Release Working Agreements

- A single "Release PoC – Point of Contact" must be identified in every Team. The Release PoC will be responsible for successful coordination and execution of the Release Process for that team, as well as ensuring all required information related to the RLS is provided
- Program Coordinator and Release Manager must define and communicate the Weekly Release Plan based only on Major Release for the specific week.
- All RLS requests that are not part of the Major Release Plan is managed using a Queue, the Queue will be manage using the FIFO concept.
- RM team provide a JIRA board to all teams to see the Queue and progress of each RLS requested.
- Critical Bug and Incidents are the only issues considered an emergency release (Hotfix), they would affect RLS Queue.
- Every Day the RM Team verify the RLS Queue communicating every changes to the team involved. Changes in Major Release Plan are controlled and managed by Program Coordinator.
- Release PoC and RM team will use the Windows Timeframe defined for coordination and execution of RLS request.
- Minor Release requested out-of-windows timeframe defined as well as non-planned Major Release will required CTO authorization and will be treated as an exception.
- Execution of a RLS requested should be attended by the RM, a SysOp from Infrastructure Team, a DEV resource responsible for the deployed features and a designated team member for testing as soon as the RLS is LIVE
- The formal channels are JIRA, #release IRC channel as well as release@olx.com emails address.

For more info: qa@olx.com or release@olx.com

What is Release Management?

Release Management is the process cover the transfer of a new or enhanced product features to the production environment, provide tools and support to prevent disruption of existing services

Objectives

•Increase the number of successful Releases, including reducing the number of Releases with unexpected outcomes, and decrease the number of incidents caused by Releases.

• Reduce the leap time to market.

• Create a single documented process for managing all Releases.

• Ensure that the process is adopted, adhered to, and escalated to management if there are compliance issues.

• Maintain a JIRA Repository for recording all Releases through the lifecycle.

• Improve productivity by establishing standard release processes and tooling.

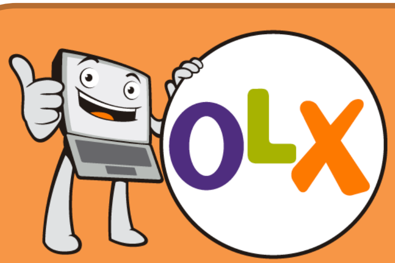
• Initiate the Release Management process to provide sufficient lead-time for adequate impact analysis.

• Ensure that auditable Release controls are established and documented.

• Communicate Releases Schedule to affected teams, managers (where appropriate), and other OLX teams (where appropriate).

• Streamline the procedures so that there is an appropriate balance and flexibility between the complexity of the Release and the required controls.

• Harvest lessons learned from the Release Management process that could be applied to other Processes



