* MAXDAT Contact Center Deployment Process
  + Build deployment package using Ant from the MAXDAT directory
    - ant package -Dproject=[project] -Dversion=[version]
      * projects
        + HIHIX
        + TXEB
    - find the deployment bundles in the MAXDAT/build directory
    - rename per the MAXIMUS deployment standard
      * kettle bundle
        + AS\_PATCH\_CONTACT\_CENTER\_YYYYMMDD\_[DEV NAME]\_v[VERSION].zip
      * db bundle
        + DB\_PATCH\_CONTACT\_CENTER\_YYYYMMDD\_[DEV NAME]\_v[VERSION].zip
    - upload deployment bundles to SVN
      * e.g. svn://rcmxapp1d.maximus.com/maxdat/Contact Center/HIHIX
  + Deploy to local M21 test environment
    - Draft instructions for ISG and follow/edit them as you test the deployment
  + Deploy to MAXIMUS DEV environment
    - Finalize instructions
    - Run test file
    - Run deployment test scripts
    - Communicate to team that the deployment to DEV is complete
      * Ann/Pam/Steven/Liz
    - Wait for Go/No Go from testers to deploy to UAT
  + Create Release ticket
    - Link any jira tickets that are resolved by the release to the Release ticket
  + Create deployment ticket for UAT deployment as sub task of the Release ticket
    - Link issues fixed by the deployment to the ticket
    - Revise instructions as necessary if issues encountered
    - Run deployment test scripts
    - Communicate to team that the deployment to UAT is complete
      * Ann/Pam/Steven/Liz
    - Wait for Go/No Go from testers to close the ticket and deploy to PRD
  + Create deployment ticket for PRD deployment as sub task of the Release ticket
    - Link issues fixed by the deployment to the ticket
    - Confirm the deployment window
    - Assign ticket to ISG
    - Run monitoring job to ensure that source = staging = dimensional
    - Run deployment test scripts
    - Communicate to team that the deployment to PRD is complete
      * Ann/Pam/Steven/Liz
    - Wait for Go/No Go from testers to close the ticket