

XYZ Medica Inc.

Release Management

December 2006

Implementation

Implementation of this reporting template should be carried out along the following lines.

1. Import the Release template package to a Captell database.
2. Identify data within your organisation that matches that found in the Captell table **RELEASES\TABLES\RELEASES_RAW**. This data may be in several different sources.
3. Create table definitions to store your release management data.
4. Create queries to manipulate your release management tables (step 3) into a form that matches the structure of the **RELEASES\TABLES\RELEASES_RAW** table.
5. Change the source data type of the **RELEASES\TABLES\RELEASES_RAW** to be query based and point it at your query (created in step 4).
6. Delete all data from the **RELEASES\TABLES\RELEASES_RAW** table and run a table update to load your data to the system.
7. Ensure the KPI thresholds defined in **GLOBAL\QUERIES\KPI_TOLLERANCES** are correct for your organisation.
8. Ensure your table definitions have appropriate update schedules and data retention parameters defined.

Version and Release information

Component	Version	Date
This report template was produced with and for the Captell Reporting System	6.7.14	05 Mar 2007
Release Template	1.0.0	05 Mar 2007
Updated to include new background colour in conditional formatting	1.1.0	08 May 2007

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Executive Summary

The contents of this report are fictitious. The report serves merely to provide an illustration of the Captell reporting system when used for **Release Management Reporting** against the **ITIL framework**. The entire contents of the report can be tailored to suit your organisations specific needs.




Release Management aims to ensure the quality of the production environment by using formal procedures and checks when implementing new versions.

KPI Summary

The following table sets out the Key Performance Indicators for Release Management reporting, their current values and tolerances. KPI's indicate the performance level of an operation or process within Release Management.

KPI	Current Value	Service target	Warning Level	Status
Release Efficiency Rate	31.15	90	below 80	
Release Success Rate	84.21	90	below 80	
Release Reschedule Rate	3.28	20	above 30	
Release Defect Rate	5.26	5	above 10	
Release Labor Utilisation	68.43	80	above 90	
Number of known Release errors in prod	3.00	5	above 10	
Release Withdraw Rate	4.92	10	above 20	
Release Labor Waste Rate	11.48	10	above 20	

Key:

-  Satisfactory
-  Between Service target and Warning level
-  Exceeding warning level




Trends of the various KPI's are provided in the body of the report.

CSF Summary

The following table sets out how well Release Management is being carried out at XYZ Medica Inc. CSF's are made up from various KPI's that when combined describe the performance from a customer or business focus.

Critical Success Factor	Performance Level	Status
Implement High Quality Releases	MEDIUM	
Implement Releases Efficiently and Effectively	MEDIUM	

Key:

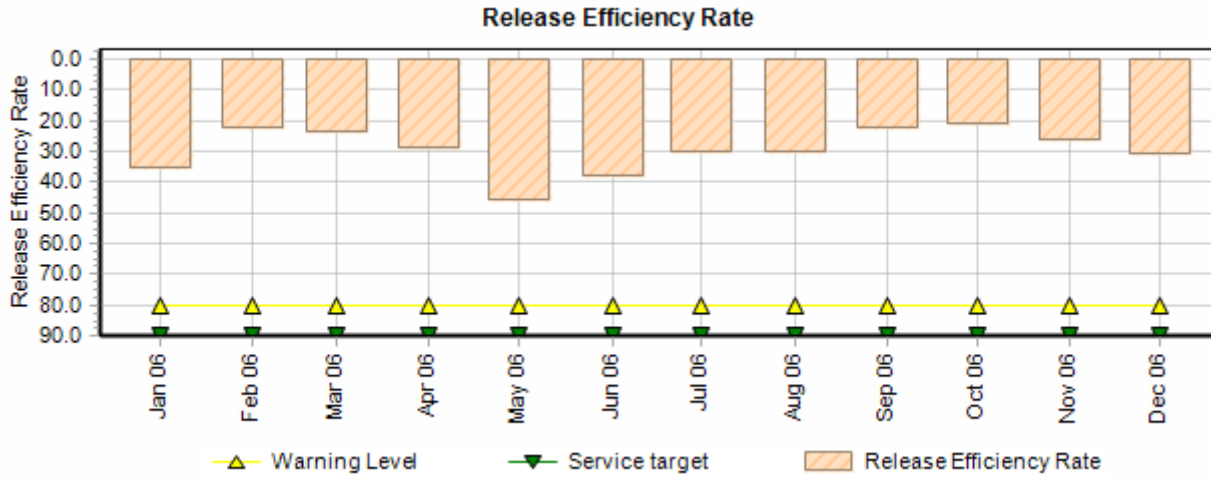
-  High All KPI's met
-  Medium Some KPI's met
-  Low No KPI's met.