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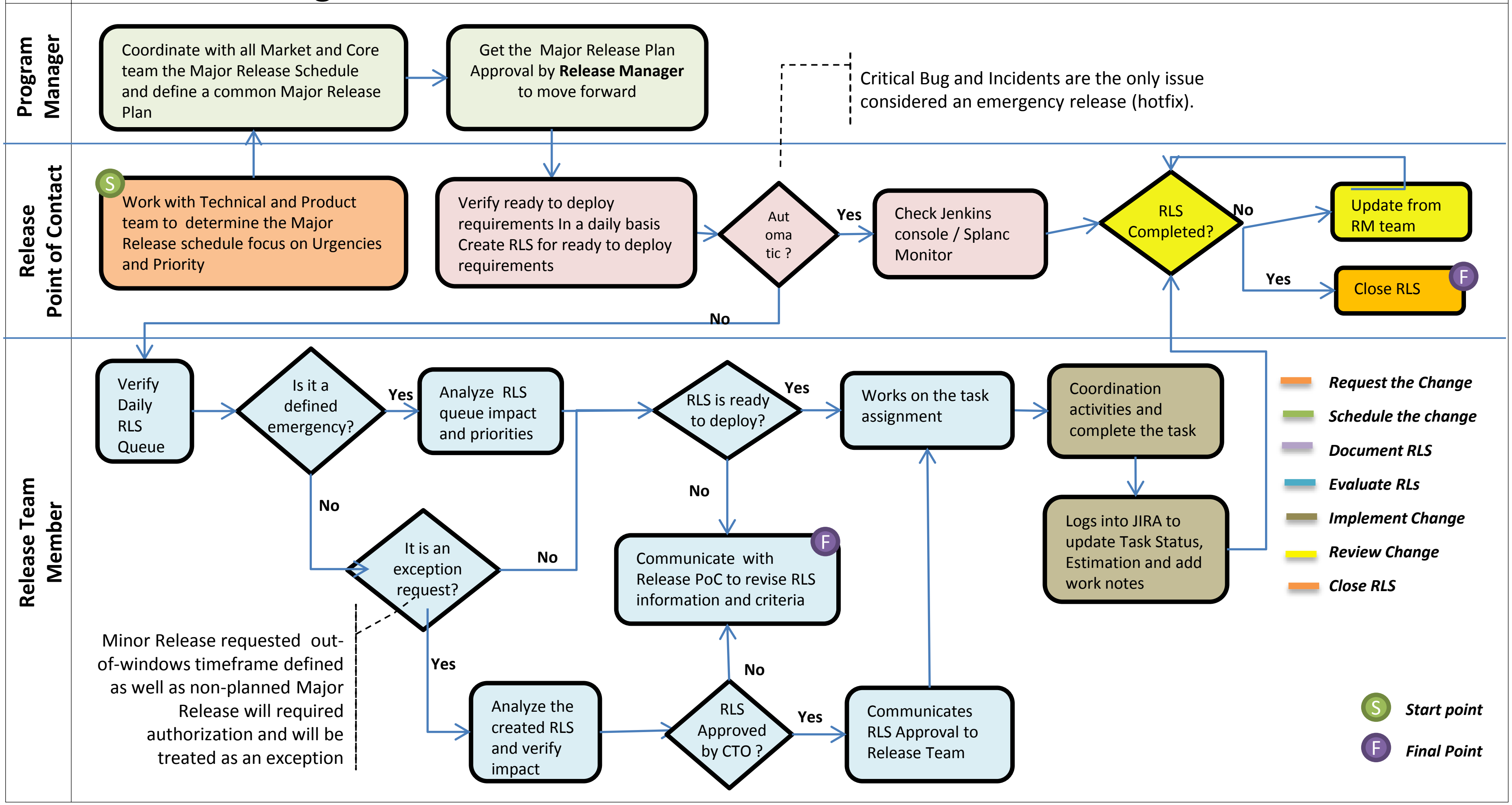
Release Management

Version 2.0

Quality Assurance

Quick Guide Reference

Release Management Workflow (Version 1.0)



Program Manager

Coordinate with all Market and Core team the Major Release Schedule and define a common Major Release Plan

Get the Major Release Plan Approval by **Release Manager** to move forward

Critical Bug and Incidents are the only issue considered an emergency release (hotfix).

Release Point of Contact

S Work with Technical and Product team to determine the Major Release schedule focus on Urgencies and Priority

Verify ready to deploy requirements In a daily basis Create RLS for ready to deploy requirements

Automatic ?

Yes

No

Check Jenkins console / Splanc Monitor

RLS Completed?

No

Update from RM team

Yes

Close RLS F

Release Team Member

Verify Daily RLS Queue

Is it a defined emergency?

Yes

No

Analyze RLS queue impact and priorities

It is an exception request?

No

Yes

RLS is ready to deploy?

Yes

No

Works on the task assignment

Coordination activities and complete the task

Logs into JIRA to update Task Status, Estimation and add work notes

Communicate with Release PoC to revise RLS information and criteria F

Minor Release requested out-of-windows timeframe defined as well as non-planned Major Release will required authorization and will be treated as an exception

Analyze the created RLS and verify impact

RLS Approved by CTO ?

