**ITIL Release Management Checklist Template**

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| **PROJECT** | **RELEASE NO.** | **RELEASE AUDIENCE** |
|   | **0.0.0** |  Developers, Internal, Early Access (Beta), Selected External, Specific Customers, General / Wide |

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| **STATUS KEY** |  |  |
| PENDING: Work still needs to be done. |  |
| N/A: This item cannot logically apply. |  |
| WAIVED: This item could apply, but the stakeholders deem it unimportant. |  |
| DONE: The stakeholders agree that the item has been satisfied. |  |
| FAILED: This item has forced us to abandon this release. |  |  |

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| **Marketing / Product Management** |
| **ITEM** | **STATUS** | **PARTY RESPONSIBLE** |
| Requirements and user stories for this release have been agreed upon. | **PENDING** |   |
| All issues from the prior release have identified and added. | **N/A** |   |
| The product owner and other stakeholders agree with the release plan. | **WAIVED** |   |
|   | **DONE** |   |
|   | **FAILED** |   |
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| **Development** |  |  |
| **ITEM** | **STATUS** | **PARTY RESPONSIBLE** |
| All needed design work has been completed. |  |   |
| All needed design work has been reviewed. |  |   |
| All development work has been completed. |  |   |
| All development work has been peer reviewed. |  |   |
| All defects assigned to this release have been fixed. |  |   |
| All development documentation has been updated. |  |   |
| All unit test code has been updated. |  |   |
| The development team is satisfied with this release. |  |   |
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| **Quality Assurance** |  |  |
| **ITEM** | **STATUS** | **COMMENTS** |
| The QA plan and test cases have been updated. |  |   |
| The QA plan has been completely carried out. |  |   |
| All discovered defects have been logged. |  |   |
| Any change requests or spec updates due to defects have been addressed.  |  |   |
| All fixed defects have been verified as fixed. |  |   |
| The QA team is satisfied with this release. |  |   |
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| **DevOps / Release Engineering / Configuration** |
| **ITEM** | **STATUS** | **COMMENTS** |
| All components have been properly tagged for release, and the release configuration is clearly defined. |  |   |
| Change-control practices have been followed, meaning that the released product does not contain unapproved changes. |  |   |
| The rollback plan has been prepared. |  |   |
| Create a backup of the build environment, and place the development environment under change control. |  |   |
| Synchronize the date / time stamp on all release files. |  |   |
| The operations team is satisfied with this release. |  |   |
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| **User Experience** |  |  |
| **ITEM** | **STATUS** | **COMMENTS** |
| Any new or changed functionality is deemed usable. |  |   |
| User documentation has been updated. |  |   |
| Communication with the customer has been planned and executed. |  |   |
| The UE team is satisfied with this release. |  |   |
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| **Technical Support / Operations** |  |  |
| **ITEM** | **STATUS** | **COMMENTS** |
| Tech support / operations has successfully installed, upgraded, and used this release. |  |   |
| Any "early access" or "Beta" program was successful, and any issues were fixed, |  |   |
| The impact of any changes on other products / operations has been determined and addressed. |  |   |
| Support documentation has been updated. |  |   |
| The tech support / operations teams are satisfied with this release. |  |   |
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| **Services / Training** |  |  |
| **ITEM** | **STATUS** | **COMMENTS** |
| Sales support / training has had access to this release. |  |   |
| Training materials have been updated. |  |   |
| Sales support / training is satisfied with this release. |  |   |
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| **Legal** |  |  |
| **ITEM** | **STATUS** | **COMMENTS** |
| Legal risks associated with this release have been reviewed. |  |   |
| Copyright and licenses for all components and intellectual property have been verified. |  |   |
| Compliance with all laws and regulations (e.g., export, safety) is confirmed. |  |   |
| The legal team is satisfied with this release. |  |   |
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| **Release Management** |  |  |
| **ITEM** | **STATUS** | **COMMENTS** |
| Formally announce the release internally.  |  |   |
| Write a release summary, including any issues for discussion. |  |   |
| After the release, check in with the project stakeholders for feedback on the release. |  |   |
| The legal team is satisfied with this release. |  |   |
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