# RxP Release Process Overview

## • Tools and Tech

Rally for tracking:

- Sprint and milestone tracking

- Backlog prioritization and management

- User stories and defect tracking

Git and Jenkins for CI/CD:

- Automated code builds and deployments

- Integration testing pipeline

- Rollback capabilities

Airflow as workflow scheduler:

- Task dependencies and execution monitoring  
  
 - Automated retries for failed tasks  
  
 - Logging and performance metrics  
  
 - Access the scheduler here:   
Airflow Scheduler

Azure Databricks for compute:

- Data processing and analytics at scale

- Integration with other Azure services

- Real-time and batch data processing

ADL for Storage (Azure Data Lake):

- Scalable storage for big data analytics

- Access control and encryption for security

- Support for structured and unstructured data

Rxperso Wiki site for documentation:

- Access the documentation here:

## • Release Cycle

Weekly Releases:

- Scheduled release windows for minimal downtime

- Post-release validation and monitoring

- Release notes and communication to stakeholders

RM Process:

- Learn more about the RM Process here:

Deployment Validation:

- Pre-deployment QA validation

- Post-deployment smoke tests

- Automated alerts for deployment issues

## • Staffing Model

Earlier Structure:

- Rotational weekly assignments

- Ad-hoc support for critical incidents

Current Team Composition:

- Dedicated team of 4 contractors (3 offshore, 1 onshore)

- Clear separation of responsibilities

- Improved collaboration through regular stand-ups

Training and Knowledge Transfer:

- Regular training sessions for new tools and workflows

- Documentation of best practices

- Periodic performance reviews

Escalation Protocol:

- Defined SLAs for incident response

- Clear escalation matrix for critical issues

- Continuous improvement feedback loops

## • Prod Support

L1 (Level 1) Support:

- Monitor critical jobs and workflows

- Perform initial troubleshooting steps

- Escalate unresolved issues to L2

L2 (Level 2) Support:

- Deeper investigation and root cause analysis

- Bug fixes with limited production write permissions

- Update stakeholders on issue status

L3 (Level 3) Support (RM):

- Address high-impact and recurring issues

- Implement permanent fixes and improvements

- Coordinate with development teams for enhancements

Monitoring and Reporting:

- Real-time alerts for job failures

- Dashboard for system health monitoring

- Monthly performance and error trend reports