

# TECHNICAL MANAGEMENT PRACTICES

Section 12

## SECTION 11: SERVICE MANAGEMENT PRACTICES

### Technical Management Practices

adapted from technology management domains for service management purposes by expending or shifting their focus from technology solutions to IT services

#### TECHNICAL MANAGEMENT PRACTICES

Deployment  
Management

Infrastructure  
Management

Software Deployment  
and Management

## Deployment Management

move new or changed hardware, software, documentation, processes, or any other component to live environments

- Deployment Management works closely with Release Management and Change Control, but is a separate practice
- There are several distinct approaches that can be used for deployment

## SECTION 12: TECHNICAL MANAGEMENT PRACTICES > DEPLOYMENT MANAGEMENT

### Phased deployment

The new or changed components are deployed to just part of the production environment at a time

### Continuous delivery

Components are integrated, tested, and deployed when they are needed, providing frequent opportunities for customer feedback loops

### Big Bang deployment

New or changed components are deployed to all targets at the same time

### Pull deployment

New or changed software is made available in a controlled repository, and users download the software to client devices when they choose

- **Components available** for deployment should be maintained in one or more secure locations to ensure that they are not modified before deployment
- These locations are **collectively** referred to as a standard media library for software and documentation and a definitive hardware store for hardware components
- Tools that **support deployment** are many and varied
- They are often integrated with configuration management tools and can provide support for audit and change management

- Most organizations have tools for deploying client software, and these may be integrated with a service portal to support a request management practice
- **Communication** around deployments is part of release management
- **Individual deployments** are not generally of interest to users and customers until they are released

## SECTION 12: TECHNICAL MANAGEMENT PRACTICES > DEPLOYMENT MANAGEMENT

- If **infrastructure** is provided as a service, the deployment of new or changed servers, storage, or networking is typically managed by the organization, often treating the infrastructure as a code to automate deployment
- Some **deployments** may be under the supplier's control in these environments, such as installing firmware updates
- To **maintain** a controlled environment, the IT organization must ensure that they know what deployments are planned and which have happened

- In an environment with **multiple suppliers**, it is essential to understand the scope and boundaries of each organization's deployment activities and how these will interact
- Most organizations have a process for deployment
- It is common to have different processes for different environments

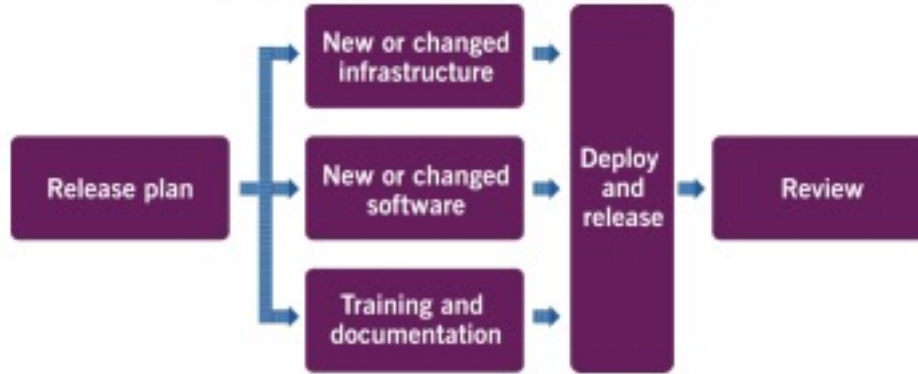


## SECTION 12: TECHNICAL MANAGEMENT PRACTICES > DEPLOYMENT MANAGEMENT

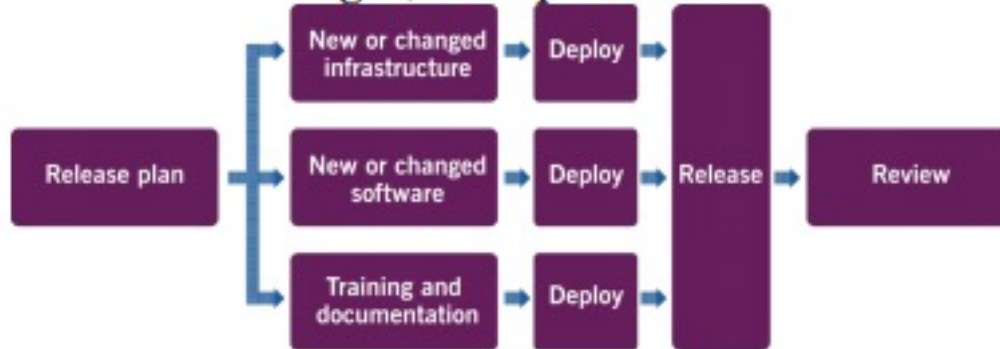
- Ensure moving new or changed processes, software, hardware, documentation...etc.
- Release Management and Change Control have a close interface while introducing a change to an environment
- Deploys the components in the schedule proposed in a change request and approved by a change authority

