

ADIB – Standard

Release Management Standard

STD-ITD-569

Date: 30th November 2023

Version: 5.1



Dept./ Unit: Technology / GRC
Standard: STD-ITD-569 Release Management Standard

Issue Date: 30th Nov 2023
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Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
5.1	30 th Nov 2023	Document reviewed. No change required	Document is up to date.
5.0	30 th Nov 2022	Added: Any implementation is not allowed during the freeze period, which extends in between 25 th of each month and 2 nd of next month, Application owner must obtain CIO approval to execute any implementation during the freeze period, freeze period is not applicable to emergency changes.	To avoid any unforeseen negative impact on bank services during month end.
4.0	30 Jan 2022	Removed Testing related clauses from release management standard. Reflected right ownership	Segregation of Release management function from Testing.
3.1	July, 2021	Document reviewed. No change required	Document is up to date
3.0	Publishing Date	Modified document owner	To align with the current organization structure
2.0	Publishing Date	Replaced "SLA" with "defect resolution date." Removed the responsibility of test environment readiness because it moved to CTO area. Added role of monitor the releases planning and schedule. Moved ownership to Head of CSA	Enhancements to ensure alignment with current practices
1.0	Publishing Date	New Document	Creation of new standard for Release Mgmt.

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1 Overview

The objective of this procedure is to describe the Release Management process for Project and BAU in ADIB ITD, which covers planning, scheduling, and controlling the build, in addition to testing and deploying packages.

2 Applicability

This standard is applicable all ADIB applications and releases which have functional impact.

3 Process Owner

Head of Technology GRC

4 Standard Statements

4.1 Release planning phase

4.1.1 Schedule Releases

- Change/Release requester shall provide tentative dates for the Change start and end dates while logging release ticket.
- Release manager shall monitor release dates in Release calendar.
- Quality control department reviews the logged releases to confirm the availability of test environments and resources for testing.
Releases shall be prioritized and classified based on the urgency and the need.
- Release manager shall be responsible to coordinate between departments to prevent release conflicts or to resolve outstanding issues.

4.1.2 Control Release Requirements

- Release manager shall make sure that requirements are formally reviewed and signed-off by all relevant stakeholders.
- Defined scope shall include the following elements.
 - ✓ User Interfaces, Screens, Reports, System Input Data, Input Data Validation
 - ✓ Integration to core banking application, integration to other applications, external interfaces, integration to infrastructure (Office, Storage, WAN, LAN, Security).
 - ✓ Usability features: user interface standards, on-line Help, wizards and agents, user documentation, technical documentation, training materials, localizability (internationalization) through languages support.
 - ✓ Performance requirements: efficiency in using HW resources, availability, accuracy, throughput, response time, recovery time.
- Each requirement shall fully define its purpose and scope and shall have a proper level of detailing.
- Change in scope or requirements should be captured and reflected on the related artefacts and tool.
- Release changes shall be tracked and maintained.

4.2 Release Development Phase

4.2.1 Analysis and Design Process

- System Design Specifications shall be reviewed and signed off by all relevant stakeholders.
- System architecture including hardware, database, and data communications structures shall be maintained.

4.2.2 Development Progress

- Design review Board (DRB) approval required for Releases/Changes (according to DRB policy),.



- Demand management or Project Manager shall provide the actual progress of development with release manager.
- Release Manager shall be responsible to make sure that updates shall not create any conflicts with other releases.

4.2.3 Implementation and deployment

- All deployments on the UAT test environments shall be executed as documented in Implementation specification (IS)
- Implementation Team shall be responsible for executing the implementation of the package as per the Implementation specification (IS) with the support of Application Services representative.
- Demand management shall be responsible for implementation if Implementation team has no sufficient experience in the technology, while Implementation team still be responsible to monitor implementation.
- There shall not be any amendment to the deployment unless there is any amendment to the Implementation specification (IS)
- Implementation specification (IS) shall cover roll back procedure which shall be tested on the test environment.

4.3 Release Testing Phase

4.3.1 Validate Test Deployment

- In case there are major updates on the plan, existing implementation in progress shall be rolled back and implemented through an updated deployment plan.
- QC team must confirm to demand management/project management about the successful deployment and shall do the sanity check for the system after implementation.

4.3.2 Monitor Test Environments

- Test Environments readiness is verified when Project stakeholders raise new requests, enhancements or defects that require from Demand management or Vendor to deliver a package, script, files, or any type of technical delivery that need to be deployed on the test environment in order to align with business or quality needs.
- All changes shall be evaluated, prioritized, and assessed by project technical team, test manager, release manager & administration and BAU team leads (QC) for its impact over functionalities and test execution.
- Release deployment depends on the release manager approval after assessment of the changes by relevant stakeholders.
- Test environments are controlled by BAU Team leads under quality control Department.
- Release manager shall approve all changes to production deployment in order to confirm that all release management practices are applied.

4.3.3 Defect Management

- All raised defects while testing should be logged in defect log.
- Defects should be reviewed by the technical team and confirm the defect, severity and provide expected resolution date.
- All defects' fixes should be evaluated on Dev/SIT environment before deploying it on UAT environment.
- Bug fixes or new changes should be provided in incremental package on the repository.
- The fixes and new changes should be reflected on release related artefacts such IA/IS
- Fixes and the new changes are deployed on UAT in order to be validated and close the defects.
- Deferring defecting and accepting them should be approved by business and ORM team for high severity, while only business approval for Medium and low Severity

4.3.4 Test execution tracking

- Test manager shall communicate any deviation in test schedule with release manager. Release Manager shall be responsible to manage conflict between test schedules of various releases.



- Release manager shall be responsible for any amendments on the release calendar.

4.3.5 Test Completion and closure

- Test Team to provide all needed documents related to test completion and closure.
- Quality Control and assurance manager to Review and validate the completion and validated the provided documents.
- Release ticket is closed, and deployment tasks created.
 - o All UAT test cases are executed by related functional departments.
 - o All Critical defects are resolved and adequately tested.
 - o All High, Medium defects are either resolved or mitigated through acceptable, adequately tested, and feasible workaround.
 - o Low critical defects are either resolved or accepted, subject to business and involved support unit's/ IT decision.
 - o All given workaround for defects shall have time limit (expiry date) approved by both business Owners and IT

4.3.6 Validate Production Deployment

- Project Manager/ Demand Management shall be responsible to prepare production deployment plan and review it with relevant stakeholders.
- Final version of the Implementation specification (IS) shall be reviewed and updated by QC team and DM team.
- Deployment date/time, impact on service availability and business operations shall be clearly communicated to all impacted End-Users, other impacted owners, and External parties such as central bank, customers, etc.
- Release roles and responsibilities related to system operations, administration and support should be detailed, documented, and formally accepted by all relevant stakeholders.
- Release handover requirements shall be defined and planned at the early stages of system life cycle. These requirements shall be communicated to all relevant stakeholders.
- Training shall be provided to the system end users, IT support and operations staff, to ensure that all users are prepared for transition to the new system.
- Any implementation is not allowed during the freeze period, which extends in between 25th of each month and 2nd of next month, Application owner must obtain CIO approval to execute any implementation during the freeze period, freeze period is not applicable to emergency changes.

5 Exceptions

- Infrastructure, Hardware, and Networking changes are excluded from the release management processes.

6 Appendixes

Annex I: Acronyms

Term	Explanation
UAT	User Acceptance testing
SIT	System Integration testing
PMO	Project Management Office
ITD	Information Technology Department
DM	Demand Management Team