:00:00 PM

On the right side, there is an 'Actions Summary' section with the following entries:

- 10/23/2007 11:00:47 AM Entered by: Hadjikyriakou, George
- Mike A. Will define a software requirement to be reviewed by the SMRB for approval.
- Created SW Requirement 872

The request is linked to associated configuration items

The screenshot shows the 'CONFIGURATION ITEM SOURCE RECORDS' table. The top navigation bar is the same as in the previous screenshot. The table has the following structure:

Configuration Item Source Type	Configuration Item Source	KeyColumn Value
Change Request	Software Requirement	<a href="#">872</a>

If the RFC is a software change, it becomes a software requirement with linkage to the RFC.

# Release & Deployment Management

New	Design Document	Make Task	Work Estimate	Process Areas	Validation Detail	Help
<b>VIEW REQUIREMENT [ 872 ]</b>						
Program Name: ITG CENTRE Version Release Number: 4.6.6 Functional Area/Screen: <b>Service Call - Task - Change Requests - Causal Analysis and Resolution Screens</b> Requirement Description: 10/23/2007 3:43:30 PM Entered by: Angelakis, Michael P. This requirement is being changed to reflect discussions during the Software Management Review Board meeting. 1- At the Project screen level the Project Manager will decide, (by selecting an available option), if the project is subject to Customer QA and Surveys. 2- A list of available Customer Survey Forms will be presented to the Project Manager for selection 3- All forms must include the contents of the paragraph below. 4/19/2007 8:55:16 AM Entered by: Agritellis, Elias C. Requested by: Angelakis, Michael Requirement Rationale: 4/19/2007 8:55:17 AM Entered by: Agritellis, Elias C. Tracing and correcting problem areas, CMMI V compliance. Created Change Request 83				Verification Log: 3/29/2008 6:50:48 PM Entered by: Fellers, Bridget S. Verification test = PASSED ----- 3/29/2008 3:17:08 PM Entered by: Fellers, Bridget S. On the SelectAllCustomerSurvey.asp, the system breaks if you select a Survey using the radio button and click on the Continue button. ----- 3/29/2008 2:56:10 PM Entered by: Fellers, Bridget S. Searching for all surveys returns only surveys for Professional Services. ----- Pre-Release Defects: 6 Verification Tests: Passed Modified Components/Deployment-Integration Instructions: Entered By Maheedhar 03/12/2008 09:35 AM DEPLOYMENT INSTRUCTIONS: 1. Create new tables using the script file requirement872tables.sql 2. Add 2 new columns to task table at the end QAStatusCodeID int QAStatusLastUpdated datetime 3. Create permissions using the following script files CustomerSurveyInnovationAndDevelopmentPermissions.sql CustomerSurveyTrainingPermissions.sql CustomerSurveySoftwareHardwareSurveyPermissions.sql		
Documents Change Request #: 83 Tasks: 1						
<b>OVERVIEW</b> Issued By: Agritellis, Elias C. Type: New Functionality Date Issued: 4/19/2007 9:13:07 AM Impact: NONE Approved By: SW Review Board Implementation Severity: NONE Approved Date: 2/8/2008 12:41:25 PM Preceding Requirement ID: 0 Assigned To: Srikanth K Implementation Order: 0 Estimated Hours: 269.9183 Applied 508 Rules: Yes Actual Hours: 249 Documentation Updated: Yes Planned Start Date: 2/1/2008 9:00:00 AM Actual Start Date: 2/9/2008 11:59:46 AM						

The requirement is subject to testing, validation, verification and deployment instructions. Upon passing all of the above it is assigned to a release:

