



Release and Deployment: An Itsm Narrative Account (Paperback)

By University of Nevada Las Vegas Daniel McLean

IT Governance Publishing, United Kingdom, 2015. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Deploying releases into production is fraught with difficulty With so many interested constituencies, processes can go wrong in more ways than they can go right. The problems start when requirements are gathered and, if unmanaged, can flow unchecked through the entire process, potentially delivering something that s bound to fail while, paradoxically, exactly meeting the specification. In Release and Deployment: An ITSM Narrative Account, we follow the story of the release deployment process in fictional form. Product overview Chris has got a new job as a release manager - but he s struggling. Parachuted into a large company to fix its release deployment process after the catastrophic failure of its new app, Asgard, he finds himself battling an array of insular department heads who are all determined that whatever has gone wrong must be another team s fault. They all want the finger of blame pointed elsewhere, and Chris seems to be the perfect target - so they shout down his questions and suggestions as insubordination. How can he pacify his new colleagues, avoid getting fired and get the job done?...



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