



**Tivoli.** software

## IBM Tivoli Release Process Manager

---

### Highlights

---

- ***Assess business impact prior to software releases by viewing the target systems and the business applications they support***
- ***Drive efficiency by automating the release process and implementing standards for distribution***
- ***Tailor release processes using customizable workflows and process templates***
- ***Improve auditability by making all software changes traceable***
- ***Identify conflicts in scheduled releases***
- ***Integrate with IBM Tivoli Provisioning Manager and IBM Tivoli Configuration Manager***

Within any large organization, the scope of software release deployments—coordinating the tasks, schedules, staff and departments involved—can present immense obstacles to implementing successful releases. Given the complexities of current IT environments, assessing the potential business impact of a software release is difficult. Often, silos of experts—each with its own set of procedures—participate in software releases, possibly causing huge gaps in communication and making tracking and follow-through difficult.

IBM Tivoli® Release Process Manager, on the 2008 PinkVERIFY list, provides customers with a process-based solution to address the domain of release and deployment management as defined by the IT Infrastructure Library® (ITIL®). Tivoli Release Process Manager automates complex deployments in your overall release management

process, allowing you to assess impact on your IT infrastructure and business-critical functions before you perform a release. As a result, it enables you to efficiently manage new and upgraded software as well as related hardware releases. This advanced productivity tool provides everything your IT operation needs to plan, schedule, and deploy releases for any combination of software, hardware, or firmware. And it helps you ensure that tasks are completed in the proper order by the appropriate IT resources. The implementation calendar shows all pending releases as well as changes to aid you in preventing scheduling conflicts. Automating and integrating release processes helps you minimize risk as well as protect production and test IT environments.

Tivoli Release Process Manager is one of the products offered as part of the IBM Service Management strategy. It is aligned with ITIL best practices and leverages the expertise gained by

IBM Services personnel in managing complex IT environments. It is fully integrated with IBM Tivoli Change and Configuration Management Database (CCMDB), which tracks resource relationships and changes across your IT infrastructure.

**Control and monitor software releases**

Tivoli Release Process Manager lets you gain control of software and related hardware releases to protect the enterprise IT environment and committed service levels. Out-of-the-box features like predefined workflows, customizable templates and centralized reporting allow you to manage release processes at your own pace. This helps you maximize the efficiency of your IT operations—from start to finish:

- *Conserve valuable IT resources by assigning critical and time-sensitive releases to the proper personnel in the release chain.*
- *Speed completion dates and increase performance against service level agreements by making sure that releases related to business-critical functions and servers receive greater scheduling priority.*
- *Keep the workflow moving, support communication between silos, and execute critical releases cost-effectively and efficiently by obtaining a comprehensive view of release tasks being performed across the enterprise.*

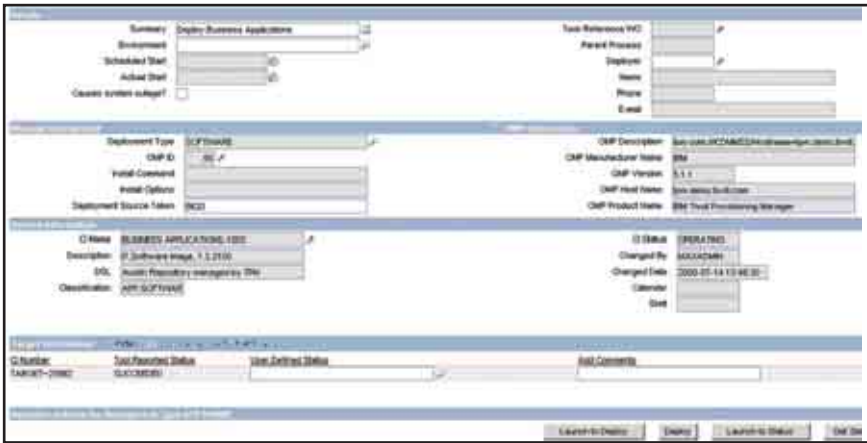


Tivoli Release Process Manager's home page supports daily tasks and activities.

Because it is integrated with Tivoli CCMDB, Tivoli Release Process Manager delivers consistent release tracking, from planning to production, using a single tool. It integrates seamlessly with your existing operational management products, such as IBM Tivoli Configuration Manager for automating patch and application deployments and IBM Tivoli Provisioning Manager for automating complex deployments across multiple servers. Tivoli Release Process Manager also delivers out-of-the-box reports on key performance indicators (KPIs), to help align releases with your business objectives.

