

RCOM Workflow

RCOM or Release Committee is a committee that you need to seek for approval when your enhancement or Project needs to be deployed to Production after User sign-off (in UAT). There are few types of RCOM categories, namely:

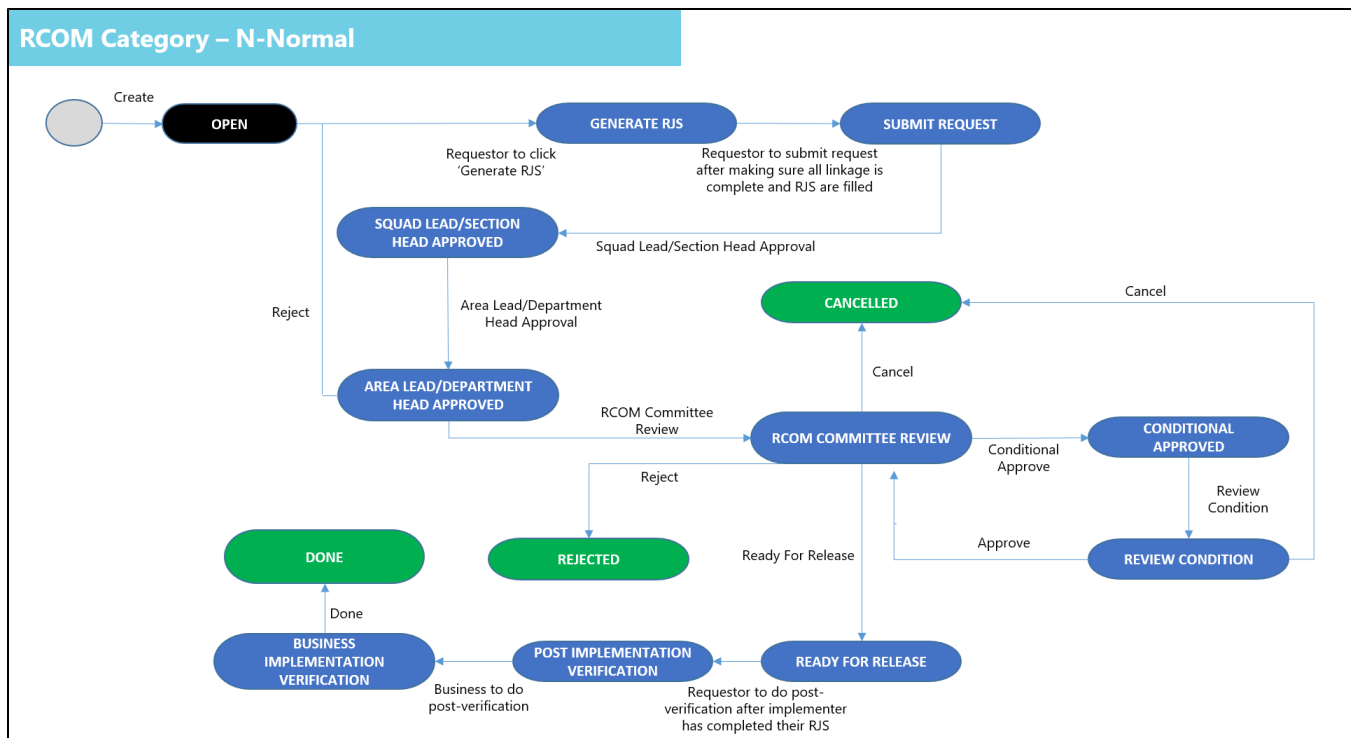
1. **Normal** - for normal RCOM submission following the standard RCOM schedule (1st and 3rd Tuesdays every month)
2. **Fast-Track** - for common/ repetitive Production request, e.g. Monthly Prod data extraction for reporting, Job runs, Urgent request for Audit/ BNM that cannot wait for standard RCOM, and does not impact any system changes in Production. **Refer here for type of change request that is eligible for fast-track - [Working Copy of Types of Change Request Eligible for RCOM Fast Track](#)*
3. **Emergency** (EMER) - for Production deployment to fix issues and must be deployed immediately due to high severity impact to Operations; does not wait for standard RCOM seating
4. **PTL** (Production Tracking Log) - Normal 3-days PTL - for Production deployment to fix issues but can deploy fixes within 3 days of approval; does not wait for standard RCOM seating

