

**State of Michigan
(SOM)**

**Software Engineering Process Group
(SEPG) Guidebook**

State Unified Information Technology Environment (SUITE)

Version 2.0

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Department of Technology, Management, and Budget

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Leigh A. Scherzer (Team Lead), Dan Buonodono, Virginia Hambric, Allan DeKoninck, Paul Koons, Fred Moyer, James “Rock” Rakowski, Shawn Bauman, Scott Reynolds, Amy Montgomery, P. Michael Spagnuolo, Alice Leininger, Debbi A. Simon, and Sam Roberts

SECOND RELEASE (December 2009)
James “Rock” Rakowski (Team Lead), Dan Buonodono, Scott Reynolds, Amy Montgomery, Beverly Linderman, Sara Podleski, Barb Sierra-Smith, James Suandi, Sylvia Garland, Alok Singh, Al Herfi, Tamiko Liddell, Evelyn Sisson

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9/2008	SUITE Phase 3 SEPG Team		Initial Release
12/2009	SUITE Phase 4 SEPG Team		Added Chapter 5 -- SEPG Release Process. Modified Chapter 2 -- Meeting Format
10/2010	SEPG Team		Changed references to MDIT to DTMB and other minor tweaks

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Chapter 1.0: SEPG Charter

Background: The Department of Technology, Management, and Budget (DTMB) Software Engineering Process Group (SEPG) was originally established in SUITE Phase 2; was organized early in SUITE Phase 3; and formalized and matured its processes while becoming operational during SUITE Phase 3.

Purpose: The purpose of the SEPG is to provide leadership and guidance to DTMB process improvement efforts. The SEPG is established to facilitate the development and adoption of standardized technical and business work processes in areas such as project management, systems and software engineering, and business operations. The SEPG's purpose is also to raise the engineering and project management core competencies at DTMB to a higher, more disciplined maturity level in accordance with State Uniform Information Technology Environment (SUITE) initiatives, such as the System Engineering Methodology (SEM) and the Project Management Methodology (PMM), and the Software Engineering Institute's (SEI) Capability Maturity Model Integration (CMMI) – Maturity Level 3.

Goal: The goal of the SEPG is to provide a method and vehicle for continuous improvement of the practices, procedures, and processes involved in SUITE in general and the SEM in particular. It also serves to provide communication of improvements of SUITE-related practices, procedures, and processes throughout DTMB.

Membership: The SEPG is a cross-functional team of 12-15 people representing all areas of DTMB. Members of the SEPG are, by definition, advocates for process improvement. As software and system support professionals assigned to help improve the quality of products and services, those nominated for membership in the SEPG are experienced practitioners in the IT environment. A designated SEPG Lead will be selected out of the team membership. There currently is no full-time dedicated staff assigned to the SEPG.

Roles and Responsibilities:Team Lead:

- Represents the SEPG to the EPMO/PMO (for governance), including but not limited to EPMO/PMO meetings, and updates team on important developments.
- Presents management's perspective on issues of interest to the SEPG.
- Participates in SEPG meetings to facilitate the exchange of perspectives between management and the SEPG.
- Is available for consultation with Process Action Team (PAT) leads.
- Works with SUITE Support Team Leaders, Client Service Directors, Infrastructure Services Directors, and Information Officers to ensure staff participation on the SEPG.

SEPG Members:

- Work toward the goals and objectives of the SEPG.
- Agree to actively participate in SEPG meetings.
- Contribute to the management of the Process Improvement Log. Individual members who agree to lead projects or Process Action Teams (PATs) are responsible for reporting back to the SEPG on the project status.
- Contribute to the development of periodic reports which outlines the SEPG's progress and accomplishments.
- Keep the SEPG informed on issues within their work area that would warrant input. Each member is a link between their Manager, their SUITE Support Team, and the SEPG.

Functions:

The initial functions of the SEPG are as follows:

- a. Develop and update an SEPG Process Improvement Plan (see Chapter 5).
- b. Review and approve suggestions for SUITE process improvements via the Process Improvement Log (PIL).
- c. Assign the charters/missions for all SEPG PATs.
- d. Identify process improvement training requirements.
- e. Review progress of process improvement efforts and report progress on a periodic basis.
- f. Review and approve modifications to SUITE Process Assets.
- g. Establish PAT reporting requirements for all process improvement efforts.
- h. Integrate process improvement efforts across the department. Share lessons learned and best practices within the department and within the SEPG.
- i. Act as liaison between SUITE process improvement efforts and other department process improvement groups.
- j. Respond to management requests for SUITE perspectives on DTMB decisions.

Decision Making:

SEPG decisions will be made through consensus. This form of decision-making process seeks not only the agreement of most participants, but also to resolve or mitigate the objections of the minority to achieve the most agreeable decision. Consensus is usually defined as meaning both general agreement, and the process of getting to such agreement. Consensus decision-making is thus concerned primarily with that process.

Schedule:

The SEPG shall hold regularly scheduled meetings to plan and review tasking and monitor progress. The SEPG Lead and/or designees shall meet with other DTMB Process Improvement Agents, such as the Office of Enterprise Architecture, to integrate process improvement efforts within DTMB through the sharing of information among process improvement personnel.

Communications: The SEPG shall communicate the status of its activities to the EPMO/PMO Team as appropriate.

Period of Performance: The SEPG was formed as a permanent team in November, 2007 and is a critical success factor for SUITE and the achievement of CMMI Maturity Level 3 compliance.

Chapter 2.0: SEPG Meeting Format

Purpose: The purpose of the SEPG meetings is to plan, review, execute and track SEPG tasking.

Roles: SEPG Lead: The designated SEPG team member will serve as the SEPG Lead. The SEPG Lead will lead the meetings and is responsible for preparing the meeting agenda and keeping the meeting on track.

Attendees: All attendees are expected to come prepared for the meeting and to make meaningful contributions. Attendees are also responsible for keeping the meeting on track.

Goals: The goals of the SEPG meetings are:

- Share information and lessons learned on process improvement
- Review the status of current tasking, via the Process Improvement Log
- Discuss special topics of interest
- Plan future SEPG tasking
- Discuss/resolve issues related to SEPG and SUITE process improvement

Schedule: SEPG meetings will normally be held every other Tuesday morning from 8:30am to 10:00am in the Houghton Lake Conference Room at the Operations Center (636-6396). Process Action Teams (PATs) will meet as needed.