**Schedule and prioritize releases according to business impact**

In a large organization, coordinating and enforcing deadlines for multiple releases across multiple departments can be a challenge. Often, release deployments are conducted with little advance warning. A security patch to protect your organization from a virus, for instance, could require a tight time-frame. Tivoli Release Process Manager lets you time releases according to their business impact and set deadlines accordingly. The Global Change Implementation Schedule shows tasks



Tivoli Release Process Manager enables automated software deployment, allowing users to launch and check status in context with a click of a button.

in a monthly calendar format, or you can display all release and change implementation tasks related to a specific CI, collection of CIs or business service. In addition, tasks and conflicts can be sorted and displayed by configuration item (CI) or asset, by location, or within a specific time window.

Roles-based assignment of activities and tasks also helps the right person manage the right task—at the right time. You can even develop multiple rollout schedules and target sets per release. The Task Scheduler component of Tivoli Release Process Manager can automatically schedule tasks within the parameters you define—such as start and stop dates, task owners, owner shifts, task dependencies, CI conflicts and change windows.

Tivoli Release Process Manager lets you protect customer service levels and helps minimize disruption of business services by synchronizing releases to predefined maintenance windows. Automating and standardizing release schedules improves collaboration between organizational silos to keep release cycles on time and increases the volume of releases that your organization can manage.

**Drive efficiency by setting distribution standards**

Improving IT efficiency is the number one goal for 77 percent of organizations, according to a 2006 Forrester research study.<sup>1</sup> Tivoli Release Process Manager helps establish formal

procedures and checks for deploying new and upgraded software, to standardize release processes across the enterprise. Automating the standardized release process with Tivoli Release Process Manager helps increase efficiency by establishing guidelines that guard against mistakes and security breaches.

**Built-in as well as customizable workflows**

Based on a set of activities and built using process templates, workflows standardize processes and help reduce the communication gap between departments. Tivoli Release Process Manager has built-in, automated workflows that are based on ITIL best practices. These workflows can also be customized to meet your organizational objectives. Organizational silos in an enterprise can contribute to the complexity of the release process. Through automated workflows, Tivoli Release Process Manager helps reduce this complexity.

**Built-in as well as customizable process templates**

Process templates define an activity consisting of multiple tasks. Tivoli Release Process Manager has built-in process templates that define a release process, based on ITIL best practices. On the other hand, customizable

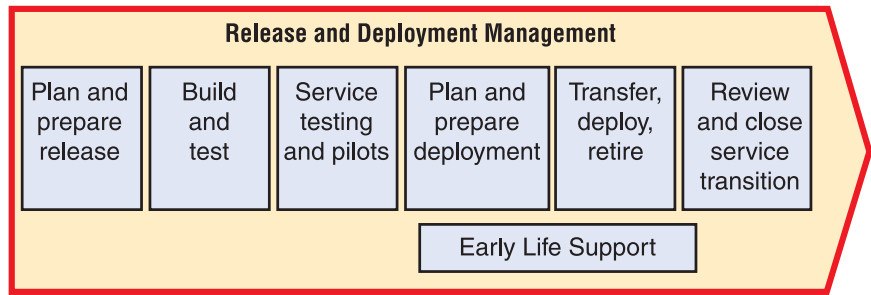
process templates give you flexibility to let you determine which deployment steps are most appropriate for each release.

For example, while a deployment across the enterprise should undergo all phases of the release process—beginning with planning, design and testing—an upgrade to an individual computer might only require the deployment phase. Tivoli Release Process Manager gives you the ability to customize the templates and workflow to establish the appropriate steps for each release.

**Help minimize release risks through impact analysis, centralized reporting and views**

Through impact analysis, you can minimize the overall impact of a release to the infrastructure by visualizing any related configuration items targeted or impacted in the release. Tivoli Release Process Manager allows you to launch the impact analysis in context, then view the results in an easy-to-read format through the software’s graphical topology viewer.

You can also conduct business and technical assessments that could allow you to identify any stakeholders in the release that may not have been a part of the defined approval process.



*Tivoli Release Process Manager aligns with and automates the IT Infrastructure Library (ITIL) release and deployment process.*

Automated notification informs stakeholders and other parties of upcoming and pending releases against CIs they own or business services they are interested in. With impact analysis you can gain insight into the release impact on both target configuration items and your overall business systems, increasing release success while decreasing service disruptions.