Pre-requisites to submit RCOM

1. Must have a **Quest** linked to the RCOM and Quest status is **"Ready for Development"**
2. Must have a **Main Feature** for the deployment to link into RCOM with status **"Done"** - in **'Feature Link'** field
 - a. Main Feature **must** have User sign-off and completed Audit checklist in the filename "UAT Sign-off & Checklist"
 - b. If the RCOM does not require UAT signoff, the Feature Link must also be linked with a Main Feature. Please create one Feature to indicate the task/ action required for Production deployment, and mention in the Comments section of the Feature with reason/ justification why the RCOM do not require UAT signoff.
3. Must "relates to" the Quest and all Features (with status "Done") for the deployment in the **Issues** field in RCOM ticket, including linking the main Feature again.
4. **RJS** task generated must be at status **"Finalize RJS"**. Please find RJS template here: [Red Job Sheet Template](#)
5. If all the above 4 pre-requisites steps is done **correctly**, the RCOM ticket will appear **"Submit Request"** button for submission to **Squad Lead approval**

RCOM Workflows

Below are the 4 types of RCOM workflows that needs to be referenced depending on the RCOM type selection.

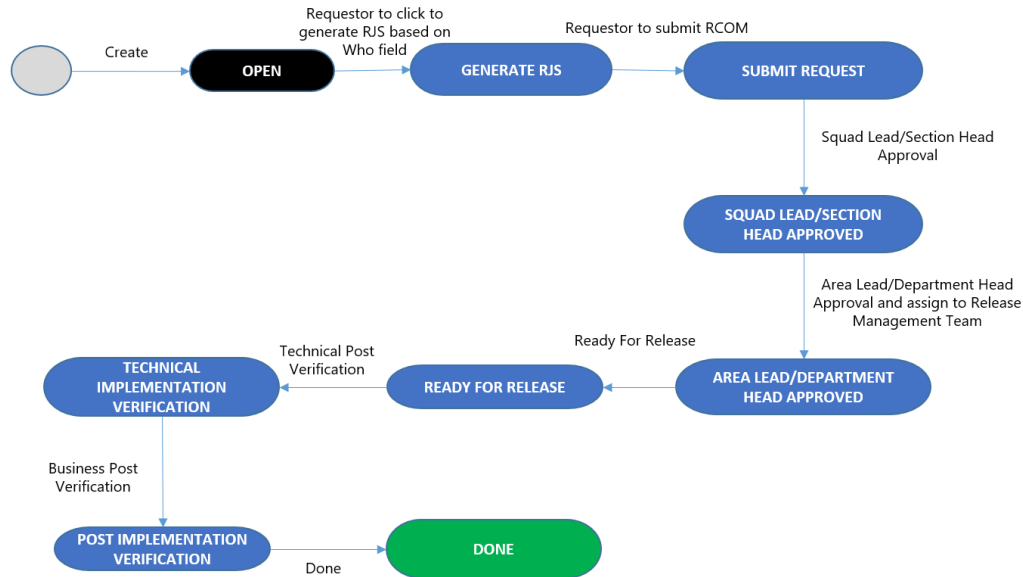


Notes:

