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

1. Title	Establish and maintain the release management process
2. Code	ITSWOS527A
3. Range	Design, establish, develop and review the release management policies, procedures and processes in the context of providing release management services in an organisation or for a client [Operations and Support – Release Management Services]
4. Level	5
5. Credit	4
6. Competency	

6. Competency		Performance Requirement
	6.1 Have general business knowledge of the serving industry	Be able to understand and communicate any impact of release management policies, procedures and process on the business of the organisation
	6.2 Have comprehensive knowledge in IT and its role in the business process of the serving industry	
	6.3 Outline the major activities in release management and their positions in the life-cycle of a release	Be able to plan, build, configure, test, accept, communicate, distribute and install a release of hardware, software and associated documentation across a centralized and/or distributed environments
	6.4 Understand the relationship among release management, change management and configuration management	Be able to integrate release management with change and configuration management
	6.5 Design and implement efficient policies and procedures for the distribution and installation of changes to IT systems	Be able to ▪ establish a set of practical and efficient policies and procedures to make release management easier to plan, implement and control ▪ define roles and responsibilities of the people involved in release management ▪ effectively communicate with every team member so as to ensure that they understand their own roles and levels of authorities as well as those of others involved in the process
	6.6 Liaise with the IT functions and processes of change management and configuration management	Be able to ▪ liaise with change management to agree to the exact content and roll-out plan for the release ▪ ensure that all items being rolled out or changed are secure and traceable via the configuration management

	6.7 Review, evaluate and improve the release management process	Be able to • manage and analyse customer and user expectations of releases and roll-outs • set Key Performance Indicators (KPIs) to review and evaluate the progress of a release management process • devise plans or review process for future improvement, if necessary
	6.8 Design, establish, develop and review the release management process in a professional manner	Be able to design, establish, develop and review the release management process of an organisation • based on industry best practices and standards as well as local and international standards, and • in compliance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) establish release management policies, procedures and processes for servicing release requests related to both hardware and software in an organisation; and (ii) review, evaluate and improve the release management policies, procedures and processes based on the lessons learnt during the execution of the release management process.	
Remark	This UoCs comprises the release management process owner for the release management process function of ITIL®.	