CENTRE		ITG INTEGRATION TECHNOLOGIES GROUP, INC. WORKING TOGETHER		View My Employee Profile Change Password Accessibility Policy				
Home	Incidents	Purchasing	Logistics	Reports	Projects	Inventory	Administrative	Logout
<b>VIEW SOFTWARE RELEASE</b>								
Software Release Name: 4.6.6 Release Sequence: 44 Release Type: <input checked="" type="radio"/> Delta <input type="radio"/> Full Estimated Release Date: 3/8/2008 Objective Pre Release Defects Parameter 10 Objective Pre Release Defects: 18 Estimated Pre Release Defects (calculated): 20.93947 Actual Pre Release Defects (calculated): 33 Estimated Pre Release Defects Per Hour (calculated): 0.016 Estimated Development Hours (calculated): 1330.682 Actual Development Hours (calculated): 1196				Program: ITG CENTRE Status: Functional Release Package: Actual Release Date: Objective Post Release Defects Parameter 20 Objective Post Release Defects: 10 Estimated Post Release Defects (calculated): 12.87187 Actual Post Release Defects (calculated): 0 Estimated Post Release Defects Per Hour (calculated): 0.010 Actual Post Release Defect Hours Per Hour (calculated): 0.000 Actual Post Release Defect Hours (calculated): 0				
Statistics for Estimated Pre Release Defects Per Hour: Variance: 0.002 Standard Deviation: 0.049				Statistics for Estimated Post Release Defects Per Hour: Variance: 0.001 Standard Deviation: 0.036				
Back				Edit				

2. Does the tool facilitate the establishment and governance of release readiness criteria? For example, the ability to establish tasks or auditable requirements which support the decision process for determining if all release requirements have been met for deployment approval.

# Release & Deployment Management

Comments: Yes. A release is designed from SW requirements which are supported by change management and management board review and approval. SW requirements include tasks and auditable activities to meet deployment readiness criteria. As the SW requirement moves through its phases (planning and design, development, verification testing, and documentation), labor hours are captured to each phase by employee. All SW requirements to a release are bundled for deployment approval.

### 3. Does the tool incorporate or integrate with a Definitive Media Library (DML)?

Comments: Yes. The DML is maintained in CENTRE which maintains all DML CI's. All Release versions are securely maintained and cataloged. Modification to source code is securely controlled using Microsoft Source Safe applications. Source Safe provides backup and requisite audit trails of all release source modifications.

SELECT PROGRAM					
Program Name	Description	Created By	Date Created	Last Edited By	Last Date Edited
<input type="radio"/> Bridge Server	Bridge Server	Hadjikyriakou, George	4/25/2007 4:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
<input type="radio"/> DCMA Migration Technical Solution	DCMA Migration Technical Solution - To include all software, scripts, OS image CD/DVD, Procedures, Cabling, Test desktops, Test Procedures, etc...	Hadjikyriakou, George	12/3/2007 2:28:33 PM	Agritellis, Elias C.	3/6/2008 11:05:03 AM
<input type="radio"/> DCS	Document Control System	.	.	.	.
<input type="radio"/> Hellenic Land Registry	Establish a web and call center system to assist property owners with application and registration services with the Hellenic Land Registry.	Coutoulakis, Emmanuel	6/12/2007 4:21:06 PM	Coutoulakis, Emmanuel	6/12/2007 4:21:40 PM
<input type="radio"/> HP/KONE Parser	HP/KONE Parser	Hadjikyriakou, George	4/30/2007 2:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
<input type="radio"/> ITG CENTRE	ITG CENTRE	Hadjikyriakou, George	4/11/2007 11:12:49 AM	Vespe, Robert R.	5/1/2008 3:41:30 PM
<input type="radio"/> ITG ONLINE.COM Corporate	ITG ONLINE.COM Corporate	.	.	.	.

# Release & Deployment Management

Software Requirements Score Card per Release														
Line Item	Program	Release	Status	Total Requirements	Total Estimated Hours	Total Actual Hours	% Variance	Absolute % Variance	Total Defects Pre-Release Chart	Total Defects Post-Release Chart	Total Defect Requirements with High Impact Or High Severity	Percent Defect Requirements with High Impact Or High Severity	Total Defect Requirements with Medium/Low Impact Or Medium/Low Severity	Percent Defect Requirements with Medium/Low Impact Or Medium/Low Severity
0	ITG CENTRE	4.6.7	Functional	10	326.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1	ITG CENTRE	4.6.6	Functional	33	1330.68	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2	DCMA Migration Technical Solution	1.0	Functional	1	218	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	DCS	DCS.1.0	Closed	1	8.33	8	3.96	3.96	0	0	0	0	0	0
4	ITG CENTRE	4.6.6	Closed	53	1010.16	920.25	8.9	14.64	24	5	2	3.77	9	16.98

As changes are included in a release, DML CI's are linked to the change record.

Software/Hardware CI links to the RFC

## 4. Does the tool support workflow integration with a DML to support release deployment and provisioning activities?

Comments: Yes. To support DML release activities, CENTRE has a workflow module which classifies actions for workflow which is presented on the user's home screen. Workflow activities are: issued, approved, opened, testing, and closed.