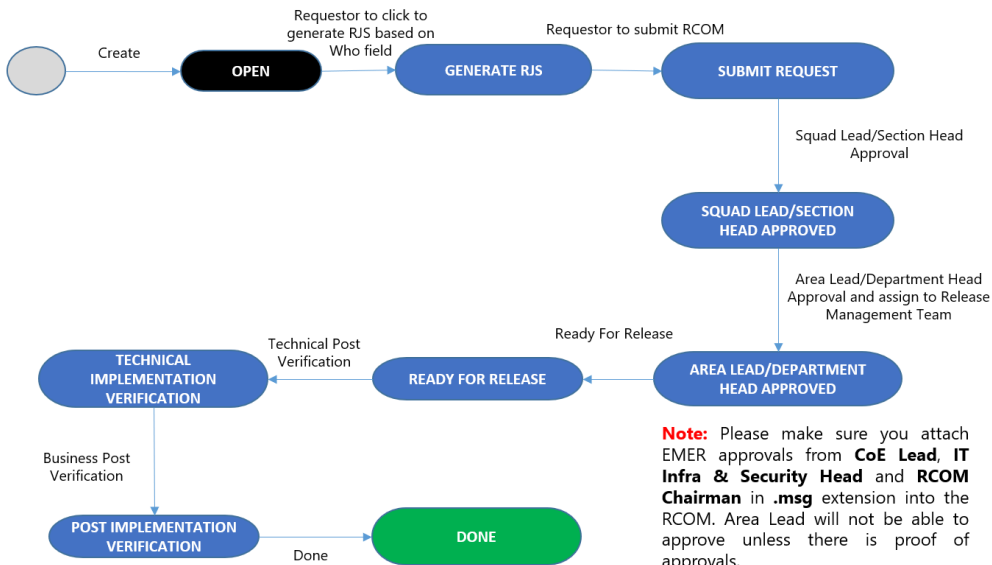
- Red Job Sheet (RJS) is a Task in RCOM where it will be generated based on the "Who" field selected during the creation of RCOM request.
 - If the RCOM does not require any RJS, do not select any values in "Who" field. This will not generate any RJS task when "Generate RJS" is clicked.
- It is mandatory for requester to fill all RJS, the step by step implementation for implementers to follow once RCOM is approved.
- The RJS must be **reviewed by Squad Lead** prior to Jira approval and Requester must Finalize RJS before Area Lead approval. (Once the RJS task is finalize, the actual RJS document in Confluence will be locked, i.e. no further edit is allowed)
- If requester needs to add an implementer after RCOM is submitted, they are required to manually create the RJS Task. The RJS document will be generated along with but if in some cases, you need to manually generate a RJS document, you can go to the template page, copy and create. Refer this link to go to the template page [Red Job Sheet Template](#)

- 'PCU Approval' step is removed from RCOM workflow. Once RCOM is approved, please follow-up with respective implementers to follow the RJS task/ document in Confluence to proceed with Production implementation
- 'Business Implementation Verification' step do not require PIV document signoff in Confluence. Business user/ Product owner only requires to acknowledge Production deployment is in order by acknowledging in Jira (Business Post verification). If Business PIV is not required, **Business user/ Product owner is required to provide a comment in RCOM ticket**. This step can be perform by IT Squad Lead if the changes are raised by IT teams (e.g. Quest BAU SVR).
- The RCOM ticket must update "Part C: Implementation Status" before final Closure by IT Squad.

