



ITS Release Management Plan Template

– including Release Checklist

When should this template be used?

This template should be used whenever a service is changed or new service is introduced, as defined in the ITS Release Management Policy (to come).

Who should use this template?

This template should be used by the person responsible for the release (the Release Manager). This may be the Service Coordinator or the person delegated by the Service Coordinator. In the case of a project transitioning into service, the Project Manager should use the template to ensure that all elements are considered before the project is passed to the service owner for production service.

Why use this template?

The template should be followed to develop a Release Plan for any changes that have an impact on end users in the Monash community. This will ensure a smooth introduction of the service so that users can maximise benefits of the change.

How to use this template

The person responsible for the release (Release Manager) should consider each entry in the template and document an appropriate response, procedure, etc. In some instances the template lists items for consideration in the release of a service.

Please summarise any important information so that the Release Approval Board can read the Release Management Plan and be confident that all aspects of the release have been considered before they approve the release.

If the entry is not applicable, then the Release Manager should enter N.A. to indicate that the entry has been considered.

ITS Release Management Plan Template and Checklist

Release Item Information	
Release item <i>Name item to be released e.g. "Guest wireless network access"</i>	Desktop Videoconference Service, including components: <ul style="list-style-type: none"> • Videoconference Gatekeeper/Proxy Service • Web based Videoconference Directory Service • Pre-configured Windows desktop videoconference software (Polycom PVX) • Client based directory service or Address Book for the PVX software
Priority <i>Major Minor</i>	Planned Major Release
Description / scope of release	<p>This small project is proposed to overcome some of the basic obstacles to desktop videoconferencing and to provide a limited scope service to meet demand while the larger projects of the "Workgroup Collaborative Rollout" (WCR) and the "Internet Communications" (iComms) projects which are developed and executed under the Integrated Collaboration Environment (ICE) programme.</p> <p>It is envisaged that in the 2 to 3 year timeframe, medium quality desktop videoconferencing will be an integral part of the workgroup collaboration suite. As part of this there may need to be a migration from the platform to be release here to a new platform integrated with the other collaboration tools.</p> <p>The targeted end-user groups are Monash University who have a present need for desktop videoconferencing. It is not intended that this service will be pushed out to large groups of staff but will be available to staff who request for desktop videoconference services prior to Workgroup Collaboration Rollout. The service will be made available as supported infrastructure that individual Faculty IT groups may choose to deploy to selected staff within their Faculties as they see fit.</p>
Reason for release	To bring the pilot service into production to be maintained as an interim service until a suitable replacement is released. The most probable replacement would be Lotus Sametime.

Release Schedule	
Go live date <i>(and time - if applicable)</i>	The estimated "go live" date is 9 th March 2007.
Release end date <i>(if applicable)</i>	N.A.

Capital Development Funded Projects
Projects in the ITS Project Register should ensure they have complied with the ITS Project Office Pre-Implementation Checklist (http://www.its.monash.edu.au/staff/projects/project-management/templates.html) as well as this Release Management Checklist.

Release Contact Details	
Team responsible for release <i>Project/operational team name</i>	Network Infrastructure Services
Release control person	

Contact number	
Service owning department <i>Name of department responsible for production service</i>	Network Infrastructure Services, Information Technology Services Division
Service Coordinator <i>Name, position of manager responsible for production service</i>	Tom Maher

Release Approval	
Release initiator (sponsor) <i>Senior staff member requesting change</i>	Alan McMeekin
Release scope documented	Yes
Date Release concept approved <i>Date that idea of the release is approved by Approval body</i>	
Release Approval Board <i>Name RAB here, e.g. ITS Steering Committee, Directors</i>	

Target Group(s) affected by Release

End-users

The targeted end-user groups are Monash University who have a present need for desktop videoconferencing. It is not intended that this service will be pushed out to large groups of staff but will be available to staff who request for desktop videoconference services prior to Workgroup Collaboration Rollout. The service will be made available as supported infrastructure that individual Faculty IT groups may choose to deploy to selected staff within their Faculties as they see fit.

Faculty IT Support Groups

While ITS will provide support for the backend infrastructure and will also provide desktop support to administrative and other groups under an SLA, first-level troubleshooting and desktop support for this service will be provided to Faculty staff by their respective IT support groups. Should a group or division in the university do not have a local IT Support Group, Service Desk (ITS) will provide over the phone/email first-level support and installation guide.

Desktop Support (EWS) and NIS will provide service management, second-level support of the infrastructure, online documentation, FAQs and will document known issues with the service. ITS will NOT provide direct support to Faculty staff or home users except as agreed under specific Service Level Agreements.

