Release Management

Managing Releases in ServiceNow

Release v1

Release Overview

Overview

The Release Management application provides Release Tables to store information about the planned release, and the tasks that will be required to execute the release. It also provides Phase Automation to power the workflow around the release process.

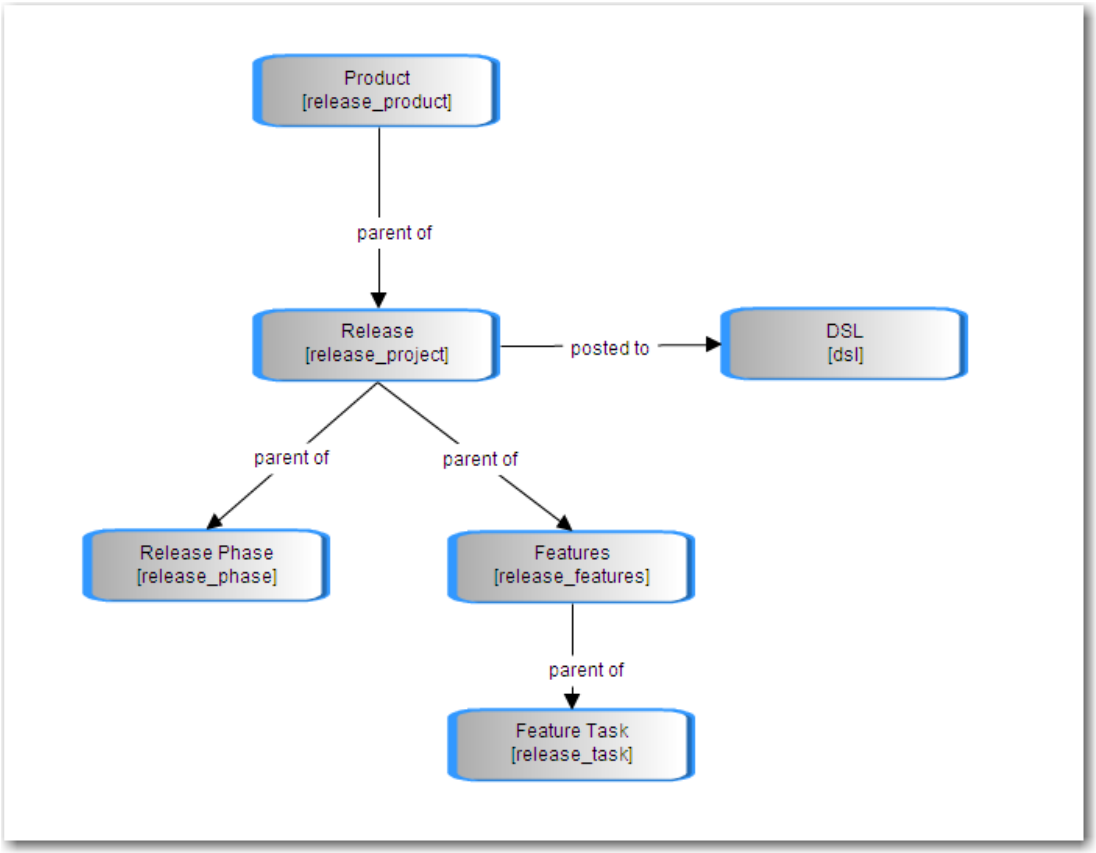
For information on how to manage the release process using the tools outlined here, see Managing a Release Process.

Release Tables

The following tables represent the concepts that power Release Management:

- **Product [release_product]** - represent whole products whose releases are being managed.
- **Release [release_project]** - represent individual versions of the product.
- **Release Phase [release_phase]** - represent the different stages of work required to complete a release.
- **Feature [release_feature]** - represent each feature within the release.
- **Feature Task [release_task]** - represent tasks to create individual features.
- **DSL [dsl]** - represent digital media that store the product at time of release. Although it is not a CI, it can be related to a CI with a reference field.

The tables are inter-related as follows:



Phase Automation

Business Rules on the Release tables automate the process of Release phases.

Phase Generation

The business rule **SNC Release Insert Phases** generates the phases for a release based on the type of the Release, if the **Phases Wanted** field on the Release form is checked. Once the Release is saved, the business rule will create standard Phases. The form will need to be reloaded before they will be visible.

Phase Advancement

Phase workflow is powered by business rules.

The business rule **SNC Release phase events**:

- Activates phases when they are approved.
- If the phase is approved or marked **Closed Complete**, activates the next phase.
- Updates the Release's state according to the state of the phase, and according to which state is active.

The business rule **SNC Release phase**:

- Sets the Phase's state based on approvals.
- Updates the end-date based on completion.

The business rule **SNC Release phase - new**:

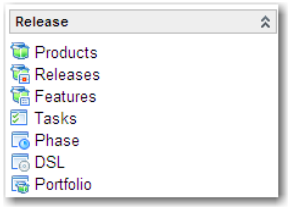
- Documents an added phase in the Release's journal field.

The business rule **SNC Release Delete Phases**:

- Deletes phases when a Release is deleted.

Release Application and Modules

The following modules are available in the **Release** Application:



- **Products** - The **Product [release_product]** list.
- **Releases** - The **Release [release_project]** list.
- **Features** - The **Feature [release_feature]** list.
- **Tasks** - The **Feature Task [release_task]** list.
- **Phase** - The **Release Phase [release_phase]** list.
- **DSL** - The **DSL [dsl]** list.
- **Portfolio** - The **Business Service [cmdb_ci_service]** list, with a Release-specific view.

Defining a Product with Release Management

Note: *This article applies to Fuji. For more current information, see Define a Profuct with Release Management* [1] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Note: *This documentation applies to Release v1. For Release v2, please refer to Define a Product with Release v2* [2] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Overview

Before a release process can be managed, a **Product** needs to be defined. A Product record stores information about the product for reference purposes, as well as grouping together all of the releases and features for a single product.

Creating a Product

Before a release process can be managed, define the product whose release will be managed.

To define a product, navigate to **Release > Product**

Field	Input Value
Number	Unique identifier for the Product. Generated using Number Maintenance.
Name	The name of the Product.
Manager	A reference to the product's manager.
Business Service	The Business Service in the CMDB that corresponds to the product.
Plan Approval	A group to approve any **Plan** phases for the release.
Build Approval	A group to approve any **Build** phases for the release.
Acceptance Approval	A group to approve any **Accept** phases for the release.
Release Approval	A group to approve any **Release** phases for the release.
Deploy Approval	A group to approve any **Deploy** phases for the release.
Blackout Approval	A group to approve any **Blackout** phases for the release.
Short Description	A short description of the product.
Description	A more verbose description of the product.
Notes	A journal field of notes for the product.

Relating to Business Services

The reference field **Business Service** can be used to link the product with a corresponding Business Service in the CMDB. Business Services keep information about how they relate to other Configuration Items, and can track any incidents, problems, or changes related to it. Specifying a Business Service for the Product connects information from the release process to other processes in the instance.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/release-management/reference/r_DefineProductReleaseMgmt.html
[2] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/release-management/reference/r_DefiningAProductWithReleaseV2.html

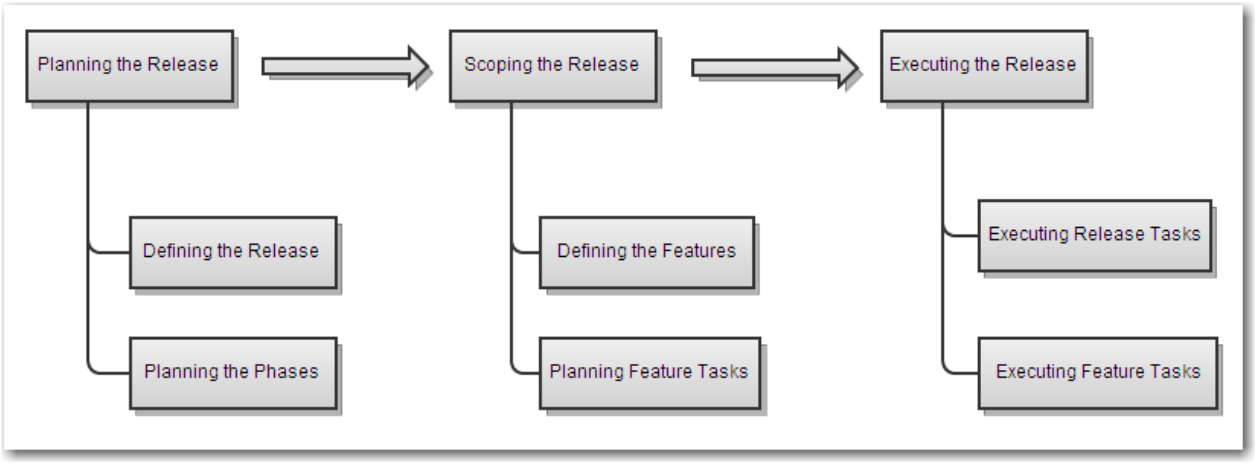
Managing a Release Process

Note: *This article applies to Fuji and earlier releases. For more current information, see Release Management Application* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

Once a product is defined, a release can be planned and executed. The steps in managing a release process are:

1. **Planning the release**: defining the Release record, and the release phases.
2. **Scoping the release**: defining features and feature tasks.
3. **Executing the Release**: performing the steps required to complete the release.



Planning the Release

Planning the release process involves:

1. Defining the Release
2. Planning Phases

Defining the Release

To create a release, navigate to **Release > Product**, select the product whose release will be created, and click the **Release** related list's **New** button. Populate the following fields:

Field	Input Value
Number	Unique identifier for the Release. Generated using Number Maintenance.
Name	The name of the Release.
Due Date	The date planned for the release to be distributed.
Manager	A reference to the product's manager.
Workflow State	A choice list of the state of the release. Note that phases will be automatically generated once the **State** reaches **Approved.**
Phases Wanted	If checked, phases will be dynamically generated.
Planned start date	The date planned for beginning work on the release.
Planned end date	The date planned for completing work on the release.
Product	A reference to the release's product.
Priority	A choice list of the release's priority.
Requested By	A reference to the user who requested the release.
Type	A choice list of release types. Note that this field will be used to automatically generate the Release Phases.
Risk	A choice list of risk.
Active	Determines whether or not the release is currently being used.
Actual start date	The date that work actually began on the release.
Actual end date	The date that work actually ended on the release.
Short Description	A short description of the release.
Description	A more verbose description of the release.

Planning Phases

If **Phases Wanted** is checked, the phases will be dynamically populated, and can be filled in with extra information. If **Phases Wanted** is unchecked, the phases will need to be created from scratch.

The following fields define the phase:

Field	Input Value
Number	Unique identifier for the Phase. Generated using Number Maintenance.
Name	The name of the Phase. Select from the following choices: • Plan • Build • Accept • Release • Deploy • Back Out The selected name is used to generate approvals based on the different approval fields on the Product form.
Assigned To	A reference to the person responsible for the phase.
Active	Determines whether or not the phase is currently being performed.
Expected start	The date planned for beginning work on the phase.
Order	The order of the phase relative to other phases. Phases are evaluated from lowest to highest.
Short Description	A short description of the phase. If the phase is dynamically generated, it will automatically populate with a short description in the following format: `[PHASE NAME] phase for project [RELEASE NUMBER] ([RELEASE SHORT DESCRIPTION])`
Description	A more verbose description of the phase.
Work Notes	A journal field for storing notes about the phase's execution.

The related list of **Approvals** will be generated based on the Product's approval fields, or can be manually specified.

Scoping the Release

Once the release process is defined, the features and their tasks can be scoped. To add or create new features, use the **New** and **Edit** buttons on the **Feature** related list.

Populate the following fields on the **Feature** form:

Field	Input Value
Number	Unique identifier for the feature. Generated using Number Maintenance.
Name	The name of the feature.
Product	A reference to the parent product. If created from the release, it will be populated with the Release's product.
Release	A reference to the parent release. If created from the release, it will already be populated.
Priority	A choice list of the feature's priority.
Planned start date	The date planned for beginning work on the feature.
Planned end date	The date planned for completing work on the feature.
Product	A reference to the feature's product.
Priority	A choice list of the feature's priority.
Risk	A choice list of risk.
Percent Complete	A decimal field to store the percent of the feature that is complete. *Since Spring 2010 Stable 3, this field is a Percent Complete Field Type.*
Planned start date	The date planned for beginning work on the feature.
Planned end date	The date planned for completing work on the feature.

Type	A choice list of feature types. Choose from: • Feature • Bug fix • Improvement • Documentation • Major Enhancement
Requested By	A reference to the user who requested the feature.
Requested Date	The date that the feature was requested.
Due Date	The date that the feature is due.
RFC	A reference to a Change Request.
Workflow State	A choice list of the state of the feature.
Actual start date	The date that work actually began on the feature.
Actual end date	The date that work actually ended on the feature.
Short Description	A short description of the feature.
Documentation	An HTML Field for more verbose description of the feature.
Related List: Feature Task	
Number	Unique identifier for the feature task. Generated using Number Maintenance.
Assigned To	A reference to the user responsible for the Feature Task.
Due Date	The date that the feature task is due.
Type	A choice list of feature types. Choose from: • Feature • Bug fix • Improvement • Documentation • Major Enhancement
State	The state of the feature task.
Workflow State	A choice list of the state of the feature task.
Percent Complete	A decimal field to store the feature task's percent complete. *Since Spring 2010 Stable 3, this field is a Percent Complete Field Type.*
Feature	A reference to the parent feature. If created from the feature, it will already be populated.
Short Description	A short description of the feature task.
Description	A more verbose description of the feature task.