RCOM Category – P-PTL and F-Fast Track

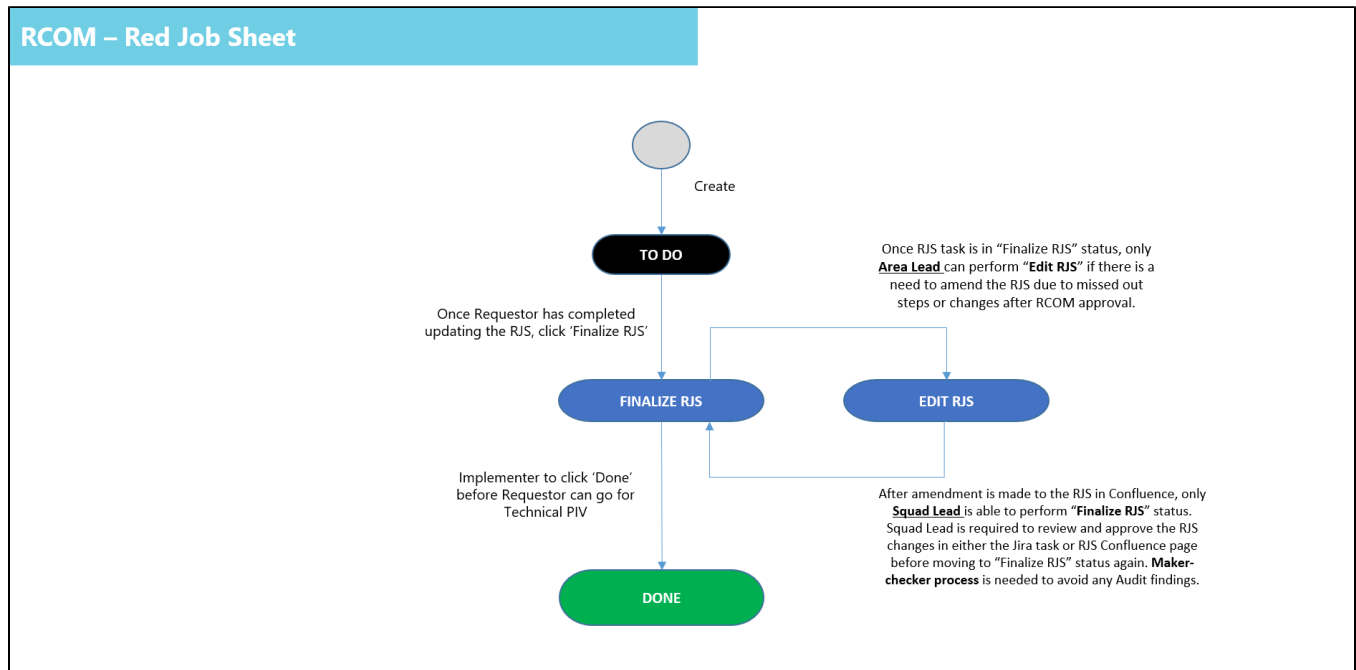


RCOM Category – E-Emergency



Note: For EMER request, please make sure you **attach approval** from **CoE Lead, IT Infra & Security Head and RCOM Chairman** in .msg extension into the RCOM.

Red Job Sheet Workflow



Note: Once RCOM requester need to complete all the RJS documents and get Squad Lead to review. Squad Lead to provide comment inside the RJS Task noting that they have reviewed the document.

Step by Step guide

Creating a RCOM Ticket

- Click Create and Select "IT Release Request Process (RCOM)" at the Project field.

Create Issue

All fields marked with an asterisk (*) are required

Project* IT Release Request Process (R... ▼

Issue Type* Release Request ▼ ?

PART A : RCOM Request

PART B: Supporting Documents

Part C: Implementation Status

RCOM Category* N-Normal ▼

- Fill-up all required information in [Part A](#)

Project **IT Release Request Process**

Issue Type  **Release Request**

PART A : RCOM Request

PART B: Supporting Documents

Part C: Implementation Status

RCOM Category* N-Normal ▼

Fix Version/s* ▼

Start typing to get a list of possible matches or press down to select.

Linked Issues relates to ▼

Issue ▼

Begin typing to search for issues to link. If you leave it blank, no link will be made.

Feature Link ▼

Choose an epic to assign this issue to.

Summary*

Global Impact?* ☐ Yes
☐ No

- Select the appropriate RCOM category
- Fix Versions - refer to drop-down values and is normally referenced to 1st or 2nd RCOM of the month, with values denoting as RCOM-20220801 (as the 1st RCOM of Aug) or RCOM-20220802 (as the 2nd RCOM of Aug)
 - Other values selection are: EMER, PTL, Fast-Track, Adhoc RCOM
- **Linked issues** - always use "Relates To", and Issue field to link the Quest, main Feature (with user sign-off) plus any other Features that is part of the deployment, including any approved **Production Acceptance** ticket (for Batch deployment). Refer guide: [Production Acceptance Workflow](#)
- **Feature Link** - use the main Feature from Quest that has user sign-off & checklist completed
- Summary - please provide a meaningful name for the RCOM deployment
 - If the RCOM deployment is for a approved CR logged in ITPPM, please include ITPPM number in brackets at the front of summary, e.g. (PRJxxxxx) or (ENHxxxxx)
- Provide more details on the Deployment - What, Why, Where, Who (The implementers) and the impacted Environment(s).

What*

What

Why*

Why

Where*

Environment

None
DR
Pre-Prod
Production
SIT

- For the WHO section, kindly ensure all the **required Implementers** are selected.

Who*

Branch(BDS) & Desktop Services
Core System Services - AS400
Core System Services - Mainframe System Services
Data Center Automation Services
Data Center Facility

Remarks (When)*

Implementation*

Planned Start Date



Use the d/MMM/yy date format

Implementation*

Planned End Date



Use the d/MMM/yy date format

Expected Live Date



The date requested for the IT Request to be completed by;to be verified and confirmed by the EM - Use the d/MMM/yy date format

Down Time
Required?

None

- Fill up the remainder of the fields

Remarks (When)*

Implementation*



Planned Start Date

Use the d/MMM/yy date format

Implementation*



Planned End Date

Use the d/MMM/yy date format

Expected Live Date



The date requested for the IT Request to be completed by; to be verified and confirmed by the EM - Use the d/MMM/yy date format

Down Time

Required?

None



Start Down Time



Use the dd/MMM/yy h:mm a date format

End Down Time



Use the dd/MMM/yy h:mm a date format

Total Down Time

(Hours)

- For Area/ Department & Squad/ Section field and System field, please select the IT Squads and the system that will be have changes in Production

Total Down Time

(Hours)

Type of Change

None



Component/s

Start typing to get a list of possible matches or press down to select.

