# Steering Committee Terms of Reference and Charter

*"A key requirement for program / project governance"*

RONALD KOHLMAN

# Purpose

The goals of Deployment Management include:

❑ Planning for all changes within the IT domain

❑ Designing and implementing procedures for the distribution and installation of solution changes

❑ Communicating and managing expectations of all stakeholders during the planning and rollout of new releases

❑ Controlling and coordinating the distribution and installation of changes

❑ Ensuring the protection of the live environment and its services using formal procedures and checks.

To distinguish, a Release comprises the newly altered software and/or hardware necessary to execute authorised modifications, which are subsequently "**Deployed**" into a designated environment, such as Production.

# Creating an IT Deployment Management Framework is essential

**Efficient Change Management**:
It provides a structured approach for managing changes to IT systems, ensuring that updates, enhancements, and deployments are well-coordinated and minimise disruption to operations.

**Risk Mitigation**:
A well-defined framework helps identify and assess potential risks associated with deployments, allowing for proactive risk mitigation strategies to be put in place.

**Quality Assurance**:
It sets standards and procedures to maintain the quality and integrity of IT services, reducing the likelihood of errors, failures, or security breaches during deployments.

**Consistency and Standardisation**: The framework promotes consistency in deployment processes, ensuring that best practices are followed and that all deployments adhere to standardised procedures.

**Resource Optimisation**:
By streamlining deployment processes, it enables better resource allocation and utilisation, reducing wastage of time, money, and manpower.

**Compliance and Governance**:
It helps organisations adhere to regulatory requirements and internal governance policies by ensuring that deployments follow relevant standards and regulations.

**Alignment with Business Objectives**:
The framework ensures that IT deployments align with the strategic goals and objectives of the business, enhancing the value delivered by IT to the organisation.

**Documentation and Knowledge Management**:
It encourages the documentation of deployment processes and knowledge sharing, making it easier for teams to learn from past deployments and improve future ones.

**Transparency and Communication**:
It fosters transparency and effective communication among IT teams, stakeholders, and business units, promoting collaboration and information sharing.

**Continuous Improvement**:
The framework supports a culture of continuous improvement by allowing organisations to analyse deployment results and adjust enhance future deployments.

An IT Deployment Management Framework is a fundamental tool for ensuring that IT changes are managed effectively, minimising risks, enhancing the quality of services, and aligning IT operations with business objectives.
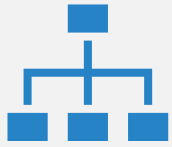
Deployment Management encompasses the process of strategically orchestrating, coordinating, and overseeing the progression of necessary alterations in the current production environment and application solutions. It encompasses the entire lifecycle, including planning, testing, and execution.

This vital function within IT seeks to strike a balance between delivering new and improved IT services essential for the business while safeguarding the stability and reliability of existing services.

Deployment Management extends its influence to encompass the distribution of both software and hardware modifications and enhancements. These encompass enhancements like added functionality, expanded capacity, as well as the resolution of defects and incidents, or the oversight of maintenance items such as licensing, security, and infrastructure.

