SP3.03.02_005_SOP

operational tooling release management

current version:	1.0			
	name	role	approval date	signature
author	joni haeck	CxO program director		*DocuSigned by: Joni Haeck*
revised by	herwig albert	ISO / ITM		*DocuSigned by: Herwig Albert*
revised by	andy stynen	CEO / CDO		*DocuSigned by: Andy Stynen*
approved by	kimberley walckiers	quality director		*DocuSigned by: Kimberley Walckiers*

version and modification control

version	date	reason for modification
1.0	22AUG23	approved version
0.1	14JUN22	initial draft version

table of contents

1   purpose

This document explains the key components and principles that define our Release Management Process. From the initial ideation and development phases to testing, validation, and the final release to production. The purpose for this structured release process is to make sure that our existing business processes can continue with minimal disruptions.

2   scope

2.1 in scope

- release of new developed tool
- release of a tool as result of a developed change

2.2 out of scope

- 3rd party tooling

3   normative references

ISO 9001:2015 quality management systems - requirements
- § 8.1 operational planning and control

4   related documents

doc id	doc name
SP3.03.03_001_SOP	IT change management
SP3.03.02_002_SOP	CxO project management

5   definitions and abbreviations

5.1 definitions

name	definition
CxO	Customer Experience Office, responsible for the internal tooling used within Ausy Belux
IT tool	software (e.g. application or platform) used for the daily business operations

5.2 abbreviations

abbreviation	definition
BaU	Business as Usual
RTP	Release to production
CDO	Chief Digital Officer
ISO	Information Security Officer

6   procedure

6.1 process flow
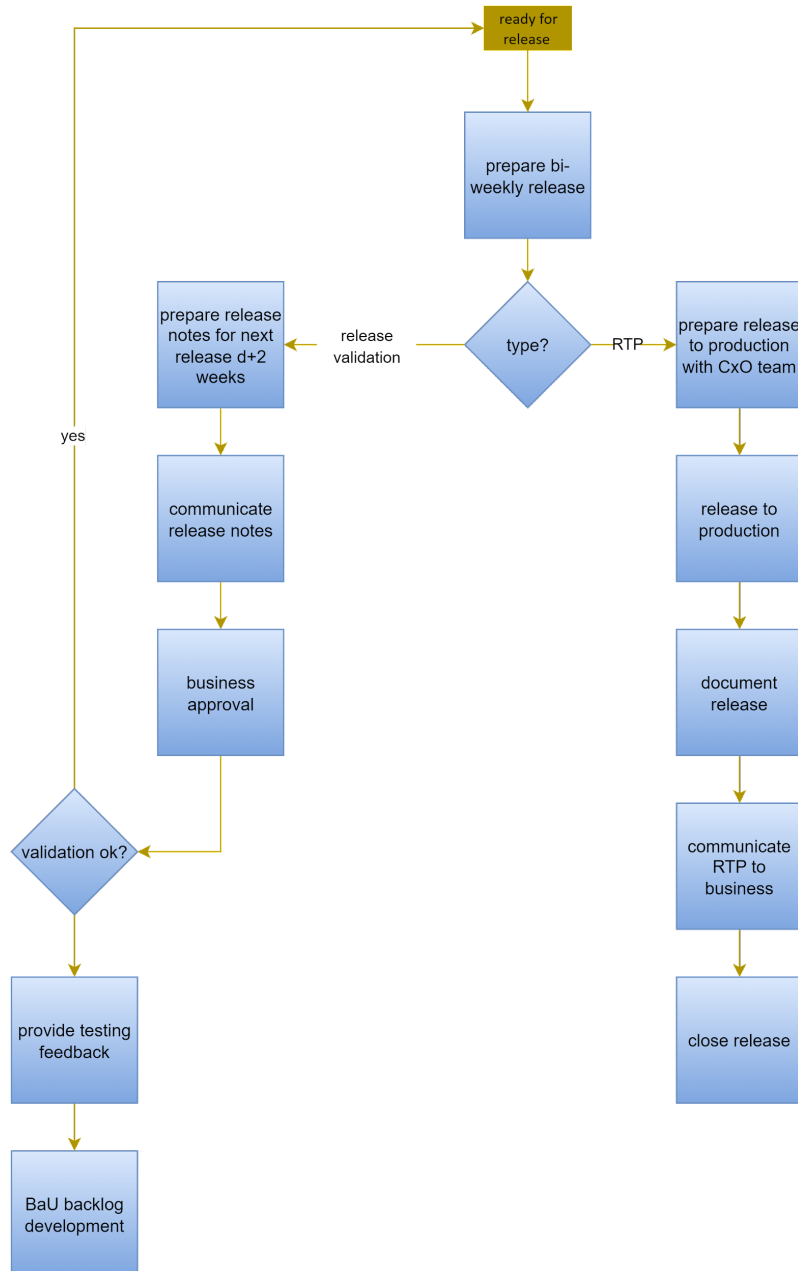
6.2 explanation of the process flow

The release management process is initiated when a tool or part thereof, originated in either project management or an operational change management request, is ready for RTP.

CxO release management planning is based on a 2-weekly schedule, with Wednesdays as day to release. There are 2 types of releases every Wednesday each 2 weeks, 1 "release to acceptance" where we communicate to our business stakeholders which new changes have been developed and require business validation in the upcoming 2 weeks. Each change is assigned to a specific business stakeholder who has the time to provide CxO with feedback on RTP d-2. A 2nd type of release is the "release to production". This release follows the acceptance by business and their validation of the changes delivered in the 2 weeks prior to that Wednesday. CxO release to ACC and PROD are staggered.

The RTP is performed by the development team on a fixed moment every 2 weeks and will only contain the validated user stories. The CxO program director is responsible for consolidating the user stories and their release tag by creating a specific page on Confluence to centrally document the release. After the release, a communication is sent out to the business stakeholders informing them about the release, including the official release notes.

After the release to production, no more changes can be made to the release.

6.3 responsibilities (RACI)

activity	responsible	accountable	consulted	informed
Development of user stories	Development team	CxO program director	Business/change owner(s), development team	Development team
CxO Validation of user stories	CxO project manager, Development team	CxO project manager	Development team	CxO program director
Release to acc	Development team	CxO program director	CxO project manager, CxO program director, devops	CxO project manager, CxO program director, devops
Business	Change/business	Change/business	CxO project	

validation of user stories	owner(s)	owner(s)	manager	
Release notes consolidation & documentation	CxO program director	CxO program director	Development team	Development team, devops, business stakeholders
Release to production	Development team	CxO program director	CxO project manager, CxO program director, devops	CxO project manager, CxO program director, devops

7 annexes

doc id	doc name