Standard**Agenda:**

- a) Introductions and Announcements
- b) Team Updates (include issues and current tasks, as well as any new tasks that are about to begin)
- c) Main Topic(s)
- d) Review SEPG Process Improvement Log
- e) Wrap-Up

Meeting**Disestablishment**

Date: SEPG meetings will occur indefinitely.

Chapter 3.0: SEPG Process Improvement Process (PIP)

Purpose: The purpose of the SEPG Process Improvement Process (PIP) is to define and document process improvement activities within the SUITE initiative by establishing process improvement goals, assigning responsibility, planning the actions to achieve those goals, allocating the resources to accomplish the planned actions, and actively monitoring and facilitating successful performance against those plans.

The Process Improvement Process will reduce cost, streamline schedules, increase productivity, and improve quality. This process describes the process improvement strategy for SUITE and is the roadmap to be followed for DTMB's process improvement efforts.

The Process Improvement Process is to be used as guidance by DTMB software engineering staff in developing and implementing their project process improvement activities.

The SEPG Process Improvement Process will be updated as required.

Background: Software and systems engineering disciplines are critical components of the systems that are developed and maintained at DTMB. In an effort to achieve DTMB's strategic objectives, the Process Improvement Process has been initiated to establish sound software and systems engineering management disciplines for use across the agency.

Relationship to Other Documents:

The Process Improvement Process implements SUITE project management policy and systems engineering management policy and is consistent with DTMB's mission statement and purposes of the SUITE initiative. Because the Process Improvement Process provides overall guidance on DTMB's process improvement processes, all SUITE process improvement activities shall be consistent with the Process Improvement Process.

Overview: The following procedures document the tasks necessary to complete each step in the Process Improvement Process Overview Diagram.

1.0 Send email

Submitter initiates the process by sending an email to suite@michigan.gov. The email passes to the Intake Function.

1.1 Intake Function (PI-1)

The submission is received and assessed for completeness.

1.2 Submission Complete?

This is a decision point for the Intake Function: If the submission contains

sufficient information to be assessed, it passes to 1.3; if not, it is returned to the Submitter to request additional information, clarification, or to advise that a similar/duplicate recommendation is already being worked on.

1.3 Approve, Refer, Forward

This is a standing agenda item for each SEPG meeting. The SEPG Lead will conduct a discussion regarding each process improvement recommendation received. This is a decision point for the SEPG to:

- a. **Refer** to Process Improvement Function (PI-2). When the SEPG does not have enough information to make an informed decision or the recommendation contains sufficient information but needs implementation, it is referred to a PAT for completion or to research it and send a preliminary decision to the SEPG.
- b. **Forward** – the recommendation is not an actionable item for consideration for SEPG as it belongs in another area i.e., PMM, HR, or Field Services for example. The Recommendation is forwarded to the appropriate group for their consideration. The Submitter is notified of the action.
- c. **Approve** as submitted. Moves to the Implementation Function (PI-3).

1.4 Process Improvement Function (PI-2)

The PAT is led by a member of the SEPG who in turn recruits Subject Matter Expert's (SME's) and others as temporary members of the PAT. Once assembled, the PAT debates the validity of the recommendation, and then compiles a preliminary decision, which the PAT Lead presents to the SEPG.

1.5 Implementation Function (PI-3)

Implementation Function takes action on either an approved process improvement or a positive preliminary decision from a PAT to develop an adoption plan for the specific recommended process improvement. The PAT can also recommend how the adoption plan be implemented.

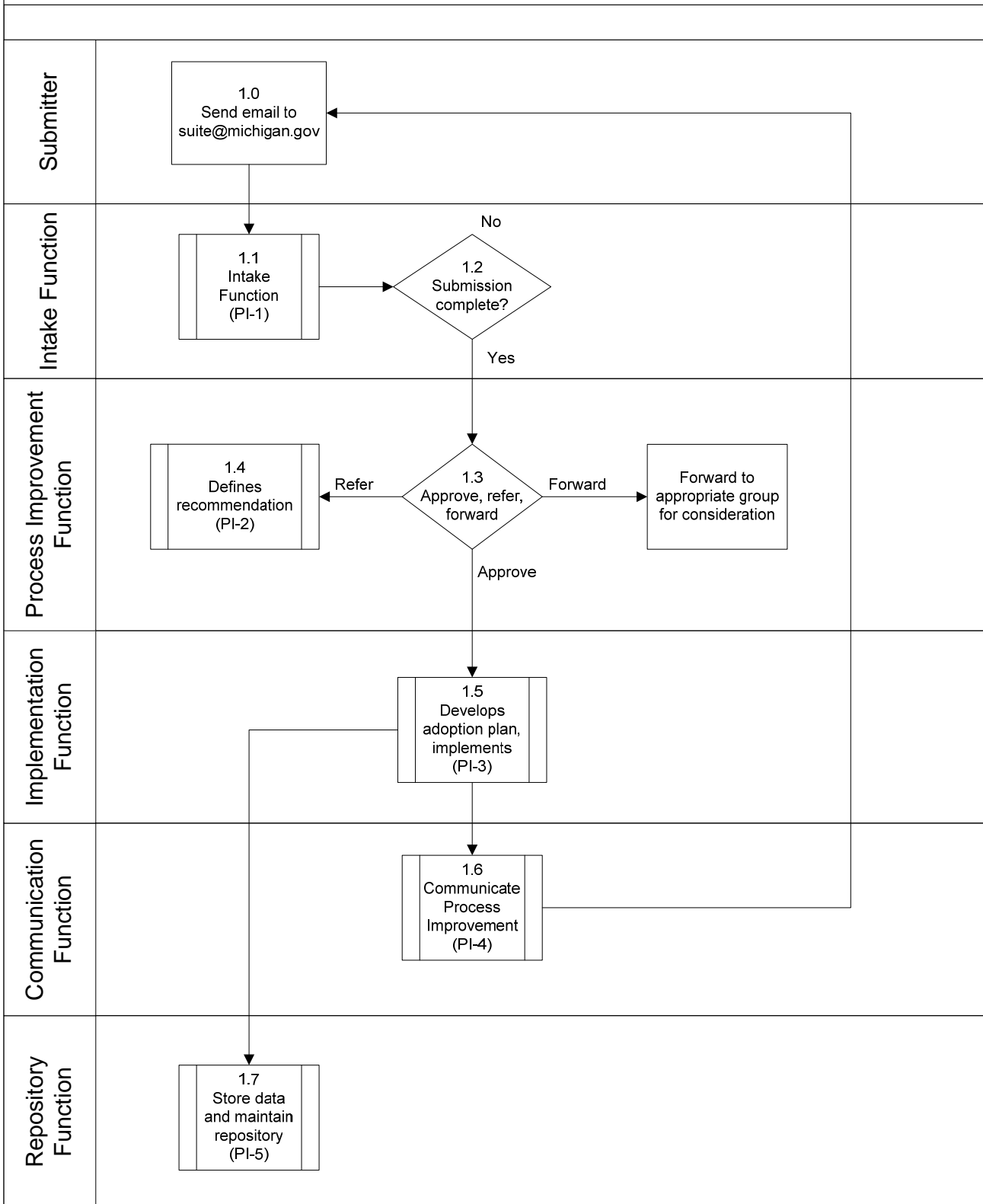
1.6 Communication Function (PI-4)