# Deployment Management – Defined

# Deployment Management Process Flow

**Release Management – Context View**
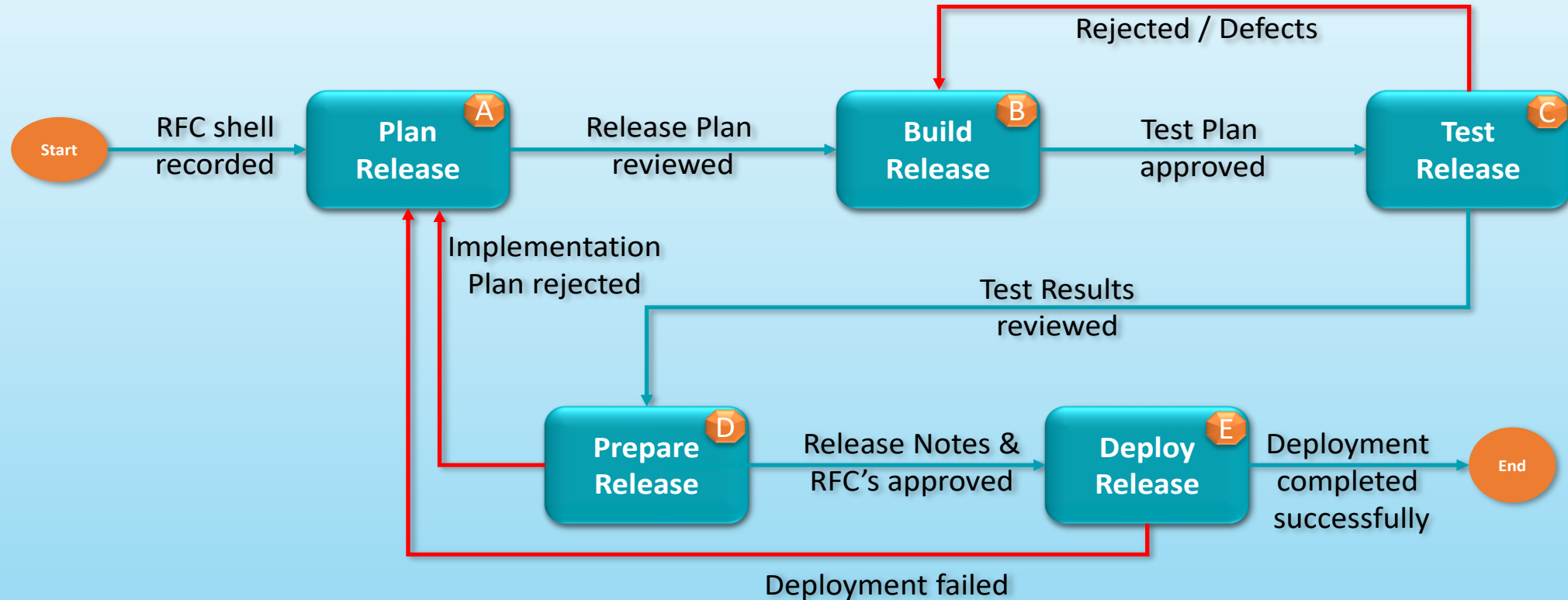


This diagram serves as a visual representation that not only identifies but also delineates the key workflow activities encapsulated within the Deployment Management Plan.

By offering a structured visual overview, it enables stakeholders to gain a comprehensive understanding of the critical stages and steps involved in the deployment process. This clarity aids in effective planning, coordination, and execution of deployment activities, facilitating the successful implementation of changes within the IT environment.

# Deployment management is important for several reasons:

**Ensures Smooth Transitions:**
Effective deployment management ensures that new software, hardware, or changes are transitioned into the production environment seamlessly. This minimises disruptions and maintains business continuity.

**Minimizes Risks:**
It helps identify and mitigate potential risks and issues associated with deploying changes. This proactive approach reduces the likelihood of critical failures or system downtime.

**Quality Assurance:**
Deployment management ensures that changes meet the required quality standards. Rigorous testing and validation are essential components, preventing the release of subpar or error-prone solutions.

**Cost Control:**
Proper management helps control deployment costs by identifying and addressing issues early in the process, reducing the need for costly post-deployment fixes.

**Effective Resource Utilisation:**
It optimises the use of resources, including human resources and equipment, ensuring that they are efficiently allocated and utilised during the deployment process.

**Business Alignment:**
Deployment management aligns IT changes with business goals and strategies, ensuring that technology improvements contribute to overall business success.

**Regulatory Compliance:**
It helps organisations adhere to regulatory requirements by ensuring that changes do not compromise data security, privacy, or compliance.

**User Satisfaction:**
Effective deployments lead to higher user satisfaction, as employees and customers experience fewer disruptions and smoother transitions to new systems.

**Change Control:**
Deployment management enforces a structured change control process, ensuring that only authorised and tested changes are implemented, reducing the risk of unauthorised or untested alterations.

**Documentation and Accountability:**
It maintains comprehensive records of deployment activities, making it easier to track changes, identify issues, and hold responsible parties accountable.

**Continuous Improvement:**
Deployment management encourages the documentation of lessons learned and best practices, facilitating continuous improvement in future deployments.

**Efficiency and Productivity:**
A well-managed deployment process increases operational efficiency, reducing downtime and ensuring that systems and applications are available and performant.

**Project Success:**
In the context of project management, effective deployment is often the final step in delivering a successful project. If deployment is mishandled, it can undermine the success of the entire project.