Please select the Impact To Upstream and Downstream Applications

PIV

Yes



```
<script type='text/javascript'>
var test = document.getElementById('customfield_11512');
test.firstChild.remove()
</script>
```

PIV Date



Use the d/MMM/yy date format

Area/Department &
Squad/Section

None



None



System*

None



Change Category*

None



System Type*

None



Parties Affected*

Application Developer

Business User

Change Implementer

Database Administrator

Infra

Components Affected

None

Application Software

Network / Infra

Others

Procedural / Rules / Parms

```
<script type='text/javascript'>
var test = document.getElementById("customfield_11516");
test.firstChild.remove()
</script>
```

Components Affected , if Others, please specify

Program Affected*

CICS / PCT / PPT

Copybooks

Data File Patching

JCLs / Parms / Screens

Maps

- If the RCOM is related to Data Extraction, ensure there is an **IAM request completed in MyOneID Portal**. ([e.g. Biz IAM# to get L4 approval, App IAM# to get DB password](#))
- RHB CR No. field is meant for Change Management team (Jason) to input the CR no. reference after the RCOM ticket is approved.

Program Affected, if Others, please specify

Additional DASD* ☐ Yes
Space: ☒ No

Mirroring of New* ☐ Yes
Appl Lib ? ☒ No

Mirroring of New /* ☐ Yes
Required ☒ No

Impacted User

IAM Number

RHB CR No

RHB CR No

Generate RJS

- After the RCOM ticket is created and the all the Implementers are chosen under the Who category, proceed to click on Generate RJS button.
- This will generate a RJS task for each implementer.

▼ Issue Links

relates to

↔

TRCOM-732 Windows - RJS-N-202404-TRCOM-731

≡

TO DO

↔

TRCOM-733 Branch BDS - RJS-N-202404-TRCOM-731

≡

TO DO

↔

TRCOM-734 PCU - RJS-N-202404-TRCOM-731

≡

TO DO

- Requester is required to fill up the RJS form that will be generated under the Issue Links.
- Once the RJS form is filled up, requester to request for review from Squad Lead.
- Once SL has reviewed (suggest to put a comment in the Jira task), requester must click "Finalize RJS". This action will lock the RJS confluence document from further editing.
- All Jira tasks must be in "**Finalize RJS**" status before the "Submit Request" button can appear.

Red Job Sheet

 [RCOM-42151 - Red Job Sheet](#)

- Below is the sample of the RJS form that will be created in Confluence.

TRCOM-727 - RJS

Created by administrator on Apr 15, 2024

IT REQUEST – RED JOB SHEET

SECTION 1: TO BE COMPLETED BY REQUESTER

PART A: Requester Details

Name:	<enter here>	Contact Number:	<enter here>
Section:	<enter here>	Department:	<enter here>
Quest #	<enter here>	RCOM #	<enter here>
Environment:	<input type="checkbox"/> Production	<input type="checkbox"/> Pre-Production	<input type="checkbox"/> Disaster Recovery
	<input type="checkbox"/> UAT	<input type="checkbox"/> Others, please specify:	

Executed by: <enter here>

Section: <enter here>

Implementation date: <enter here>

Special Instructions (To implementer)

After "Submit Request"

- Once user has completed Quest and Feature, and tagged to the RCOM, user will be able to see "Submit Request" button.
- User also has to make sure RJS Task is in **Finalize RJS** status to be able to see "Submit Request" button.
- When clicked, **a new window will pop up** known as 'Acknowledgement'.
- User needs to acknowledge that all necessary documents/files/issues are linked or updated.
- Tick the box and proceed to click "Submit Request".

Submit Request

Acknowledgement ☐ I have completed the pre-requisite for RCOM submission

I hereby confirmed that I have attached all the necessary document(s)/attachment(s)/issue linkage(s) for this RCOM submission.

Comment

Style ▾ **B** *I* U A ▾ A ▾ [Link](#) + ▾

Visual **Text** Viewable by All Users

Submit Request

Cancel

Part C: Implementation Status

- RCOM requestor needs to **update Part C** before moving the RCOM to Done.
- 4 fields** mandatory to be filled are:
 - Actual Start Date
 - Actual End Date
 - Closure Status
 - Closure Reason
- Once these fields are complete, user may move the RCOM to 'Done'.

