Release and Development Management Procedure

1. **Purpose**

The objective of this process is to ensure the efficient planning and implementation of upcoming releases based on the relevant project plan in order that the functionality and operational improvements they contain can create their intended value.

1. **Scope**

The procedure starts with the relevant project plan and ends with the release plan and updated activity log.

1. Narrative
2. The IT Applications Specialist plans all upcoming releases based on the project plan and develops the schedule for building, testing and deploying the release.
3. The IT Applications Manager determines whether to approve the release plan or not.
   1. **Case A – Yes;** in case the release plan is approved, proceed to step 3.3.
   2. **Case B – No;** in case the release plan is not approved, return to step 3.1.
4. The IT General Manager determines whether to approve the release plan or not.
   1. **Case A – Yes;** in case the release plan is approved, proceed to step 3.4.
   2. **Case B – No;** in case the release plan is not approved, return to step 3.1.
5. The IT Applications Specialist/Third-party Supplier prepares the release build, installation and remediation scripts as well as the test environment as per requirement.
6. The IT Applications Specialist/Third-party Supplier will gather all the release components and prepare the test data in order to perform release testing. Release/installation packages, configuration and remediation plans will be tested.
7. The IT Applications Manager/Third-party Supplier determines whether User Acceptance Testing (UAT) is required based on the nature of release.
   1. **Case A – Yes;** in case UAT is required, proceed to step 3.7.
   2. **Case B – No;** in case UAT is not required, return to step 3.8.
8. The IT Applications Manager/Third-party Supplier conducts UAT as appropriate.
9. The IT Applications Specialist/Third-party Supplier deploys release components into the live environment.
10. The IT Applications Manager trains all IT staff and End Users by circulating user manuals, necessary documentation and conducting relevant trainings.
11. The IT Applications Specialist closes the release after verifying all activity logs.
12. Release and Development Management Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Release Deployment Timeliness | KPI |
| Ratio of delayed releases to the total number of releases | Description |
|  | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Organising Relevant Training Workshops |  | Human Capital Department | Corporate Resources Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.