



PLUTORA®

The Development Battle Nobody Talks About

(Achieving DevOps at Enterprise Scale)



The Issues of Poor Release Management

The issue of vastly different release management practices between these two teams causes more than just a little enmity between them. It creates an environment where there is little to no transparency or collaboration between the two teams. Then the overall quality of the finished products will begin to degrade, as well as SLA performance, and KPIs for the Development and IT Operations team, as well as that of other enterprise divisions impacted and supported by this unspoken feud.

At the heart of this feud is nearly always the issue of poor release management by both teams. They lack sufficient environmental controls, which results in ad-hoc releases that may or may not be fully tested, riddled with issues, cut corners, and various attempts to address features that are misunderstood. With little to no transparency between the teams, their releases and their deployments become a risk manager's ultimate nightmare. Not to mention the continuation of unresolved issues, random glitches and incomplete fixes.

The Disconnect between Development & IT Operations

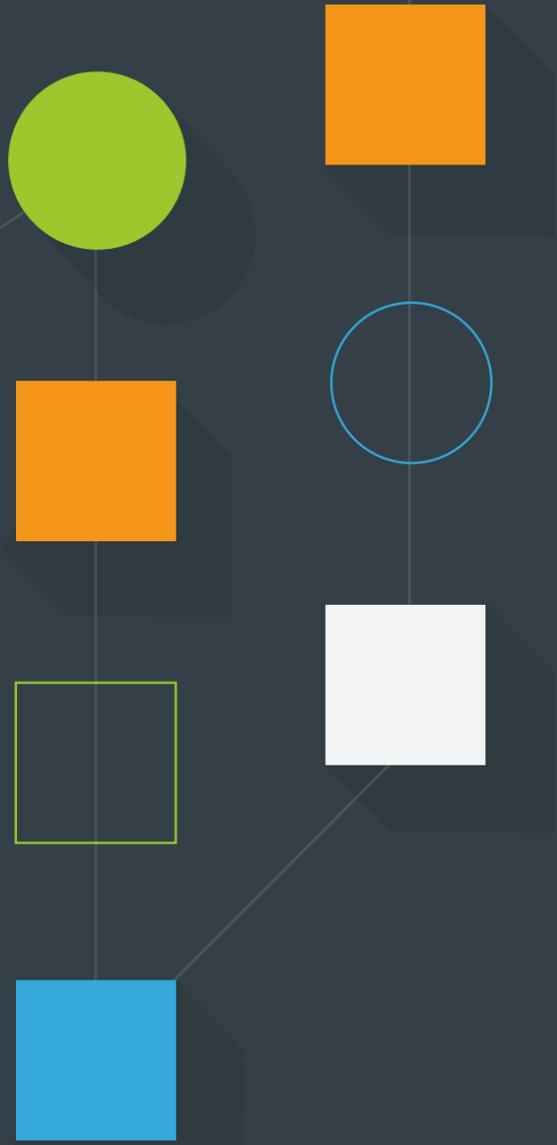


Since the introduction of business computing, there has been the need to both develop business software, and maintain it to keep it functioning and productive. At the enterprise level, this has evolved into the need for both a Development team and an IT Operations team. However, the realm of the Development team, that plans and creates new and updated software solutions of enterprise essential software, can be vastly different than that of the IT Operations team who maintains that same software day to day, in an enterprise operational environment. For example, the Development team is able to methodically plan out features and releases months in advance and are typically able to remain focused on a single project through to completion. IT Operations teams, on the other hand, are typically much more reactionary in nature. Their focus is to resolve operational issues

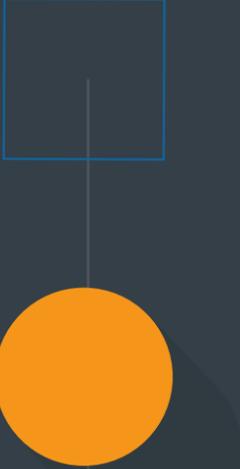
and glitches that are identified and reported by users throughout the enterprise. In some Agile environments, IT Operations can have dozens of small releases to production per day or week.

