

Release Management

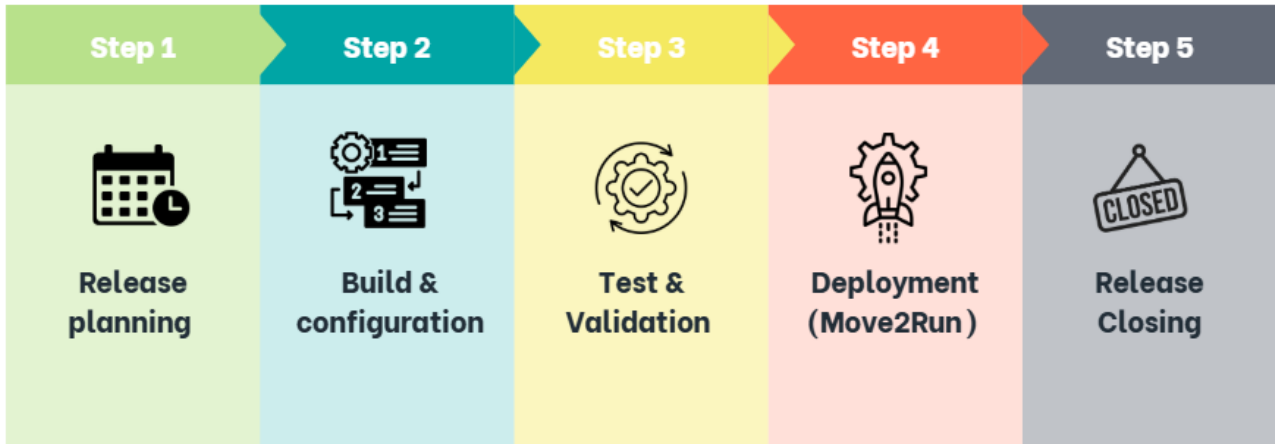
Objective

Our goal is to ensure that **new or changed IT services** are delivered **efficiently, securely, and with minimal disruption** to existing operations.

Scope

It covers the **entire release lifecycle**, from **planning and building** to **deployment and hypercare**, ensuring seamless integration into the IT environment. Its stakeholders are internal IT teams and IT service providers.

Main activities



Main roles & responsibilities

RELEASE OWNER

Oversees the entire release process and ensures alignment with business needs

RELEASE MANAGER

Manages execution, coordination, and governance of releases

DELIVERY MANAGERS

Ensure successful implementation and stakeholder coordination

SERVICE OWNERS

Validate service readiness and compliance



PROJECT MANAGERS

Oversee project-specific release planning and execution

Useful contacts

 **Release Process Leader: To be completed by the new team**

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