

# SymphonyAI Summit Release Management

## Release management

The genuine success of a software release is largely dependent on the efficiency and integrity of the development environment. Release and Deployment Management, an IT Service Management process, helps accelerate the production and implementation processes, while mitigating risks and delivering the promised value.

SymphonyAI Summit Release and Deployment Management is an ITIL 2011 certified module that helps in facilitating, planning, scheduling and controlling changes, and updating from test to live environment. The IT team can leverage efficient tools to track and record released information. As a multi-tenant system, it also helps in collaborating the members of both, the development and operations groups. This module is integrated with CMDB and Change Management.

## Key features

- Workflows
- Manage software development life cycle
- Build management
- CMDB integration
- Management reports
- Secure audit log
- Release scheduling

## Workflows

The SymphonyAI Summit Release Management provides configurable workflows that allow service and support organizations to follow consistent processes for planning, building, installing, testing, and deployment life cycle phases of release packages.

## Manage software development life cycle

Many organizations have stand-alone tools for tracking software development for projects. This results in a disconnect between enhancements and fixes created by developers and QA teams, their originating operations, processes of change, their perspectives of incident and problem management, and the actual deployment of software to production.

The SymphonyAI Summit Release Management module brings all of these workflows together in a single record where all the related systems can be integrated.

- Map incidents, problems, and changes to software products using the Configuration Management Database relational data.
- Identify risks and business impact of the releases with rollback plans for releases.
- Identify test plans with pass and fail criteria for releases.
- Report on all development projects across organizations. Respond and deliver to business demands by deploying releases into production faster with existing or fewer resources.
- Improve release quality, increase the number of successful deployments and reduce downtime, whether planned or unplanned release.
- Improve visibility and insight into project timelines and progress, which in turn prevents unforeseen delays and keeps all stakeholders on the same page.
- Simplify audits and compliance by enforcing consistency and traceability of changes.
- Ensure seamless transition between service management and development processes with an intuitive interface.
- Trace development changes back to the originating request or issue.

## Build management

The SymphonyAI Summit Release Management supports control mechanisms for building different types of releases. It provides the ability to view the stage of the build and also ensures that the relevant policies, regulations, and standards have been followed.

- Type of release: Distinguish between types of releases major, minor, and emergency
- Document management: Support online management of various documents required for R&D like plans, procedures, technical, and service information

## CMDB integration

The SymphonyAI Summit Release Management feature integrated with CMDB allows Release Managers to assess the impact of a release since all the related items can be easily associated with a release package. This protects the integrity of a live production environment by ensuring that the correct components are released. These components have the ability to create and manage deployment tasks to implement new software or update hardware, software, documentation, and processes.

Dashboard

Reports

Incident

Request

Asset

Change

Problem

Knowledge

CMDB

Catalog

Portfolio

RELEASE RECORD - 22

No Image Available

Jyothi Puthran

jyothi.puthran@symphonysummit.com

Department \*

Registration Time

2015-7-03 03:51:26 PM

Status \*

Built

Category \*

Medium

Release Type \*

Major

Owner Workgroup \*

CR-Helpdesk

Authorizer Details \*

EmpId:

Mail: nisha.chandraraj@symphonysummit.com

Phone:

Change Records

No Data

Configuration Items

No Data

Description \*

Description

Information

Information

DETAILS

GENERAL

RISKS

LOGS

TEST

RELATION

P.R. REVIEW

RELEASE

DEPLOYMENT

SCHEDULE

ADDITIO-  
INFORMA

Urgency \*

High

Risk \*

High

Priority \*

P1

Impact \*

High

Release Workgroup \*

CR-Helpdesk

Release Analyst \*

Nisha Chandraraj

Planned Start Time \*

2015-07-04 12:00:00 AM

Planned End Time \*

2015-07-31 12:00:00 AM

Pre Release Notification (Enter valid email ids)

jyothi.puthran@symphonysummit.com

Post Release Notification (Enter valid email ids)