Because the IT Operations teams have to provide the ongoing support for a new release of software created by the Development team, IT Operations teams are generally very cautious about what they will accept from the development team, insuring it has gone through sufficient testing and the necessary checkpoints of due process before they take on the responsibility of maintaining it. After all, they don't want to take on responsibility for a software product that is not fully baked, and would demand more support and maintenance than they are able to provide.

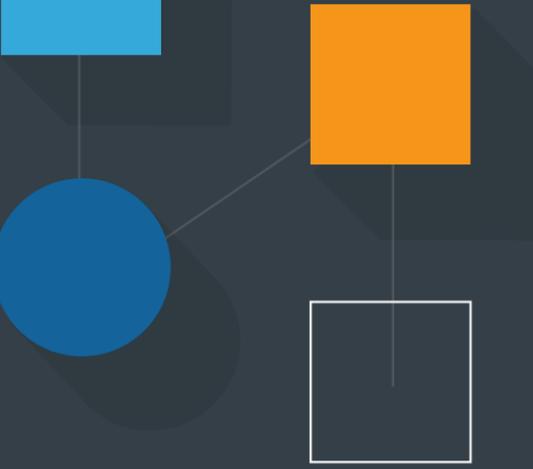
These differences between the two teams and their release management practices, can often create significant internal conflict. At the very least it can create a high level of anxiety when new releases are provided until the product is sufficiently proven.



Good Release Management



Once you have an understanding of the issues that are created by a poor release management program, you can better appreciate the benefits of Enterprise DevOps when it's done right. The benefits that come with having full transparency of a well-managed DevOps release program can be realized in the confidence that both Development and IT Operations have in each other, as well as the earned confidence of their supported customers. Collaboration, visibility, predictability, faster deliveries, and reduced risk are just the start of the benefits to be realized.



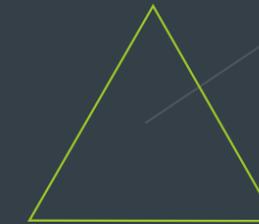
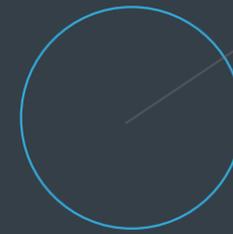
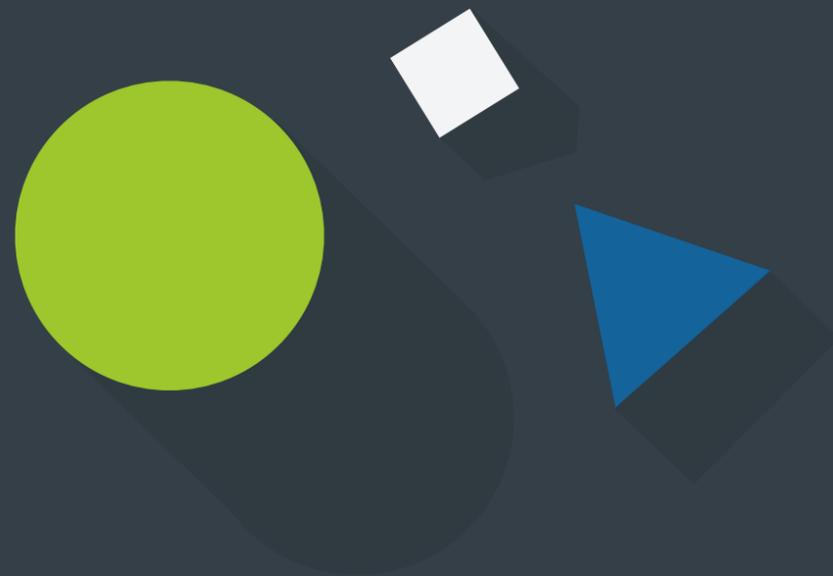
A well-structured Enterprise release management program will have sufficient environment controls to ensure deployment into known testing, staging, acceptance testing and production environments as well as their associated variables and interdependencies. It enables the DevOps teams to significantly reduce the amount of production down time for cutovers, production side issue resolution, and the dreaded cutover reversal.

While a good DevOps release management environment can sometimes be challenging to implement, it should be the goal of every enterprise with a Development and/or IT Operations team, and its payout is well worth the effort.