Release Efficiency

Release Efficiency Rate

How efficient are we at handling releases

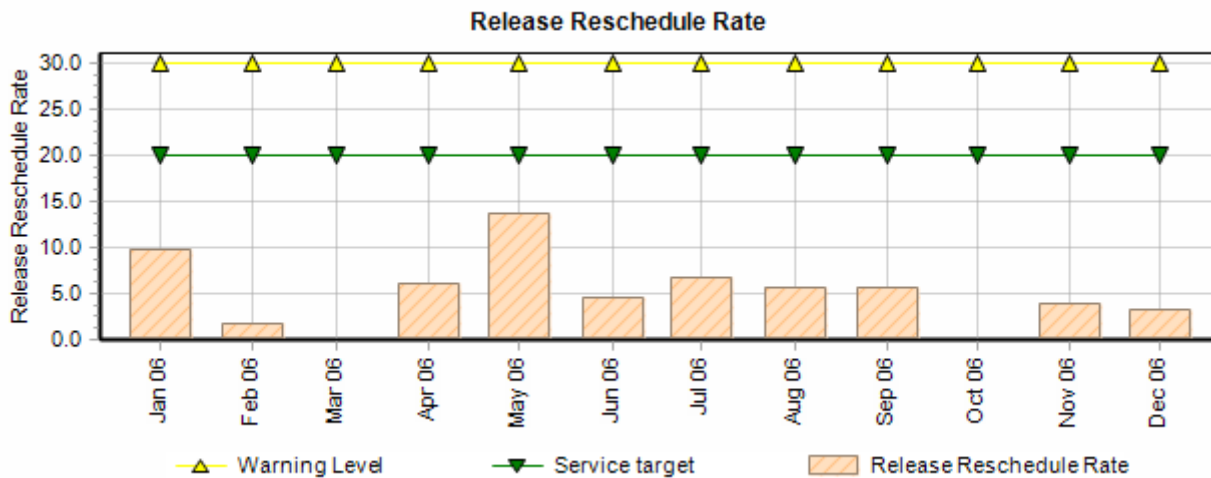
The following chart depicts the rate of releases as expressed by the number of implemented releases over the total number of releases in the pipeline. During the month of December 2006, 31.15 percent of releases in the pipeline were implemented. This represents an increase of 4.48 percentage points over the previous month. The Release Efficiency Rate is currently below the warning level **AND NEEDS URGENT ATTENTION**.



Release Reschedule Rate

How well do we implement releases on schedule?