All fields marked with an asterisk (*) are required

PART A : RCOM Request

PART B: Supporting Documents

Part C: Implementation Status

Actual Start Date

Use the d/MMM/yy date format

Actual End Date

Use the d/MMM/yy date format

Closure Status

None

Closure Reason

RCOM Ticket Status Transition

RCOM workflow has its own statuses that requires understanding as there are statuses that requires attention from IT Squad and Business respectively.

Step	Procedure	Roles	Description
1	Creation of a new RCOM Request	RCOM Requester	<ul style="list-style-type: none">IT (Apps/Infra/Security) will raise a RCOM ticket when there is a need to deploy changes in ProductionAll RCOM ticket must satisfy pre-requisites, i.e. must have a resolved Quest (in Ready for Development status), Feature with User sign-off (in Confluence) and linked issues for Quest, Main Feature with sign-off, including other Features under the same deployment and any approved Production Acceptance ticketSelect the appropriate RCOM category
2	Generate RJS	RCOM Requester	<ul style="list-style-type: none">Once RCOM is created, requestor to proceed generate RJS for the implementers selected in the "Who" field.Jira Task will be created for each implementer and requestor is required to complete the Confluence RJS document linked in each Task. Task will be linked to the RCOM's 'linked issues'.Upon completing all document for implementers, click on "Finalize RJS" and proceed with RCOM submission.Note: Please make sure you select "Who" field correctly. If you missed an implementer, you are required to manually create the Task and Confluence document, and to inform Squad Lead to review the additional RJS and provide clearance in the comment section of the RJS taskNote:<ul style="list-style-type: none">Before request is submitted, if a new RJS is required for a missed out implementer, requestor to manually create RJS task (that comes with RJS), update RJS, link it to the RCOM and request for Squad Lead review. Squad Lead to provide "Approve" comment at bottom of task to denote the additional RJS has been reviewed and approved by Squad Lead.Before request is submitted, if existing RJS needs amendment, requestor must reach out Area Lead to unlock the RJS document in Confluence. After amendment, Squad Lead to provide concurrence before Area Lead lock it again.