No

Yes

Communicates RLS Approval to Release Team

🟧	*Request the Change*
🟩	*Schedule the change*
🟪	*Document RLS*
🟦	*Evaluate RLs*
🟫	*Implement Change*
🟨	*Review Change*
🟧	*Close RLS*
S	*Start point*
F	*Final Point*

RLS Information Needed

- Check Versions and Deploy Steps, SQL Scripts to Upload
- Always specify ROLLBACK steps and attach Rollback scripts

How to Create a RLS

- From Tag-Reporter click on "Ticket", automatically it will create a new ticket with all the information required.
- Check Dev. tickets has Ready to Live Status

RLS Closure

- Once RLS Team finished a deployment, the affected ticket will be marked as Deployed.
- Add a comment to the RLS Ticket after testing.
- Then, proceed to close the ticket

For more info: qa@olx.com or release@olx.com

Windows Timeframe by Teams (GMT -03:00 Time zone)

Windows timeframe is defined for Production Environment Requests, to provide visibility about the period of time available for normal releases as well as emergencies ones. OLX teams need to be aware about this timeframe to manage business expectation and urgencies. This timeframe have to be specifically considered in automatic release, the support in this timeframe is crucial to guaranty the SLA accorded.

RM windows timeframe for Normal Request is from **Monday to Thursday from 9:00 to 17:00** and **Friday from 9:00 to 12:00** and it is defined just for **Production Environment** . **India** and **South Africa** Team have a different timeframe but this is just to define priority on its request, if a RLS is requested within the timeframe defined will be treated as a High Priority, out-of this windows timeframe will be part of the normal RLS Queue mechanism.

Emergencies		
	ALL	Monday to Sunday 00:00 to 23:59
Normal (*)		
	India – South Africa	Monday to Friday 09:00 to 11:00.
	Brazil - Core – Emerging Market – Mobile Supplier	Monday to Thursday 09:00 to 17:00 and Friday 09:00 to 12:00
Automatic		
	ALL	Monday to Friday 09:00 to 17:00 (With Release Support) Monday to Sunday 00:00 to 23:59 (All time release allow)

(*) On feature freeze RM Team will blocked staginging environment every Release (two weeks) on Monday at 12:00pm to Wednesday at 10:00am. Every market team must ensure that this integration doesn't affect their product. Feature freeze mean that the team are not able to do any kind of release. Just Bug Fixing is allow.

Highlights (Do Not)

- **Don't ask for a deploy and leave**, you need to be present on IRC once the deployment has been confirmed and begun by the RM Team, until is over, your feedback might be needed at any moment during the deployment. And you should test it right after it has finished.
- **Don't wait until the last minute to ask for a HotFix** RM Team should be warned with proper anticipation about a hotfix, if there is a mail thread, include them early.
- **Don't ask for a Hotfix if you don't have a Critical Bug** Only critical bugs can be fixed with a Hotfix, outside the window timeframe
- **Don't ask for a release outside the window timeframe without proper authorization**. Minor releases outside the window timeframe need the CTO authorization, also Major Releases that are not scheduled inside or outside the window.
- **Don't ask for a deployment if linked issues are not Ready to Live.** Check tickets status before asking.

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Release Types

HotFix It is a release based on critical bug or incident. It is a non-planned and highest priority release. When a Emergency Release is requested, Major Release Plan and RLS Queue would be affected.

Major Release It is an average or high complex release request that is part of the Major Release Plan. Major Releases are the ones that include steps for other teams than RM team, like DBA team or DC Team. Eg: SQL scripts, Rewriterules, DNS changes, Restart services, flush memcache instances (outside the usual restarts and flushes). It represents the highest priority planned Release. It must be scheduled to a specific date, due to the effort required and risk associated to the change. Each change on the Major Release Plan would affect priorities, effort and capacity.

Minor Release It is a normal release requested within the windows timeframe defined . Mainly it is represented by on-demand RLS request that is created based on team needs. Its priority is subordinated to the Emergencies Release and Major Release Plan

Automatic Release It is a release that deploy directly to production environment without intervention, support o monitoring from a central release team management or time frame windows consideration

RLS States

Open	RLS created where its steps and/or specification are being defined. RLS specification in progress.	Release PoC
Ready to Deploy	RLS steps and/or specification are already defined. Waiting to be picked up by RLS Team – Teams must contact RLS Team thru #release IRC channel.	Release PoC
In Progress	RLS Team is working on the RLS Requested.	Release Team
Deployed	RLS requested is already deployed or resolved by the RLS Team.	Release Team
Done	RLS Requested was checked by the reporter, there solution type was selected appropriately, and it is considered done.	Release PoC

RLS Issue Type

Emergencies Request => Hotfix Release (Critical Bugs and App Incidents)
Planned Request => Major Release
Normal Request => Minor Release

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