SOFTWARE RELEASE AND CHANGE CONTROL / ILLUSTRATIVE CASE

Who can approve a release and reverse it if needed?

The management decision

Give the release owner one record that brings together test results, approval and the person responsible for reversal. Use a recent change to check that the record can be completed in practice.

A change that goes live without clear test results can interrupt a process staff or customers depend on. If nobody knows when to reverse the change, the delay can increase the disruption. This review helps teams use a simple record for deciding when a change is ready and who acts if it causes problems.

Worked example

Of 12 changes, four lack evidence that the business tested the result. Two lack a named owner for reversing a release. Both gaps matter, but they may relate to the same changes.

Example figure	What it represents
12	Changes reviewed
4	Missing test evidence
2	No owner for reversing the change

What changes the answer

If both missing owners occur among the four missing tests, there are four distinct changes to review. If there is no overlap, six changes need attention. Count unique changes before assigning work.

Software release and change control

What to commission

Review one release from request through approval, including the conditions for reversing it.

We review what the team tests, who signs off and which symptoms should trigger a reversal. We discuss how to record those decisions so people can find them quickly when they need to act.

How to judge the result

For a sample change, staff can identify test evidence, who approved release and who decides whether to reverse it.

Count changes missing evidence and eliminate overlaps before estimating the remedy. Use the next release to test whether teams can make and record decisions promptly.

Decision worksheet

Project detail	Starting point for your team
Decision owner	Software delivery manager. Name the person who will approve the next step.
Records to gather	A recent release, its change request and the steps people used to approve it.
Agreed output	A change request template, a release checklist and an approval and reversal record.
Decision date	Record the deadline, any unresolved assumption and who will confirm it.

Discuss this case

Tell us which application or process you want to review and what usually holds up a release or creates work afterwards. Mention the next planned change and who can approve it. A recent example is helpful even if the team currently holds its records in email.

Email info@oxetc.co.uk and mention IT-20. All figures in the worked example are illustrative.