

PROCEDURE OVERVIEW

The **CONFIGURATION MANAGEMENT PROCEDURE** addresses the setup of the platform, network and software components for a release. It also addresses the controlled change and update of the development, QA, FOA/Beta, staging and production environments. The **CONFIGURATION MANAGEMENT PROCEDURE** will provide SDLC.com with a consistent way to effectively plan for a release and to make managed changes to the all environments.

The configuration plan, a deliverable of the **CONFIGURATION MANAGEMENT PROCEDURE**, encompasses the successful forecasting of platform, network and software components for a release. The planning section of this procedure establishes the criteria for reviewing project scope, making initial resource and cost estimates and defining the hardware and software components needed to support the release. The procedure also defines criteria for preparing the development and test environments, making plan adjustments as needed, creating final deployment plans and finally, deploying the release to production.

Beyond the configuration planning piece of the **CONFIGURATION MANAGEMENT PROCEDURE**, the procedure involves the active management of the production, QA, staging, FOA/Beta and development environments. In order to manage these environments so that they operate in a productive, effective and controlled manner, the **CONFIGURATION MANAGEMENT Release Engineer** works closely with the **CAPACITY MANAGEMENT Operations Manager**. Additionally, this piece of the procedure is an on-going activity that is used in conjunction with the Business Gates System Development Life Cycle (SDLC). A number of business or production events can trigger the execution of the **CONFIGURATION MANAGEMENT PROCEDURE** and require the need for reconfigurations.

Procedure Owner: Manager of Operations

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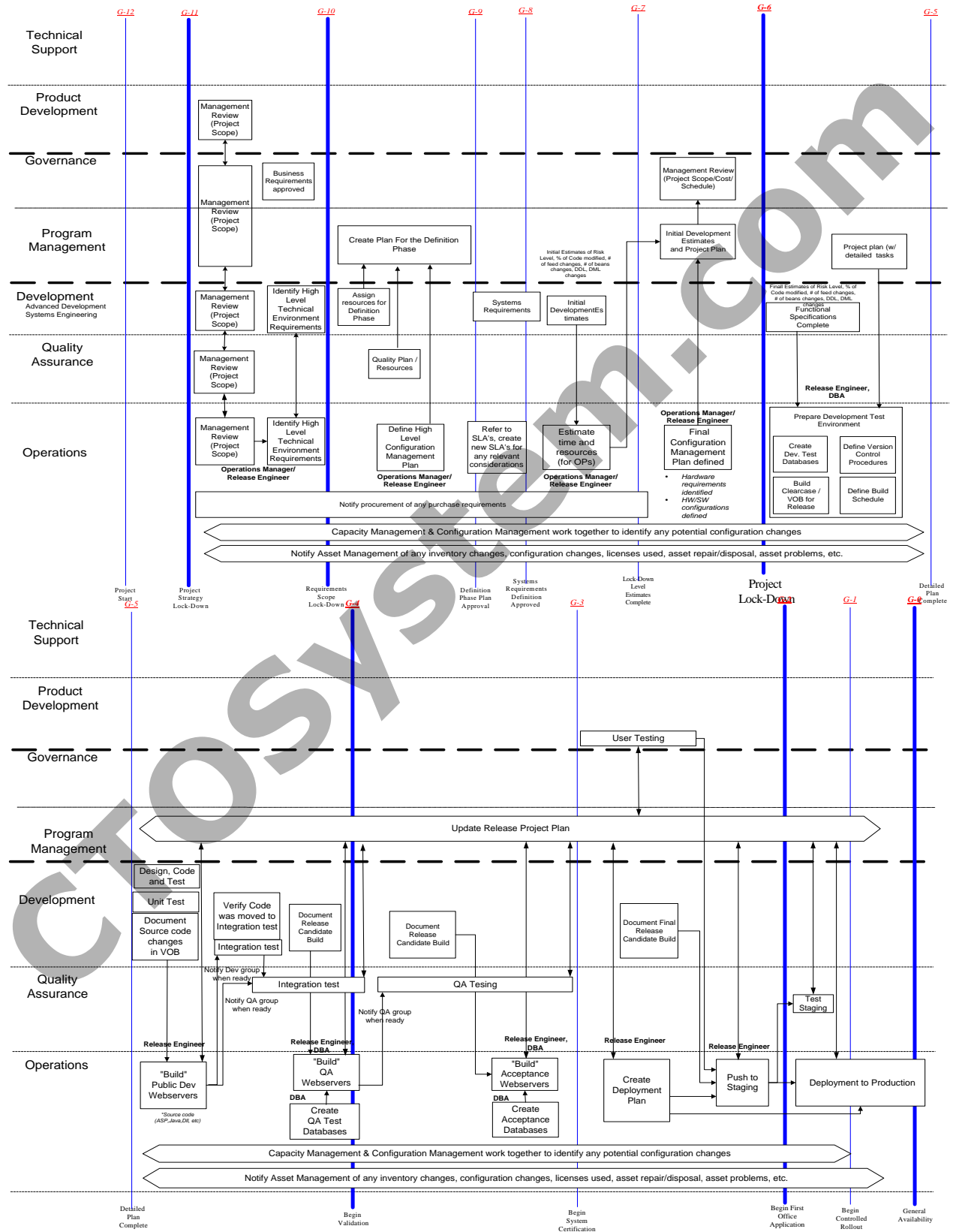
REVISION HISTORY

