

(DC1001/x) projectName

**Deployment pack**

PHASE 3: EXPLORATION, ENGINEERING AND DEPLOYMENT

# Purpose of this document

DSDM handbook 8.5.3 Deployment Pack; Appendix C 4.3 Deployment Pack  
Document template version 0.6.0.

* Define the detail of how the evolving solution will become operational.
* Schedule all deployment activities to be carried out by individuals or named groups.

# Quality criteria

* Are the plans agreed with the people responsible for the business use and/or technical support the increment in operation?
* Does the plan support the deliverables outlined in the terms of reference?
* Does the timetable fit in with business needs?
* Do the cost and effort estimates look realistic for achieving a successful deployment of the solution?
* Are the necessary resources available to meet this plan?
* If relevant, are the procedures for handover to support and maintenance staff clear?
* If relevant, have the requirements for data take-on and/or system cutover been adequately considered?
* Is the training strategy appropriate?
* Have all changes to the physical environment been adequately considered?
* Have issues relating to third parties been considered?
* Has communication within the organisation and to external parties, where relevant, been considered?
* Has the new development been added to the service catalogue?

# Document sign-off

|  |  |  |  |
| --- | --- | --- | --- |
| RACI | Role | Name | Date |
| Responsible | **Project manager** |  | **yyyy-mm-dd** |
| Accountable\* | **Business sponsor** |  |  |
| Consulted | Team leader |  |  |
|  | Anybody party to or impacted by the deployment |  |  |
| Verified\* | Technical coordinator |  |  |
|  | Business visionary\* |  |  |

\* *Accountable* indicates approval for the execution of the plan;  
 *Verified* indicates acceptance of the feasibility of the plan.

# Revision history

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Version | Reason for change | Status | Date |
|  | 0.1.0 | Initial draft | Draft | yyyy-mm-dd |
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# Summary timeline

An optional deployment summary may be added here...

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Launch phase** | **Section** | **Action** | **Respons- ible** |
|  | Pre-launch | 2.1.1 | Change Advisory Board (CAB) request (INSERT\_CAB\_REQUEST\_ID) |  |
|  | Pre-launch | 2.1.1 | Attend Change Advisory Board |  |
|  | Pre-launch | 2.1.2 | Communications |  |
|  | Pre-launch | 2.1.3 | Configuration |  |
|  | Launch | 2.2.1 | Going live |  |
|  | Launch | 2.2.1.2 | Site is live |  |
|  | Post-launch | 2.3.1 | Snags and maintenance |  |
|  | Post-launch | 2.3.2 | Finalising and sign-off |  |

# 1. Business deployment plan

***Describe how new business processes will be implemented, how new organisational structures will be communicated and the mechanisms and logistics related to education of those impacted by the change.***

Business deployment plan…

# 2. System deployment plan

***Describe how production hardware will be commissioned and how software elements of the solution will transition to live operation.***

# 2.1 Pre-launch

***This stage is where the website has been signed off by the relevant bodies and approval has been given to set the new website live.***

## 2.1.1 Change Advice Board (CAB) request

***Consider what change requests you need to make, and when; will these need to be frequent? The Change Advisory Board (CAB) meets every Tuesday, from 14.00 to 15.00, to discuss all submitted change requests. CAB requests must be submitted via Unidesk by 12:00 the previous day (Monday).***

## 2.1.2 Communication

***Who needs to be communicated to and when?***

Emails need to be sent to the following people to advise them of the forthcoming website launch, preferably up to a week before launch date.

1. **Systems** — very important — especially if the website is moving from an independent server onto the main www (more details on this in section 2.2 Launch). We need to know what steps are required to proceed with the launch, especially if server configuration is involved.
2. **Service desk** (at least 24 hours prior to launch time) — Advise them that the new site will be going live, the old site will be taken down and therefore there will be broken links, etc.
3. **Staff within the school/department** (this should be handled by the computing officers) — Advise all staff of the change date and outage period, as well as the issued procedures for call logging and to check their relevant areas for any errors. Advise that signatures or previously used hyperlinks in their communications should now reference the new site address.
4. **All staff and website users** — There will be a necessary cross-over period for the new site to go live where the old site will be inaccessible. This should be communicated to all staff and users.
5. **T4 users and computing officers** — They will need to know that links are going to change and possibly be broken
6. **Press office/Publications/IT newsletter** - these are less important for communication but useful for spreading word, particularly for a new school website.
7. **Service catalogue** — important for internal team communications. Add full details of the new service to the service catalogue and/or password safe.