Once the process improvement adoption plan is defined by the Implementation Function, it is passed to the Communication Function for transmittal.

1.7 Repository Function (PI-5)

After the Communication Function is completed, appropriate related documents are moved to the Repository Function for permanent archival. (This is once the repository is established.)

Process Improvement Process Overview



Intake**Function:**

The following procedures will document the tasks necessary to complete each step indicated in the Intake Function diagram (PI-1).

1.0 Send email

Submitter sends an email to suite@michigan.gov

1.1 Is it a Question?

The Reviewer assesses the email to determine if it is a question or a true recommendation for process improvement. If it is determined to be a question it passes to 1.2. If it is a Recommendation it passes to 1.1.1

1.1.1 Is it a Recommendation?

The Reviewer assesses the email to determine if it is a recommendation for process improvement or if it is a question. If it is determined to be a recommendation for process improvement, it passes to 2.1.

1.1.2 Exception Handling

The Reviewer handles exceptions, such as misdirected and junk email.

1.2 Address the Question

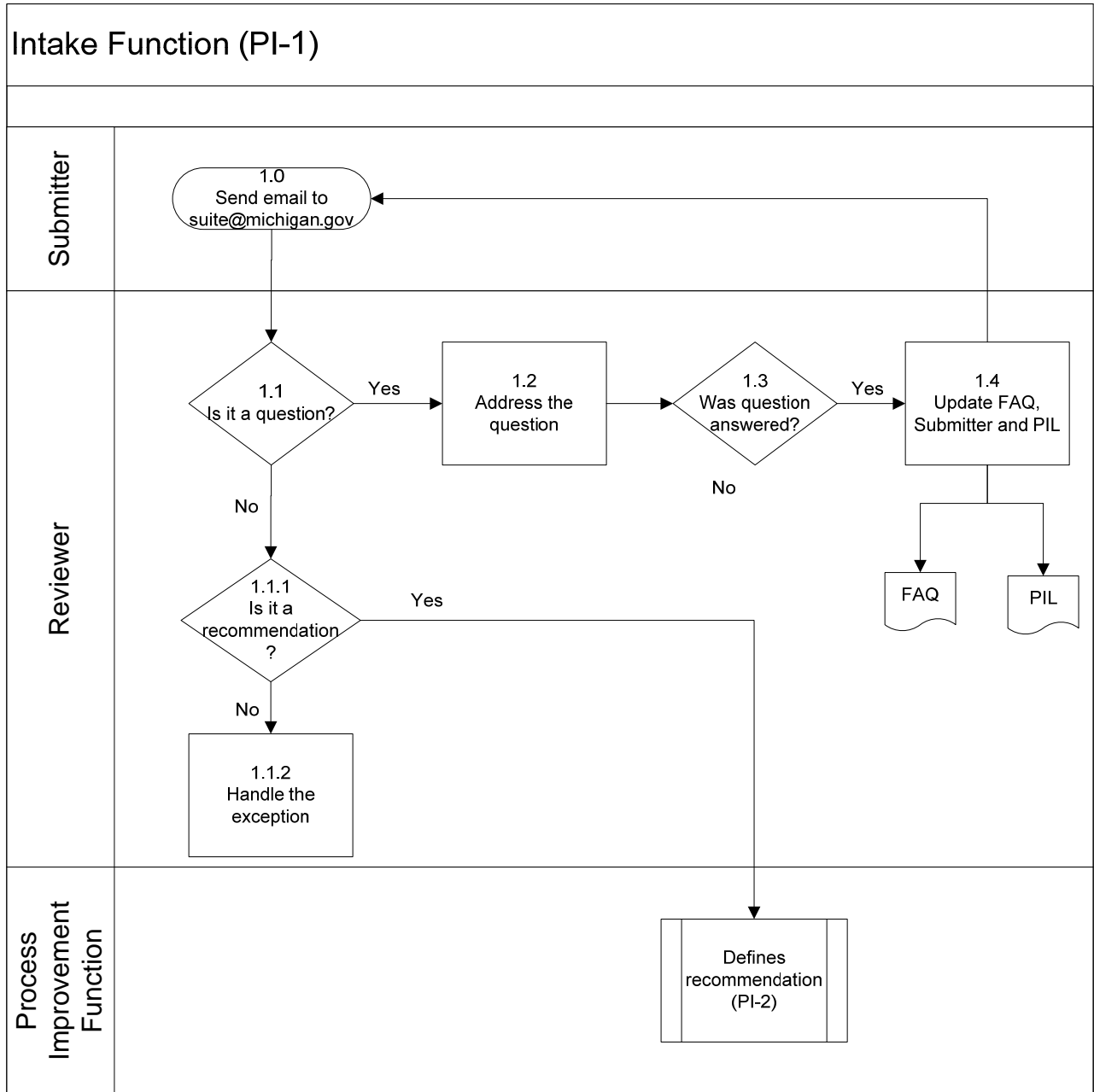
The Reviewer addresses the question by researching an answer.