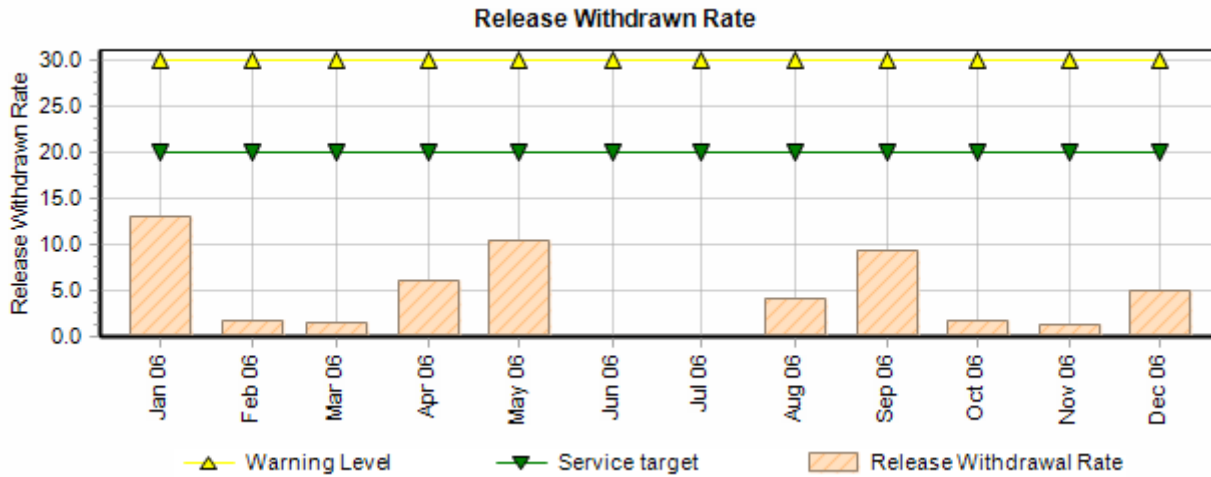
The following chart depicts the percentage of releases that needed to be rescheduled. During the month of December 2006, 3.28 percent of releases needed to be rescheduled. This represents a decrease of 0.72 percentage points over the previous month. The Release Reschedule Rate is currently within service targets.



Release Withdrawn Rate

What percentage of releases never go into production

The following chart depicts the percentage of releases that never go into production. During the month of December 2006, 4.92 percent of releases were withdrawn. This represents an increase of 3.58 percentage points over the previous month. The Release Withdrawal Rate is currently within service targets.