Overall, deployment management is a critical component of IT and project management, helping organisations achieve their objectives while minimising risks, reducing costs, and ensuring the quality and reliability of deployed solutions.

# Challenges

**Resistance to Change:**
Employees and teams may resist new deployment processes and procedures, especially if they are used to traditional methods. Overcoming resistance requires effective change management strategies.

**Resource Allocation:**
Allocating the necessary resources, including skilled personnel, tools, and technology, can be challenging, especially for smaller organisations with limited budgets.

**Complexity of IT Environments:**
Modern IT environments can be highly complex, with various technologies, platforms, and integration points. Managing deployments in such environments can be intricate.

**Scope Creep:**
Changes in project scope or requirements can disrupt deployment plans, leading to delays and additional costs. Clear change control procedures are essential.

**Lack of Standardization:** Inconsistent practices and a lack of standardised processes can hinder the deployment framework's effectiveness, making it difficult to manage deployments efficiently.

**Inadequate Testing:**
Poorly planned or incomplete testing can result in post-deployment issues and disruptions. Thorough testing is crucial to identify and address potential problems early.

**Communication Gaps:**
Ineffective communication with stakeholders, both internal and external, can lead to misunderstandings, delays, and dissatisfaction. Communication challenges need to be addressed.

**Regulatory Compliance:**
Ensuring that deployments meet regulatory and compliance requirements is a significant challenge, especially in highly regulated industries like healthcare or finance.

**Integration Challenges:**
Deployments often involve integrating new systems with existing ones. Ensuring seamless integration can be complicated, especially when dealing with legacy systems

# Challenges

**Security Concerns:**
Maintaining the security and integrity of systems during deployments is crucial. Security vulnerabilities and data breaches must be avoided.

**Documentation and Reporting:**
Keeping comprehensive records, maintaining documentation, and generating accurate reports can be a time-consuming challenge.

**Change Control:**
Managing change requests, approvals, and ensuring that only authorised changes are deployed can be challenging, particularly in environments with high change volumes.

**Sustainability:**
Ensuring that the changes introduced through deployment are sustainable over the long term requires careful planning and ongoing support.

**Cultural Shift:**
Organisations may need to undergo a cultural shift to embrace new deployment practices and frameworks. This shift can be met with resistance and challenges.

**Skill Gaps:**
Some organizations may lack the necessary skills and expertise in deployment management, which can hinder successful implementation.

**Vendor and Supplier Management:**
Coordinating deployments involving multiple vendors or suppliers can be complex and requires effective vendor management.

**Scalability:** Ensuring that the deployment management framework can scale to accommodate larger projects or growing organisations is a challenge.

To overcome these challenges, organizations need careful planning, strong leadership, effective change management, and a commitment to continuous improvement. They should also consider external guidance or consulting when implementing complex deployment management frameworks.

# Deployment Management Framework Coverage

**Planning**
Facilitates meticulous preparation, well-organised scheduling, and strategic decision-making, ensuring that the deployment process is methodical, well-coordinated, and ultimately successful in meeting the objectives of the IT project or change initiative.

**Deployment policies**
Are critical guidelines that ensure a structured and controlled approach to the deployment of software releases or changes in an organisation

**Build Release**
This phase encompasses a range of activities and tasks that are essential for preparing a release or software update for deployment into the production environment.

**Development of Release**
By following this structured pathway, organisations can ensure that their release packages are thoroughly prepared and rigorously tested, contributing to the successful and reliable delivery of software or system updates.

**Package Release**
Involves assembling, organising, and verifying all the components, resources, and documentation required for a successful deployment

**Deliverables**
There are several key documents that are to be delivered with each deployment

**Approvals – CAB**
Serves as a mechanism to ensure that proposed changes or new releases are evaluated, authorised, and align with the organisation's goals and standards before they are deployed into the production environment

**Communications, Change, and Adoption**
Effective communication is an essential and critical component of preparing for any deployment. It plays a pivotal role in ensuring that all stakeholders are well-informed, engaged, and prepared for the upcoming changes

**Deployment of Release**
Deploying a release is the process of taking the prepared release package and implementing it in the target production environment.