1.3 Was the Question Answered?

If the Reviewer was able to answer the question, passes to 1.4. If not, passes to the Process Improvement Function (PI-2).

1.4 Update FAQ, Submitter, and Process Improvement Log (PIL)

The Reviewer updates both the FAQ and the PIL, posts them, and responds to the Submitter.



**Process
Improvement
Function:**

The following procedures will document the tasks necessary to complete each step indicated in the Process Improvement Function diagram (PI-2).

1.0 Refer Recommendation

SEPG refers the Process Improvement Recommendation (PIR) to the SEPG member designated to have subject matter expertise in the PIR's category, such as "templates." This SEPG member will be designated as the Process Action Team (PAT) Lead. The SEPG member may delegate the lead role to someone else on the PAT, however, the SEPG member still has the responsibility to report status; bring issues or concerns; deliver recommendations; etc. to the SEPG.

1.1 PAT Exists?

PAT Lead determines if there is an existing a PAT that currently handles the category of PIR.

1.2 Assemble PAT

PAT Lead determines that an appropriate PAT does not exist. The PAT Lead will build a new team based on previous members of PAT's that have addressed similar tasks in the past. The PAT may also be assembled by asking for volunteers from peer groups; talking to other DTMB staff regarding who might be good choices; sending out a message to the SUITE Support Team Community Listserv for potential members, etc.

The PAT Lead should determine if this new team should be a standing PAT that will address other similar process improvement requests as they come up – prior to soliciting members, to inform potential team members of this fact.

1.3 Referred for Recommendation or Completion

The SEPG will refer the PIR to the PAT for either:

Recommendation: This status signifies that the PAT is to perform an analysis of the PIR and provide the SEPG with a recommendation as to whether the PIR is a good idea, how much effort it will take to implement, how much resources it will take, an estimated implementation date, etc. The SEPG assigns this status when the PIR is other than straight-forward in nature. The recommendation solution is usually presented at the next scheduled SEPG meeting (typically 2 weeks).

Completion: This status signifies that the PAT is given the go-ahead to develop an implementation strategy, to make the recommended improvement(s) as the PAT sees fit, and to implement the PIR. The PAT Lead keeps the SEPG informed as to how the effort is progressing and

when it is estimated to be implemented.

1.4 Develop Recommendation

The PAT is to develop and deliver a recommendation which includes the proposed solution, the estimated effort involved, an estimated milestone/delivery schedule, and an impact analysis. The recommendation may include alternatives and additional information, as appropriate.

1.5 Receive Recommendation

The SEPG evaluates the PAT recommendation for appropriateness, taking into account enterprise environmental factors, including the ability to implement the improvement suggestion by all systems development and related areas.

1.6 Approve, Approve with Changes, or Cancel

The SEPG makes a decision on how to proceed with the recommendation. The three possible decisions include:

- a. **Approve:** SEPG gives approval for the PAT to develop the implementation strategy.
- b. **Approve with Changes:** SEPG gives approval for the PAT to develop and implement the PIR with additional recommendations/guidance. The PAT may be requested to provide additional information to the SEPG before developing the solution.
- c. **Cancel:** SEPG cancels the PIR.

1.7 Develop Implementation Strategy

The PAT is to develop an implementation strategy, which includes the proposed solution, the estimated effort involved, and an estimated milestone/delivery schedule. The PAT may develop an impact analysis and other analyses, as appropriate.

1.8 Receive Implementation Strategy Evaluation

SEPG evaluates the PAT implementation strategy for appropriateness, taking into account enterprise environmental factors, including the ability to implement the improvement suggestion by all systems development and related areas.

1.9 Approve, Approve with Changes, or Cancel

The SEPG makes a decision on how to proceed with implementation strategy. The three possible decisions include:

- a. **Approve:** SEPG gives approval for the PAT to implement the strategy.

- b. **Approve with Changes:** SEPG gives approval for the PAT to implement the strategy with additional recommendations/guidance for the PAT. The PAT may be requested to provide additional information to the SEPG before implementing the solution.
- c. **Cancel:** SEPG cancels the PIR.

1.10 Cancel Request

The SEPG may cancel a PIR, based on many possible factors, including insufficient resources to implement, redundancy, DTMB not being ready for the change, insufficient infrastructure in place, etc. The PAT Lead will document the reasons for cancellation and notify the original requestor.

1.11 Make Recommended Improvements

The PAT creates new or modifies existing process assets to reflect the implemented process improvement. The PAT SEPG member reports periodic progress to the SEPG. The PAT lead reports periodic progress to the Submitter.

1.12 Provide Input

The Submitter must (or should) be involved in every step of the process improvement process, including attendance at PAT meetings and involvement in the update process.

1.13 Implement Improvements

If the PIR is not critical (needed immediately), it is recommended that it be bundled into a release package and placed on a release schedule.

1.14 Update Process Asset Library (PAL)

The PAL Manager updates the appropriate Process Asset(s) (PA(s)) and notifies the Reviewer.

1.15 Communicate Process Improvement

Once the process change has been published, all staff and contractors involved in systems development must be notified of the new process change (or set of process changes, when bundled into a scheduled release package). This includes updating the Submitter of the status of the PIR.