Home Screen Workflow Indicator Box

WORKFLOW SUMMARY	
Pending Actions	0
Initiated	2
Completed	0
Expired	0
Cancelled	0

## 5. Does the tool facilitate the building, bundling and scheduling of different types of Release packages for deployment?

Comments: Yes. CENTRE is designed to bundle and schedule Delta, Full, and Package Releases.

# Release & Deployment Management

6. Does the tool facilitate the flexible identification and control of all aspects of a release package such as software, hardware, documentation, training requirements, etc.?

Comment: Yes. Releases are the accumulation of change requests. Change requests maintain CI links to software requirements and hardware. The software requirements identify documentation and training requirements.

Software/Hardware CI links to the RFC

**FETCH CONFIGURATION ITEM SOURCE RECORDS**  
*The mandatory editing fields are indicated with an asterisk \**

\*Select Configuration Item Source Type:

\*Select Configuration Item Source:

- Select a Source
- Contract Assets
- Incidents
- Software Requirement
- Scan Request
- Problem

Software Release

Software Requirements Score Card per Release														
Line Item	Program	Release	Status	Total Requirements	Total Estimated Hours	Total Actual Hours	% Variance	Absolute % Variance	Total Defects Pre-Release Chart	Total Defects Post-Release Chart	Total Defect Requirements with High Impact Or High Severity	Percent Defect Requirements with High Impact Or High Severity	Total Defect Requirements with Medium/Low Impact Or Medium/Low Severity	Percent Defect Requirements with Medium/Low Impact Or Medium/Low Severity
0	ITG CENTRE	4.6.7	Functional	10	326.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1	ITG CENTRE	4.6.6	Functional	33	1330.68	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2	DCMA Migration Technical Solution	1.0	Functional	1	218	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	DCS	DCS 1.4	Closed	1	8.33	8	3.96	3.96	0	0	0	0	0	0
4	ITG CENTRE	4.6.6	Closed	53	1010.16	920.25	8.9	14.64	24	5	2	3.77	9	16.98

Requirements to a Release

Software Requirements Score Card for Program [ ITG CENTRE ] - Release [ 4.6.6 ]											
Line Item	Requirement ID	Tasks	Status	Assigned To Developer	Requirement Type	Validation By	Requirement Review Issues Identified	Peer Review Issues Identified	Developer Conducted Peer Review	Total Estimated Hours	Total Actual Hours
1	755	1	Closed	Guttikonda, Maheedhar	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	109.4181	119.5
2	837	1	Closed	Guttikonda, Maheedhar	Defect	None	No	No	Hadjikyriakou, George	5.5	6
3	840	1	Closed	Hadjikyriakou, George	New Functionality	Fellers, Bridget S.	No	No	Fellers, Bridget S.	1.5	1.5
4	872	1	Closed	Srikanth K	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	269.9183	249
5	883	1	Closed	Hadjikyriakou, George	Defect	None	No	No	Fellers, Bridget S.	1	1
6	1007	1	Cancelled	Fellers, Bridget S.	Maintenance	None	No	No	Hadjikyriakou, George	17.25	1
7	1058	1	Closed	Pangalos, Spyros (n)	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	38.16833	40
8	1083	1	Closed	Srikanth K	Defect	Hadjikyriakou, George	No	No	Hadjikyriakou, George	10.73073	4
9	1084	1	Closed	Guttikonda, Maheedhar	Defect	None	No	No	Hadjikyriakou, George	3.75	3.25

Requirement Detail

**VIEW REQUIREMENT [ 840 ]**

Program Name:

Version Release Number:

Functional Area/Screen: **Service Call - Knowledge Base Search Capability**

Requirement Description: Provide a method by which the TAM can easily search for and identify similar descriptions of problems and solutions for a given service call record based on criteria such as Equipment Type, Subcomponent, Mfr, Model, key words in the Problem Description and Problem Fix description fields.

Requirement Rationale: To enable TAM to achieve SLAs and to reduce the cost of a service call.