## 2.1.3 Configuration

The following needs to be checked and confirmed before the website can be launched.

1. **Output URIs** – Ensure that all output URIs are sensible and meaningful, that they have been set to lowercase output and that there are no unnecessary forward-slashes added (/) before the URI.
2. **Hyperlinks to old content** – This is especially important if the site is moving to a new server. Check that all hyperlinks are pointing to the new site, OR make a note of which ones need to be modified when the new site launches.
3. **Media** – Check that the new site isn’t referencing media on the old site and that all relevant media is in its appropriate location on the new server/media library folder.
4. **Section links** - Check that links to other T4 sites have been converted to section or content links. This is especially important if the new site has been migrated to T4.
5. **Backup and archive old site** – Either take a copy of the current site from T4 or from its current hosting location and store it outwith its current location. HTTrack (http://www.httrack.com) is a useful tool for backups.
6. **Redirects (preparation)** – Prepare a list of redirects that will be required for when the new site is launched.
7. **Remove .htaccess on site** – Only applicable if there has been a password protect on the test site.
8. **Server configuration** – If a redirect has been set up on the server itself, rather than in the htaccess file, this will need to be taken care of before the site can go live.

# 2.2 Launch

***At this stage the new website is ready for launch with all the groundwork having been done to ensure that the transition is as smooth as possible.***

### 2.2.1 Going live

The site will be launched at a pre-agreed time, preferably in the morning with at least a day between launch and the weekend to troubleshoot any problems.

1. **Set the new URL** – Site will have been output to a test URL prior to this point, so it now needs to be changed to its proper address. Note: this will supercede anything with that address, including a redirect, so be sure to quickly take action on the other site address.
2. **Remove redirects to old site** – As above, if the old site is using a redirect that is the same as the new site address – e.g. www.st-andrews.ac.uk/arthistory - take down the redirect.
3. **Setup redirect on old server** – Only relevant if the site is moving from one server to another. We can provide a script to run on the current site server to redirect to the new location. This is relevant if users have bookmarked pages on the old site using its absolute URL, rather than its redirect URL.

### 2.2.2 Site is live

At this stage the new site is now live on the server. Provided that the new site has successfully uploaded to the server and is working properly, the remnants of the old site need to be removed.

1. **Check live site is working** – Ensure that everything has uploaded properly and that the new site is working. It is critical to ensure this is in working order before the old site and the test sites are removed.
2. **Delete test site** – The test site needs to be removed from the server so it cannot be found.
3. Take down old site – The old site needs to be removed from the server it lives on. Either in T4 or on its own server.
4. **Clean up** – remove anything associated with the test or old sites. Ensure that all relevant media has been moved from the old media library location to the new one being used by the new site.
5. **Google Search Appliance** – Update keymatch, synonyms and subcollections on the GSA system for the new site. Note: Google will require 1 to 3 days to trawl the website and update search results.

* Keymatch
* Synonyms
* Sub-collections
* Remove URLs from search results – GSA will still be looking at the old server for search results, but this URL can be removed in the GSA dashboard.

# 2.3 Post-launch

Once the site is live there will be a two-week grace period to resolve major issues and snags, plus write and finalise documentation, user access and training. The digital team will provide dedicated support to the school/unit during this period.

### 2.3.1 Snags and maintenance

During this period the web team will continue working on this site as if it were an active project. The digital team still has primary responsibility for the new site’s operation in preparation for final handover to the school/unit.

1. **Snag list** – Compile a snag list of any small issues that need fixing as a result of the launch.
2. **Permissions** – Ensure that users in T4 have appropriate permissions and access to everything associated with the site based on their user level.
3. **T4 admin** – Ensure that groups, users, styles, nav objects, media folders etc. are all in order in T4 and that everything is running smoothly on that front.

### 2.3.2 Finalising and sign-off

After all the snags have been handled, the digital team will provide documentation and training to the school/department to hand over the site. After the site has been handed over, the school/department will step back as a priority for the digital team and all communication regarding the site will need to be done via the Unidesk system.

1. **Documentation** – The digital team will compile documentation relating to the new site. This will be particularly relevant if the site has moved to T4.
2. **Training** – the digital team will provide training for new users and existing users to use the new site. No new user access will be granted until the user has undertaken basic training in T4.
3. **Sign-off** – the school/department is happy to take over control of their new site from the digital team.