1.16 Update Process Improvement Log (PIL)

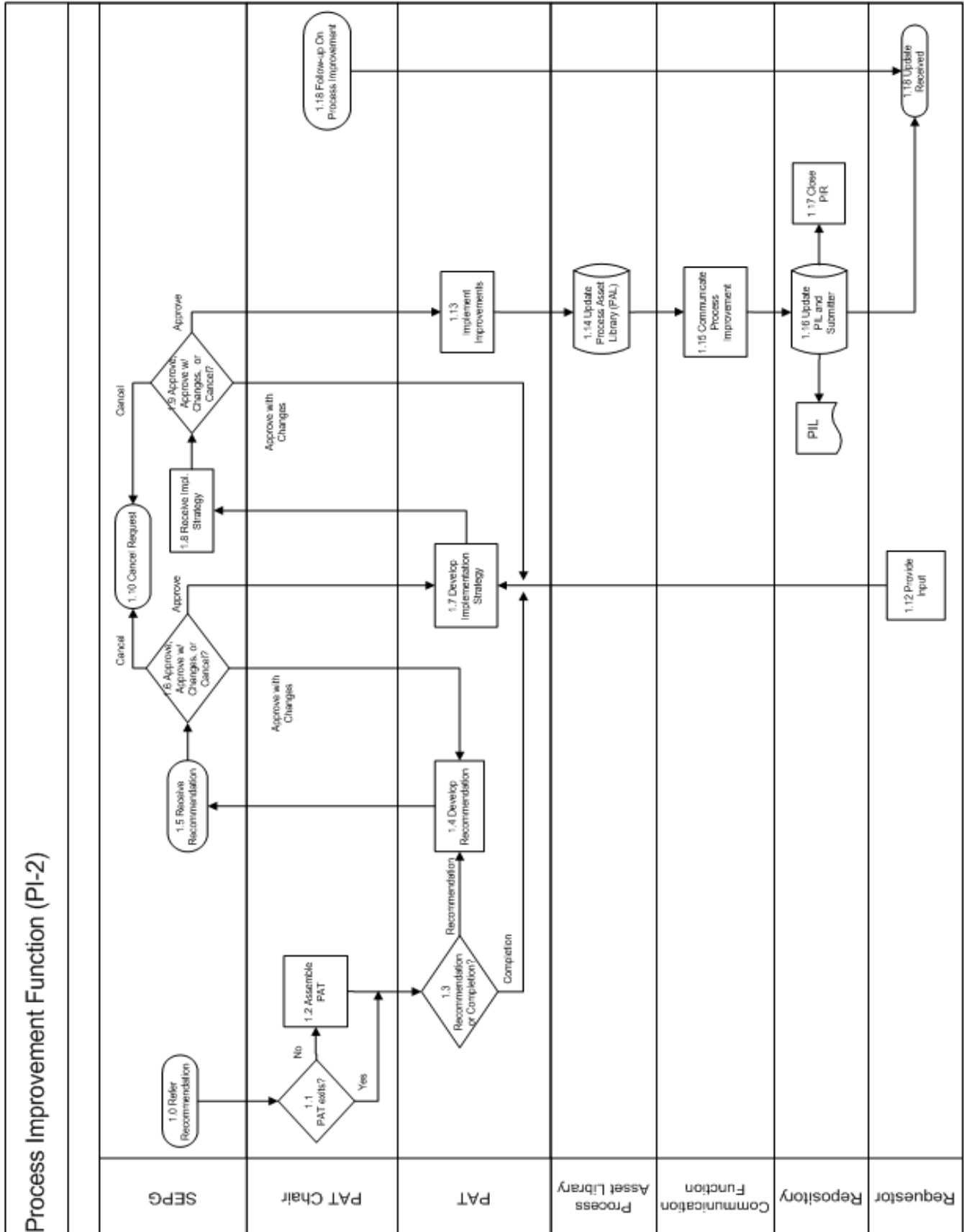
The Reviewer updates the PIL.

1.17 Close PIR

When all work on the PIR has been finalized, the PIR is closed out. This includes changing the status of the request on the Process Improvement Log to a status of "Closed."

1.18 Follow Up on Process Improvement

At a specified time after the process improvement request has been closed, the PAT Lead should contact the Submitter as well as others that are affected by (are using) the new process change to determine how the updated process is performing. This helps ensure that the process was actually updated and working effectively.



Implementation**Function:**

The following procedures will document the tasks necessary to complete each step indicated in the Implementation Function diagram (PI-3).

1.0 Request Approved

Request is approved by the SEPG and passes to 1.1

1.1 Need a Process Action Team?

The SEPG determines if a Process Action Team (PAT) is needed. If yes passes to 1.2. If no, passes to 1.3

1.2 Appoint PAT Team Lead

SEPG appoints the PAT Lead and passes to 2.0.

1.3 Determine Implementation Strategy.

SEPG determines the Implementation Strategy then passes to 1.4.

1.4 Need a Process Action Team?

The SEPG determines if a Process Action Team (PAT) is needed. If yes passes to 1.2. If no, passes to 1.5

1.5 Implement Solution

SEPG implements solution and passes to 1.6.

1.6 Communicate Solution

Once the solution is implemented it is communicated and passes to 3.0

2.0 Assemble PAT

PAT Lead assembles the PAT and passes to 2.1.

2.1 Develop Implementation Solution

Once the PAT is assembled, it develops the implementation solution and passes to 2.2.

2.2 Develop Implementation Strategy

The PAT develops a strategy to implement the solution and passes to 2.3.

2.3 Implement Solution

The PAT implements the solution and passes to 3.0.

2.4 Provide Input

Submitter provides input to the PAT during the development of the implementation solution.

3.0 Update Process Improvement Log (PIL)

The PAT Lead will provide an update to the Reviewer; pass to 3.1.