Executing the Release

Once the Release is planned and scoped, phases and feature tasks are ready to be executed. Typically, the feature tasks are performed during the **Build** phase.

As phases are completed, a business rule will update the Release and activate the next phase.

Completing the Release

Once the release is complete, all related problems will be closed and entries will be posted to the DSL.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/release-management/concept/c_Release.html

Customizing the Release Process

Note: *This documentation applies to Release v1. For Release v2, please refer to Release Management Plugins.*

Overview

The Release Process is automated by a series of Business Rules which can be customized to tailor the behavior of the release process.

The method by which Phases are generated can be customized without editing business rules.

Impact

Customizing business rules prevents those business rules from being updated during future upgrades. Where possible, create a new business rule instead of customizing an existing one.

Release Business Rules

The release process is automated by a series of business rules.

Task Automation

The Release Task Automation business rules power the workflow of the process. Customizing these business rules can suit the Release Management process to the particular process of the organization.

These business rules help drive the Release tasks to completion:

- **SNC Release Delete Phase** - Deletes the phases associated with a given release.
- **SNC Release feature** - Ensures that features have the same product associated as its parent release.
- **SNC Release Insert Phases** - Generates the phases for a release. For more information, see Customizing Phase Generation.
- **SNC Release phase** - Changes state of release phase based on approvals.
- **SNC Release phase - new** - Updates the Release if a new phase is added.
- **SNC Release phase events** - Manages release phases by activating or deactivating phases.
- **SNC Release Project - New** - Sets the Release Manager based on the Product.
- **SNC Release task events** - Completes percent complete for the Feature based on the Feature Tasks.

For more information on how the Release Phase business rules work together, see Phase Automation.

Event Logging

Event Logging business rules are used to mark events in the Event Registry, which in turn can power email notification or record important information in the log. Customize these business rules to trigger email notifications or log events which are not marked out-of-box.

These business rules log events, which can be used for email notifications:

- **SNC Release feature events** - Logs events for changes to features.
- **SNC Release project events** - Logs events for changes to releases.
- **SNC Release phase events** - Logs events for changes to phases, in addition to automating phase activation.

Release Completion

Release Completion business rules update the release tables on completion of a release, including marking child tasks inactive, posting entries to the DSL, and recording features to the Product. Customize these business rules to determine what occurs after the Release completes.

These business rules are triggered when a Release is completed, to update the Product tables:

- **SNC Release Complete** - Closes all related problems (including those related to features and to the change request), and posts entries to the DSL.
- **SNC Release project - feature** - Makes features inactive if a release is marked inactive, and changes Product if Release's Product changes.
- **SNC Release project complete** - Marks release inactive upon completion.

Customizing Phase Generation

Phases are generated by the business rule **SNC Release Insert Phases** when the Release is inserted.

Customizing Phases

The phases are determined by a choice list on the Release field **Phases**, which is dependent on the **Type** field. For example, if the type is **Bug Fix**, the **Phases** choice list is Build, Accept, and Deploy. Those choices will be the names of the phases on insert.

To customize a Release Type's phases:

1. Navigate to the Release form.
2. Add the **Phases** field to the form by configuring the form.
3. Right click the label and select **Configure Choices** (**Personalize Choices** in versions prior to Fuji).
4. Add or remove choices as desired and save.

Customizing Phase Short Descriptions

The generated phase's Short Description is determined within the business rule. To customize it, find this line of code:

```
var desc = grPhase.name.getDisplayValue() + ' phase for project ' + current.number + ' (' + current.short_description + ')';
```

This results in the default short description in the format:

```
[PHASE NAME] phase for project [RELEASE NUMBER] ([RELEASE SHORT DESCRIPTION])
```

For example, to get this format:

```
[RELEASE NUMBER]: [PHASE NAME]
```

Change the line to:

```
var desc = current.number + ': ' + grPhase.name.getDisplayValue();
```

Moving from Release v1 to Release v2

Functionality described here requires the **Release Management v2** plugin.

Overview

Release Management Plugins enhance release functionality by implementing a new data structure and new user interfaces to make managing a release more flexible and more powerful.

Upgrading from Release v1 to Release v2

To upgrade from Release v1 to Release v2, simply activate the appropriate plugin.

Activating the plug in will create a new application and new tables. The old applications and tables will not be deleted; the **Release** application will be deactivated, but is accessible through **System Definitions > Applications**.

The existing Release data will not be converted into Release v2 data, but will be accessible through the old application for historical purposes.

Comparing Release v1 to Release v2

Once the new plugin is activated, make sure to review the new data structure and user interfaces to understand how Release v2 differs from the original Release Management application.

New Data Structure

New Tables

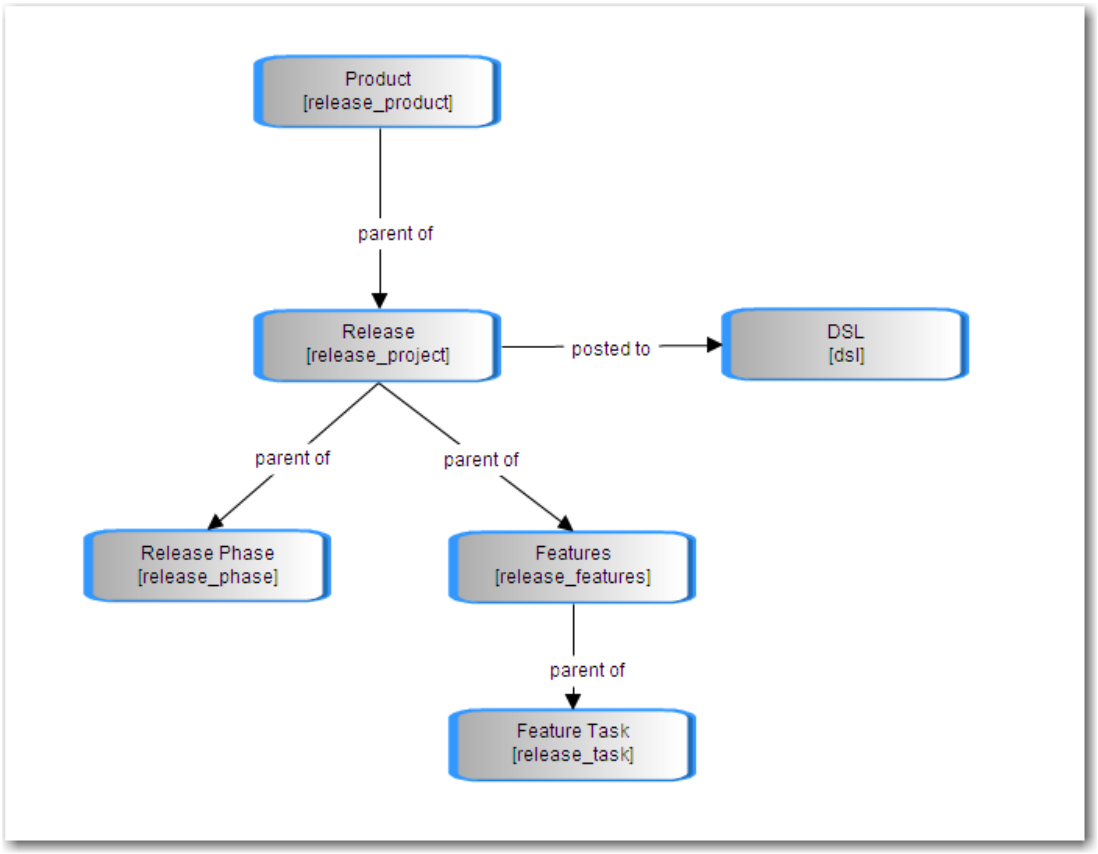
Each of the different Release Management Plugins implements a different set of tables (see Release Management Plugins for specifics). These tables differ from the old Release tables because they are now extensions of the

Planned Task table, meaning they can now use all of the functionality specific to the **Task** table (such as Approval and Assignment Rules), as well as the standard time-related functionality provided by Planned Task.

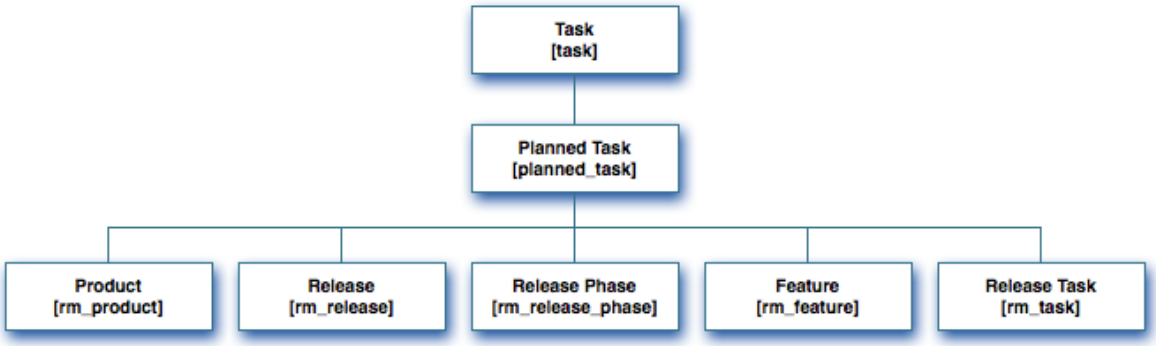
New Table Relationships

The change in the data structure is not simply new tables. The relationships between the tables are implemented differently, to allow more flexibility.

The old tables were separate tables related by a parent-child relationship:

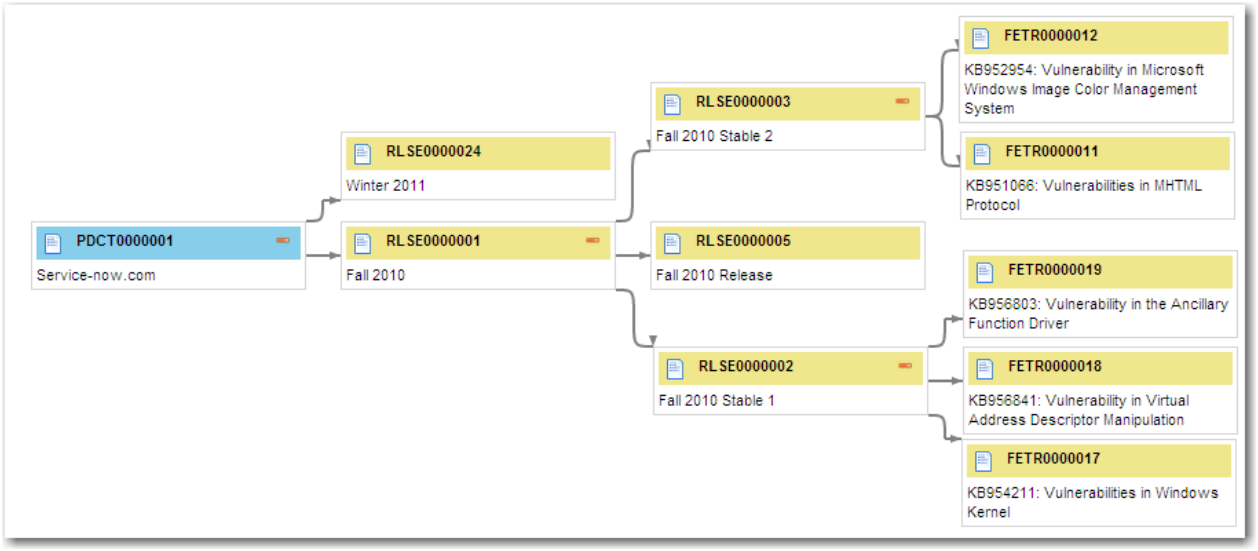


The new tables are now all extensions of the **Planned Task** table:



Individual records can be associated with themselves in parent-child relationships using the **Parent** reference field available to all of them. However, because the **Parent** reference field can point to any task, records on the release tables can be associated with any records anywhere on the release table. Therefore, it is possible to have Parent and Child releases and Parent and Child features.