Verification Log: 2/4/2008 4:30:12 PM Entered by:Fellers, Bridget  
Verification Test = PASSED

Pre-Release Defects: 0

Verification Tests:

Modified Components/Deployment-Integration Instructions:  
Modified ASP pages:  
.....  
in ..\SvcNavBar  
ServiceCallDetailSearch.asp  
SelectServiceCall.asp

Documents Tasks: 1

# Release & Deployment Management

Task under the Release Project to track the project and labor hours

**EDIT TASK UNDER PROJECT [ CENTRE Release 4.6.6 ]**  
The mandatory editing fields are indicated with an asterisk \*

Initiate Workflow

**\*Task Name:** Requirement 840 - Enable TAMs to search Problems  
**Task Description:** Enable TAMs to search Problems previously detected and resolved within out problem management database.

**Predecessor Task:** None  
**Region/Area:** [ ]  
**Incident:** [ ]  
**\*Site:** ITG Corporate HQ

**\*Planned Start Date:** 02 01 2008 09 00  
**\*Planned End Date:** 02 19 2008 18 00  
**Planned Duration (Days):** 18.38  
**Actual Duration (Days):** 0  
**Total Task Estimated Hours:** 1.5  
**Total Resource Budgeted Hours:** 1.5  
**Total Resource Actual Hours:** 1.5  
**Actual Start Date:** 02 01 2008 09 00  
**Actual End Date:** 02 04 2008 16 30  
**Projected End Date:** 02 19 2008 18 00

**Task Manager:** Hadjikyriakou, George  
**Task Status:** Completed  
**Order Number:** [ ]  
**Address:** [ ]  
**City/State/ZipCode:** [ ]  
**POC:** [ ]  
**POC Phone:** [ ] Ext: [ ]  
**Email Address:** [ ]  
**Pager:** [ ]  
**Pager Address:** [ ]  
**Subtask Order:** [ ]  
**Item Delivery Date:** [ ] = [ ] [ ] [ ] [ ] [ ]  
**Item Delivery Type:** Select ShipMethod  
**Comments:** [ ]

Change Request linkage from SW Requirement

**VIEW REQUIREMENT [ 7 ]**

**Program Name:** ITG CENTRE  
**Version Release Number:** 4.5.9.5  
**Functional Area/Screen:** Service Call  
**Requirement Description:** Add a checkbox field called 'Known Error' to the service call record. TAM's are

**Documents**  
OVERVIEW  
Issued By: Hadjikyriakou, George  
**Change Request #: 56**  
**Tasks: 1**  
**Type:** New Functionality

# Release & Deployment Management

## 7. Does the tool facilitate the authorization and scheduling of Release deployments in conjuncture with a Change Management process and tool?

Comments: **Yes.** Release deployments are orchestrated and built from the Change Management System.

### Change Request with linkage CI's

**VIEW CHANGE REQUEST [ 56 ]**

Change Request Name: Add a Field 'Known Error' to the Service Call Screen  
 Category: Standard Change  
 Change Type: Software  
 Change Authority: Software Engineering MRB  
 Proposed Change: Add a checkbox field called 'Known Error' to the service call record. TAM's are to check this field and identify the service call as a known error if applicable.  
 This is to satisfy an ITIL requirement

Configuration Items

### Change Request CI Link to the Software Requirement

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	KeyColumn Value
Change Request	Software Requirement	782

### Software Requirement link back to the RFC

**VIEW REQUIREMENT [ 782 ]**

Program Name: ITG CENTRE  
 Version Release Number: 4.5.9.5  
 Functional Area/Screen: Service Call  
 Requirement Description: Add a checkbox field called 'Known Error' to the service call record. TAM's are to check this field to identify the service call as a known error if applicable. This indicator will be used as a way to search for known problem records from within other modules in CENTRE (i.e. PPMS, etc..).  
 Requirement Rationale: See Change Request # 56 - This is to satisfy an ITIL requirement - OID

Change Request #: 56

The task links back to the Project (CENTRE Version Release) for the capture of costs including labor hours.

