Production deployments

Description

For each **customer**, a procedure must be implemented to manage deployments made in the customer's **production environments**, which may be the following:

- Production environments
- TEST/PRE environments that customers consider productive
- Soffid Cloud TEST environments that use data from the customer's production environments.

This procedure includes several steps which, in summary, consist of agreeing the deployment with the customer, notifying them, and recording it.

We will also have to carry out the procedure for customers managed by a **partner** who delegates the operation to us. For customers managed exclusively by the partner, they will carry out the operations based on their own procedures.

Prerequisites

Changes must have been implemented and validated in a TEST, DES, or local environment.

Changes must have been validated with the customer, or the customer must accept the risks of not having validated them.

Agree with the customer and/or partner on the **optimal time to carry out the deployment**, taking into account the following restrictions:

- Do not perform a deployment the day before a non-working day, on a Friday, or the day before a public holiday.
- Do not perform a deployment the day before the start of a vacation.

Identify the relevant parties to notify of the deployment:

- Soffid project team
- Soffid support team

- Partners (if applicable)
- Customer managers (including helpdesk contacts, if applicable)

Prepare a guide and all necessary components to perform a **rollback** in case of unexpected problems.

For tasks where we have modified code in a GitLab project, once it has been validated in the test environments, the code must be committed and pushed and validated with the release of the last artifact generated, which will be the one we deploy in the production environment.

Procedure

Step 1: Deployment planning

- Agree with the customer (and/or partner) on the optimal time to perform the deployment.
- Add an event to the calendar.
- Add a record change in the customer deployment log file.

Step 2: Notification of deployment start

- Send an email using the “Start Notification” template.

Step 3: Performing the deployment

- Put the console into maintenance mode (where necessary).
- Configure/publish/deploy all components.
- Redeploy/restart the appropriate components.
- Validate that the system is working correctly (paying particular attention to customers with AM and PAM).
- Validate (if possible) all changes applied.
- Check the monitoring of the machines to ensure that everything is still under control.
- Remove the console from maintenance mode (if necessary).

Step 3.2: Notification of delays

- Send an email using the “Delay Notification” template.

Step 4: Notification of the end of deployment

- Send an email using the “End Notification” template.

Step 5: Close the task

- Update the record changes in the customer deployment log file.

- If there are Zammat tickets involved, include the deployment as a comment.
- If there are emails instead of tickets, notify the completion in the emails.

Documentation

Excel spreadsheets for recording deployments

As we will most likely need to share this document with customers or partners, there will be one document per customer.

The documents will be created in the folder: **Drive > Unidades compartidas > Soffid > DEPLOYMENTS**.

The document **TEMPLATE - Deployment log** has been created as a starting point for new customers.

File names must begin with the customer's name: CUSTOMER - Deployment log

Email templates

Start notification:

Buenos tardes.

Vamos a realizar el despliegue a producción de los siguientes tickets/correos:
* ES-7412280 Tractar els ORGANISMES com si fósin un ORGÀNIC
* ES-7412104 PRODUCTES: No fa enviaments a les notificacions
* ES-7412224 roldanfm al fer baixa li apareix missatge de conservar

Los componentes a desplegar son los siguientes:
* addon-diba 3.2.11
* biblioteques programari 3.2.1
* diputació aplicacions 3.21
* diputació programari 3.2.1

Se requiere reiniciar las consoles y los syncservers.

Se estima una duración de 15 minutos.

Saludos cordiales.

Delay notification:

Buenas tardes.

La actualización se va a demorar más de lo esperado. Cuando termine el proceso enviaremos correo de notificación.

Saludos cordiales.

End notification:

Buenas tardes.

La actualización se ha completado satisfactoriamente.

Para cualquier duda o nuevo comportamiento que pueda aparecer, abra un nuevo tiket en el Portal de soporte https://zammad.soffid.com/ o contacte por teléfono al 871 96 29 12.

Saludos cordiales.

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