Version	Date	Author	Description

DISTRIBUTION LIST

Manager of Operations, Operations
Release Engineering Manager, Operations
Senior Oracle DBA, Operations
QA Manager, QA
Director of Development, Development
VP Systems Architecture and Engineering, Engineering
Senior Web Developer, Development

PROCEDURE DIAGRAM



ROLES AND RESPONSIBILITIES

Contracting Organization

The **Contracting Organization** is the organization that contracts with the **Performing Organization** to develop a project/release. The **Contracting Organization** for all the releases at SDLC.com is mainly the **Product Group**. Other **Contracting Organizations** include the **Technical Support Group**, the **Channel Marketing Group**, and the **Engineering Group**.

The **Contracting Organization** is responsible for working with the **Performing Organizations** to appropriately complete the **Scope of Work (SOW)** documents as they relate to the **CONFIGURATION MANAGEMENT PROCEDURE**.

Performing Organization

The enterprise whose employees are most directly involved in defining the user requirements and enhancing the SDLC.com platform or system as defined by the **Contracting Organization** is the **Performing Organization**. In the **CONFIGURATION MANAGEMENT PROCEDURE**, all **Engineering** departments will be considered **Performing Organizations**.

Some of the expected deliverables of the **Performing Organizations** during this procedure are:

- Resource and cost estimates
- Advice on technical requirements
- Resource plan
- Configuration plan

Service Organization

The organization that provides deployment support services to the **Contracting Organization** for all SDLC.com products is the **Service Organization**. Services include deployment tools, software load support, problem resolution, phone support and deployment planning support.

METRICS

To be discussed in second meeting.

PROCEDURE ACTIVITIES

Requirements Scope Lock-Down (Gate 10)

Business Objective: Approve the scope of work for which the organization will commit to develop requirements.

Owner: **Project Manager**

Review Board: **Program Sponsor, Project Manager, Contracting Organization(s), and Performing Organization(s)**

Initial High-Level Technical Requirements

The **Performing Organizations** review the project scope as defined during the **RELEASE PLANNING PROCEDURE**. Working with the **Contracting Organization**, the **Performing Organizations** define high-level technical requirements that consist of effort estimates, hardware, software and development requirements that are to be contained within the **Scope of Work (SOW)** documents.

Definition Phase Plan Approved (Gate 9)

Business Objective: Approve the plan to execute the Definition Phase so that the project's business requirements (scope, timeframe and cost) are met.

Owner: **Project Manager**

Review Board: **Program Sponsor, Project Manager, Contracting Organization(s), and Performing Organization(s)**

Creating the Plan for the Definition Phase

Development must assign resources to work on the Definition Phase of the release. Once the resources are assigned, **Development** must provide the **Project Manager** with this resource information. **Quality Assurance (QA)** develops the quality plan for the release and assigns resources to the plan. **QA** gives this information to the **Project Manager** to feed the plan for the Definition Phase. Lastly, **Operations** defines the high-level configuration management plan that feeds the Definition Phase plan developed by the **Project Manager**. The high-level configuration management plan should contain:

What should be in the configuration management plan? What acceptance criteria should be used in order for the Project Manager to accept the plan?

System Requirements Definition Approved (Gate 8)

Business Objective: Approval of the system requirements definition(s) by the **Contracting Organization(s)**.

Owner: **Project Manager**

Review Board: **Project Manager, Contracting Organization(s), Performing Organization(s)**

Service Level Agreement Considerations

In order to develop a more refined configuration plan, **Operations** must refer to Service Level Agreements (SLA's) for any relevant considerations. Relevant considerations may include, but are not limited to:

- Client expectations of maximum load level
- Client expectations regarding disk space and processor speed

Lock-Down Level Estimates Complete (Gate 7)

Business Objective: Completion of the estimates and scope refinement necessary for Lock-Down.

