

**Information and Communications Technology Industry Training Advisory Committee  
Software Products and Software Services (SW) branch  
Unit of Competencies**

1. Title	Deliver the release management services	
2. Code	ITSWOS407A	
3. Range	Deliver, maintain, update and administer the requests for release management services in the context of providing release management Services in an organisation or for a client (See Remark 2 for examples of items involved in release management services) [Operations and Support – Release Management Services]	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Understand the nature of the system(s) that is/are involved in the release request</p> <p>6.2 Comprehend IT knowledge in a centralized and/or distributed environment</p> <p>6.3 Plan, deliver, test, accept a release of hardware, software and associated documentation</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> <li>▪ clearly communicate the impact of the release request with those end users who might be affected</li> <li>▪ clearly communicate with technical persons involved in the release process</li> </ul> <p>Be able to apply the required knowledge to</p> <ul style="list-style-type: none"> <li>▪ design, build and configure the scripts (usually, automated but manual procedures are acceptable) for the release request</li> <li>▪ execute the release request according to the defined scripts</li> <li>▪ verify that the release request is executed correctly and that the resulting systems work as usual</li> </ul> <p>Be able to perform the following tasks, if necessary, in a centralized environment and / or across distributed environments, where appropriate</p> <ul style="list-style-type: none"> <li>▪ coordinate the activities of the service provider, suppliers and the business to plan and deliver a release</li> <li>▪ plan and manage to bundle changes, package and distribute a release</li> <li>▪ manage the associated impact and risk to business and IT including the affected information systems, infrastructure services and documentation</li> <li>▪ design, build, configure, test and accept release package so that the release does not have a negative impact on the existing system</li> <li>▪ verify and accept release package after roll-out to make sure that the existing system functions properly as a whole</li> </ul>

	<p>6.4 Maintain, update and administer associated documentation</p> <p>6.5 Relate to other management processes</p> <p>6.6 Deliver, maintain, update and administer the requests for release management services professionally</p>	<p>Be able to</p> <ul style="list-style-type: none"> <li>▪ update associated documentation in the release, eg. service level agreement, business process and support documents (system overview, installation and support procedures, distribution processes, contingency, fallback plan and rollout plan)</li> <li>▪ document related changes, problems, and known errors</li> <li>▪ keep evidence of release authorization and related evidence of verification and acceptance</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ secure new versions of software and its details with documentation in configuration management database (CMDB) for future reference</li> <li>▪ oversee the details of the roll out of a change, which is under the control and authority of change management</li> </ul> <p>Be able to deliver, maintain, update and administer the release management requests in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</p>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> <li>(i) plan, deliver, test, and accept a release of hardware, software and associated documentation across a centralized and/or distributed environments;</li> <li>(ii) ensure the release request satisfies the business and IT service requirements;</li> <li>(iii) effectively communicate with end users about the impact of the release request in relation to their day-to-day work; and</li> <li>(iv) effectively communicate with technical people about the release request process as required by the organization.</li> </ul>	
<p>Remark</p>	<ol style="list-style-type: none"> <li>1. This UoCs comprises the Release Planner competency requirement as stipulated in the release management process of ITIL®.</li> <li>2. The items involved in release management services include, but are not limited to, <ul style="list-style-type: none"> <li>a) the SOE of all computing equipments (both hardware and software) in the organizations;</li> <li>b) the compatibility of software and hardware;</li> <li>c) parameter configuration and version control on hardware platform;</li> <li>d) operating system platform; and</li> <li>e) infrastructure services.</li> </ul> </li> </ol>	