## SECTION 12: TECHNICAL MANAGEMENT PRACTICES > DEPLOYMENT MANAGEMENT

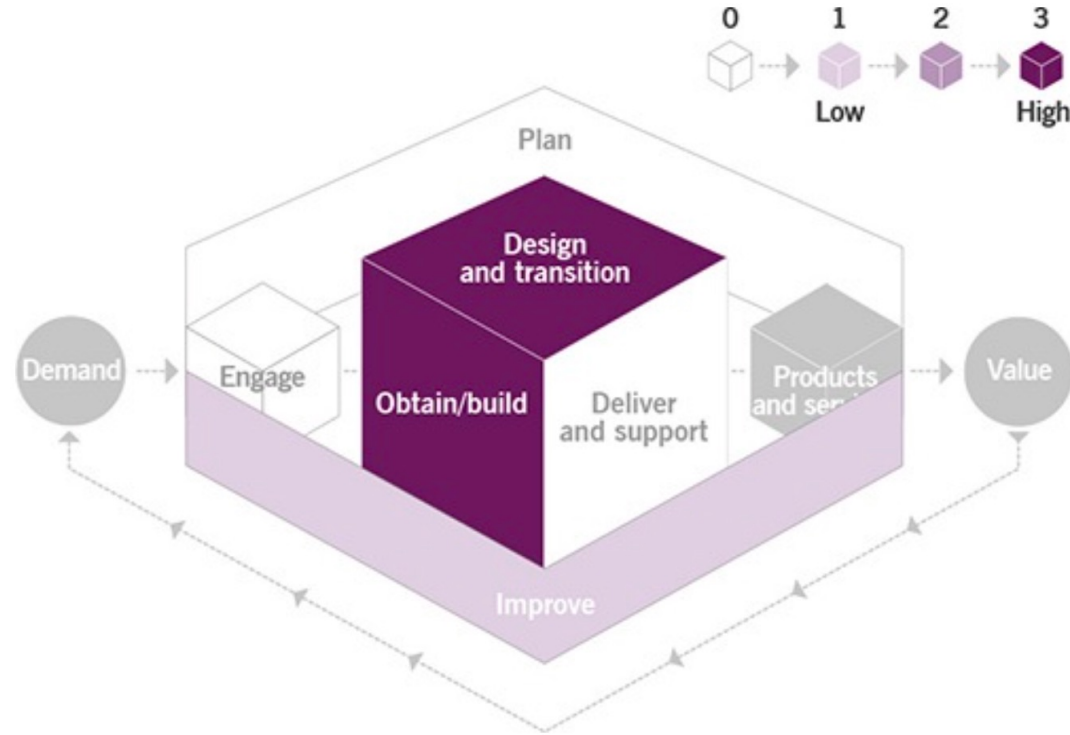
### Traditional Waterfall Method



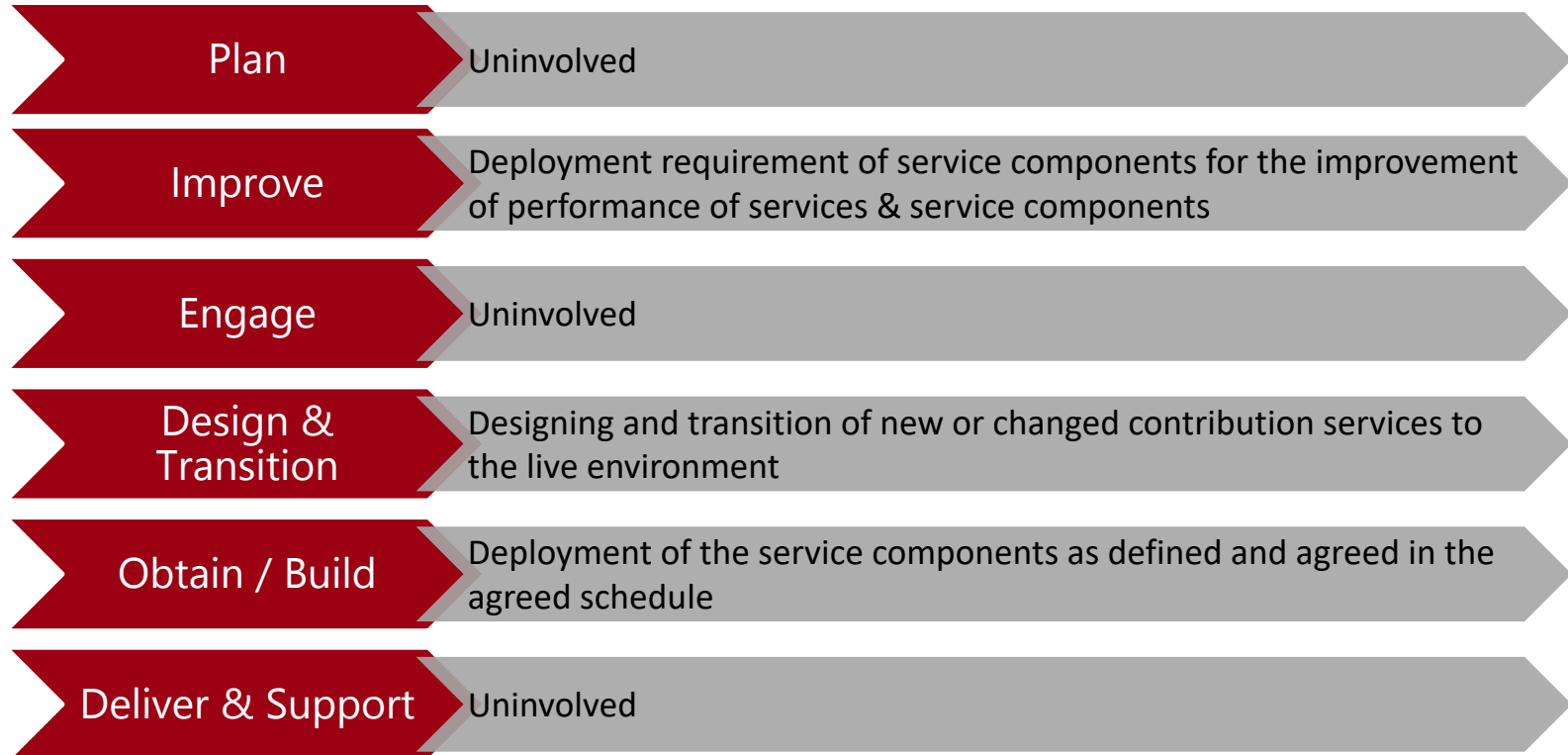
