

<b>ARIZONA</b> <b>DEPARTMENT</b> <b>OF</b> <b>ADMINISTRATION</b>	<b>STATEWIDE</b>  <b>POLICY</b>	 <b>State of Arizona</b>
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## P1650 - RELEASE MANAGEMENT

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### 1. AUTHORITY

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To effectuate the mission and purposes of the Arizona Department of Administration (the “Department”), the Department shall maintain a “coordinated statewide plan for information technology” implemented and maintained through policies, and “adopting statewide technical, coordination and security standards” as authorized by Arizona Revised Statute (A.R.S.) § 18-104 A.1.(a). The Department shall also “formulate policies, plans and programs to effectuate the government information technology purposes of the department” pursuant to A.R.S. § 18-104 A.13.

### 2. PURPOSE

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The purpose of this policy is to provide a consistent management approach to development of policies, standards and procedures (PSPs). Information Technology (IT) PSPs are essential elements of the application, implementation, and operation of IT systems. The purpose of this policy is to ensure that application software solutions and services are implemented safely and consistent with agreed upon expectations and outcomes.

### 3. SCOPE

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This policy applies to all Budget Units (as defined in A.R.S. § 18-101) and IT integrations and/or data exchange with third parties that perform IT functions, activities or services for or on behalf of Budget Units. Applicability of this policy to third parties is governed by contractual agreements entered into between Budget Units and the third party/parties. In addition, PSPs for security technology are covered by Policy 8120: Information Security Program.

### 4. ROLES AND RESPONSIBILITIES

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**4.1.** State Chief Information Officer (CIO) or his/her designee shall:

**4.1.1.** Be responsible to update and maintain this policy to guide the activities of the BUs in release management.

**4.2.** Budget Unit Chief Information Officer (CIO) or his/her designee shall:

**4.2.1.** Ensure that all new application software projects comply with this policy.

**5. POLICY**

**5.1.** Test Plan: BUs shall develop and document a test plan that defines roles, responsibilities, and entry and exit criteria. The responsible parties shall review and approve the plan prior to data conversion and system modifications.

**5.1.1.** The test plan shall include the following components for new developments and some portion of these for subsequent releases:

- 5.1.1.1. Unit test;
- 5.1.1.2. System test;
- 5.1.1.3. Integration test;
- 5.1.1.4. User acceptance test (UAT);
- 5.1.1.5. Performance test;
- 5.1.1.6. Stress test;
- 5.1.1.7. Data conversion test;
- 5.1.1.8. Operational readiness test; and
- 5.1.1.9. Backup and recovery tests.

**5.2.** Test Environment: BUs shall establish a test environment representative of planned business process and IT operations using representative data that has been scrubbed to obfuscate private information. If confidential information is used in the test environment, it is required to be protected at the same level that it is protected in the production environment in accordance with statewide Information Security Policies.

**5.3.** Implementation Plan: BUs shall develop and document an implementation plan for all new application software and services covering:

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- 5.3.1. Business Process, System and data conversion plan, if applicable;
- 5.3.2. Acceptance testing criteria;
- 5.3.3. Communication;
- 5.3.4. Training;
- 5.3.5. Release preparation;
- 5.3.6. Promotion to production;
- 5.3.7. Production Support to users after promotion to production including knowledge transfer from development team to production support team;
- 5.3.8. A fallback or back-out plan, including necessary backups, prior to conversion of data; and
- 5.3.9. A post-implementation review shall be conducted and documented to confirm the outcome and results.
- 5.3.10. The implementation plan shall reflect the implementation strategy, sequence of steps, resource requirements, inter-dependencies, criteria for management acceptance, installation verification requirements, transition strategy for production support, and update of the business continuity plan (BCP).
- 5.3.11. The implementation plan shall be reviewed and approved by technical and business process stakeholders prior to promotion to production.
- 5.3.12. BUs management shall review the technical and business risk associated with implementation and ensure that all significant risks are identified and mitigated prior to implementation.
- 5.4. Business Process, System and Data Conversion Plan: BUs shall develop and document a business process, system and data conversion plan to test the conversion before attempting to convert live data encompassing all changes including:
  - 5.4.1. Hardware;
  - 5.4.2. Networks;

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- 5.4.3. Operating Systems;
  - 5.4.4. Transaction data;
  - 5.4.5. Master files;
  - 5.4.6. Disaster recovery, backups and archives;
  - 5.4.7. Interfaces or API with other systems;
  - 5.4.8. Compliance and Security requirements;
  - 5.4.9. Business procedures; and
  - 5.4.10. System Documentation.
- 5.5. Promotion to Production: BUs shall promote new application software and services to the production environment using change controls and management. The results will be monitored after the change has been communicated to process owners and stakeholders.

**6. DEFINITIONS AND ABBREVIATIONS**

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Refer to the PSP Glossary of Terms located on the ADOA-ASET website.

**7. REFERENCES**

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- 7.1 A.R.S. § 18-104
- 7.2 A.R.S. § 18-101

**8. LINKS**

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None

**9. VERSION HISTORY**

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01/01/2016	First version	1.0	
04/12/2021	Copied to new format and template	2.0	Deirdre LaGuardia
05/17/2021	Work with SMEs on edits and Advance to Peer Review	2.1	Deirdre LaGuardia
05/26/2021	Complete Peer Review and edits with SMES	2.2	Lisa Marshall
7/2/2021	Approved		J.R. Sloan