

Release Management

Plan and deploy releases with structured workflows, scheduling, and real-time visibility across systems and environments.

Specification	
SKU	IT-ITOM-RLS
Solution area	IT Service Delivery
Works with	Change Management, Configuration Management (CMDB), Incident Management, Problem Management, Service Desk & Request Portal
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

Release Management is the process of planning, coordinating, and deploying changes across systems and environments. It ensures that updates are delivered in a controlled, structured way, minimizing risk and maintaining service stability.

SmartSuite’s Release Management software provides a structured, scalable system to plan, coordinate, and execute releases across your IT environment. It enables organizations to move from fragmented deployment processes to controlled, repeatable release workflows that reduce risk and improve reliability.

With a centralized system of record, organizations can plan release schedules, coordinate across teams, and track execution in a consistent and auditable way.

Core capabilities

Release Planning & Scheduling Define release timelines, schedules, and deployment windows.	Multi-Environment Release Management Manage releases across development, testing, and production environments.	Release Coordination Across Teams Coordinate activities across IT, DevOps, and business teams.
Dependency & Impact Management Track dependencies between systems and ensure proper sequencing.	Change Integration Link releases to approved changes for governance and control.	Deployment Tracking & Visibility Monitor release progress and status in real time.
Release Calendar Manage and visualize upcoming releases to avoid conflicts.	Automation & CI/CD Integration Integrate with deployment tools and automate release workflows.	Role-Based Access Control Ensure secure access to release data and workflows.

The Release Lifecycle

Step 1 Plan Release Define scope, timeline, and dependencies.	Step 2 Prepare & Validate Test and validate release components.	Step 3 Schedule & Approve Coordinate release timing and align with change approvals.	Step 4 Deploy Release Execute deployment across environments.	Step 5 Monitor & Review Track performance and address post-release issues.
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Who it is for

IT Operations Lead Oversees release planning and deployment across systems.	Release Manager Coordinates release schedules, dependencies, and execution.	DevOps Engineer Manages deployment pipelines and automation.
Change Manager Ensures releases align with approved changes.	Infrastructure / Engineering Teams Execute releases across systems and environments.	Executive Leadership Monitors release performance and operational impact.

Works with

Change Management Ensures releases are based on approved changes.	Configuration Management (CMDB) Provides system relationships and dependency context.
Incident Management Tracks issues arising from releases.	Problem Management Analyzes root causes of release-related issues.
Service Desk & Request Portal Captures and tracks release-related requests.	

Built differently. Release Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Release Management configured for your organization, or read the full product entry at smartsuite.com/products/release-management.

Schedule a demo