SELECT TASK FOR REQUIREMENT [ 782 ]				
Task Name	Resources	Site	Start Date	End Date
Requirement 782	Costoulakis, Emmanuel Fellers, Bridget S. Hadjikyriakou, George Pangalos, Spyro (n)	ITG HQ	2/7/2007 9:00:00 AM	3/4/2007 8:00:00 PM

# Release & Deployment Management

## Task under the Release Project

**EDIT TASK UNDER PROJECT [ CENTRE - Release 4.5.9.5 ]**  
*The mandatory editing fields are indicated with an asterisk \**

Initiate Workflow

\*Task Name: Requirement 782

Task Description:

Predecessor Task: None

Region/Area:

Incident:

\*Site: ITG HQ

\*Planned Start Date: 02 07 2007 09 00

\*Planned End Date: 02 04 2007 20 00

Task Manager: Select

Task Status: Completed

Order Number:

Address:

City/State/ZipCode:

POC:

## Release Project

**EDIT PROJECT**  
*The mandatory editing fields are indicated with an asterisk \**

\*Project Name: CENTRE - Release 4.5.9.5

Project Description:

\*Project Category: Software Development

\*Project Type: Internal

\*Contract: 4333-000

\*Point of Contact Name: Emmanuel Coutoulakis

\*Point of Contact Phone: 703-698-8282 Ext:

Point of Contact Email: Emmanuel.Coutoulakis@itgonline

\*Project Manager: Hadjikyriakou, George

\*Project Manager Phone: 703-698-8282 Ext: 259

Project Manager Email: GeorgeH@itgonline.com

\*Program Director: George Hadjikyriakou

OPPM Rate:

Sunday Rate:

PPM Rate:

Billable:

Taxable:

Travel Required:

Bill Mileage:

Bill Travel Time:

Work Saturdays:

Work Sundays:

Work Holidays:

\*Planned Start Date: 02 07 2007 09 00

\*Planned End Date: 03 04 2007 20 00

Actual Start Date: 02 07 2007 09 00

Actual End Date: 03 04 2007 20 00

Total Estimated Hours: 0 Refresh

Total Allocated Hours: 672 Refresh

Total Actual Hours: 0 Refresh

\*Work Hours Per Day: 8 (Average)

Project Status: Complete

Order Number:

## Project Costs and Hours Reporting

**ENTER REPORT CRITERIA**

Project: CENTRE - Release 4.5.9.5 GO

Task: All Tasks GO

Resource: All Resources

Time Sheet Period: Select All

Work hours by Project by Task by Resource

Work hours by Project by Task

Work hours by Project by Resource

**WORK HOURS BY PROJECT BY TASK BY RESOURCE**  
**For Time Sheet Period = [All Time Sheet Periods]**

Project: CENTRE - Release 4.5.9.5		Start Date: 2/21/2007 12:00:00
Task: Pre-Release defects for req 780		End Date: 2/26/2007 12:00:00
Resource Name	Work Hours	
Coutoulakis, Emmanuel	0	
Fellers, Bridget S.	5	
Guttikonda, Maheedhar	0	
Hadjikyriakou, George	6	
Pangalos, Spyro (n)	2	
<b>Task Hours:</b>		<b>13</b>

  

Task: Pre-Release defects for req 781		Start Date: 2/20/2007 12:00:00
		End Date: 2/26/2007 12:00:00
Resource Name	Work Hours	
Coutoulakis, Emmanuel	0	
Fellers, Bridget S.	2	
Guttikonda, Maheedhar	2	

# Release & Deployment Management

## 8. Does the tool facilitate the enforcement and coordination of Release validation and testing activities?

Comments: Yes. Release validation and testing activities are recorded within the SW Requirement record. The requirement must pass the validation testing to be released.

## Validation Review

## 9. Does the tool facilitate the versioning of Release components and packages?

Comments: Yes. All releases are controlled and versioned.

Program Name	Description	Created By	Date Created	Last Edited By	Last Date Edited
<input type="radio"/> Bridge Server		Hadjikyriakou, George	4/25/2007 4:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
<input type="radio"/> DCMA Migration Technical Solution	DCMA Migration Technical Solution - To include all software, scripts, OS image CD/DVD, Procedures, Cabling, Test desktops, Test Procedures, etc...	Hadjikyriakou, George	12/3/2007 2:28:33 PM	Agritellis, Elias C.	3/6/2008 11:05:03 AM
<input type="radio"/> DCS	Document Control System				
<input type="radio"/> Hellenic Land Registry	Establish a web and call center system to assist property owners with application and registration services with the Hellenic Land Registry.	Coutoulakis, Emmanuel	6/12/2007 4:21:00 PM	Coutoulakis, Emmanuel	6/12/2007 4:21:40 PM
<input type="radio"/> HP/KONE Parser	HP/KONE Parser	Hadjikyriakou, George	4/30/2007 2:04:29 PM	Hadjikyriakou, George	4/30/2007 2:04:29 PM
<input checked="" type="radio"/> ITG CENTRE	ITG CENTRE	Hadjikyriakou, George	4/11/2007 11:12:49 AM	Vespe, Robert R.	5/1/2008 3:41:30 PM
<input type="radio"/> ITG ONLINE.COM Corporate					