ITS Support Groups

The following ITS groups will be involved in the provision of this service:

- Client Communications (CC): Responsible for making available web information of videoconferencing and videoconferencing white pages in Monash University.
- Enterprise Workstation Services (EWS): Responsible desktop support and executive support for videoconferencing on individual workstation.
- Network Infrastructure Services (NIS): Responsible for all issues pertaining to the gatekeeper service and second-level support.
- Shared Systems (SS): Responsible for maintenance and running of the Gatekeeper server and its Operating System.
- Service Desk (SD): Responsible for incident management, videoconferencing service request.
- Production Facilities (PF): Responsible for monitoring the gatekeeper and notifying either NIS or SS if an incident should arise with the gatekeeper.

iCCT Members

It is likely that a number of people who are members of the iCCT forum will be early adopters of the desktop videoconference service. These people are likely to be able to have the skills to assist in identifying any as-yet undiscovered issues with the service in the early stages of release, which will in turn improve the quality of the service for other Monash staff members. It is therefore recommended that the announcements of the release of this service be directed not only to Faculty IT managers, but also to the iCCT forum.

Release Method

As the service is already running in pilot form, there is no physical "Switch-On" of the system so the "release" will be in the form of an official launch date of the service. At this time, the documentation should move from the /staff/projects section of the ITS website to the /staff/videoconf section. The official launch date should be chosen to coincide with a presentation of the service to the iCCT group.

Installation of the end-user desktop software client is via web-download. The software has been pre-configured with gatekeeper and address book settings and it is expected that end-users should be able to self install. If there are difficulties in installation, end-users should contact their Faculty or Divisional IT Support groups in the first instance.

The main source of information for users when the service is released is the videoconferencing service website at <http://its.monash.edu.au/staff/videoconf/>. This site previously provided information to users on videoconferencing room-based facilities but has now been consolidated to also provide information of how users can connect from desktops and laptops from any locations.

Testing / Pilot

Groups that participated in the pilot phase include Rural Health, Network Infrastructure Services (ITS) and Client Services (ITS). Other groups that enthusiastically and voluntarily participated are Faculty of Education and Monash Residential.

During the testing, over 3500 calls or 330 hours 46 minutes 38 seconds (until 15th November 2006) were made from various locations by the pilot groups. Overall, the pilot was successful with minor glitches that were quickly fixed by small changes in the configuration of the gatekeeper. The pilot concluded that calls can be made in a number of scenarios:

- Between endpoints within the same division, for example, NIS member can call another NIS member in the same building.
- Between endpoints located at main Australian Monash University campuses, for example, a staff member at Caulfield campus can call another staff member at Clayton campus.
- Between end points from a staff terminal at work with another colleague located at another institution or an external entity, provided the external does not have firewall or NAT issues.
- Between endpoints from a staff terminal at work with another staff member located at home.
- Between endpoints from a staff member's home to another staff member's home, for example, a staff member at home with IPrimus Internet connection can call another staff member at home with Optus Internet connection.

While it is possible to have videoconferencing at places other than the Monash University's network, the support for external setups will be very limited. This is due to the many varying network instrument and configurations that are available in the consumer market that connect users' premises equipment to their own private networks that are beyond the scope of support by ITS.

It has been proven that the various clients on the different platforms can communicate with each other. However, only the Polycom PVX is supported due to its maturity in its features and quality media communication. A number of terminals (Tandberg 150 and Tandberg 1000) have been tested and demonstrated the possibility of using other portable devices for video conferencing in meetings and so on.

During the Pilot period, a number of short presentations have been given to groups such as the IT Manager's Forum, the Educational Technology Committee and various stakeholder groups.

Release Contingency Plans

As this is a new service, in the event that deems the service unusable, the service will be shutdown until such time when the service can be proven to work seamlessly and robustly in a production environment. However should the malfunction of the service is due to hardware issues, the service can be moved to an existing server that has been previously proved to be capable of providing the service during the proof-of-concept stage.

There is currently a staff member who is responsible for maintaining the gatekeeper service. Cross training with other NIS engineers are being carried out to ensure that expertise to maintain the gatekeeper service is always available.

Communications

The service will be made available to Faculty and Divisional IT support groups to roll out within their respective Faculties/Divisions as they see fit. The iCCT group should also be made aware that this is a supported infrastructure that they can have access to in conjunction with their Faculty/Division IT support groups.

Communications will be in the form of emails announcing the production service launch date to:

- IT Managers Forum
- ITS support groups
- ICCT forum

Prior to announcing the launch date, ITS support groups will be engaged to inform and prepare support staff to be ready for supporting desktop videoconferencing.

Training

End user documentation for both the setup and use of the client software together with known issues and troubleshooting guide have been developed during the pilot phase and will be published on the videoconferencing service website, <http://its.monash.edu.au/staff/videoconf/desktop>.

The service website provides for full installation and configuration guides for the supported videoconferencing client, i.e. Polycom PVX, and other popular clients such as Xmeeting (Macintosh) and Ekiga (Linux).

Faculty and Divisional IT support staff should be encouraged to become familiar with the preferred client software and the recommended webcams.

Direct end-user training in the use of the client software will be the responsibility of Faculty/Divisional IT groups, however it is believed that very little direct training will be required. A user training material for the preferred videoconferencing client is available at the website.

Documentation

End user documentation is available online at <http://its.monash.edu.au/staff/videoconf/>. The website provides for all information on how users can connect and who are connected and how to make calls.