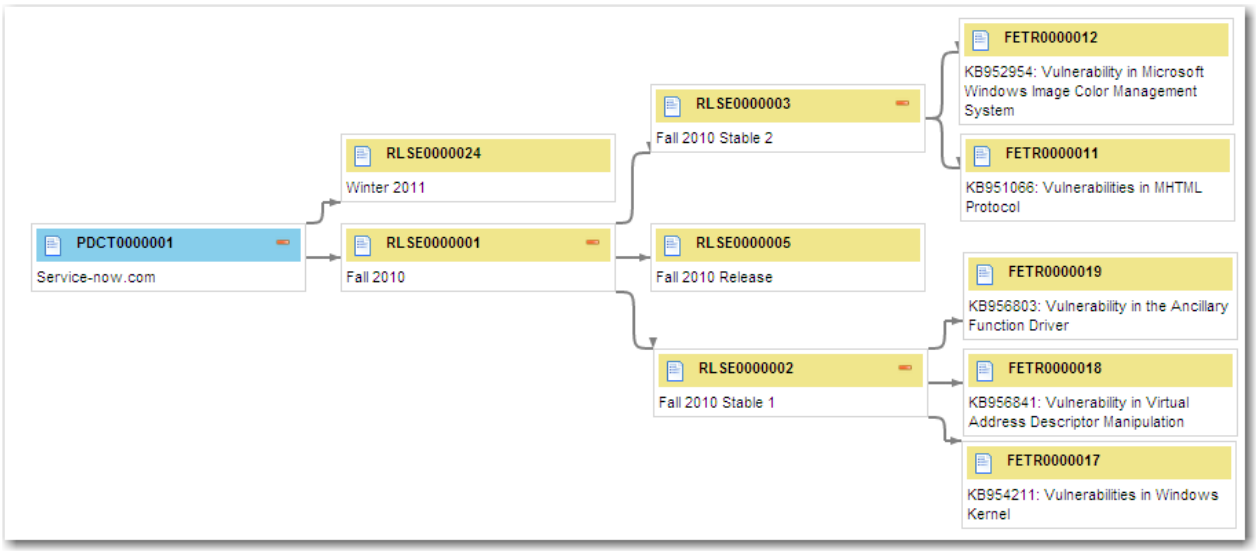
In this example (displayed using the hierarchy view), the Product has Releases is broken up into sub-releases, which have child features defined:



New User Interfaces

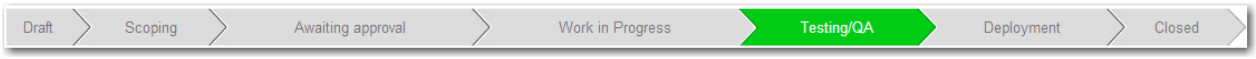
Release Management Hierarchies

The **Hierarchy** view of Products and Releases can be found from a related list on the form:



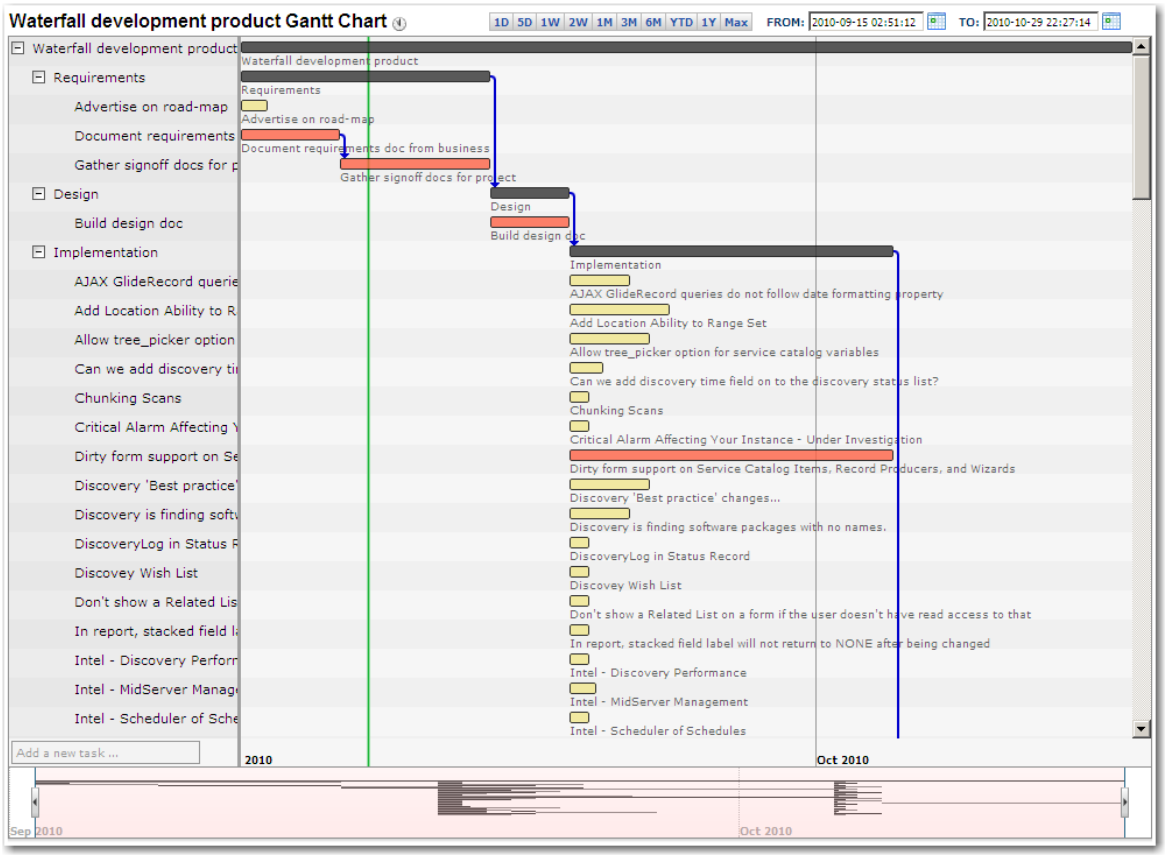
Release Management Process Flow

The **Release** and **Feature** forms include a process flow, which displays the current status of the record based on the **State** field. These are generated using the Process Flow Formatter Plugin:



Release Gantt Chart

Releases can also be managed using the Gantt Chart:



Release v2

Release Management Plugins

Note: *This article applies to Fuji and earlier releases. For more current information, see Release Management* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

The ServiceNow platform provides three plugins for managing a software release process. The smaller 'Release v2' plugin is a complete release management update, while the 'SDLC' and 'SCRUM' plugins are add-ons adapted to particular process flows.

All three plugins consist of some new custom tables, extended from the Planned Task table shared with Project Management. This allows all of the new structures to take advantage of the existing Planned Task functionality, like scheduling, task dependencies, utilizing the Gantt chart, resource management, and time carding. Planned Task in turn is an extension of the core Task Table, giving Release v2, SDLC, and Scrum records access to all of the tools available to any task.

Using Multiple Processes

If one of the add-on plugins (SDLC or SDLC - Scrum) is activated, the core Release v2 application is retained separate from the SDLC or SDLC - Scrum application. This allows either the SDLC or Scrum processes to coexist alongside a more generic waterfall process (in the Release v2 application). However, the SDLC - Scrum application will replace the SDLC application, so those two processes cannot be implemented side-by-side.

Release Management v2 Plugin

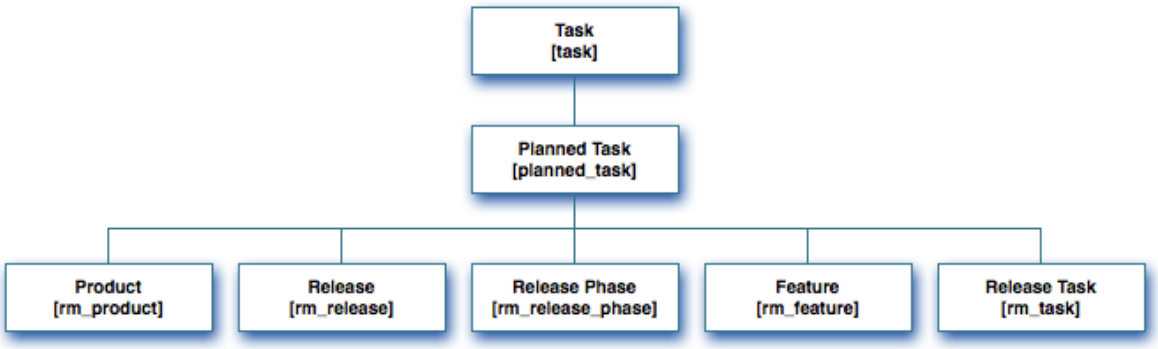
Design

The **Release Management v2 Plugin** is the most basic of the three new plugins, and is designed with a flexible Product, Release, Feature, and Task hierarchical table layout to allow for releases of varying complexity.

Tables

The following tables represent the concepts that underlie Release Management:

- **Product [rm_product]:** represent whole products whose releases are being managed.
- **Release [rm_release]:** represent individual versions of the product.
- **Release Phase [rm_release_phase]:** represent the different stages of work required to complete a release.
- **Feature [rm_feature]:** represent each feature within the release.
- **Release Tasks [rm_task]:** represent tasks to create individual features.



Applications and Modules

Release Management v2 Plugin

- **Getting Started:** links to this document on the wiki.
- Release
  - **Products:**the Product [rm_product] list.
  - **Releases:** the Release [rm_release] list.
  - **Phases:** the Release Phase [rm_release_phase] list.
  - **Features:** the Feature [rm_feature] list.
  - **Tasks:** the Release Task [rm_task] list.

SDLC - Software Development Life Cycle Plugin

Design

The **SDLC - Software Development Life Cycle Plugin** further extends upon the **Release Management v2 Plugin** by adding some new structures to accommodate the Software Development Life Cycle. This plugin is designed to accommodate most non-agile development methodologies, including the common Waterfall method of development.

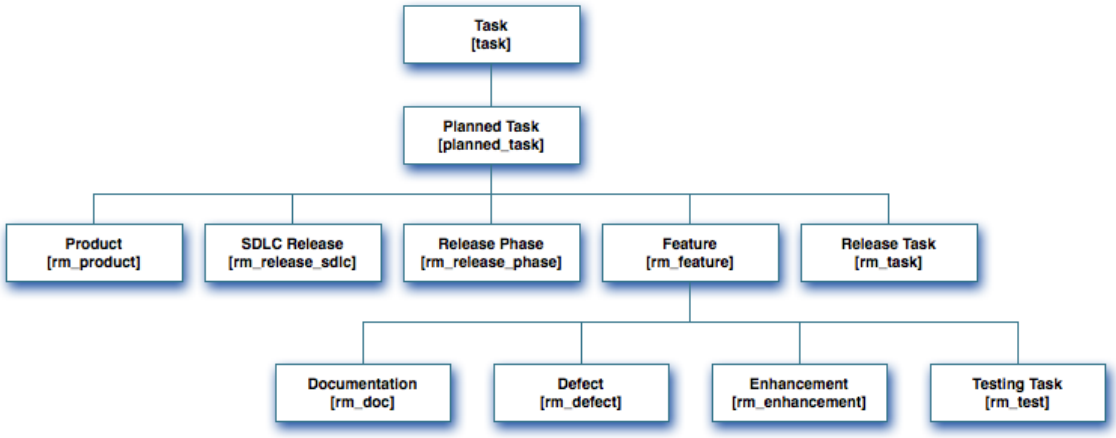
This plugin adds more specific 'Feature' types allowing for the independent management of notions (defects, enhancements, testing tasks, etc.) critical to successful software development.

The new Planning Board is now available as well, to take existing tasks and group them easily in particular parent tasks.

Tables

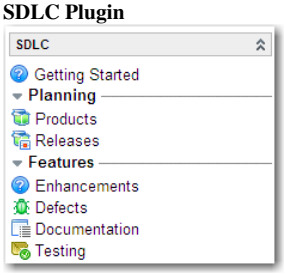
The following concepts power the Software Development Life Cycle:

- **Product [rm_product]:** represent whole products whose releases are being managed.
- **SDLC Release [rm_release_sdlc]:** represent individual versions of the product.
- The following tables represent different types of features included in a release:
  - **Enhancements [rm_enhancement]:** represent an improvement to an existing product.
  - **Defects [rm_defect]:** represent a deviation from a product's expected behavior.
  - **Documentation [rm_doc]:** represent documentation tasks for the product.
  - **Testing [rm_test]:** represent testing tasks for the product.



Applications and Modules

SDLC Plugin



- **Getting Started:** links to this document on the wiki.
- Planning
  - **Products:** the Product [rm_product] list.
  - **Releases:** the Release [rm_release] list.
- Features
  - **Enhancements:** the Enhancements [rm_enhancement] list.
  - **Defects:** the Defects [rm_defect] list.
  - **Documentation:** the Documentation [rm_doc] list.
  - **Testing:** the Testing [rm_test] list.

SDLC - Scrum Plugin

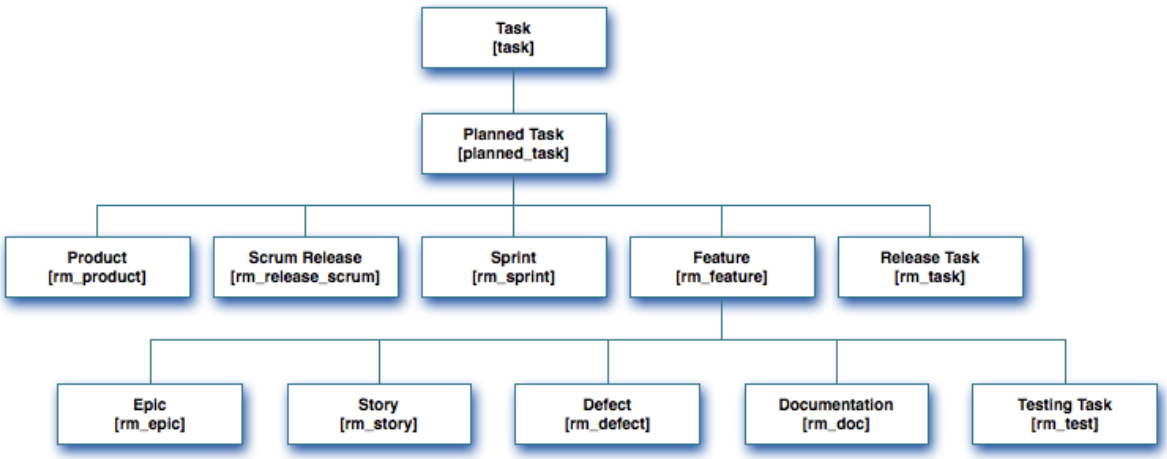
Design

The **SDLC - Scrum Plugin** includes the two plugins above, and adds Sprints and feature types specific to a Scrum development process.