# Release & Deployment Management

## 10. Does the tool facilitate the management of the rollback of release packages to previous versions?

Comments: Yes. Release deployments are a specific list of the requirements that made the deployment. These requirements identify and facilitate the rollback of a release package. Requirements include RFC's and associated CI's.

## Integration Criteria

### Terminology

#### 1. Does the tool's use of terms and definitions align with ITIL terms and definitions?

Comments: Yes. CENTRE has been certified as compliant with ITIL v2 in Incident, Problem, Change, and Configuration Management

### Configuration Management

#### 1. Does the tool integrate with the CMDB to gather or validate required information for Release builds and deployment activities?

Comments: Yes. Change requests and software requirements are linked to the associated release CMDB CI for the validation and updating of release CMDB data.

### Change Request

### Change Request Links to the CMDB

CONFIGURATION ITEM SOURCE RECORDS			
Configuration Item Source Type	Configuration Item Source	KeyColumn Value	
Change Request	Contract Assets	204809	-
Change Request	Software Requirement	1075	-

Any other CI items (hardware or documentation) may also be linked to this software version.

### Software Release CMDB CI

# Release & Deployment Management

## 2. Does the tool facilitate the update of the CMDB with new version and CI information after the deployment of a Release?

Comments: Yes. The tool facilitates the update of CMDB by maintaining direct links to all associated change requests and SW requirements after the deployment of a release. Change Request Links to the CMDB. Additionally, 'MS Essentials' will produce a report of device configurations for input into the CMDB.

Change Request Links to the Software Release CI's

CONFIGURATION ITEM SOURCE RECORDS			
Configuration Item Source Type	Configuration Item Source	KeyColumn Value	
Change Request	Contract Assets	<a href="#">204809</a>	-
Change Request	Software Requirement	<a href="#">1075</a>	-

## 3. Does the tool integrate with CMDB to support the association of Release records to CI records?

Comments: Yes. As listed in previous statement, the release record 1075 links back the RFC which links to the effected CI.

### Change Management

## 1. Does the tool ensure that Release deployments are subject to scheduling and approvals requirements managed by the Change Management process?

Comments: Yes. The change management process maintains links to the SW Requirements which are included in the scheduling and approvals required for the management of deployments.

Software Release Schedule

SELECT SOF							
Software Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Development Hours	Actual Development Hours	OPRD
<a href="#">1.5</a>	Functional	46			0	0	0
<a href="#">4.6.7</a>	Functional	45	4/12/2008		325.1199	23.5	4
<a href="#">4.6.6</a>	Functional	44	3/8/2008		1330.682	1196	11
<a href="#">1.0</a>	Functional	43	1/11/2008		218	375.5	3
DCS 1.0	Closed	42	7/15/2007	7/21/2007	8.33	8	0

Software Requirements for the Release

Software Requirements Score Card per Release												
Line Item	Program	Release	Status	Total Requirements	Total Estimated Hours	Total Actual Hours	% Variance	Absolute % Variance	Total Defects Pre-Release Chart	Total Defects Post-Release Chart	Total Requirements with High Impact	High Seve
0	ITG CENTRE	<a href="#">4.6.7</a>	Functional	<a href="#">10</a>	326.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1	ITG CENTRE	<a href="#">4.6.6</a>	Functional	<a href="#">33</a>	1330.68	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2	DCMA Migration Technical Solution	<a href="#">1.0</a>	Functional	<a href="#">1</a>	218	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	DCS	DCS 1.0	Closed	<a href="#">1</a>	8.33	8	3.96	3.96	0	0	0	0
4	ITG CENTRE	<a href="#">4.6.5</a>	Closed	<a href="#">33</a>	1010.16	920.25	8.9	14.64	24	5	2	2
5	ITG CENTRE	<a href="#">4.6.4</a>	Closed	<a href="#">41</a>	808.54	895	-10.8	21.12	22	5	4	4