3.1 Process Improvement Log (PIL)

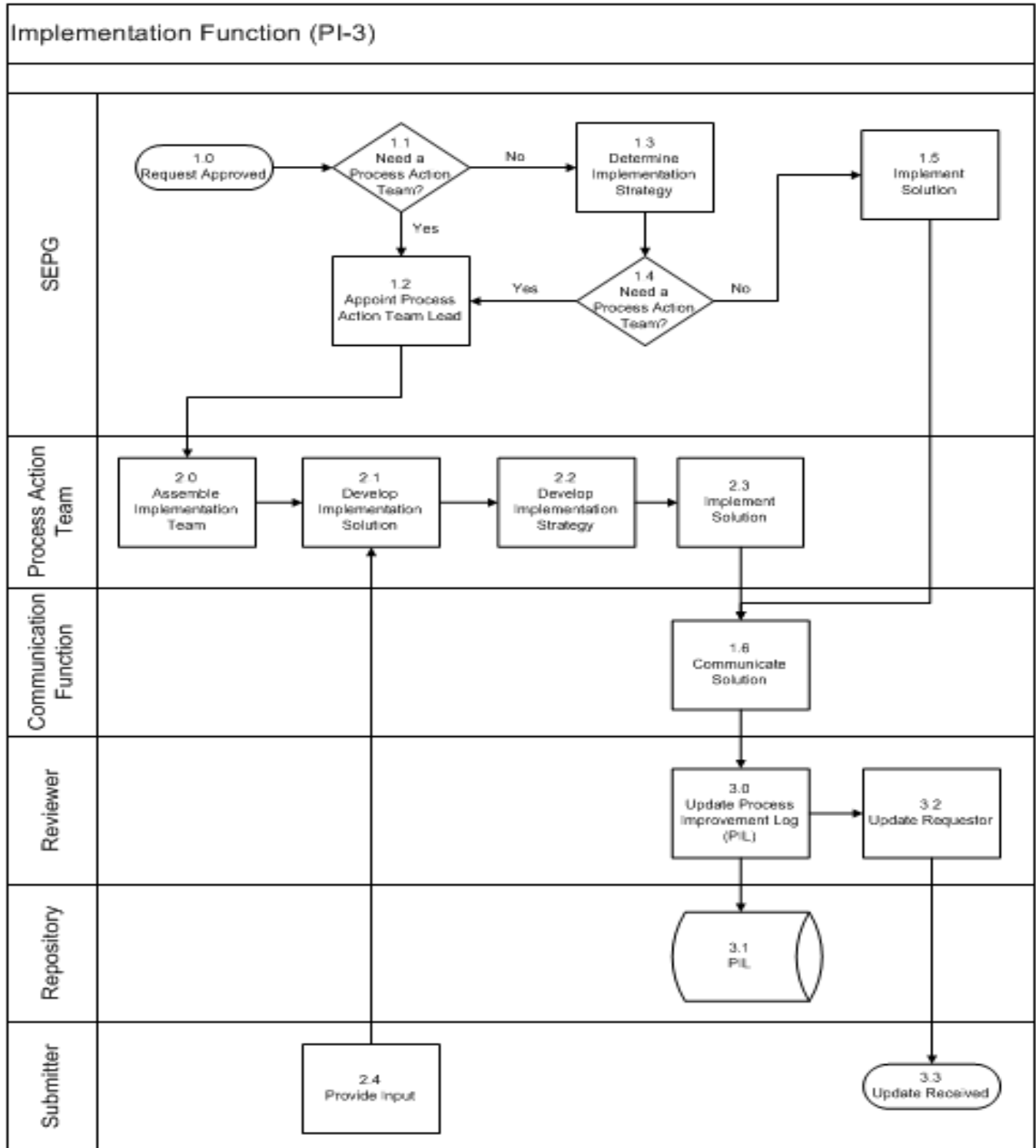
The PIL receives the update from the Reviewer who updates the necessary record(s) and passes to 3.2.

3.2 Update Submitter

The Reviewer will update the Submitter with the most current status of the request and passes to 3.3.

3.3 Update Received

The Submitter will be updated when the PIL is updated, giving the Submitter the most current status of the request.



Communication**Function:**

The following procedures will document the tasks necessary to complete each step indicated in the Communication Function diagram (PI-4).

1.0 Solution Implemented

Once the solution is implemented it passes to 1.1.

1.1 Is communication of Change Required?

SEPG determines if communication of the change is required and if yes, passes to 1.1.1 if no, then passes to 1.2.

1.1.1 Is Training Required?

SEPG determines if training is required and if yes, passes to 1.4 and if no, passes to 1.3.

1.2 End Process

If communication of change is not required, the process ends.

1.3 Communicate to SUITE Audience?

SEPG determines if communication to SUITE audience is required and if yes, passes to 2.0; if no, passes to 2.0.

1.4 Develop Training

The training coordinator develops the necessary training and passes to 1.5.

1.5 Facilitate Training

The training coordinator facilitates the training to the specified audience and passes to 1.6.

1.6 Provide Training Metrics to SEPG

The training coordinator provides training metrics to SEPG and process ends.

1.7 Develop Communication Solution

SUITE Communication Function develops communication solution and passes to 1.8.

1.8 Develop Communication Strategy

SUITE Communication Function develops communication strategy and passes to 1.9.

1.9 Disseminate Information

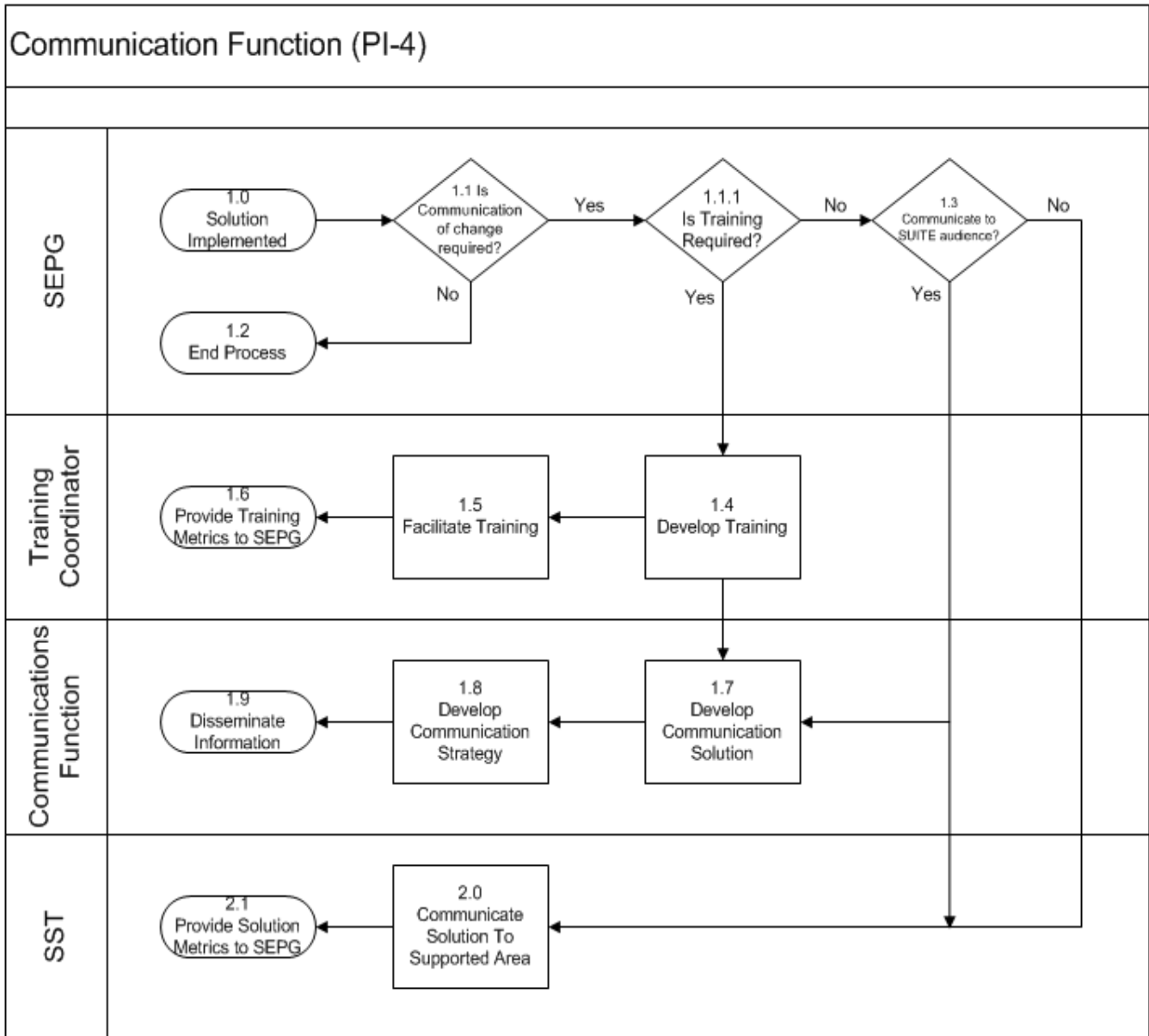
SUITE Communication Function disseminates information and process ends.

