1.0   Purpose

1.1   The purpose of the procedure is to ensure that all ICT releases into production environment are well managed to provide the required service levels.

2.0   Scope

2.1   The procedure covers from release planning to release distribution and rollout.

2.2   This procedure describes the process for release of ICT software and hardware into production environment across the organization.

3.0   Risks

Risks for this process is identified, mitigated, monitored and reviewed in line with TRA Enterprise-wide Risk Management System (ERMS) to ensure strategic objectives of TRA are achieved.

4.0   Definitions

4.1   **ICT:**   Information and Communication Technology

4.2   **MSOP**: Manager Systems Operation and Production

4.3   **MSP**:   Manager Systems Practice

4.4   **MOPS**: Manager Office Productivity Systems

4.5   **MIC**:   Manager Infrastructure and Communication

4.6   **MSM**:   Manager Systems Maintenance

4.7   **MISRM**: Manager Information Security and Risk Management

4.8   **MSD**: Manager Systems Development

4.9   **DEVELOPER**: MSD / Vendor

4.10   **ICT Managers**: MSOP, MSP, MOPS, MIC, MSM, MISRM, MSD

4.11   **QA**:   Quality Assurance Analyst

4.12   **BA:** Business Analyst (BA), Technical Analyst (TA), Telecommunication Engineer (TE)

4.13   **Domain Experts**: Experienced users from user departments who know the business rules

4.14   **CMDB**: Configuration Management Database

4.15 **CI:** Configuration Item.

4.16 **UAT**: User Acceptance Testing.

4.17 **SAT**: System Acceptance Testing

4.18 **PM**: Project Manager

4.19 **Enterprise-wide Risk Management System (ERMS)**: Is a continuous proactive and systematic approach to understand, manage and communicate risks from an organization-wide perspective.

4.20 **Risk:** Is the chance/probability of something happening that will have an impact on the objectives of this process.

5.0 Equipment/Software

5.1 Service Desk Management System (SysAid)

6.0 Instructions

Procedure Step		Responsible person
5.1	Plan for new Release	MSOP and ICT Managers
5.2	Build, Package and submit release for testing	Developer
5.3	Release testing (Functional and non-Functional Tests)	QA team, Developer and Business
5.4	Training - Technical and Training of Trainer	Release Manager
5.5	Release Rollout Plan	Release Manager
5.6	Approval for Release Live Deployment readiness and issue Certificate	ICT Manager
5.8	Release implementation as per Change Management Procedure	Release Manager

7.0 Documented Information

7.1 F-ITD-046 A Change Management Form

7.2 Release Plan

7.3 F-ITD-016 User Acceptance Tests

7.4 Training Plan

7.5 Test Plan

7.6   F-ITD-064 Release Acceptance Certificate

7.7   Rollout Plan

7.8   Risk Register

7.9   System and User Documentation

7.10   Post Implementation Review Report

8.0   Related Procedure(s)

8.1   ITD-802-B ICT Change Management

8.2   ITD-803-B ICT Configuration Management

8.3   ITD-806-B ICT Application Management

8.4   ITD-808-B ICT Service Level Management

8.5   RPPD-816-A ERM Implementation

9.0   References

9.1   IT Service Management an introduction based on ITIL®, Best Practices for Services Delivery and Support (ITIL) ®

9.2   WI-ITD-014-A: Work Instruction Release Management

9.3   TRA ICT Policy 2019

9.4   TRA ICT Strategy 2019

9.5   ERMS Policy and Framework

9.6   ERMS Operational Manual

9.7   Corporate Plan