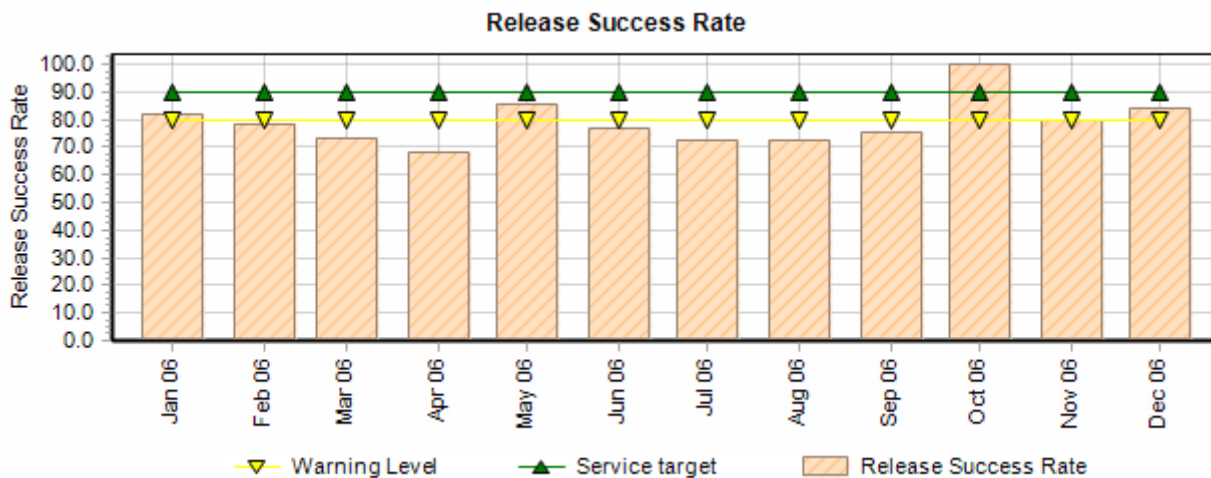


Release Effectiveness

Release Success Rate

How effective are we at implementing releases

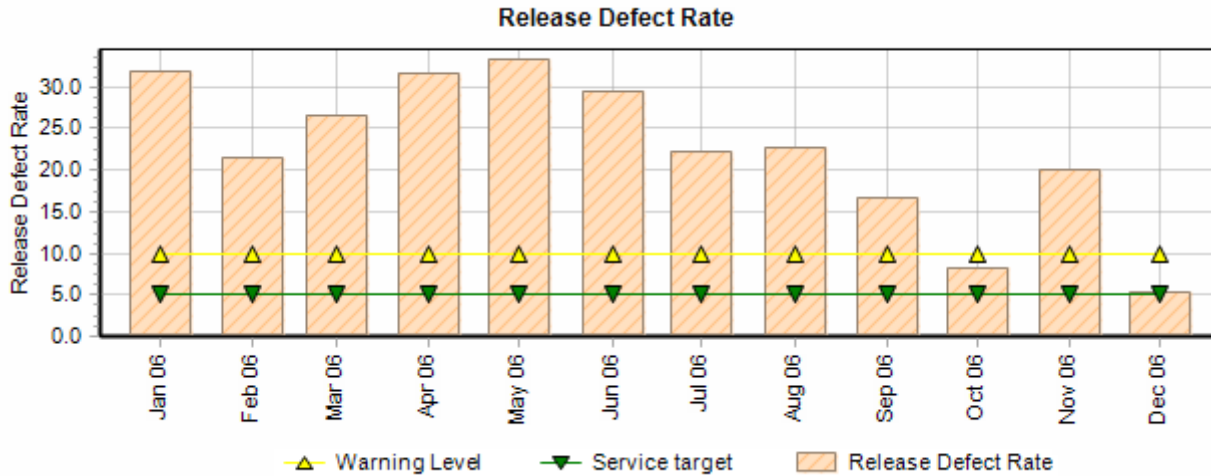
The following chart shows the rate of successful releases. During the month of December 2006, 84.21 percent of changes were implemented successfully. This represents an increase of 4.21 percentage points over the previous month. The Release Success Rate is currently below the service target but above the warning level **AND NEEDS ATTENTION**.



Release Defect Rate

What percentage of releases caused incidents

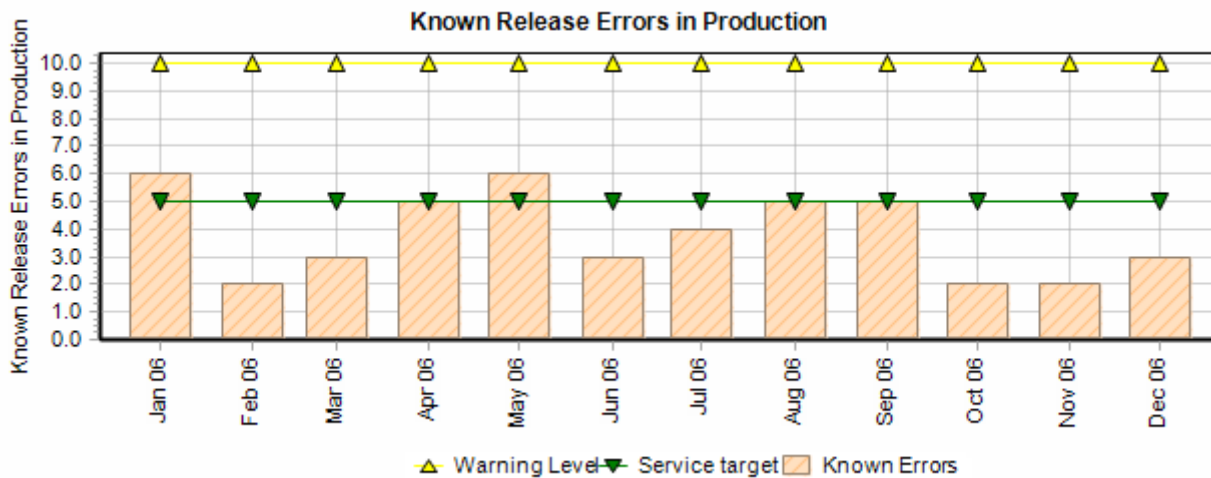
The following chart shows the rate of defective releases. During the month of December 2006, 5.26 percent of release implemented were found to contain defects. This represents a decrease of 14.74 percentage points over the previous month. The Release Defect Rate is currently above the service target but below the warning level **AND NEEDS ATTENTION**.