### Agile/DevOp Method



## SECTION 12: TECHNICAL MANAGEMENT PRACTICES > DEPLOYMENT MANAGEMENT



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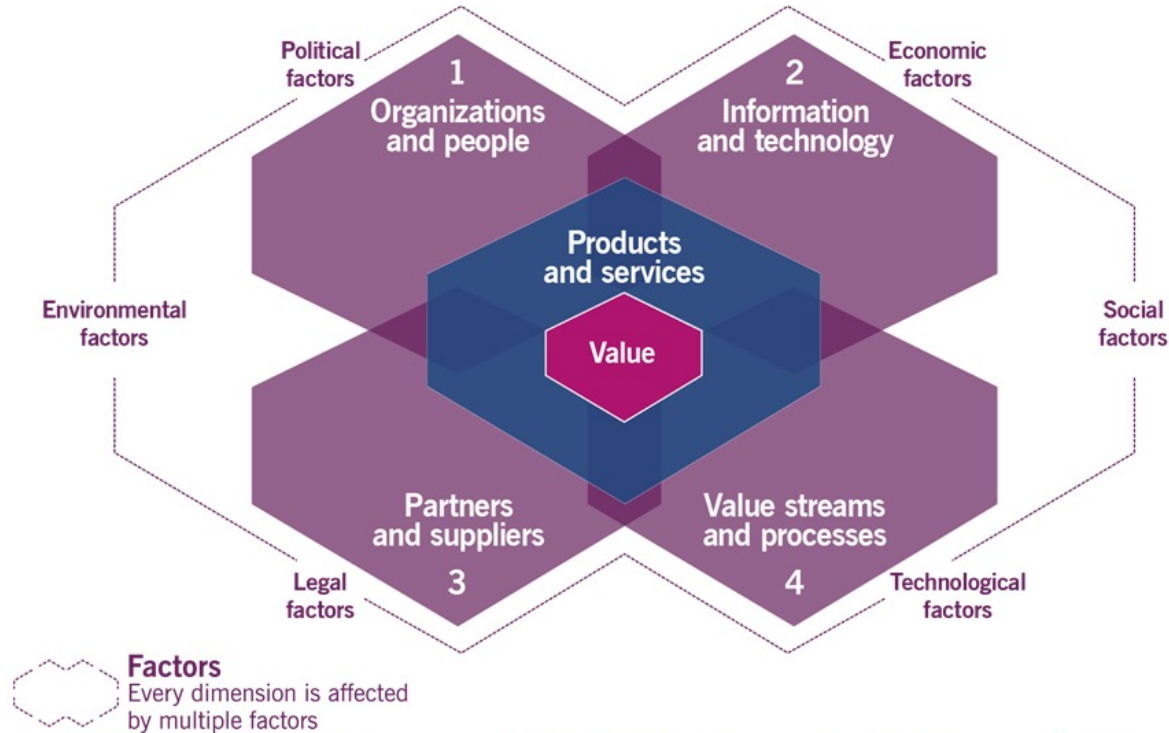
What is the purpose of the 'deployment management' practice?

- Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes
- Making new and changed services and features available for use
- Moving new or changed hardware, software, documentation, processes, or any other service component to live environment
- Supporting the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner

Which practice is responsible for moving components to live environments?

- Change Control
- Release Management
- IT asset Management
- Deployment Management

## SECTION 12: TECHNICAL MANAGEMENT PRACTICES

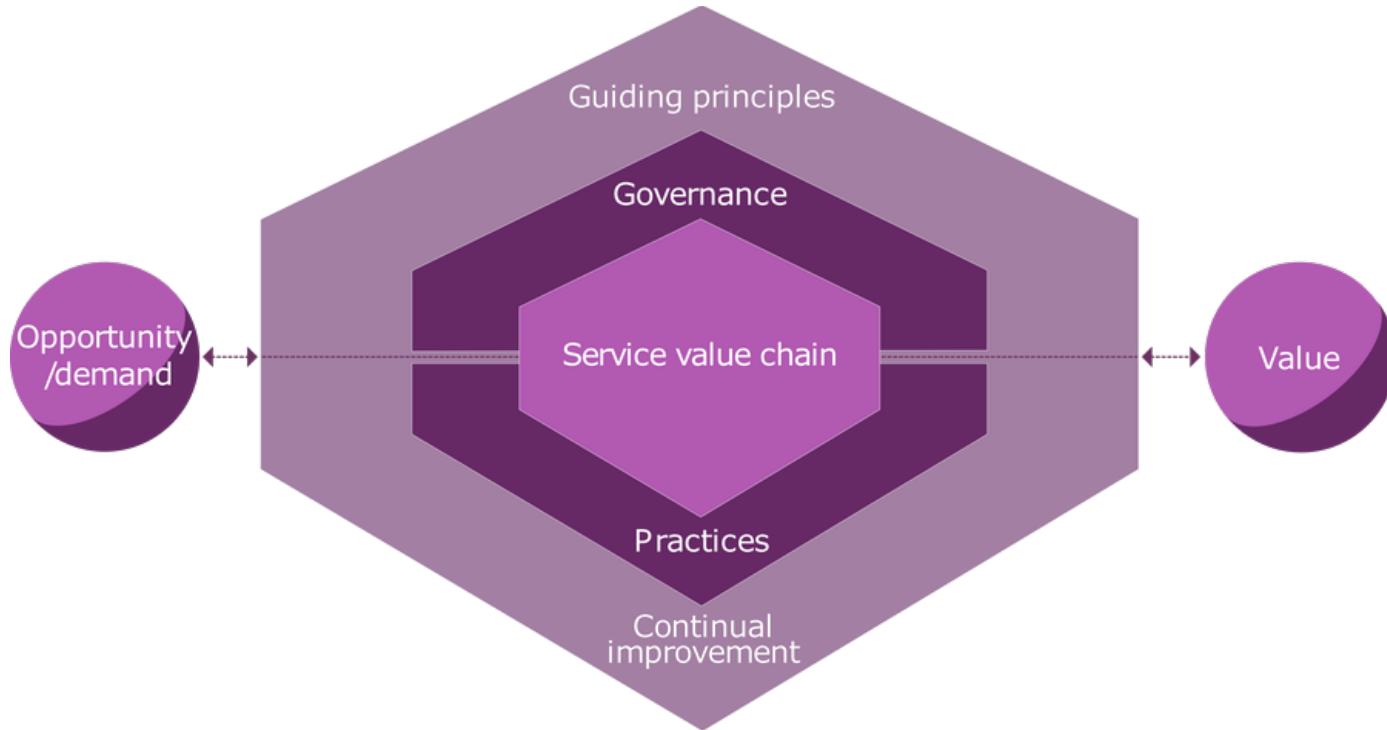


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# PUTTIN ALL TOGETHER



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