Tables

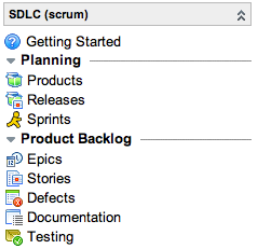
The following concepts power a Scrum process:

- **Product [rm_product]:** represent whole products whose releases are being managed.
- The following tables represent releases:
  - **Scrum Release [rm_release_scrum]:** represent individual versions of the product.
  - **Sprint [rm_sprint]:** - represents the backlog to be addressed together.
- The following tables represent product backlog items to be included in the sprint:
  - **Epic [rm_epic]:** represent related stories or requirements that you have not yet transformed into stories.
  - **Story [rm_story]:** represent self-contained pieces of work that can be completed within a sprint.
  - **Defect [rm_defect]:** represent a deviation from a product's expected behavior.
  - **Documentation [rm_doc]:** represent documentation tasks for the product.
  - **Testing [rm_test]:** represent testing tasks for the product.



Application and Modules

SDLC - Scrum Plugin



- **Getting Started:** links to this document on the wiki.
- Planning
  - **Products:** the Product [rm_product] list.
  - **Releases:** the Release [rm_release] list.
- Features
  - **Epics:** the Epics [rm_epics] list.
  - **Stories:** the Stories [rm_story] list.
  - **Defects:** the Defects [rm_defect] list.
  - **Documentation:** the Documentation [rm_doc] list.
  - **Testing:** the Testing [rm_test] list.

SDLC - Scrum Process Pack Plugin

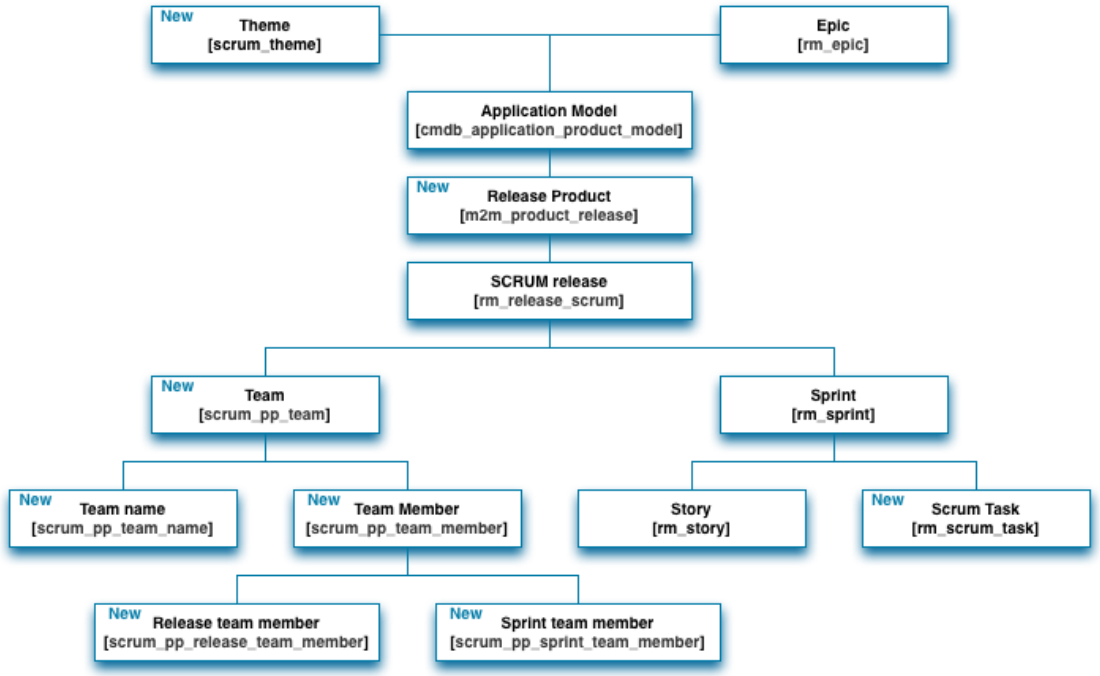
Design

The SDLC Scrum Process retains all the functionality of the existing SDLC Scrum plugin but enhances it by adding a formal scrum process. If you already have a customized version of SDLC-SCRUM plugin ServiceNow recommends evaluating the SDLC - Scrum Process Pack plugin on a development instance where you have deleted your customizations.

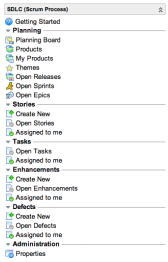
Tables

The SDLC Scrum Process Pack uses these tables to manage the scrum process.

- **Application Model [cmdb_application_product_model]:** represents whole products whose releases are being managed.
- **Release Product [m2m_product_release]:** represents all managed products.
- The following tables represent releases.
  - **Scrum Release [rm_release_scrum]:** represents all available releases. Each release contains a list of sprints with a time range in which the stories in those sprints need to be completed.
  - **Sprint [rm_sprint]:** stores sprints, which are the backlog items to be addressed during a given time period.
- The following tables represent product backlog items to be included in the sprint.
  - **Team [scrum_pp_team]:** represents who will complete Scrum tasks and stories during releases and sprints.
  - **Epic [rm_epic]:** represents stories or requirements that you have not yet transformed into stories.
  - **Theme [scrum_theme]:** represents either a tangible product (such as a trading application) or an abstract goal (such as performance tuning).
  - **Story [rm_story]:** represents self-contained pieces of work that can be completed within a sprint.
  - **Scrum task [rm_scrum_task]:** represents a discrete amount of work for a story carried out during a sprint.
  - **Defect [rm_defect]:** represents a deviation from a product's expected behavior.
  - **Enhancement [rm_enhancement]:** represents an improvement to an existing product.



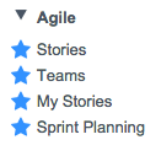
Application and Modules



- **Getting Started:** links to the SDLC Scrum Process wiki page.
- Planning
  - **'Planning Board:** the scrum_board.do URL.
  - **Products:** the [cmdb_application_product_model] list.
  - **My products:** items on the [cmdb_application_product_model] list assigned to the current user.
  - **Themes:** the [scrum_theme] list.
  - **Open Releases:** active items on the [rm_release_scrum] list.
  - **Open Sprints:** active items on the [rm_sprint] list.
  - **Open Epics:** active items on the [rm_epic] list.
- Stories
  - **Create New:** create a new story in the [rm_story] table.
  - **Open Stories:** active items in the [rm_story] list.
  - **Assigned to me:** items on the [rm_story] list assigned to the current user.
- Tasks
  - **Open Tasks:** active items on the [rm_scrum_task] list
  - **Assigned to me:** items on the [rm_scrum_task] list assigned to the current user.
- Enhancements
  - **Create New:** create a new enhancement in the [rm_enhancement] table.
  - **Open Enhancements:** active items on the [rm_enhancement] list.
  - **Assigned to me:** items on the [rm_enhancement] assigned to the current user.
- Defects
  - **Create New:** create a new defect in the [rm_defect] table.
  - **Open Enhancements:** active items on the [rm_defect] list.
  - **Assigned to me:** items on the [rm_defect] assigned to the current user.
- Administration
  - **Properties:** the system_properties_ui.do URL.

Integration with Project Portfolio Suite

The SDLC application can also be activated as part of the Project Portfolio Suite (PPS). If activated as part of PPS, the following modules are added to the Project Management menu:



- **Agile**
  - **Stories:** displays the Stories list, which shows a list of current active stories and the associated projects. Add a new story or click a story to open the Story form. Add scrum tasks to a story.
  - **Teams:** displays the Teams list, which shows a list of current teams. Click a team to open the Team form. Create and plan sprints, manage stories, view velocity charts, and view story points by sprint from the Team form.
  - **My Stories:** displays a list of stories assigned to the current user.
  - **Sprint Planning:** displays the Sprint Planning form for the selected team. Use this form to see the team capacity and points allocated for each sprint. Also use this form to manage the project backlog and assign stories to sprints.

The following SDLC tasks can be performed from the project workbench:

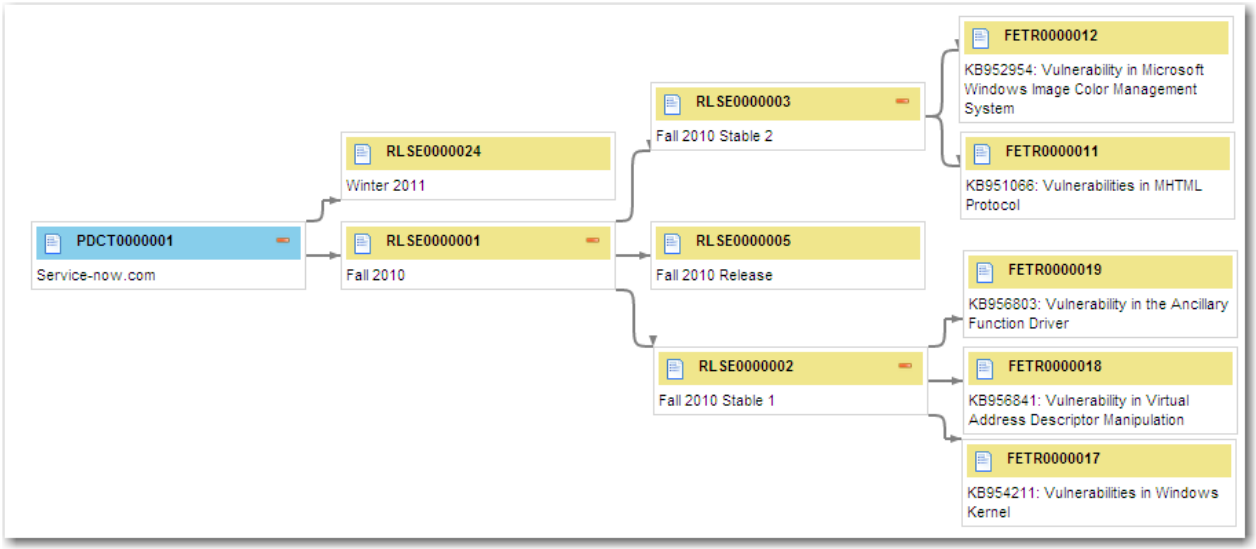
- Use the **Manage Stories** button to open the Manage Stories form
- Create an Agile phase for a project
- Select an Agile phase to display the project-related stories in the list view
- Assign a team to an Agile phase within a project

Interaction of Applications and Modules

The applications and modules installed depend on which plugins have been activated. If the Release Management v2 Plugin is activated, only the Release Management v2 Application will be available. If the SDLC plugin is activated, both the SDLC and Release Management v2 applications are available. If the SDLC - Scrum Plugin is activated, it *replaces* the SDLC application with the Scrum application, and retains the Release Management v2 application.

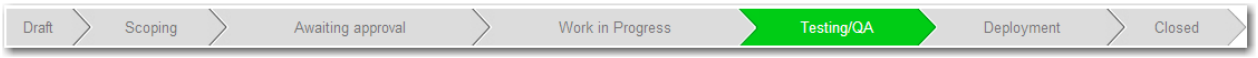
New interfaces

Product/Release Hierarchies



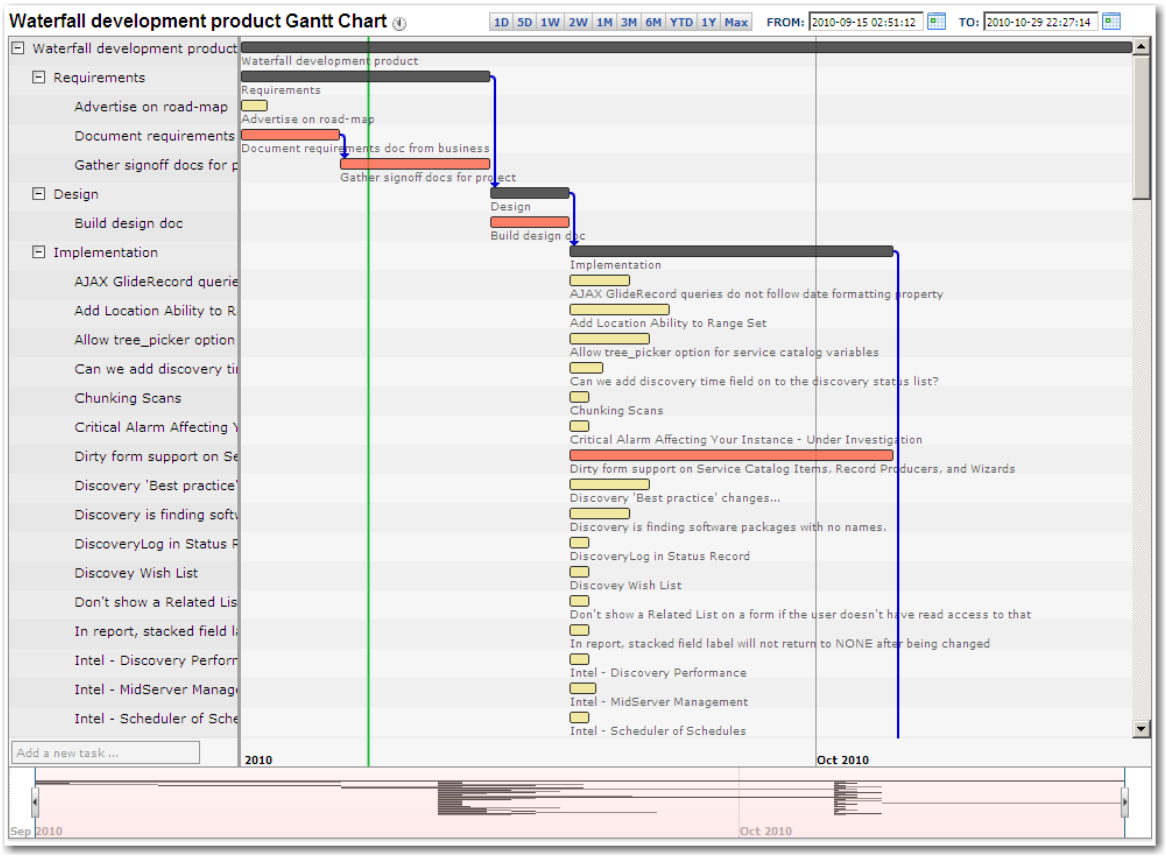
The **Hierarchy** view of Products and Releases can be found from a related list on the form.

Process Flow Formatter



The **Release** and **Feature** forms include a process flow, which displays the current status of the record based on the **State** field. These are generated using the Process Flow Formatter plugin.

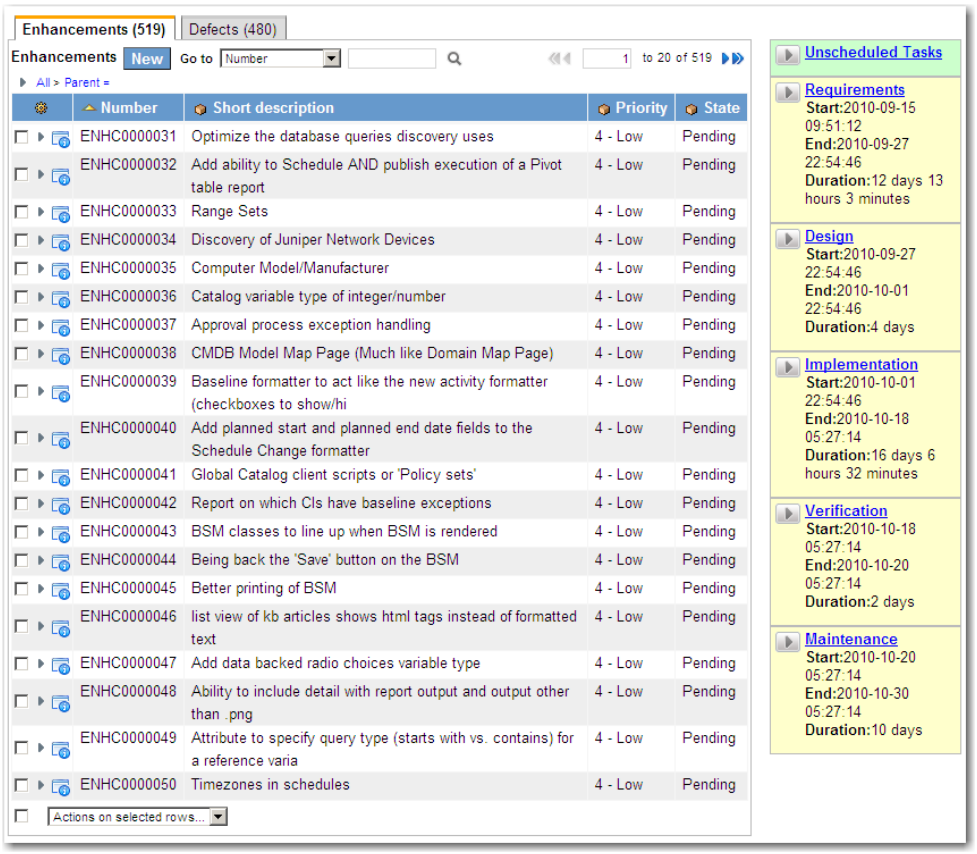
Gantt Chart



Releases can also be managed using the Gantt Chart.

Planning Board

The **SDLC** plugin also adds the **Planning Board**, an interface for manipulating the tasks related to releases for a particular product. For more information see Using the Planning Board.



Getting Started

Activating the Plugin

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

Dependencies

The Release Management plugins depend on the List v2 plugin, the Planned Task plugin, and the Process Flow Formatter.

Plugin Security

The following new roles are available with the plugins:

- **Release**: release_v2_admin and release_v2_user
- **SDLC**: sdlc_admin and sdlc_user
- **Scrum**: scrum_admin and scrum_user

The roles can access the applications as follows:

- **admins** can access the entire application
- **users** can access the all the various feature and task related modules but cannot update their content.

There is an ACL role for each table (same name as the table), controlling write access on a record basis, which can be given to particular roles as desired.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/release-management/concept/c_ITILReleaseManagement.html

Defining a Product with Release v2

Note: *This article applies to Fuji. For more current information, see Define a Product with Release v2* [2] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

	Functionality described here requires the **Release Management v2** plugin.

Overview

Before a release process can be managed, a **Product** needs to be defined. A Product record stores information about the product for reference purposes, as well as grouping together all of the releases and features for a single product.

Creating a Product

Before a release process is managed, define the whose release will be managed.

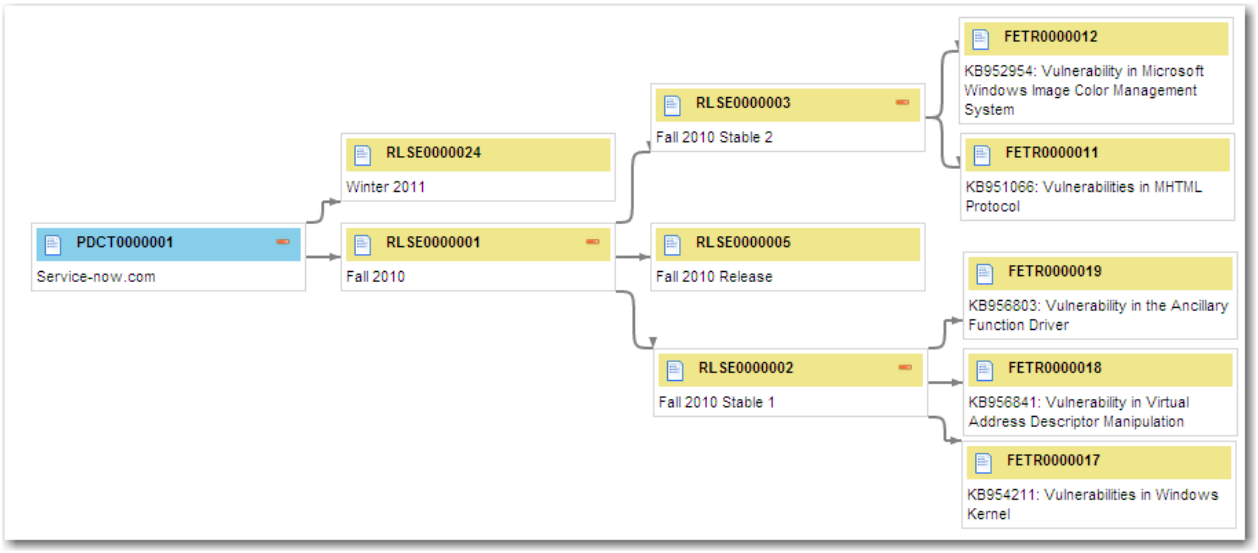
To define a product, navigate to **Release > Product**

Field	Input Value
Number	Unique identifier for the Product. Generated using Number Maintenance.
Configuration Item	The CI that corresponds to the product.
Assignment Group	A group responsible for the product.
Assigned To	A user responsible for the product
Short Description	A short description of the product.
Description	A more verbose description of the product.
Work Notes	A journal field for logging notes about the product.

The reference field **Configuration Items** can be used to link the product with a corresponding CI in the CMDB. CIs keep information about how they relate to other Configuration Items, and can track any incidents, problems, or changes related to it. Specifying a CI for the Product connects information from the release process to other processes in the instance.

Product Hierarchy

Once a product has releases defined, the **Product Hierarchy** related link will display the hierarchy of releases and features associated with the product.



Planning Releases with Release v2

Note: *This article applies to Fuji and earlier releases. For more current information, see Planned Task Hierarchy* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

Once a product is defined, a release can be planned and executed. The steps in managing a release process are:

1. **Creating the release**: defining the Release record and child tasks.
2. **Scoping the release**: defining features for releases and child tasks.

Creating the Release

Planning the release process involves:

1. Defining the Release
2. Planning Phases

Defining the Release

To define a release, navigate to the form of the appropriate parent Product, scroll down to the **Releases** related list, and click new. The fields are the same as those of the Planned Task table.

Note that releases can have child releases, so that minor releases can be grouped under major releases.

Planning Phases

From the **Release** form, phases can be defined using the **Release Phases** related list. Release Phases use the same fields as other Planned Tasks.

Release Phases are not used with the **SDLC** and **SDLC - Scrum** plugins. With **SDLC - Scrum**, phases are replaced by Sprints, which use the same fields as other Planned Tasks.

Scoping the Release

From the Release form, use the **Features** related list to define features for the release. Features use the same fields as other Planned Tasks.

From the feature form, the **Release Tasks** related list can be used to define release tasks for the feature. Release tasks use the the same fields as other Planned Tasks.

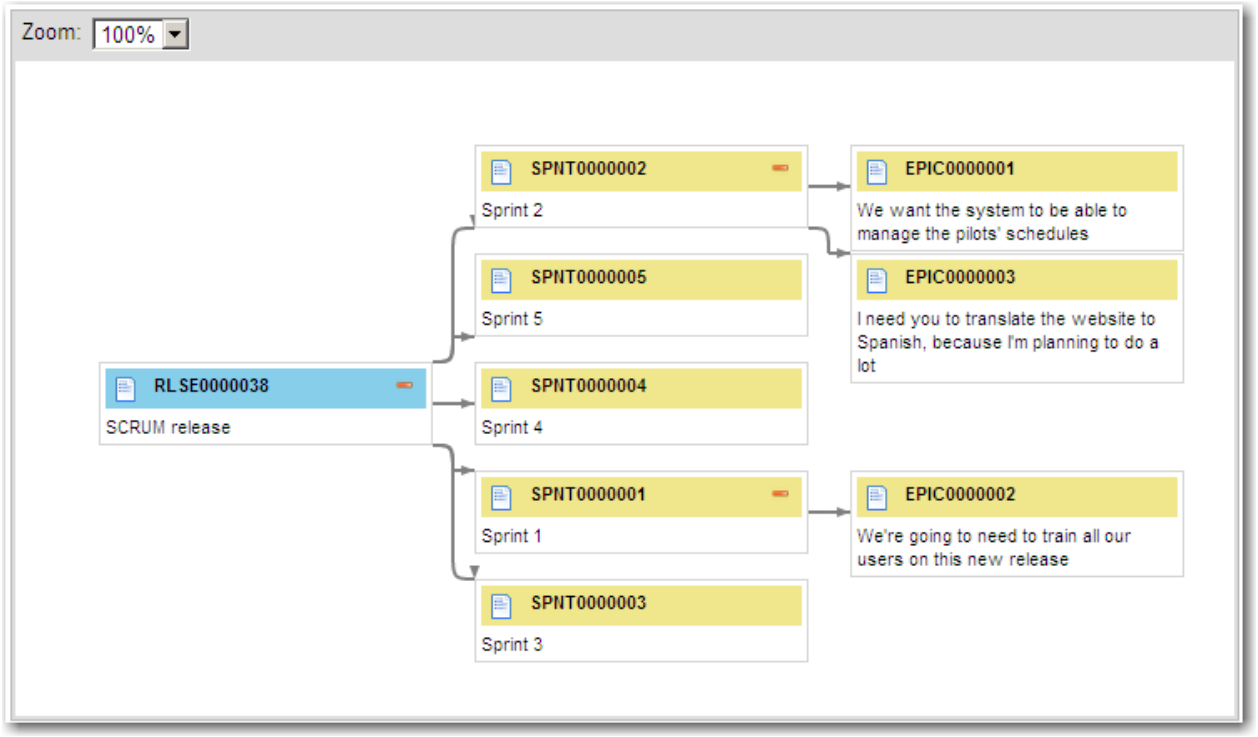
Scoping with SDLC or Scrum

To scope a release with SDLC or Scrum:

1. Define the desired features (for SDLC: Enhancements, Defects; for Scrum: Epics, Stories, and Defects) using the appropriate modules. These each use the same fields as other Planned Tasks.
2. Use the Planning Board to sort the features into the appropriate releases.
3. Add Documentation and Testing tasks to the features from their forms. These each use the same fields as other Planned Tasks.

Release Hierarchy

During the process of creating and scoping the release, the release can be viewed in hierarchy form using the **Release Hierarchy** related list on the Release Form:



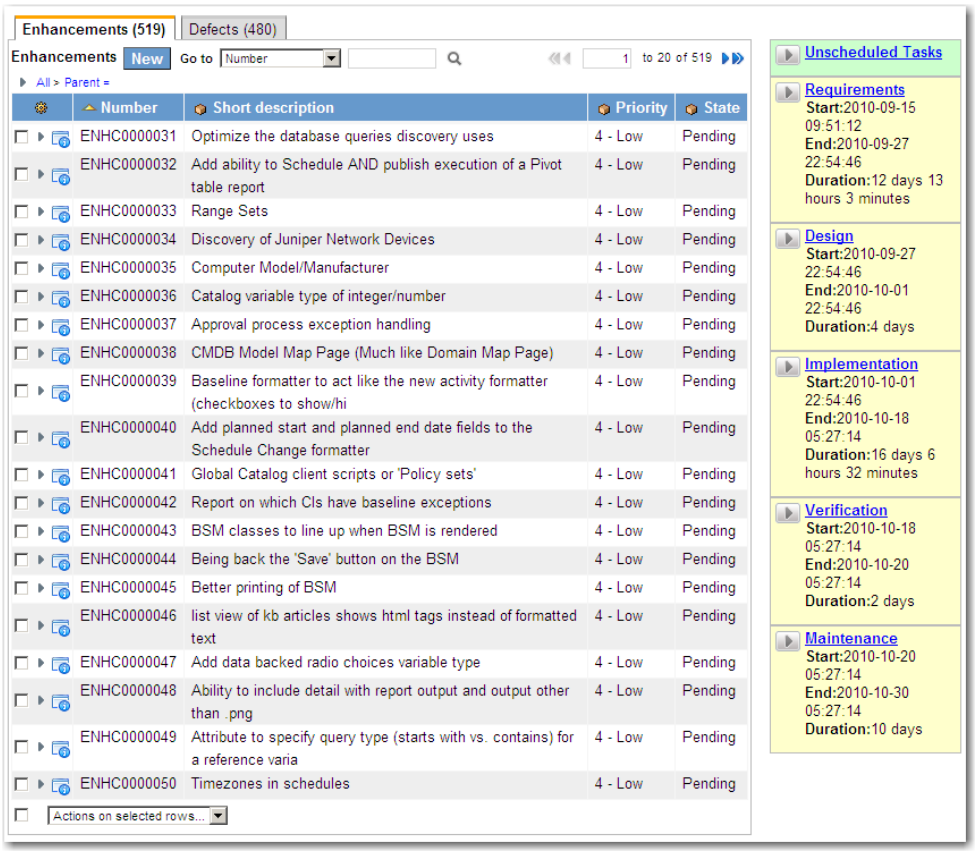
References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/task-table/task/t_PlannedTaskHierarchy.html

Using the Planning Board

Overview

The **Planning Board** is an interface for manipulating the tasks related to releases for a particular product. The Planning Board requires the SDLC plugin.



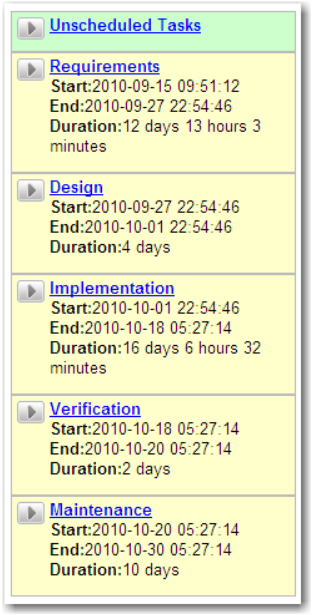
Using the Planning Board

To open the Planning Board for a product:

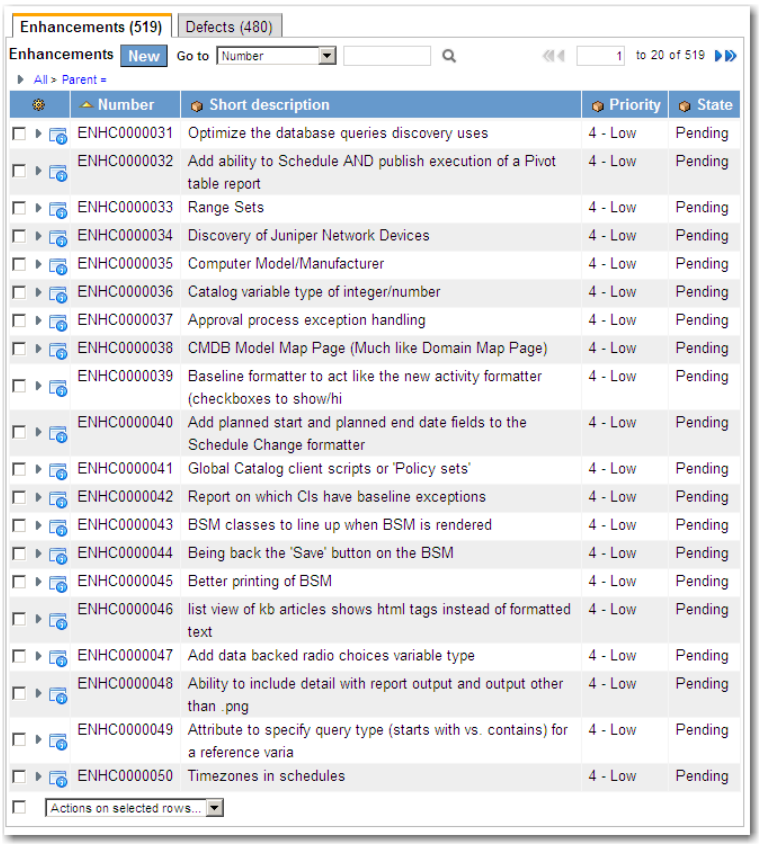
1. Open the product record and select the **Planning Board** related link.

   On the right-hand side is a column of the releases associated with the product:

2. Click the name of the release to highlight it in green



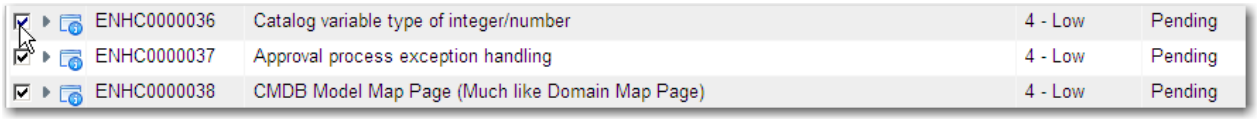
The related tasks for the selected release appear in the center pane.



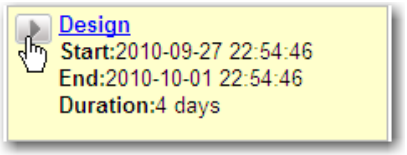
Moving Tasks from Release to Release

Tasks can be moved from one release to another, or can be assigned to a Release if they are associated with **Unscheduled Tasks**:

1. Check the boxes of the tasks to be moved:



2. Click the arrow icon of the desired release:



The tasks will now be associated with the release, and the center pane will refresh.

Release Management Tools

Note: *This article applies to Fuji and earlier releases. For more current information, see Release Management* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

The ServiceNow platform provides three plugins for managing a software release process. The smaller 'Release v2' plugin is a complete release management update, while the 'SDLC' and 'SCRUM' plugins are add-ons adapted to particular process flows.

All three plugins consist of some new custom tables, extended from the Planned Task table shared with Project Management. This allows all of the new structures to take advantage of the existing Planned Task functionality, like scheduling, task dependencies, utilizing the Gantt chart, resource management, and time carding. Planned Task in turn is an extension of the core Task Table, giving Release v2, SDLC, and Scrum records access to all of the tools available to any task.

Using Multiple Processes

If one of the add-on plugins (SDLC or SDLC - Scrum) is activated, the core Release v2 application is retained separate from the SDLC or SDLC - Scrum application. This allows either the SDLC or Scrum processes to coexist alongside a more generic waterfall process (in the Release v2 application). However, the SDLC - Scrum application will replace the SDLC application, so those two processes cannot be implemented side-by-side.

Release Management v2 Plugin

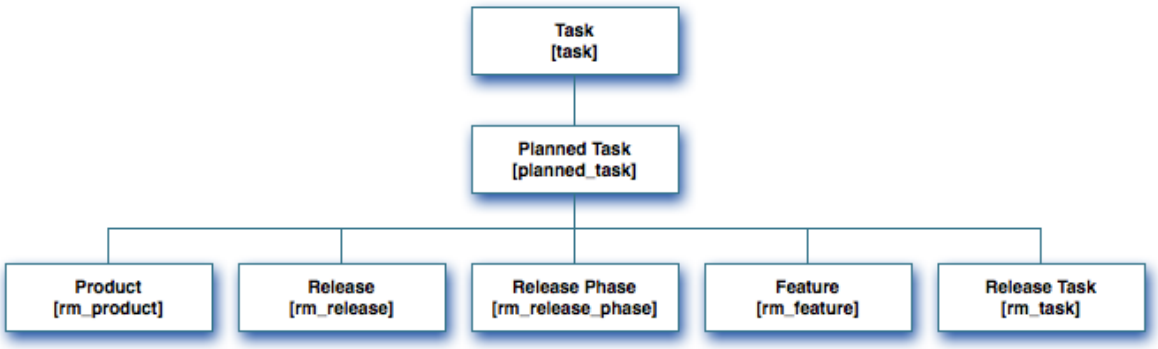
Design

The **Release Management v2 Plugin** is the most basic of the three new plugins, and is designed with a flexible Product, Release, Feature, and Task hierarchical table layout to allow for releases of varying complexity.

Tables

The following tables represent the concepts that underlie Release Management:

- **Product [rm_product]:** represent whole products whose releases are being managed.
- **Release [rm_release]:** represent individual versions of the product.
- **Release Phase [rm_release_phase]:** represent the different stages of work required to complete a release.
- **Feature [rm_feature]:** represent each feature within the release.
- **Release Tasks [rm_task]:** represent tasks to create individual features.



Applications and Modules

Release Management v2 Plugin

- **Getting Started:** links to this document on the wiki.
- Release
  - **Products:**the Product [rm_product] list.
  - **Releases:** the Release [rm_release] list.
  - **Phases:** the Release Phase [rm_release_phase] list.
  - **Features:** the Feature [rm_feature] list.
  - **Tasks:** the Release Task [rm_task] list.

SDLC - Software Development Life Cycle Plugin

Design

The **SDLC - Software Development Life Cycle Plugin** further extends upon the **Release Management v2 Plugin** by adding some new structures to accommodate the Software Development Life Cycle. This plugin is designed to accommodate most non-agile development methodologies, including the common Waterfall method of development.

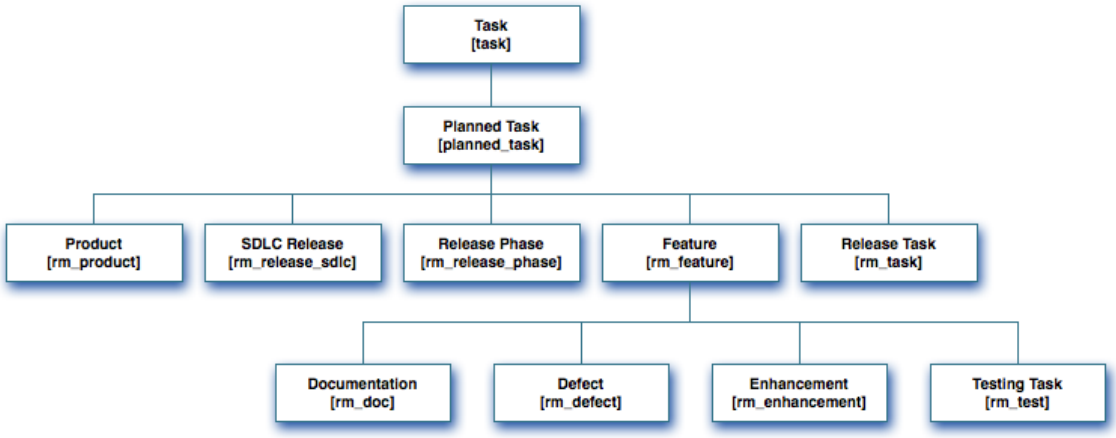
This plugin adds more specific 'Feature' types allowing for the independent management of notions (defects, enhancements, testing tasks, etc.) critical to successful software development.

The new Planning Board is now available as well, to take existing tasks and group them easily in particular parent tasks.

Tables

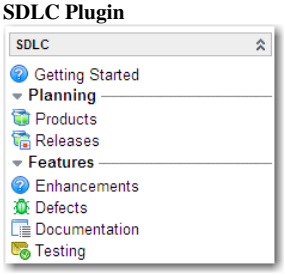
The following concepts power the Software Development Life Cycle:

- **Product [rm_product]:** represent whole products whose releases are being managed.
- **SDLC Release [rm_release_sdlc]:** represent individual versions of the product.
- The following tables represent different types of features included in a release:
  - **Enhancements [rm_enhancement]:** represent an improvement to an existing product.
  - **Defects [rm_defect]:** represent a deviation from a product's expected behavior.
  - **Documentation [rm_doc]:** represent documentation tasks for the product.
  - **Testing [rm_test]:** represent testing tasks for the product.



Applications and Modules

SDLC Plugin



- **Getting Started:** links to this document on the wiki.
- Planning
  - **Products:** the Product [rm_product] list.
  - **Releases:** the Release [rm_release] list.
- Features
  - **Enhancements:** the Enhancements [rm_enhancement] list.
  - **Defects:** the Defects [rm_defect] list.
  - **Documentation:** the Documentation [rm_doc] list.
  - **Testing:** the Testing [rm_test] list.

SDLC - Scrum Plugin

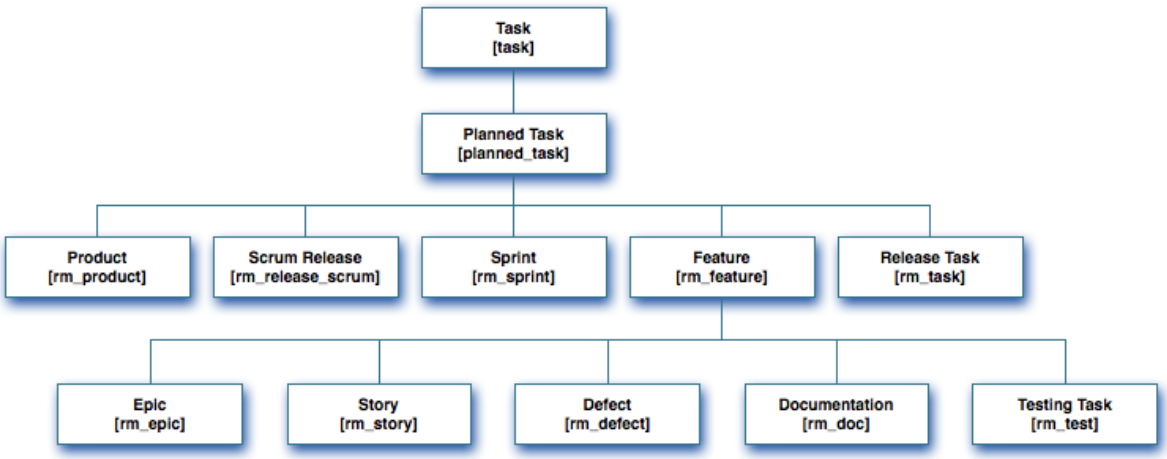
Design

The **SDLC - Scrum Plugin** includes the two plugins above, and adds Sprints and feature types specific to a Scrum development process.

Tables

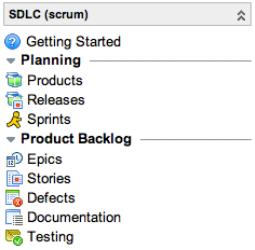
The following concepts power a Scrum process:

- **Product [rm_product]:** represent whole products whose releases are being managed.
- The following tables represent releases:
  - **Scrum Release [rm_release_scrum]:** represent individual versions of the product.
  - **Sprint [rm_sprint]:** - represents the backlog to be addressed together.
- The following tables represent product backlog items to be included in the sprint:
  - **Epic [rm_epic]:** represent related stories or requirements that you have not yet transformed into stories.
  - **Story [rm_story]:** represent self-contained pieces of work that can be completed within a sprint.
  - **Defect [rm_defect]:** represent a deviation from a product's expected behavior.
  - **Documentation [rm_doc]:** represent documentation tasks for the product.
  - **Testing [rm_test]:** represent testing tasks for the product.



Application and Modules

SDLC - Scrum Plugin



- **Getting Started:** links to this document on the wiki.
- Planning
  - **Products:** the Product [rm_product] list.
  - **Releases:** the Release [rm_release] list.
- Features
  - **Epics:** the Epics [rm_epics] list.
  - **Stories:** the Stories [rm_story] list.
  - **Defects:** the Defects [rm_defect] list.
  - **Documentation:** the Documentation [rm_doc] list.
  - **Testing:** the Testing [rm_test] list.

SDLC - Scrum Process Pack Plugin

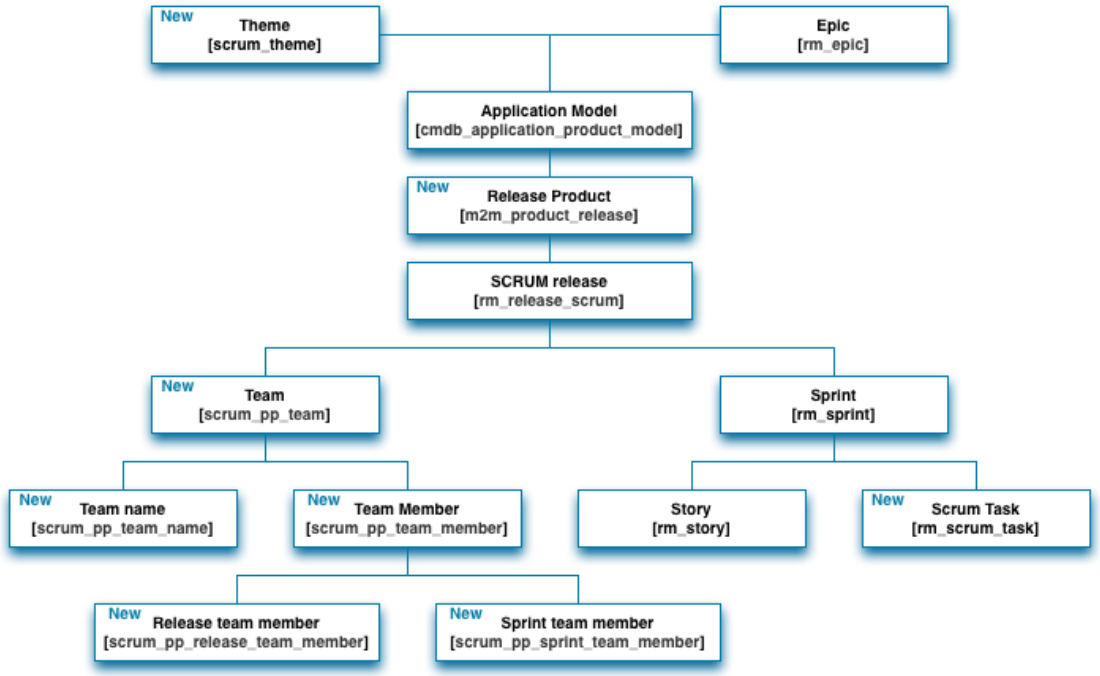
Design

The SDLC Scrum Process retains all the functionality of the existing SDLC Scrum plugin but enhances it by adding a formal scrum process. If you already have a customized version of SDLC-SCRUM plugin ServiceNow recommends evaluating the SDLC - Scrum Process Pack plugin on a development instance where you have deleted your customizations.

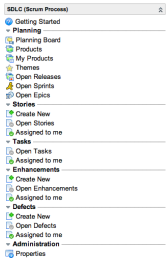
Tables

The SDLC Scrum Process Pack uses these tables to manage the scrum process.

- **Application Model [cmdb_application_product_model]:** represents whole products whose releases are being managed.
- **Release Product [m2m_product_release]:** represents all managed products.
- The following tables represent releases.
  - **Scrum Release [rm_release_scrum]:** represents all available releases. Each release contains a list of sprints with a time range in which the stories in those sprints need to be completed.
  - **Sprint [rm_sprint]:** stores sprints, which are the backlog items to be addressed during a given time period.
- The following tables represent product backlog items to be included in the sprint.
  - **Team [scrum_pp_team]:** represents who will complete Scrum tasks and stories during releases and sprints.
  - **Epic [rm_epic]:** represents stories or requirements that you have not yet transformed into stories.
  - **Theme [scrum_theme]:** represents either a tangible product (such as a trading application) or an abstract goal (such as performance tuning).
  - **Story [rm_story]:** represents self-contained pieces of work that can be completed within a sprint.
  - **Scrum task [rm_scrum_task]:** represents a discrete amount of work for a story carried out during a sprint.
  - **Defect [rm_defect]:** represents a deviation from a product's expected behavior.
  - **Enhancement [rm_enhancement]:** represents an improvement to an existing product.



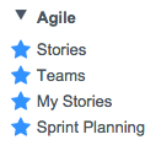
Application and Modules



- **Getting Started:** links to the SDLC Scrum Process wiki page.
- Planning
  - **'Planning Board:** the scrum_board.do URL.
  - **Products:** the [cmdb_application_product_model] list.
  - **My products:** items on the [cmdb_application_product_model] list assigned to the current user.
  - **Themes:** the [scrum_theme] list.
  - **Open Releases:** active items on the [rm_release_scrum] list.
  - **Open Sprints:** active items on the [rm_sprint] list.
  - **Open Epics:** active items on the [rm_epic] list.
- Stories
  - **Create New:** create a new story in the [rm_story] table.
  - **Open Stories:** active items in the [rm_story] list.
  - **Assigned to me:** items on the [rm_story] list assigned to the current user.
- Tasks
  - **Open Tasks:** active items on the [rm_scrum_task] list
  - **Assigned to me:** items on the [rm_scrum_task] list assigned to the current user.
- Enhancements
  - **Create New:** create a new enhancement in the [rm_enhancement] table.
  - **Open Enhancements:** active items on the [rm_enhancement] list.
  - **Assigned to me:** items on the [rm_enhancement] assigned to the current user.
- Defects
  - **Create New:** create a new defect in the [rm_defect] table.
  - **Open Enhancements:** active items on the [rm_defect] list.
  - **Assigned to me:** items on the [rm_defect] assigned to the current user.
- Administration
  - **Properties:** the system_properties_ui.do URL.

Integration with Project Portfolio Suite

The SDLC application can also be activated as part of the Project Portfolio Suite (PPS). If activated as part of PPS, the following modules are added to the Project Management menu:



- **Agile**
  - **Stories:** displays the Stories list, which shows a list of current active stories and the associated projects. Add a new story or click a story to open the Story form. Add scrum tasks to a story.
  - **Teams:** displays the Teams list, which shows a list of current teams. Click a team to open the Team form. Create and plan sprints, manage stories, view velocity charts, and view story points by sprint from the Team form.
  - **My Stories:** displays a list of stories assigned to the current user.
  - **Sprint Planning:** displays the Sprint Planning form for the selected team. Use this form to see the team capacity and points allocated for each sprint. Also use this form to manage the project backlog and assign stories to sprints.

The following SDLC tasks can be performed from the project workbench:

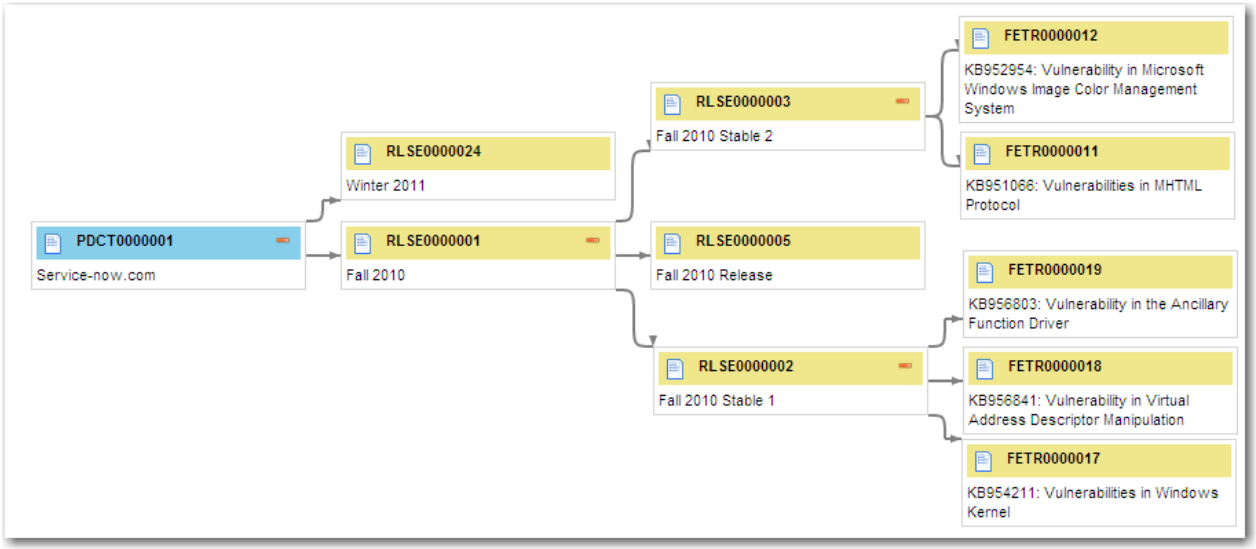
- Use the **Manage Stories** button to open the Manage Stories form
- Create an Agile phase for a project
- Select an Agile phase to display the project-related stories in the list view
- Assign a team to an Agile phase within a project

Interaction of Applications and Modules

The applications and modules installed depend on which plugins have been activated. If the Release Management v2 Plugin is activated, only the Release Management v2 Application will be available. If the SDLC plugin is activated, both the SDLC and Release Management v2 applications are available. If the SDLC - Scrum Plugin is activated, it *replaces* the SDLC application with the Scrum application, and retains the Release Management v2 application.