**Post Deployment Review**
Conduct a review to assess the success of the deployment and identify areas for improvement.

These are an outline of content topics to consider when creating a Deployment Management Framework for your organisation

# When creating an IT Deployment framework for your organisation, there are several key fundamentals to keep in mind.

**Clear Objectives:**
Define the specific objectives and goals of the deployment framework. What do you aim to achieve through improved deployment management?

**Alignment with Business Goals:**
Ensure that the deployment framework aligns with the broader business objectives and strategies of the organization. It should support the overall mission.

**Stakeholder Engagement:**
Involve all relevant stakeholders, including IT teams, business units, and end-users, in the deployment planning and decision-making processes.

**Change Management:**
Incorporate change management strategies to prepare employees and teams for the changes that deployments bring.

**Risk Assessment:**
Identify potential risks and challenges associated with deployments and develop strategies to mitigate them.

**Resource Planning:**
Determine the resources required for successful deployments, including personnel, tools, equipment, and budget.

**Documentation and Reporting:**
Establish clear documentation practices for tracking deployment activities and generating reports on progress and outcomes.

**Testing and Quality Assurance:**
Prioritize thorough testing and quality assurance processes to ensure that deployments meet the required standards.

**Compliance and Regulations:**
Ensure that deployments adhere to legal and regulatory requirements, especially in highly regulated industries.

**Communication Strategy:**
Develop a comprehensive communication plan to keep all stakeholders informed throughout the deployment process.

**Continuous Improvement:**
Commit to ongoing improvement by regularly assessing and optimizing the deployment framework based on lessons learned.

**Scalability:**
Ensure that the deployment framework is scalable and adaptable to accommodate changes in the organization's size and needs.

**Security and Data Protection:**
Place a strong emphasis on security and data protection to safeguard systems and information during deployments.

**Vendor and Supplier Management:**
If the deployment involves third-party vendors or suppliers, establish effective management and communication channels with them.

**Sustainability Planning:**
Consider the long-term sustainability of deployed solutions and establish plans for ongoing maintenance and support.

**Performance Metrics:**
Define key performance indicators (KPIs) to measure the success of deployments and the effectiveness of the framework.

**Cultural Considerations:**
Be mindful of the organization's culture and consider how it may impact the adoption of the deployment framework.

**Leadership and Ownership:**
Identify individuals or teams responsible for leading and owning the deployment framework, ensuring accountability.

# Summary

❑  A deployment management framework is a structured and comprehensive approach to planning, executing, and controlling the deployment of IT changes within an organisation. It encompasses various processes, strategies, and best practices to ensure that deployments are successful, efficient, and aligned with business goals.

❑  Key components of a deployment management framework include clear objectives, alignment with business strategies, stakeholder engagement, risk assessment, resource planning, documentation and reporting, testing and quality assurance, compliance, communication strategies, continuous improvement, scalability, security, sustainability planning, vendor and supplier management, performance metrics, cultural considerations, and strong leadership and ownership.

❑  This framework helps organisations manage the deployment of new software, hardware, or changes while minimising risks, ensuring quality, and maintaining compliance with regulations.

# About Ronald

Ronald is a highly experienced and knowledgeable IT professional in the field of program and test management.

He has had many roles working across transformational initiatives and complex enterprise technology solutions.
- Leadership in Transformational Programs
- Global Experience and Cross-Continental Team Leadership
- Governance Frameworks and Tools
- Delivery of Complex Technology Solutions
- Executive-Level Engagement and Consulting

He has been writing and publishing technology industry specific documents for several years. Imparting his practical working experience within these documents.

You can purchase his technology & project books on Amazon:

"IT Deployment Management Framework"
"Steering Committee Terms of Reference and Charter"
"How to Create a Cyber Security Roadmap: A necessity for your organisation"
"Program Management Plan: A usable Template for you"
"Business Case Template: An approach to documenting your next IT business case"
"Successfully Delivering User Acceptance Testing for your project"
"UAT Planning Guide"
"Defect Management Plan"

# Cognicions

...Technology enablers & facilitators

## Thank You

| COGNICIONS.COM | COGNICIONS PTY LTD | MELBOURNE | +61 (0) 402 448 050 | INFO@COGNICIONS.COM |
|---|---|---|---|---|
| | ABN 83 611 219 642 | PO BOX 125, OLINDA, VICTORIA 3788 | | |