Known Release Errors in Production

How good is the quality of releases into production

The following chart shows the number of known errors in production. During the month of December 2006, there were 3 errors released into production. This represents an increase of 1 errors over the previous month. The Number of Known Release Errors In Production is within service targets.

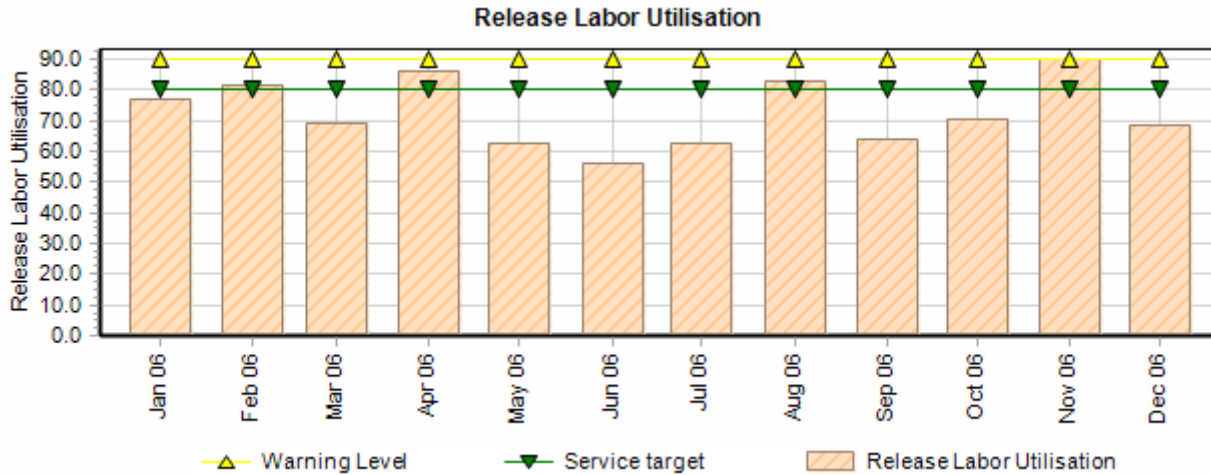


Release Labor

Release Labor Utilisation

How much labor capacity was used to handle releases?