Owner: *Project Manager*

Review Board: *Project Manager, Contracting Organization(s)*, Allocation function of the *Performing Organization(s)*, Development function of the *Performing Organization(s)*

Completing Estimates

Initial **Development** and **Operations** estimates are made based on the **Scope of Work (SOW)** documents that are generated in the **RELEASE PLANNING PROCEDURE** and the **System Requirements** that are created in the **REQUIREMENTS DEFINITION PHASE** (Gate 8). The initial estimates must include the following:

- Estimate of risk level
- Percent of code to be modified
- Number of beans being changed
- DDL changes
- DML changes
- Time required to deliver work
- Resources required to deliver work

The estimates are forwarded to the **Project Manager** to include in the project plan.

Project Lock-Down (Gate 6)

Business Objective: Obtain commitment between the **Performing Organization(s)** and the **Contracting Organization(s)** for the delivery of a defined project scope of work within a defined timeframe. (This scope is a refinement of the G-10 scope/plan).

Owner: *Project Manager*

Review Board: *Project Sponsor, Project Manager, Contracting Organization(s), Service Organization*

Creating the Final Configuration Management Plan for Lock-Down

Operations will identify hardware requirements, hardware and software configurations necessary and the execution plan intended. This information will feed the final **CONFIGURATION MANAGEMENT** plan which will be presented to the **Project Manager**. This information will then be contained in the release project plan for project management purposes.

Detailed Plans Complete (Gate 5)

Business Objective: Approval of the detailed project plan and commitment of appropriate resources to execute the plan.

Owner: *Project Manager*

Review Board: *Project Sponsor, Project Manager, Performing Organization(s)*

Preparing for the Development Test Environment

After Project Lock-Down has taken place, **Operations** can begin working on preparing the development test environment. In order to do so, **Operations** will utilize the **CONFIGURATION MANAGEMENT** plan developed in the prior gate. Additionally, **Operations** will be required to obtain the completed functional specification from **Development**. These functional specifications are a more detailed and accurate version of the estimates given to the **Project Manager** during the **REQUIREMENTS DEFINITION PROCEDURE**. Lastly, **Operations** will use the project plan with detailed tasks provided by the **Project Manager** in order to create this environment.

The development test environment must contain the following:

- Development test databases
- Version control procedures
- Clearcase/Version Object Base (VOB) for the release
- Build schedule

The remainder of this document will be discussed at the second meeting.

Begin Validation (Gate 4)

Business Objective: Ensure that the product meets the defined project scope and that the quality of the product is at an acceptable level to proceed to the Validation phase.

Owner: Validation function of the **Performing Organization(s)**

Review Board: **Project Manager**, Validation function of the **Performing Organization(s)**, Development function of the **Performing Organization(s)**

Begin System Certification (Gate 3)

Business Objective: Approve release of the product to System Certification Testing.

Owner: **Contracting Organization(s)**

Review Board: **Project Manager, Contracting Organization(s)**, System Certification function of the **Contracting Organization(s)**, Validation function of the **Performing Organization(s)**

Begin First Office Application (FOA) (Gate 2)

Business Objective: Approve release of the product for first office application.

Owner: *Contracting Organization(s)*

Review Board: *Project Sponsor, Project Manager, Contracting Organization(s), System Certification function of the Contracting Organization(s), Performing Organization(s), Validation function of the Performing Organization(s), Service Organization*

Begin Controlled Rollout (optional) (Gate1)

Business Objective: Approve the release of the product for controlled rollout. This gate is only required when a CRO is planned as an integral phase of the project.

Owner: *Contracting Organization(s)*

Review Board: *Project Sponsor, Project Manager, Contracting Organization(s), Performing Organization(s), Service Organization*

General Availability (Gate 0)

Business Objective: Approve the release of the product for general availability.

Owner: *Contracting Organization(s)*

Review Board: *Project Sponsor, Project Manager, Contracting Organization(s), Performing Organization(s), Service Organization*

Procurement

Capacity Management

Operational Configuration Management (Gate Independent)

FORMS

- None identified at this time

EXCEPTIONS

- Surgical Push Process

AFFECTED/RELATED PROCEDURES

- Capacity Management Procedure
- Asset Management Procedure
- Procurement Procedure
- Release Planning Procedure
- Requirements Definition Procedure

TOOLS/SOFTWARE/TECHNOLOGY USED

- None identified at this time