2.0 Communicate Solution to Supported Area

SST communicates solution to supported area and passes to 2.1.

2.1 Provide Solution Metrics to SEPG

SST provides solution metrics to SEPG and process ends.



Repository**Function:**

The following procedures will document the tasks necessary to complete each step indicated in the Repository Function diagram (PI-5).

1.0 Solution Implemented

Once the solution is implemented it passes to 1.1.

1.1 Process Asset Changed?

The implementer determines if a Process Asset (PA) is changed. If yes, passes to 2.0; if no, passes to 3.0.

2.0 Provide Updates to Process Asset Library (PAL) Manager

Once the PAL Manager receives updates from the implementer it passes to 2.1.

2.1 New Process Asset(s) (PA(s)) Needed?

The PAL Manager determines if new PA(s) is needed. If yes, passes to 2.3; if no, passes to 2.2.

2.2 Update Process Asset(s)

PAL Manager updates current PA(s) and ends process.

2.3 Create and Document New Process Asset(s)

PAL Manager creates and documents new PA(s) and ends process.

3.0 Provide PIL Update to Reviewer

The implementer provides PIL update to the Reviewer and passes to 3.1.

3.1 Update PIL

The Reviewer updates the PIL and passes to 3.2.

3.2 Process Improvement Log (PIL)

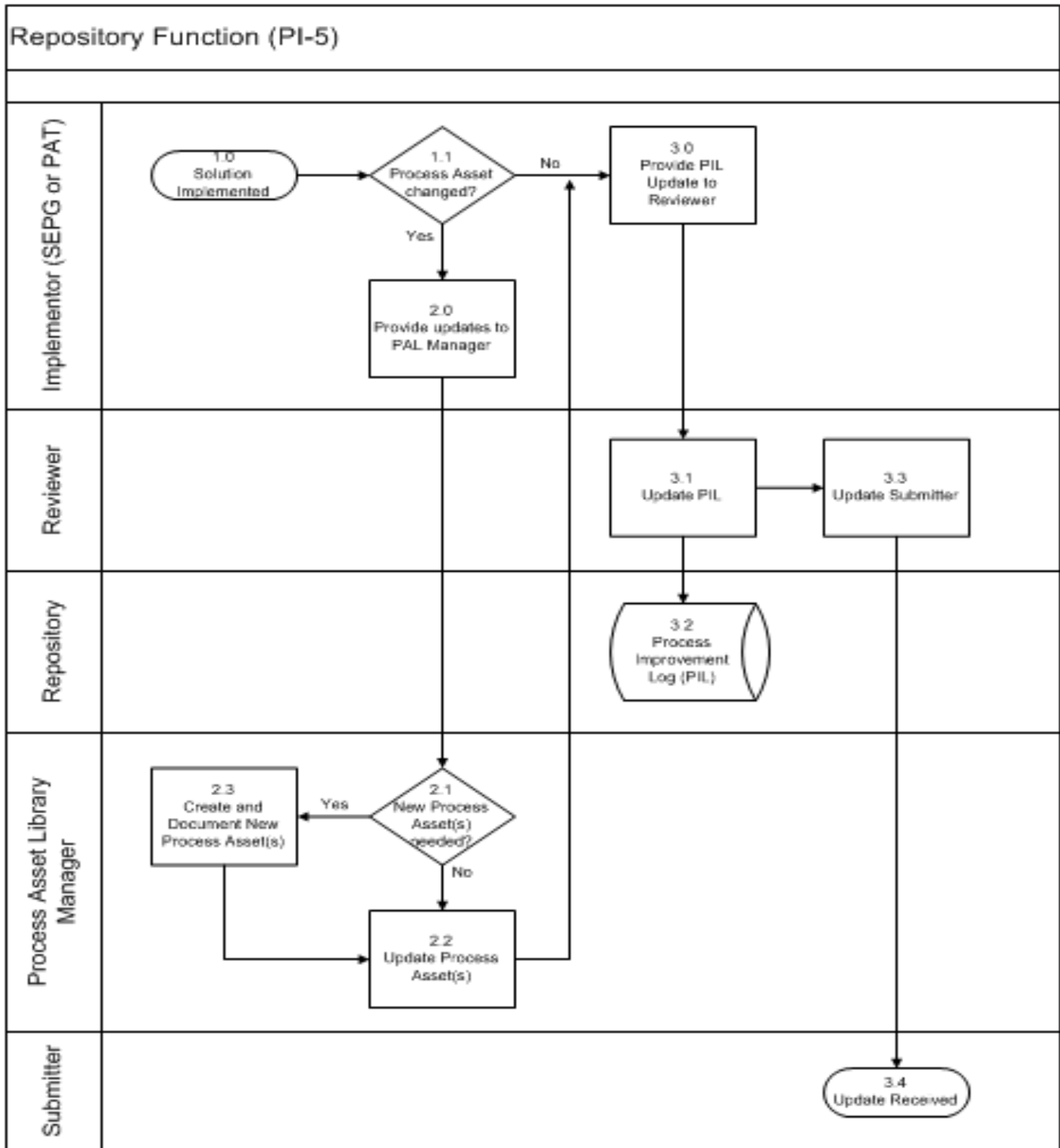
The PIL is updated by the Reviewer and passes to 3.3.