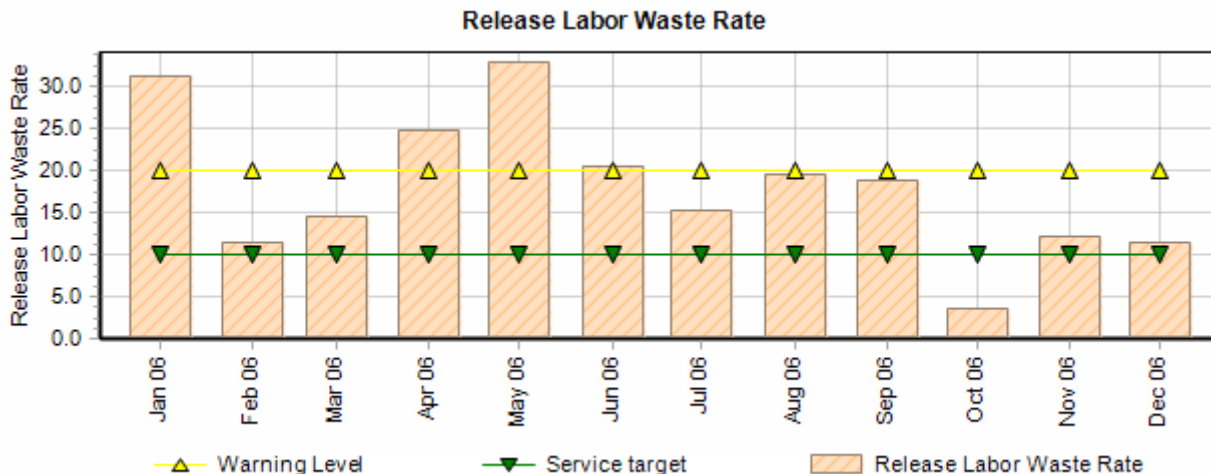
The following chart shows the utilisation of labor available for release management . During the month of December 2006, 68.43 percent of available labor was utilised for release management. This represents a decrease of 21.59 percentage points over the previous month. The Release Labor Utilisation is currently within service targets.



Release Labor Waste Rate

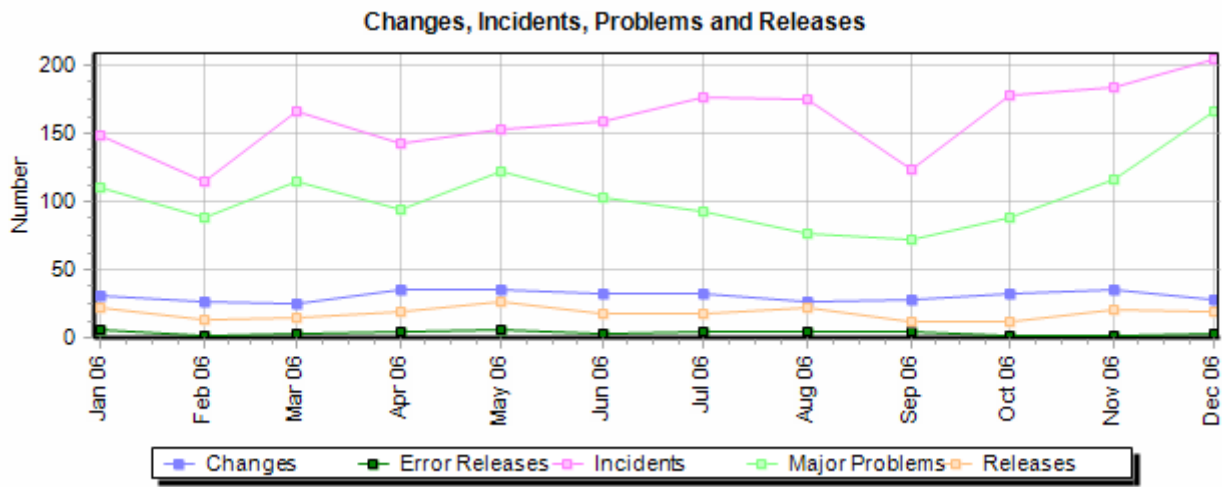
What percentage of release labor is wasted.

The following chart shows the percentage of labor that was spent on failed releases, withdrawn releases or those that caused incidents. During the month of December 2006, 11.48 percent of available labor was wasted on poor releases. This represents a decrease of 0.52 percentage points over the previous month. The Release Waste Labor Rate is currently below the service target but above the warning level **AND NEEDS ATTENTION**.



Changes, Incidents, Problems and Releases

The following chart shows the relationship between Changes, Incidents, Problems and Releases.



This report template produced for and using



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End of Release Report - Dec 2006