3	Submit Request	RCOM Requester	<ul style="list-style-type: none"> When all pre-requisites are met for the RCOM ticket, the "Submit Request" button will appear for the Requester to submit RCOM ticket After clicking "Submit Request", a window popup will appear asking to confirm that user have provided all the necessary and completed documents/issues/attachments. Tick box after user have confirmed documents/issues/attachments are included and proceed to click "Submit Request". Note: if any of the pre-requisites are not met, RCOM ticket cannot be submitted without the "Submit Request" button appearing. Assigning to your supervisor for approval is invalid and it will not flow to RCOM committee for tabling.
4	Squad Lead/ Section Head Approval	Squad Lead	<ul style="list-style-type: none"> Once the RCOM ticket is successfully submitted, it will be assigned to the team's Squad Lead (determined by the <i>Area/ Department/ Squad/ Section</i> value selection) Once Squad Lead/ Section Head has approved, the request will be assigned to Area Lead/ Department Head for Approval Squad Lead/ Section Head can reject the request and click the "Reject" button. Note: Squad Lead is required to review the RCOM ticket and all RJS tasks/ documents that is included prior to approval
5	Area Lead/ Department Head Approval	Area Lead	<ul style="list-style-type: none"> After Squad Lead approval, it will be assigned to Area Lead/ Department Head for approval before it flows to RCOM Committee for N-Normal category. For E-Emergency category, Area Lead will use "EMER - AL Approve" button and request will flow to Release Management Team for "Ready for Release". For F-Fast-Track category, Area Lead will use "Fast Track - AL Approve" button and request will flow to Release Management team for "Ready for Release". For P-PTL category, Area Lead will approve per normal RCOM, and will flow to Release Management Team with a "PTL - AL Approve" button. Note: both Fast-Track and PTL will have a 3-days SLA from the point of Area Lead approval <i>Please verify this SLA with Jason</i> Note: If a RJS is required for amendment, inform Area Lead to unlock the RJS document in Confluence. After amendment, Squad Lead to provide concurrence before Area Lead lock it again.
6	RCOM Committee Review	RCOM Committee	<ul style="list-style-type: none"> For RCOM N-Normal category, RCOM Committee will call-out RCOM # on the standard RCOM seating. RCOM Committee can provide "Conditional Approval" or "Approved" to proceed or "Reject" or "Cancel" if the RCOM is no longer required.
7	Conditional Approved	RCOM Committee	<ul style="list-style-type: none"> If a RCOM ticket is in Conditional Approved by RCOM, the ticket must be assigned to Squad Lead/Section Head or Requester to review the conditions, take the required actions and Request to click "Review Condition" and assign back to RCOM Committee for next steps. After RCOM Committee approves the RCOM request, it will flow to Release Management Team for "Ready for Release"
8	Review Condition	Requester	<ul style="list-style-type: none"> Once all conditions are met, Requester click "Review Condition" button and assign to RCOM Committee for Review before final approval
9	Ready for Release	Release Management Team	<ul style="list-style-type: none"> Once RCOM has been approved by all parties, it moves to "Ready For Release" status by the Release Management Team. In this stage, implementers are required to update the Task status to "In Progress" when doing implementation and "Done" after implementation has completed. Only when all RJS Task are at "Done" can the requestor proceed to "Technical Post Verification"
10	Technical Post Verification	Requester	<ul style="list-style-type: none"> Only after all the Jira Tasks for Implementers have completed, Requester to click "Technical Post Verification" button to denote that all required implementation has been executed and results/ outcome is duly validated.
11	Business Post Implementation Verification	Quest Requester/ Product Owner	<ul style="list-style-type: none"> After Technical Post Verification is done, RCOM ticket is manually assigned to Quest requester or Product Owner to perform Business Post Implementation Verification. Business or Product Owner is to test system in Production to confirm all changes have taken effect and is working as per expectations. Click on "Business Post Implementation Verification" to denote that Business has verified the implementation has been performed by implementers. Note: If no Business PIV is required, Business user/ Product owner to provide justification in comment section of RCOM and click on "Business Post Implementation Verification" to proceed. If the RCOM is only meant for internal IT improvement (e.g. Quest is a BAU SVR for database fine tuning) and not applicable for Business PIV, RCOM requester can provide justification in comment section and get another squad member to click on "Business Post Implementation Verification" to proceed. Technical and Business PIV must be different person to click.
12	Done	RCOM Requester	<ul style="list-style-type: none"> Once Business has done the Business Post Implementation Verification, the RCOM request can be assigned back to IT Requester to move the status to Done. Note: Requester to Complete Part C before moving RCOM to "Done".

RCOM Red Job Sheet (RJS) Status Transition

Step	Procedure	Role	Description
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1	To do	Requester	<ul style="list-style-type: none"> When requester clicked "Generate RJS" button in RCOM, Jira task(s) will be created based on "Who" field selection. In each Task, there will be a Confluence RJS document in which requester are required to fill up accurately.
2	Finalize RJS	Requester	<ul style="list-style-type: none"> Once RJS document inside the Task are filled, requester to click "Finalize RJS". Tasks must be at "Finalize RJS" status for RCOM to be able to be submitted. Requester is to get Squad Lead to review the Tasks/ RJS before "Finalize RJS". Squad Lead will then be able to approve the RCOM When status is at "Finalize RJS", RJS document will be locked, and requester will no longer be able to edit. Hence do make sure RJS is completed accurately before moving to this status.
3	In Progress	Implementer	<ul style="list-style-type: none"> After RCOM status changes to "Ready for Release", Implementer will need to start on the implementation by referring to the RJS Confluence document linked to the task assigned to them. Implementer is required to move the RJS Task in Jira to "In Progress" to denote that work is in progress.
4	Done	Implementer	<ul style="list-style-type: none"> When implementation is done, Implementer is to move the RJS Task to "Done" before Requester can proceed with "Technical Implementation Verification". Pre-requisite for Requester to move to "Technical Implementation Verification", all RJS Task needs to be in "Done" status.

Documents generated before RCOM is submitted

#	Document Name	Usage	For Who?
1	Red Job Sheet for XXXX - RCOM-YYYY	<p>To provide all relevant steps for Implementers to follow once RCOM approved the ticket.</p> <p>Note: If any of the sections are not applicable, please mention <i>Not Applicable</i>. Do not edit the table format as this may cause confusion to Implementers.</p>	RCOM Requester to Implementers

Code Review Sign Off Document

[Form - Source Code Review Sign Off Document](#)

Red Job Sheet Template

[Red Job Sheet Template](#)

Production Acceptance Workflow

[Production Acceptance Workflow](#)