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

1. Title	Monitor and control the release management services
2. Code	ITSWOS419A
3. Range	Plan, monitor, coordinate, track and control the requests for release management services in the context of providing release management services in an organisation or for a client [Operations and Support – Release Management Services]
4. Level	4
5. Credit	3
6. Competency	<table><tr><td>6.1 Have basic knowledge in IT related to release management process</td><td>Performance Requirement Be able to ▪ identify the frequency and type of release request (such as a release of a new product or a delta release of an existing product) ▪ identify the components required in a release request</td></tr><tr><td>6.2 Have knowledge related to a release management process</td><td>Be able to ▪ plan and oversee the process for a release request ▪ identify the stakeholders involved in a release request</td></tr><tr><td>6.3 Plan and oversee the successful roll-out of new and changed software, associated hardware and documentation</td><td>Be able to ▪ identify the frequency of a release request and the type it belongs to (such as a release of a new product or a delta release of an existing product) for planning and monitoring purposes ▪ identify potential risks and remedial actions to the system involved in the release request ▪ verify the release to ensure that the existing system will function as expected after the release has been applied ▪ verify the defined fallback approach to ensure that the existing system will function as usual after applying the fallback approach due to a failure in the release process ▪ accept or reject the release</td></tr><tr><td>6.4 Provide assistance in assessing, scheduling, approving and communicating with concerned parties</td><td>Be able to ▪ provide assistance in Request For Change (RFC) scheduling ▪ provide assistance in RFC assessment and approval ▪ provide assistance in coordinating and communicating with concerned parties in the release and change management processes</td></tr></table>

	6.5 Review the execution of a release management process and make suggestions for future improvement	Be able to ▪ collect feedback from users, release requestors and other concerned parties that are crucial to the successful execution of a release management process ▪ make suggestion to improve the release management policies and process
	6.6 Plan, monitor, coordinate, track and control the release requests in a professional manner	Be able to plan, monitor, coordinate, track and control the request for release management services based on the organisation's release management policies and procedures while observing local and international laws as well as regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) plan, monitor, coordinate, track and control a release request; (ii) provide assistance in coordinating and communicating with the concerned parties in the release management process; (iii) verify and accept the release; and (iv) make suggestions for future improvement based on the lessons learnt from the execution of a release process.	
Remark	1. This UoCs comprises the Release Manager competency requirement as stipulated in the release management process of ITIL®. 2. This UoCs assumes competencies in risk assessment and risk mitigation strategies as described in GSS-RM-04 (UoCs id to be confirmed) and GSS-RM-05 (UoCs id to be confirmed).	