The following documentation has been provided at the website:

- Recommended webcams and headsets for Monash University and procurement means.
- FAQ for desktop videoconferencing at Monash University.
- Download, installation and configuration guide for the Polycom PVX.
- User training PowerPoint presentation for the Polycom PVX.
- User guide for the Polycom PVX to overcome firewall and NAT issue.
- Download and configuration guide for Netmeeting, Xmeeting and Ekiga.

The website is the central source of information for end users and end user support.

Documentation for the gatekeeper installation and disaster recovery plan are available on the ITS Shared Drive.

Support

The teams below will form the support group for DVC service:

- Service Desk's Managers are to be informed of the impending release of the desktop videoconferencing service. SD will provide the first-level support to the university over the telephone or email. SD needs to be proficient with hardware and software for desktop videoconferencing. SD will need to be familiar with details as provided at <http://its.monash.edu.au/staff/videoconf/desktop>. SD will have nominated desktop videoconferencing support contacts at various campuses.
- Enterprise Workstation Services' Desktop Support will provide the second-level support and onsite desktop installations. EWS's managers, Stephen Dart and Jasvinder Taggar, are to be notified of their teams' roles in supporting desktop videoconferencing. Issues pertaining Polycom PVX installer will be EWS' responsibilities to resolve.
- Shared Systems will continue to provide and maintain the gatekeeper server and operating system.
- Network Infrastructure Services will continue to maintain the gatekeeper service and provide second-level support, if required.

WWW

<http://its.monash.edu.au/staff/videoconf> is to be consolidated with the various videoconferencing services now available at Monash University. In cooperation with Jason Frost, TFSU and Karen Taylor, Client Communications, the website will be updated and the pilot's online documentation of the desktop videoconferencing service will be migrated to the production service website. This website will be the central source of information for desktop videoconferencing for Monash University and thus will be the main communicating point of the service by ITS to potential users.

Service Catalogue

The Service Catalogue and Service Level Agreement (SLA) need to be updated. This is a new service that needs to be included in the SLA and service statement provided. A service statement for the desktop videoconferencing will be provided and included in the Service Catalogue for 2007.

Heat

Currently Heat only has one general category for videoconferencing in the university. It will be proposed that the following categories of videoconferencing issues will arise:

- DVC 1st level support (phone/email): Service Desk
- DVC 2nd level support/Polycom PVX installer issues/onsite desktop installation/troubleshooting: Desktop Support, EWS
- VC Gatekeeper/Directory: NIS
- Room-based videoconferencing: TFSU

Service Desk will need to collaborate with the Heat Coordinator to update the Heat categories

Procurement

The service release will have impact on purchases for webcams and headsets. The Procurement Office must be notified of the desktop videoconferencing service release in order that the product catalogue gets updated with the recommended devices for desktop videoconferencing and preferred vendors indicated. This will help ensure that the purchases of webcams and headsets can be prompt and as seamless possible using the purchasing procedure already in place.

Has agreement of scope been approved by the following?

Department	Scope discussed with who (name manager)	Scope agreed (Y/N)
ITS Service Desk	Sahar Oujil / George Lambiris	Yes
Shared Systems	Alfred Tan	
Enterprise Workstation	Stephen Dart	Yes

General

Licenses & Contracts

Monash University has a license for the Polycom PVX software that allows for up to 1000 installations. The license was given "as is" and there is no contract or maintenance associated with it. If updates are required, it will cost the university 15% of the cost of the 1000 user license per year. If the 1000 installation license runs out, the university can purchase more licenses/seats with possibility that costs incurred can be covered by the requesting Faculty or Division.

Currently, the license usage is tracked by recording the Authcate usernames of users who sign-in to download the Polycom PVX installer. However, this may not give an accurate indicator to the number of installations that has been carried out.

Billing

This service is currently provided free of charge. The standard network traffic charges will incur while doing desktop videoconferencing on Monash University's network.

Checklist

Groups	Description
Client Communications	Client Communications have actively been engaged to bring the desktop videoconferencing website to production and to review training materials.
Corporate Services	Service Statement submitted to CS to update the Service Catalogue and subsequently the Service Level Agreement.
Desktop Support, EWS	Informed of their 2 nd level support and installation role and workflow of videoconference jobs. EWS agreed on their role.
Faculty/Divisional IT Support	Emailed on the pending release of the desktop videoconferencing service.
Network Infrastructure Services	Maintains the gatekeeper service and trains support engineers.
Production Facilities	Discussed on having BMC-Patrol monitor the server. This will occur when the gatekeeper server migrates to virtual servers.
Security	Discussed with Christian Wilson and appears that there is no security issue except that users must be educated to use it safely.
Service Desk	Informed of their 1 st level support role and workflow for videoconferencing jobs.
Shared Systems	Need to formally agree with their support role for the gatekeeper server.
Miscellaneous	Description
Polycom PVX License	License checked that we can use and distribute the software but limited by 1000 installations.
Server resilience	Anticipated to be available in April 2007 when the gatekeeper is

	migrated from the current physical box to the virtual servers.
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Glossary

CS Corporate Services
EWS Enterprise Workstation Services
ITS Information Technology Services
NIS Network Infrastructure Services
SS Shared Systems
TFSU Teaching Facilities and Support Unit

Governance

Release Approval Board	
Release approver	
Date approved by board	