Admin aided Release process

**Document Intent.**

All deployment activities that require Salesforce System Administrator profile in UAT and Production should be performed by the RUN Admin and Release teams. This document outlines the process for submitting request for an Admin aided Release process. If your team’s deployment process requires such activities to be performed, you will need to follow this process.

**Audience.**

All teams participating in the release process of the Open Globe Train

Scope: Deployment related activities in UAT and Production. Including:

* Managed package deployment
* Manual pre and post -deployment configuration steps for managed and unmanaged components
* Deployment related data loads for non-project teams. Data load for project teams will be aided by the Data team.

**Tools.**

* Global Tracker app in Open Globe production
* VSTS

**Standard deployments.**

1. Project team needs to submit a Global Tracker Service Request for a deployment by 3:00 PM on the Thursday prior to the deployment.
2. A separate request is required for both UAT and Production deployment
3. The request must meet all request requirements listed

**High risk deployments.**

1. Will be performed by the Development/Project team
2. Sign off must be provided by the Build Team management
3. A Global Tracker Service Request needs to be submitted for System Admin access in the relevant environment
   * Access will be granted to a limited number of members of the Dev team on the day of the deployment
   * Individuals requesting System Admin access must have a Global ID or approval from Build and Run Leadership
   * System Admin access will be revoked from members of the Dev team on the day after the deployment
4. Project team needs to create a request for deployment in VSTS
5. The request must meet all request requirements listed

**High risk deployment criteria.**

1. Deployment request submitted later than 3:00 PM on the Thursday prior to the deployment.
2. Deployment deemed high risk by Management
3. Deployment deemed complex by IT Leadership or Admin Team
4. UAT Deployment was not performed by the Admin or Release team
5. Deployment request was rejected by Admin Team

**Request requirements.**

1. The request must include pre and post deployment steps and instructions
2. The Request must include confirmation that Object access and FLS updates for System Admin, IT Admin, System Admin API Only, Global Read All profiles have been accounted for
3. If a data load is required, the request must include the data in a consumable format
4. If validation rules and or triggers must be disabled
   * The request must include the list of rules and triggers
   * The request must include approval from Architecture and Run leadership
   * A copy of the list of rules and triggers must be submitted to the Release team
5. If deploying a managed package, list of profiles to receive access to package must be included
6. Information for a Support Contact from the Project team must be provided

**\*When deploying to Production, if process has been modified from the UAT process other than minor changes to steps and instructions - Request Will be rejected**