



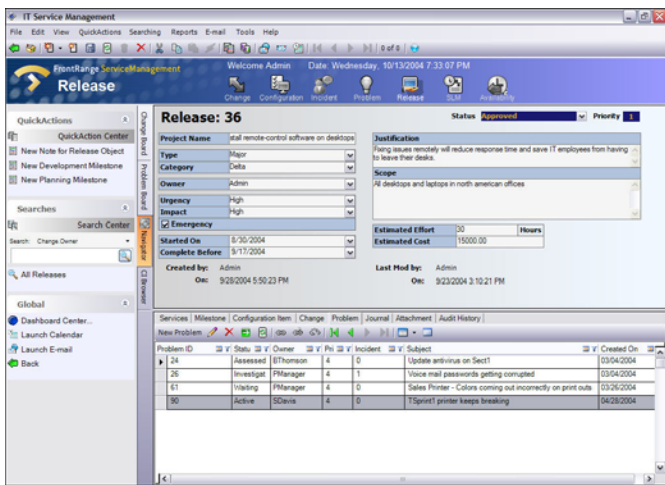
IT Service Management: Release Management

Release Management is a key component in the ongoing effort to better manage and minimize the impacts of change in an IT organization. Once changes have been identified and authorized, a proper release management strategy is necessary to help companies accurately plan, deploy, and manage releases with precision and confidence.

As part of the FrontRange IT Service Management suite of modules, Release Management is designed to help companies manage the entire release cycle from planning to deployment and analysis. By providing built-in best practices and industry leading functionality, the Release Management module helps ensure that all changes are deployed successfully into the production environment in the least disruptive manner.

Best Practices Built-In

FrontRange Release Management can help you set your internal processes quickly and easily. Powerful configuration options allow you to tailor fit the solution to your existing methodology or build your processes around what is included. Support for the ITIL Release Management framework is built in to the product along with the real-world best practices shared by over 125,000 FrontRange customer organizations around the world.



Releases are tracked with precision through each phase of the Release cycle using built in workflow capabilities

Complete End-to-End Management

The FrontRange Release Management module helps you control all aspects of your release strategy, no matter how large or small. Included features and real-time reporting capabilities automate release process and help identify which areas are on target and which ones are not.

By using this module in conjunction with a release management framework, users can build and manage a comprehensive release strategy identifying how best to prepare the organization for the release, what risks it poses to production, how to best communicate the changes, how to build, test, and deploy the change and the manner in which it can be removed from production should it fail to meet its objectives.

Create and track planning and development milestones for each release to keep projects and team members informed and on schedule. Actual and projected costs can be tracked within the application and full audit capabilities are included to support your IT compliance efforts.

Tightly Integrated

Release Management is part of the IT Service Management suite of products and shares a common reporting engine, business processing engine, data structure and integration platform with all of the other FrontRange IT Service Management modules.

Full integration with HEAT Call Logging and IT Service Management means that release information is available to all Service Desk agents and configuration records can be automatically updated upon successful acceptance of a release.

Reduce Risk and Uncertainty

Any organization that has had a planned release not go quite according to plan, will understand the need for comprehensive Release Management and tracking. The costs associated with an ill-managed release can cost exponentially more than the amount of deploying the FrontRange Release Management module. Built-in workflow and milestone tracking ensures that releases are carefully thought out and risks to production systems are mitigated.

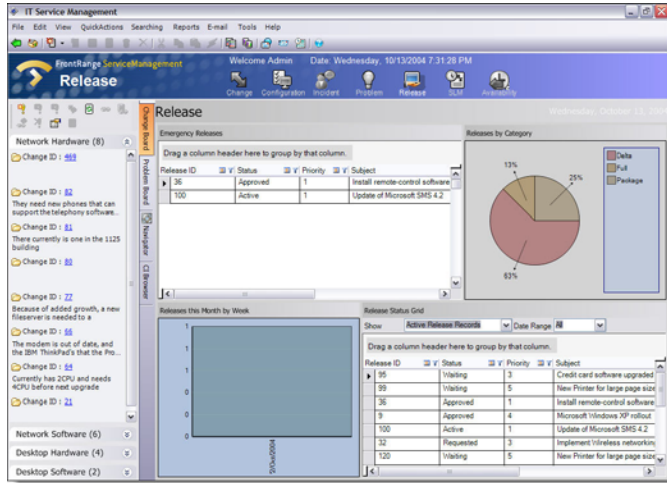
Users can quickly access contingency and back out plans, update configuration records and notify stake holders -- all from an intuitive user interface.

360 Degree View of Release Cycle

Release Management gives you a complete view of every aspect related to a release. Both technical and non-technical impacts can be considered and all release plans are stored in a central repository. Release plans can be viewed along with their linked incidents, problem records, configuration items, and change requests to help with the planning and impact assessment for each release.

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Access to the Release Management module can be performed through a standard web browser, allowing the Release Manager to easily communicate and share information with subject matter experts, third party suppliers, and other stakeholders*



Details about all pending and current changes is available via power Dashboard reporting

Attention HEAT Users

The Release Management module is designed to integrate with your existing HEAT solution. The capabilities of a complete Release Management solution can be integrated into your HEAT environment. HEAT users can search and view the list of pending releases from within the HEAT Call Logging application. HEAT users may also link call records to active releases, for tracking and notification purposes.

Release the Power Of Your IT Organization

If your organization is looking to establish or improve your Release Management capabilities, or if you are looking for more advanced ITIL support, FrontRange Release Management was created specifically for you. Built-in functionality and powerful configuration options ensure that the software will provide benefits quickly while affording you the ability to scale as your needs change. Because FrontRange IT Service Management shares a common architectural platform with the full suite of FrontRange business solutions, you have access to a range of capabilities that is unmatched in the industry.

FrontRange Solutions—a leading provider of service management and CRM applications with more than 7,500 customers and 125,000 implementations over the past 12 years—is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Additional Release Management Features

- Easily Track release milestones, assignments, approvals, and acceptance through every stage
- Create different release workflows for different release types
- Automatic notification or actions upon release milestones
- Full Integration with Change Management
- ITIL Verified

Part of the FrontRange IT Service Management Solution

- Incident Management
- Problem Management
- Configuration Management
- Service Level Management
- Change Management
- Availability Management
- Self Service

Call 800 776 7889 to speak to your FrontRange representative today and discover the benefits of IT Service Management.

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*(may require additional licenses)

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