Software Requirement Listing for the Release

# Release & Deployment Management

Software Requirements Score Card for Program [ ITG CENTRE ] - Release [ 4.6.6 ]										
Line Item	Requirement ID	Tasks	Status	Assigned To Developer	Requirement Type	Validation By	Requirement Review Issues Identified	Peer Review Issues Identified	Developer Conducted Peer Review	Est I
1	<a href="#">755</a>	1	Closed	Guttikonda, Maheedhar	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	10
2	<a href="#">837</a>	1	Closed	Guttikonda, Maheedhar	Defect	None	No	No	Hadjikyriakou, George	
3	<a href="#">840</a>	1	Closed	Hadjikyriakou, George	New Functionality	Fellers, Bridget S.	No	No	Fellers, Bridget S.	
4	<a href="#">872</a>	1	Closed	Srikanth K	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	26
5	<a href="#">983</a>	1	Closed	Hadjikyriakou, George	Defect	None	No	No	Fellers, Bridget S.	
6	<a href="#">1007</a>	1	Cancelled	Fellers, Bridget S.	Maintenance	None	No	No	Hadjikyriakou, George	

Software Requirement Link to the Change Request

**VIEW REQUIREMENT [ 872 ]**

Program Name: **ITG CENTRE**  
 Version Release Number: **4.6.6**  
 Functional Area/Screen: **Service Call - Task - Change Requests - Causal Analysis and Resolution Screens**

Requirement Description:  
 10/23/2007 3:43:30 PM Entered by:Angelakis, Michael P.  
 This requirement is being changed to reflect discussions during the Software Management Review Board meeting.

1-At the Project screen level the Project Manager will decide, (by selecting an av option), if the project is subject to Customer QA and Surveys.  
 2-A list of available Customer Survey Forms will be presented to the Project Man for selection  
 3- All forms must include the contents of the paragraph below.  
 4/19/2007 8:55:16 AM Entered by:Agritellis, Elias C.  
 Requested by: Angelakis, Michael

Requirement Rationale:  
 4/19/2007 8:55:17 AM Entered by:Agritellis, Elias C.  
 Tracing and correcting problem areas, CMMI V compliance.  
 Created Change Request 83

[Documents](#) Change Request #: **83** Tasks: **1**

Change Request with Approval, Begin Work, Due, Validation Completion, and Desired Completion Dates

**VIEW CHANGE REQUEST [ 83 ]**

Change Request Name: **Causal Analysis and Resolution**  
 Category: **Standard Change** Desired Completion Date: **5/31/2007**  
 Change Type: **Software**  
 Change Authority: **Software Engineering MRB**

Proposed Change:  
 4/19/2007 8:55:16 AM Entered by:Agritellis, Elias C.  
 Requested by: Angelakis, Michael  
 Add Customer Survey functionality to Tasks and Change Requests as in Service Calls. There will be links to the survey screen on all three screens. The existing Survey screens will be modified to include a new set of Causal Analysis and Resolution fields as described below in the following sections:

Description of current or potential non-conformance/justification:  
 With this implementation we will be able to track and correct problems. Additionally, this feature is required for CMMI V compliance.

Root Cause:

[Change Request Documents](#)

Issued By: **Angelakis, Michael P.** Date Issued: **4/19/2007 11:36:49 AM**  
 Action Type: **Improvement** Priority: **NONE**  
 Internal Audit Number:  
 Status: **PI Review Pending**  
 Approved By: **Software Engineering MRB** Approved Date: **10/23/2007 11:00:47 AM**  
 Assigned To: **Hadjikyriakou, George** Begin Work Date: **2/9/2008 9:00:00 AM**  
 Information Security Approval Required: **NO** Due Date: **3/29/2008 6:00:00 PM**  
 Approving Security Officer: **Select** Completed Date: **3/29/2008 6:00:00 PM**  
 Approved by Security Officer: **NO** Validation Date:  
 Date Last Updated: **4/3/2008 12:27:17 PM**  
 Last Updated By: **Hadjikyriakou, George**

Software Requirements: **1**

# Release & Deployment Management

## Optional Criteria

1. Does the tool facilitate the automated updating of the CMDB based prior to or following an approved release?

Comments:

2. Does the tool facilitate the management and tracking of software licenses?

Comments:

3. Does the tool have the capability to handle varying Release models such as large-scale or phased deployments?

Comments: