### ****Subject: Proposal to Improve Deployment Tracking in QuickSilver****

**Dear [Management Team],**

**Current Issue:** I would like to bring to your attention a significant challenge we are facing with deployment tracking in QuickSilver. At present, we do not have a dedicated mechanism to record and track release or change ticket numbers effectively. This information is often entered into the 'description' field, which is not designed for this purpose. As a result, we are experiencing inconsistencies in our records, making it difficult to ensure accurate tracking and compliance with our deployment processes.

We currently have two types of deployments: **CloudFormation** and **Step Functions**. Particularly with CloudFormation deployments, in 90% of cases, there are no associated ticket numbers. This lack of tracking presents a challenge in maintaining accurate deployment records and ensuring all changes are properly authorized.

**Proposal for Improvement:** To address this issue, I recommend the following enhancements:

**Dedicated Field for Release/Change Ticket Numbers:**

* 1. Introduce a separate, mandatory field in QuickSilver specifically for entering release and change ticket numbers. This will ensure that each deployment, especially Step Functions, is properly tracked with the relevant ticket number.
  2. For CloudFormation deployments, where ticket numbers are often absent, we can consider implementing a process to either generate a default tracking number or prompt for a valid reason why a ticket number is not applicable.

**Integration with ServiceNow for Validation:**

* 1. Implement an integration between QuickSilver and ServiceNow to automatically validate the provided ticket numbers. This will ensure that only valid and active tickets are accepted, reducing the risk of errors and ensuring compliance with our change management policies.

**Benefits:**

* **Enhanced Tracking:** A dedicated field will provide a clear and structured way to track deployments, improving transparency and accountability.
* **Improved Data Integrity:** Making the field mandatory, with appropriate handling for CloudFormation deployments, will prevent missing or incorrect ticket numbers, leading to more reliable records.
* **Automated Validation:** Integration with ServiceNow will streamline the process, reducing manual effort and ensuring that all deployments are linked to valid tickets.

**Conclusion:** Addressing the current gaps in our deployment tracking system, especially in CloudFormation deployments, is crucial for maintaining accurate records and ensuring compliance. I believe that implementing these changes in QuickSilver will significantly improve our deployment process. I look forward to your feedback and approval to move forward with this proposal.