Attachment

Daily\_SR\_Report\_Alignment.jpg

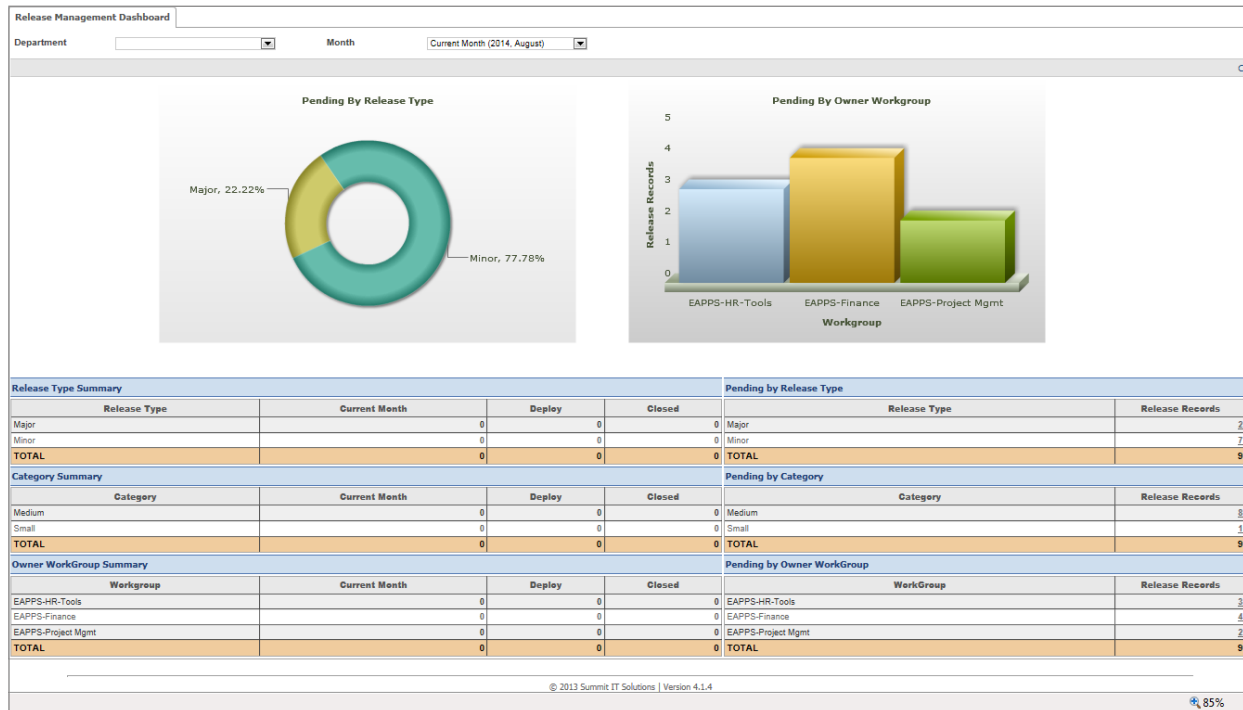
SUBMIT

CANCEL

ACTIONS

AUTHORIZE

AUDIT HISTORY



## Management reports

SymphonyAI Summit Release Management provides an extensive reporting module with dashboards, which help users generate different types of reports for historical records, reporting the number of releases, status of releases, and type of releases. It also provides the capability to create custom reports using the Report Builder feature.

## Secure audit log

SymphonyAI Summit Release Management captures changes made to a Release Record (RR). The Change History option provides audit information, such as the user who made the changes, the date and time of the change, and the previous and updated values. The SymphonyAI Summit Release Management module supports both functional and hierarchical escalations.

## Release scheduling

The SymphonyAI Summit Release Management module supports the scheduling of release activities, such as training and delivery.

## Core benefits

- Controlled releases as per the processes defined by the IT team of the organization.
- Integrated with Change Management, CMDB, and other IT teams.
- Out-of-the-box reports and custom reports to provide complete and detailed information about the releases in an organization.

## About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

**Request a demo or contact us for more information:**  
**[summit.sales@symphonysummit.com](mailto:summit.sales@symphonysummit.com)**