3.3 Update Submitter

Once the Reviewer updates the PIL, the Submitter is notified of the latest changes to the PIL and passes to 3.4.

3.4 Update Received

Once the Submitter is updated, the process ends.



Chapter 4.0: Process Action Teams (PATs)**Discussion:**

There can be several different groups responsible for process improvement within an organization. At the top level there is the need for someone to provide strategic direction for the process improvement efforts, removing obstacles to process improvement, providing funding for process improvement, and management oversight of the effort. This function is sometimes performed by the EPMO/PMO Team.

The next level down is responsible for planning and executing the organization's process improvement initiatives. This role is what we usually see fulfilled by the Software Engineering Process Group (SEPG).

The third level is responsible for establishing the process and process assets if they don't exist, or improving existing processes and process assets. This role is many times done by the Process Action Teams (PATs). Sometimes the PATs are permanent teams, or there is so much work for them to do that their life span is quite long. Ideally, PATs should be small temporary teams consisting of experts that are assigned a specific process improvement task. PAT activities may also include piloting a candidate process improvement, developing or updating the process training material, and deploying the processes and process assets to the organization, but these activities could also be done by the SEPG.

The SEPG should be orchestrating all of the process improvement efforts and charter the PATs with their assignments. The PATs report to the SEPG. The PAT lead is either a member of the SEPG or someone on the SEPG is a team member of the PAT. PAT membership should include people who are:

- Genuinely interested in and motivated to improve the organization's processes.
- Able to effectively communicate with their peers and management.
- Respected by their peers and management and considered credible.
- Experts in one or more the organization's processes (engineering, project management, process management, and support).

**PAT Activities,
Components and
Responsibilities:**

A Process Action Team is a team that is formed to improve an identified process improvement opportunity. A process improvement opportunity usually comes from the identification of a process or processes that are not performing optimally.

The PAT should be made up of a cross functional team with members from various parts of the organization that interact with the process. The leader of the PAT will generally be a standing member of the Software Engineering Process Group (SEPG). Often times, the leader will serve as facilitator, although this

function can be delegated, as needed.

The PAT will use a structured improvement model such as the PDCA (Plan, Do, Check, Act) cycle to provide form to the improvement effort.

The PAT will do an initial assessment, including time estimates to complete the requested task, which will be presented to the SEPG for input and decision making as far as whether the PAT is on the right track.

The PAT will then complete the task at hand and deliver a recommendation / solution to the SEPG for implementation consideration. If the SEPG agrees with the PAT recommendation, the PAT will assist with implementation of the recommendation. The PAT will follow best practice guidelines regarding release management.

The PAT leader will keep the SEPG informed regarding the progress of the PAT.

The PAT leader will follow through with any outstanding tasks.

Standing PATs: During the first year following the formation of the Software Engineering Process Group (SEPG), there will be a need for several standing PATs to address a multitude of small to medium sized improvement requests associated with the Systems Engineering Methodology (SEM). These PATs will operate similarly to the Ad Hoc PATs, but will not disband until after a set period of time that the SEPG deems appropriate, based on the number of improvement requests.

Ad Hoc PATs: Once the AD Hoc PAT has completed its requested task(s), it will be disbanded.

Chapter 5.0: SEPG Release Process

Purpose: The purpose of implementing a release process within the SEPG is to facilitate the orderly publishing of new or modified processes and/or templates. Its purpose is also to ensure that a consistent method of deployment is followed.

Rather than publishing a new or updated process or template when it is completed, this new release process will allow the SEPG to schedule releases once per quarter, instead of trying to communicate the introduction of new or updated processes and templates sporadically.

This change will allow teams to know about and plan for the introduction of new or updated processes or templates into their area.

Why Release Management for SUITE?:

Release Management is a proactive method for publishing new or updated processes and or templates, focused on their planning and preparation.

Some of the benefits of release management include:

- The opportunity to plan **resource requirements** to implement new processes in advance
- A **structured approach** to rolling out new or updated processes and templates, which is efficient and effective
- Changes are **'bundled' together** for one release, which minimizes the impact of changes on users of SUITE
- An opportunity for users to **accept functionality** of the new process or template before it is implemented
- Opportunity for **training** in advance of the rollout of new or updated processes or templates
- **Better version control** for SEPG processes and templates, ensuring that correct versions are available

Schedule: Standard releases will be published on a quarterly basis. The schedule is as follows: **DO WE STILL WANT TO PUT DATES HERE??**

- February 1st
- May 1st
- August 1st
- November 1st

Exceptions to this schedule will occur when deemed necessary by the SEPG and these updates will be communicated appropriately as they occur.

**Communication of
New or Updated
Processes and
Templates:**

New or updated processes and templates will be communicated to SUITE stakeholders, as appropriate, before being published as part of a scheduled release.

Process and template additions/updates will be communicated to the following teams/mechanisms as early as possible, prior to a scheduled release date:

- ITOT (EST Core) Team (meets bi-weekly)
- DTMB Management Meeting (meets monthly)
- EPMO/PMO Meetings (periodic meeting with Enterprise PMO, IS PMO, and AS PMOs)
- SST Leaders Meeting (meets monthly)
- SST Community Meeting (meets bi-monthly)
- SUITETalk Newsletter (distributed quarterly)
- SUITE Internet Website (www.michigan.gov/suite)
- SUITE Intranet Website (inside.michigan.gov/dtmb → Work Resources → SUITE)

A log will be maintained on the SUITE website detailing what components will be added or updated during the next scheduled release.

If needed, training will be developed and delivered in a timely fashion. This may include updates to our existing training classes or the addition of new SUITE 101 Workshops on the usage of the new process or processes being released.