

Software Release Scoping Issues

1. "Software Release" means different things to different groups. For OIS a vehicle to get CSS to support a product or service.
2. SR needs a Lifecycle management mechanism
3. Nobody in charge of release process
4. No arbitration between deployment & support. SWRT used to provide this.
5. Need roadmaps for Products and Services outside the boundary of release
6. Need DE-support processes
7. Documentation – less custom docs. If people don't read it – why write it?
8. Software download
 - a. Broad roles (student, staff, etc ...)
 - b. Separate from Web Publishing
 - c. Pare down requirements from SDLS project 2 years ago to something reasonable and NOT perfect.
9. Supported product list too large!
10. Capture level of support for a product. (different products need different levels of support and we don't capture this detail).
11. Do we need custom installers?
12. Should have different release processes for different kinds of products/services
13. Apply competence of demographics to release. If the community using a product/service is competent then maybe limit service/support.
14. Need better use of VMware to deliver – when appropriate.
15. Better management of squeaky wheels to arbitrate releases and support
16. RHEL releases – what happened?
17. Metrics of who is using what
18. SWRT was Tier3 support before OPS or vendor. Now missing.
19. Need product owners! They should handle Lifecycle of products
20. Consider "Service, Product, Release" owners with appropriate separation of duties.
 - a. Funding should follow ownership accordingly
21. Better understanding of levels of support. What does "Full Support" really mean? When should other levels of support apply? Use levels accordingly and not one master scheme.
22. Better handling of New OS distributions with a reasonable support statement. We got a lot closer to this with recent Mac/Win releases.
23. Windows Domain Deployments
 - a. Problematic for release. Reconsider this feature.
 - b. Appropriate for computer management (out of scope).
24. Configuration Management tools – BigFix and friends
25. Lack of "support" for mobile platforms. Believe we need new model here.
26. How to de-release (different from de-support)
27. Global view of product management (all products!)
 - a. Timeline/Lifecycle

Overarching Issues:

- Different kinds of processes used appropriately instead of one “release process”.
- Lifecycle Management – governance and resourcing! How to handle all this across IS&T.

And from all the above the team believes we should approach by

1. Methodology/Process/Principles
2. Planning
3. Execution

Each of the above activities are discrete with dependencies on the other and each influences the other.

The team met on January 19, 2010. Participants: Michael Gettes, Patrick McNeal, Chris Gresham, Deb Bowser, Oliver Thomas, Mark Silis, Garry Zacheiss

The team feels it is the appropriate group to meet a few more times to try and attack the issues and develop recommendations.

The team would like to invite Kevin Lyons to involve SAIS as they have services affected by these considerations. Team is concerned about team dynamics – hence the desire to invite klyons specifically. The directors should resolve this ASAP.

MRG: (not discussed with team) I don't want to call this “Software Release” as we work through these issues. I'd like to refer to this as “Product/Service Release” to more clearly indicate we are thinking about doing something different than the last 10 years.

TEAM: First time we have been allowed to think differently about release in the last 10 years.

TEAM: Should not be a central effort like before. Need to find appropriate processes everyone can learn for different kinds of products and services.