Through powerful reporting capabilities, Tivoli Release Process Manager helps maintain consistency in release workflows by providing real-time views on release status and pending tasks. This comprehensive view lets you manage your releases efficiently.

Consolidated report details enable you to view the critical path for coordinating multiple releases—providing both a holistic and a granular view of all release activities across the enterprise.

The reporting includes a dependency view and a cross-release view, to aid in impact analysis. This robust set of reporting tools provides you with a master calendar of all releases and a timeline for each.

You can also use the reporting tools to aid in follow-up and planning. Centralized reports identify the success of your installations, even if multiple roll-out tools were used. Finally, you can help minimize future risks to the live environment by using reports to discover delayed code drops, reduced test cycles and accelerated releases.

**Help make software and hardware changes auditable and secure**

Tivoli Release Process Manager can help reduce release errors by tracking authorization for each release, and can automatically detect and record changes within your IT system through its integration with Tivoli CCMDB. In

this way, Tivoli Release Process Manager can help you determine authorization for and traceability of each release and deliver a complete audit trail of changes to the live environment.

Tivoli Release Process Manager helps establish consistency by enabling you to set checks and balances to make sure that IT system changes comply with testing and authorization procedures. Master copies of all software are stored in a Definitive Media Library (DML), furthering the audit trail for your IT operations, and helping reduce the risk of security breaches.

### Conclusion

Tivoli Release Process Manager helps increase productivity and consistency and helps reduce errors by standardizing and automating the release process. This Web-based solution delivers a comprehensive view of IT service changes and a template-based system for consistently managing, auditing, and coordinating release tasks—from the most simple to the most complex. Tivoli Release Process Manager delivers this management capability aligned with ITIL best practices and by leveraging your organization's existing IT investments.

### For more information

To learn more about how Tivoli Release Process Manager helps you automate and streamline your release processes, contact your IBM representative or IBM Business Partner, or visit:

[ibm.com/tivoli](http://ibm.com/tivoli)

### About Tivoli software from IBM

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation—visibility to see and understand the workings of their business; control to effectively manage their business, help minimize risk and protect their brand; and automation to help optimize their business, reduce the cost of operations and deliver new services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and

aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world—visit: [www.tivoli-ug.org](http://www.tivoli-ug.org)

Additionally, IBM Global Financing can tailor financing solutions to your specific IT needs. For more information on great rates, flexible payment plans and loans, and asset buyback and disposal, visit: [ibm.com/financing](http://ibm.com/financing)

## IBM Tivoli Release Process Manager at a glance

### Prerequisites:

- Tivoli Change and Configuration Management Database (CCMDB)

### Optional products:

The following products are just a few of the many IBM offerings that integrate with Tivoli Release Process Manager to help maximize your ability to control, monitor and audit your release processes:

- IBM Tivoli Configuration Manager
- IBM Tivoli Provisioning Manager



## IBM Tivoli Release Process Manager enables:

- *Centralized coordination and communication for release activities.*
- *Assessment of business impacts before executing the release.*
- *Automated scheduling of tasks and activities.*
- *Customization of release templates to drive the release process.*
- *Automatic rollback upon failure.*
- *A complete audit trail.*
- *Exception reports to establish new deployment lists.*
- *Multiple distribution products that can be used in deployments.*
- *Deployment validations.*

© Copyright IBM Corporation 2008

IBM Corporation Software Group  
Route 100  
Somers, NY 10589  
U.S.A.

Produced in the United States of America  
December 2008  
All Rights Reserved

IBM, the IBM logo, [ibm.com](http://ibm.com) and Tivoli are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at [ibm.com/legal/copytrade.shtml](http://ibm.com/legal/copytrade.shtml)

IT Infrastructure Library is a registered trademark of the Central Computer and Telecommunications Agency which is now part of the Office of Government Commerce.

ITIL is a registered trademark, and a registered community trademark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office.

Other company, product and service names may be trademarks or service marks of others.

**Disclaimer:** The customer is responsible for ensuring compliance with legal requirements. It is the customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business and any actions the customer may need to take to comply with such laws. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the customer is in compliance with any law or regulation.

<sup>1</sup> Forrester Research, "North America's 2006 Enterprise IT Spending Outlook," February 2006



Recyclable, please recycle.