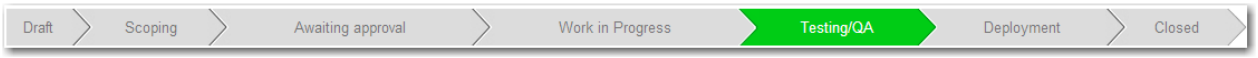
New interfaces

Product/Release Hierarchies



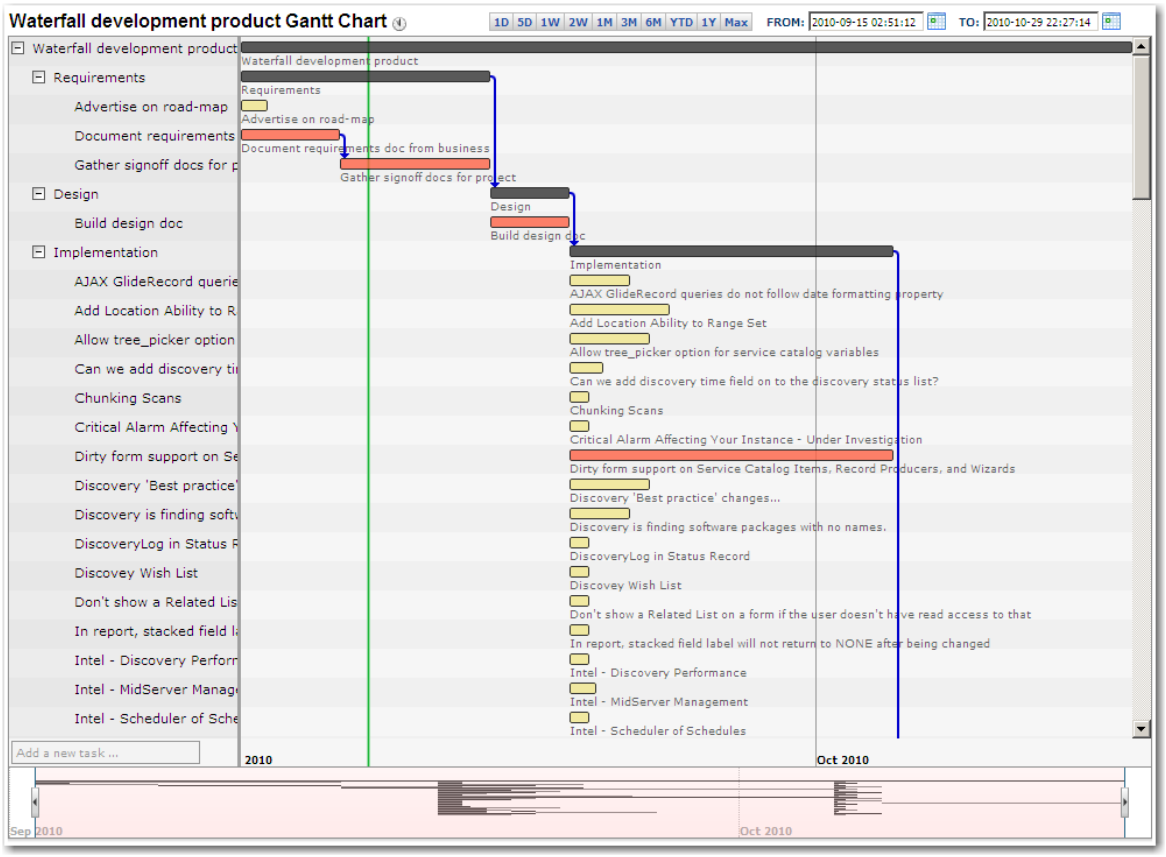
The **Hierarchy** view of Products and Releases can be found from a related list on the form.

Process Flow Formatter



The **Release** and **Feature** forms include a process flow, which displays the current status of the record based on the **State** field. These are generated using the Process Flow Formatter plugin.

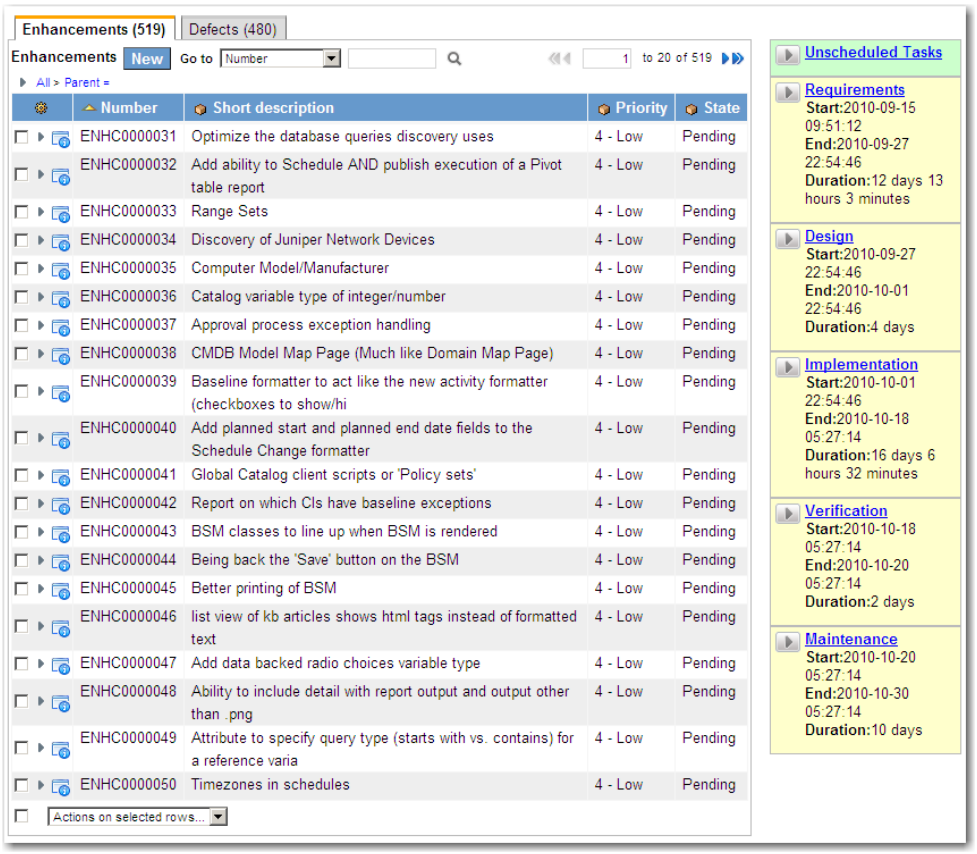
Gantt Chart



Releases can also be managed using the Gantt Chart.

Planning Board

The **SDLC** plugin also adds the **Planning Board**, an interface for manipulating the tasks related to releases for a particular product. For more information see Using the Planning Board.



Getting Started

Activating the Plugin

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

Dependencies

The Release Management plugins depend on the List v2 plugin, the Planned Task plugin, and the Process Flow Formatter.

Plugin Security

The following new roles are available with the plugins:

- **Release**: release_v2_admin and release_v2_user
- **SDLC**: sdlc_admin and sdlc_user
- **Scrum**: scrum_admin and scrum_user

The roles can access the applications as follows:

- **admins** can access the entire application
- **users** can access the all the various feature and task related modules but cannot update their content.

There is an ACL role for each table (same name as the table), controlling write access on a record basis, which can be given to particular roles as desired.

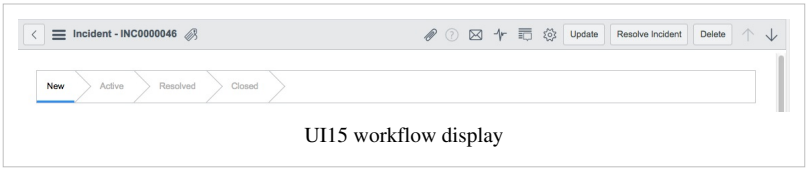
Process Flow Formatter Plugin

Note: *This article applies to Fuji and earlier releases. For more current information, see Process Flow Formatter* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

The process flow formatter [2] quickly summarizes multiple pieces of information about a process and displays the stages graphically at the top of a form. Each record on the Flow Formatter [sys_process_flow] table represents a process stage and can have a different condition applied to it. When specified conditions are fulfilled, the formatter highlights the current stage and, starting with the Fuji release, all previous stages.

These examples show a workflow in the UI15 and UI14 interfaces. See Navigation and the User Interface for more information on these interfaces.



UI15 workflow display

UI14 workflow display

As soon as any formatter stages are defined for a table, they appear on the form associated with that table in the order specified, assuming the formatter has been added to the form.

You can see examples of preconfigured process flow formatter stages in Work Management, Release Management, and Sales Force Automation.

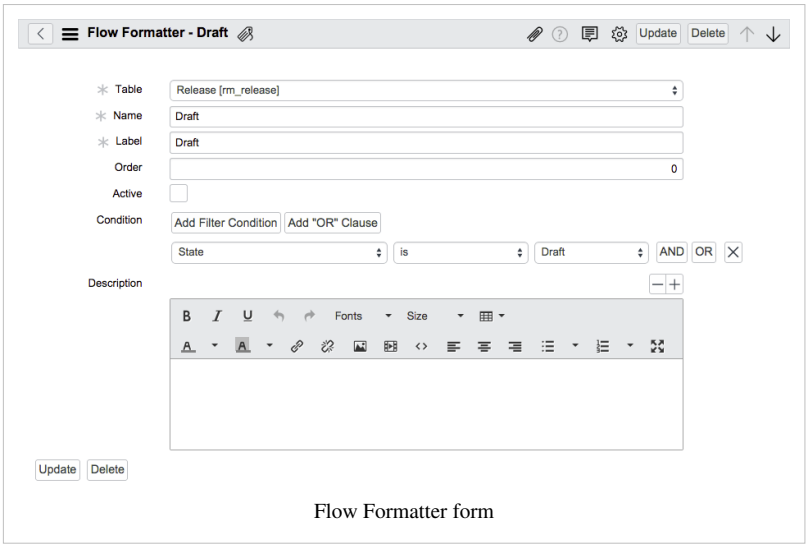
Adding a Process Flow Formatter

To add a process flow formatter, complete these tasks.

Task 1: Create a Process Flow Formatter

Users with the admin role can create a process flow formatter stage:

1. Navigate to **System UI > Process Flow**.
2. Click **New**.
3. Complete the form, as appropriate (see table).
4. Repeat as necessary.

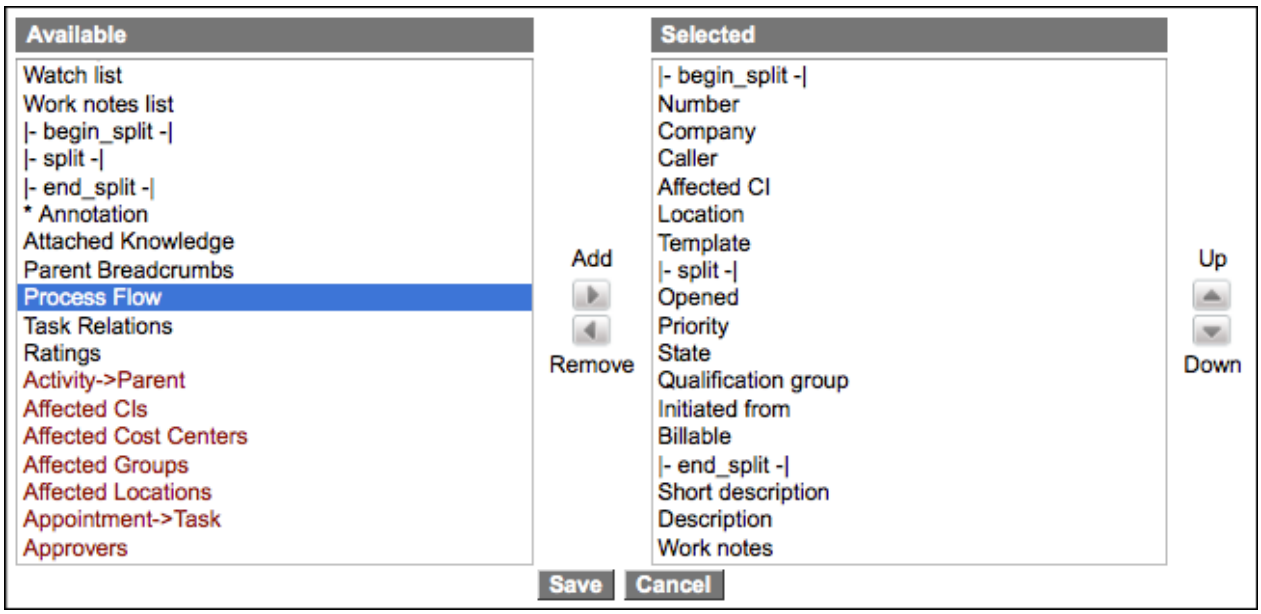


Flow Formatter form

Field	Description
Table	Select a table for this process flow formatter.
Name	Enter a name to identify the formatter stage.
Label	Enter the name to be displayed in the Personalize Form Layout slushbucket.
Order	Enter a number to indicate where in the process flow the formatter stage will be displayed. Formatter stages are arranged with the lowest number on the left and the highest number on the right.
Active	Select the check box to ensure the formatter stage is active. When the check box is cleared, the formatter stage does not appear in the flow display. This field is available starting with the Fuji release.
Condition	Use the condition builder to set the conditions under which the formatter stage is highlighted as current. Any field available in the condition builder, such as SLA or Impact, can be used to trigger a process flow stage.
Description	Describe the process flow formatter stage. This description does not appear on the actual formatter.

Task 2: Attach the Process Flow Formatter to the Form

After creating the formatter, personalize the appropriate form to attach the new formatter.



Activating the Process Flow Formatter

Users with the admin role can activate the Process Flow Formatter plugin.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

Enhancements

Fuji

- The **Active** field on the Flow Formatter [sys_process_flow] table determines whether formatter stages appear in the flow display.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/form-administration/reference/r_ProcessFlowFormatter.html
[2] https://docs.servicenow.com/bundle/helsinki-servicenow-platform/page/administer/form-administration/reference/r_ProcessFlowFormatter.html

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