Best Practices for Release Management

Good release management is much more than the final promotion of code to a production environment. The ability to achieve enterprise level success will depend upon the following best practices.



1

Review Existing Release Management Process

You will need to have a good handle on what your current situation is. Learn about the existing process, the personnel, and the tools. Successful release management needs capable people, a clearly defined, stable process, and a toolset that supports all participants in the process.

2

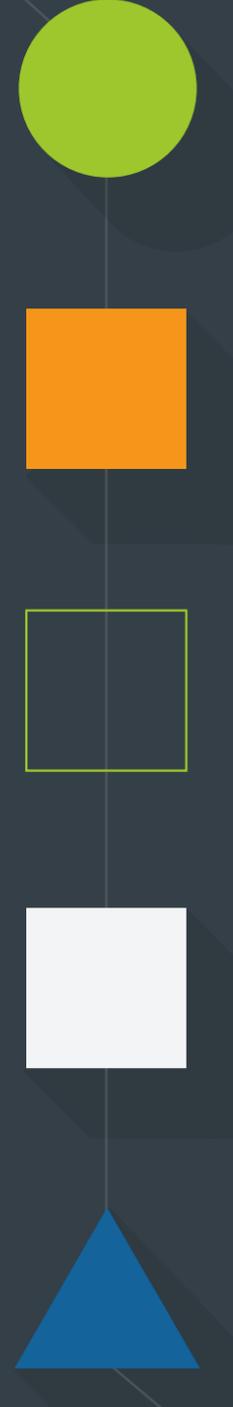
Establish an Enterprise Release Strategy

Clarity and consistency are key when defining an enterprise release strategy. Define and communicate your release management goals, rules of engagement, and what success looks like and how it's to be measured.

3

Define the Optimal Release Management Process

It is critical to have a clearly defined and easy to follow release management process. Some of those key release management workflow activities will include, Release Planning, coordination, design and build, testing, release configuration, rollout planning, release communications, training, distribution and cutover, and monitoring metrics and KPI's to measure released product success.



4

Invest in the Right People

Everyone knows that having a team of capable people that are willing to work together, and follow the processes are essential for the success of any business. However, it is equally essential to invest in the right people to be custodians of the release function to ensure coordination, process efficiency and ongoing release management success as defined by your release strategy.

5

Plan for Test Environment Usage and Optimization

Establishing an environment that mirrors production is no trivial matter and must be planned carefully, with consideration given to infrastructure, hardware, network, licenses, interdependencies, profiles, permissions, secure environments and much more.

6

Ensure Transparency and Control

With the many moving parts of enterprise release management, it is critical to the coordination of the many moving parts, that there be total control and transparency for everyone involved.

7

Engage Stakeholders

In a healthy and efficient release management environment, the various releases can be scheduled to a year or more. This allows stakeholders to prioritize feature sets to be included in each release with realistic and achievable timeframes.

8

Encourage Continuous Communication

Regular communication with stakeholders, delivery teams, and suppliers is essential to ensure all parties have a consistent view of current progress and expected outcomes.

9

Establish Sponsorship and Metrics

Having an active senior level sponsor for your release management function is always advantageous. Additionally, having regularly communicated health metrics adds to the visibility and will do wonders to establish credibility.



Plutora Release the all-in-one Solution

Plutora Release is designed specifically for the complexities and challenges of even the most complex Enterprise Release Management requirements. It is fully aligned with DevOps initiative, planning and collaboration processes, as well as the ITIL v3 Release Management Process.

Every aspect of your enterprise release management process can be fully planned, customized, and managed to your specific needs, including release plans, build pipelines, scopes, deployment plans, and stakeholder collaboration to name a few.

The value of Plutora Release is quickly realized with a well-managed release process providing faster deliveries, fewer release issues, decreased production side glitches, fewer product roll-backs, less production down-time, increased customer confidence, and much more.

Release Management is critical to bridge the DevOps gap, and establish the right balance between development and operations processes. However, implementing an enterprise level release management program without a good enterprise level release management tool like Plutora Release, can be nearly impossible.



It's Finally Here

A collaborative release management solution that is specifically designed and created to help you effectively manage the complexities, security, regulatory requirements, and challenges of even the most demanding enterprise environments.

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