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| SNOMED International Release Management Communication plan | | |
|  | | |
| Date | 20171002 | |
| Version | | 0.4 |
| Status: | | Draft |

Amendment History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Editor** | **Comments** |
| 0.1 | 20160501 | Andrew Atkinson | Creation of draft plan |
| 0.2 | 20160928 | Andrew Atkinson | Updates in line with new processes |
| 0.3 | 20170421 | Andrew Atkinson | Updates in line with TRAG feedback |
| 0.4 | 20171002 | Andrew Atkinson | Updates in line with further TRAG feedback |

Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Approver** | **Comments** |
| 0.1 | 20160615 | Alison Delle | Approved the approach and confirmed it was in line with company Communication policy |

Future Review Timetable

|  |  |  |
| --- | --- | --- |
| **Review date** | **Responsible owner** | **Comments** |
| YYYYMMDD | Person/group responsible | Summary of action |
|  |  | (remove or add rows if necessary) |

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# Introduction

The SNOMED International Release Management Communication plan defines the process for managing Communications within the scope of SNOMED International Release Management. It is important to manage Communication proactively, in order to ensure that SNOMED International products and services are supported and that Members and consumers are well informed. The SNOMED International Release Management Communication plan defines the procedure that SNOMED International uses to interact with all stakeholders, in order to ensure that they are aware of all updates and announcements related to SNOMED International products and services releases.

# Scope

## In Scope

All communication related to Release Management within the SNOMED International organization.

## Out of Scope

Out of scope are communications that do not form part of the SNOMED International Release Management process.

# 

# Communication Plan

## Product releases

### Release Communications Matrix

|  |  |
| --- | --- |
| **Release stage \*** | **Required Communication** |
| **Content Authoring stage** | Continuous communication with all relevant stakeholders, in order to ensure that all release deliverables are completed and tested on time.  Provide customers with visibility of planned Release content & dates, & request testing support where appropriate. Keep everyone updated with any subsequent changes to the Release Schedule.  ***\* Changes to products at this stage should be prefixed with “Product Change: “, in order to allow people to effectively prioritise the communications*** |
| **Alpha Release stage** | Send Alpha release announcement email to relevant stakeholders for Alpha testing.  Manage feedback loop for all Alpha fixes.  ***\* Communications at this stage should be prefixed with “Alpha Release: “, in order to allow people to effectively prioritise the communications*** |
| **Beta Release stage** | Send Beta release announcement to all stakeholders for Beta testing, via the Release Management Confluence blog (eg) https://confluence.ihtsdotools.org/display/RMT/2016/12/07/January+2017+SNOMED+CT+International+Edition+Beta+release+available+to+IHTSDO+Members  Manage feedback loop for all Beta fixes.  ***\* Communications at this stage should be prefixed with “Beta Release: “, in order to allow people to effectively prioritise the communications*** |
| **Pre-Production Release stage** | Send Pre-Production release announcement email to relevant internal stakeholders for Pre-Production testing. This stage is product-dependent.  ***\* Communications at this stage should be prefixed with “Pre-Production Release: “, in order to allow people to effectively prioritise the communications*** |
| **Member Release stage** | *(International Edition only)* Send Member release announcement to all Members via the Release Management Confluence blog(eg) <https://confluence.ihtsdotools.org/display/RMT/2016/12/31/January+2017+SNOMED+CT+International+Edition+release+available+to+IHTSDO+Members>  ***\* Communications at this stage should be prefixed with “Member Release: “, in order to allow people to effectively prioritise the communications*** |
| **Production Release stage** | Send Production release announcement to all stakeholders (Members) via the Release Management Confluence blog (eg)  <https://confluence.ihtsdotools.org/display/RMT/2017/01/31/January+2017+SNOMED+CT+International+Edition+release+available>  Also send a release announcement to all direct Affiliates by using the Automated Notification checkbox in MLDS when you take the Release “Online”.  Send relevant Release information to SNOMED International internal communication team, so they can implement the press release (which will be published on our website, and on social media such as twitter and LinkedIn).  Email the International Edition and Spanish Edition (ONLY) release announcements to the Management Board ([mb@ihtsdo.org](mailto:mb@ihtsdo.org)) after the Production Release has been published.  ***\* Communications at this stage should be prefixed with “Production Release: “, in order to allow people to effectively prioritise the communications*** |
| **Post-Production Release stage** | Inform all stakeholders of any recalls or updates to the Production release of the product *(please see the “IHTSDO Release Management Critical Incident process.docx” for further details of likely cases)*  ***\* Communications at this stage should be prefixed with “Production Release: “, in order to allow people to effectively prioritise the communications*** |

**\* *For details on the differences between each Release stage, please see the*** [***IHTSDO Release configuration document***](https://confluence.ihtsdotools.org/display/RMT/Process+Documentation?preview=/22318638/34870072/IHTSDO%20Release%20configuration_FINAL.docx)

### Internal Release Communications

Prior to each Production Release of SNOMED International products, Release Management will undertake continuous communications with the relevant stakeholders (Content team, Technical team, third party suppliers) in order to ensure that all Release deliverables are provided in time to be packaged and tested, ready for publication.

**Alpha/Beta/Pre-Production Communications**

This includes sending the pre-Alpha, Alpha, Beta and Pre-Production releases out to both internal and external stakeholders, in order to engender feedback on the quality of the release content. We will send it to the following at each stage:

* All members and SNOMED International affiliates
* Internal technical stakeholders for technical testing (development team, release team, etc)
* Targeted communication to NRC’s who have kindly offered their assistance with validation, including but not limited to:
  + Australia NRC personnel
  + UK NRC personnel
  + USA NRC personnel
  + Spanish NRC personnel
  + Uruguay NRC personnel
* Any other NRC’s who have expressed an interest in assisting with the testing stages.
* Third party suppliers who have expressed an interest in assisting with the testing stages.

**Production Communications**

At the time of each Production Release of SNOMED International service, we will send out an announcement (via the SNOMED International Release Management Confluence blog) to the relevant Business and technical stakeholders, informing them of the pertinent details of the Release. For example, for a Beta Release:

https://confluence.ihtsdotools.org/display/RMT/2016/12/07/January+2017+SNOMED+CT+International+Edition+Beta+release+available+to+IHTSDO+Members

Or for a Production Release:

<https://confluence.ihtsdotools.org/display/RMT/2017/01/31/January+2017+SNOMED+CT+International+Edition+release+available>

Contained within this announcement will be the link to the Release notes for the appropriate Release – these must contain descriptions of any Enhancements (new or updated Content) introduced as part of the Release, details of all Production defect fixes contained in the Release, plus any Known Issues that are outstanding and will therefore be carried forward into the next Release cycle.

*Please see section “3.3 Process for posting Release Announcements on Confluence” – below in this document for full details of how these announcements are posted.*

### Internal Release Communications Recipient List

The announcements will be sent automatically by Confluence once the Blog is posted – they will be sent to all stakeholders in the Group mailbox called “IHTSDO Release Announcements” (with a group email address of [releaseannouncements@ihtsdo.org](mailto:releaseannouncements@ihtsdo.org)) - please see section “3.3 Process for posting Release Announcements on Confluence” – below in this document for full details. ). They will also be sent to all stakeholders who have signed up to “watch” the SNOMED International Release Management website.

### External Release Communications

Prior to each Production Release of SNOMED International products, Release Management will communicate with the relevant Members who kindly assist with Release testing and validation (UK, Australia, Spanish, Uruguay NRC’s, amongst others), in order to provide them with the planned Release timelines. This will give them visibility of the relevant Alpha, Beta and Production release dates, allowing them to plan their resource availability, ensuring that they can provide the required support for each stage of release testing.

At the time of each Production Release of SNOMED International service, we will send out an announcement (via the SNOMED International Release Management Confluence blog) to the relevant stakeholders (Members or Affiliates), informing them of the pertinent details of the Release.

Contained within this announcement should be the link to the Release notes for the appropriate Release – these must contain descriptions of any Enhancements (new or updated functionality) introduced as part of the Release, details of all Production defect fixes contained in the Release, plus any Known Issues that are outstanding and will therefore be carried forward into the next Release cycle.

*Please see section “3.3 Process for posting Release Announcements on Confluence” – below in this document for full details of how these announcements are posted.*

### Communicating changes to the Products

When SNOMED International needs to make changes to any of it’s Products, it will communicate out these changes to the relevant stakeholders, depending on what type of change is being made, and to what Product:

|  |  |  |
| --- | --- | --- |
| **Type of Product** | **Type of Change** | **Stakeholders to communicate to** |
|  |  |  |
| International Edition | Changes to the RF2 format | All - Members plus affiliates/vendors |
|  | Release Schedule | All - Members plus affiliates/vendors |
|  | Additional Files | Just NRC’s, as they can choose whether or not to use the files, and if so disseminate out to affiliates/vendors. |
|  | Deprecation of Files | Just NRC’s, as they can choose whether or not to use the files, and if so disseminate out to affiliates/vendors. |
| Derivative Product(s) | Any | Just to the known relevant users of the particular Derivative Product |
| Spanish Edition | Any | Just to known users of the Spanish Edition |
| Managed Service Products | Any | Just to the customers of the relevant Managed Service Product |