



Making Release Day Just Another Monday

Conor Crowley

Senior Producer, Jagex Games Studio

Who am I?

- 👤 **Conor**
- ✂️ **Senior Producer RuneScape**
- ⚡ **3 years focused on improving 1 pipeline**



What is RuneScape

- 🎮 First F2P MMO
- 📅 15 years old
- 📶 2 live versions



📈 500K DAU



What do we do?

- 🏹 **Quests**
- 🏆 **Events**
- 🔧 **Skills**
- 👤 **Bosses and monsters**



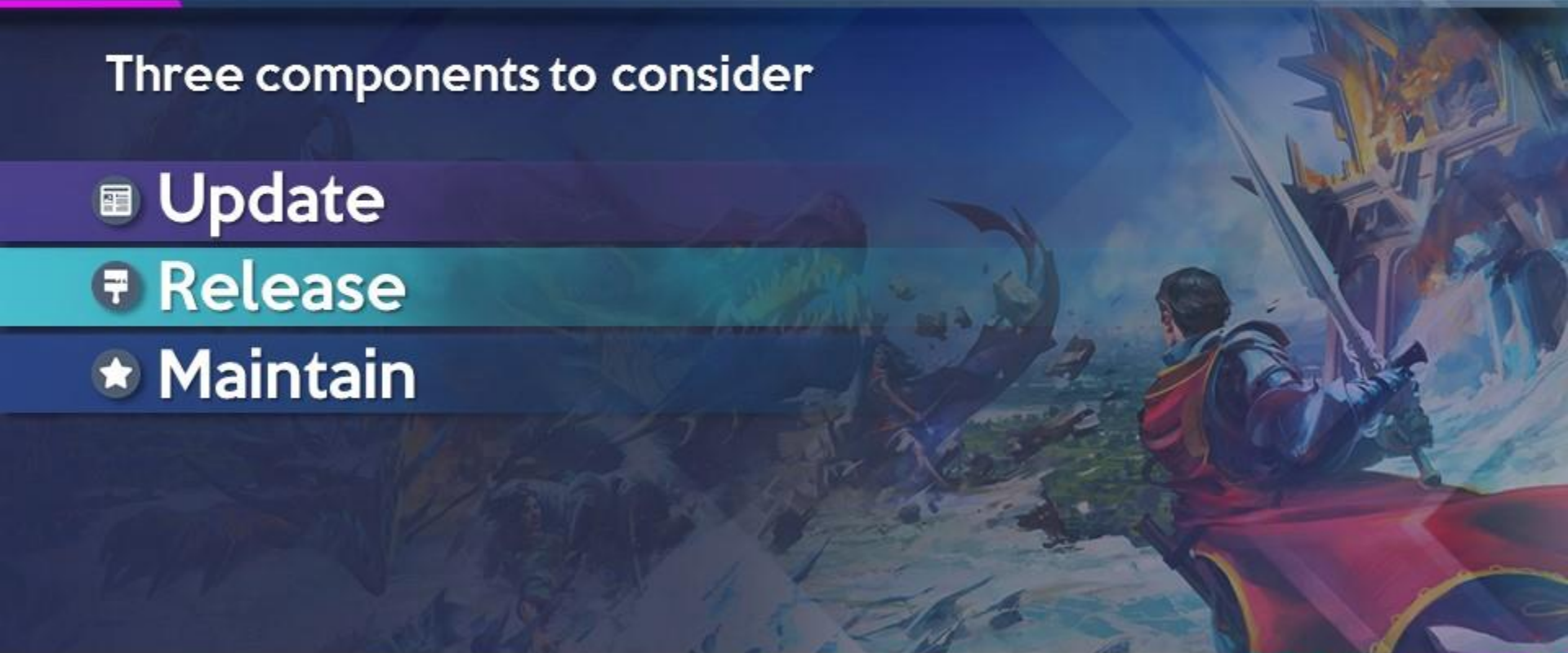
Release Challenge

Three components to consider

 Update

 Release

 Maintain



1. Update

What is an update for you

- 📖 Listen to your players
- 💬 Speak with your team



1. Update

The Lure of Strict Process

- 🔒 Control Process
- ☑ Extensive sign offs
- 💧 This didn't work for us

1. Update

How RuneScape does it

GUARDIANS

WATCH

DUKES

NINJA

AVENGERS

OMEGA

Release Trains

Content Updates

Support



ART



CODE



QA



1. Update

How RuneScape does it

GUARDIANS



WATCH



DUKES



NINJA



AVENGERS



OMEGA



ART



CODE



QA

1. Update

How RuneScape does it

GUARDIANS



NINJA



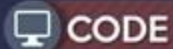
DUKES



OMEGA



ART



CODE



QA

Release Trains

Content Updates

WATCH



Support

AVENGERS



1. Update

How RuneScape does it

NINJA



ART



CODE



QA

Release Trains

Content Updates

WATCH



DUKES



GUARDIANS



Support

OMEGA



AVENGERS



1. Update

Disciplines and Councils

	GUARDIANS	WATCH	DUKES	NINJA	AVENGERS	OMEGA
ART	 	  	  	  	 	 
CODE	  	  	  	 	 	 
QA	 	 				

1. Update

Disciplines and Councils

Lore Council

	GUARDIANS	WATCH	DUKES	NINJA	AVENGERS	OMEGA
ART						
CODE						
QA						

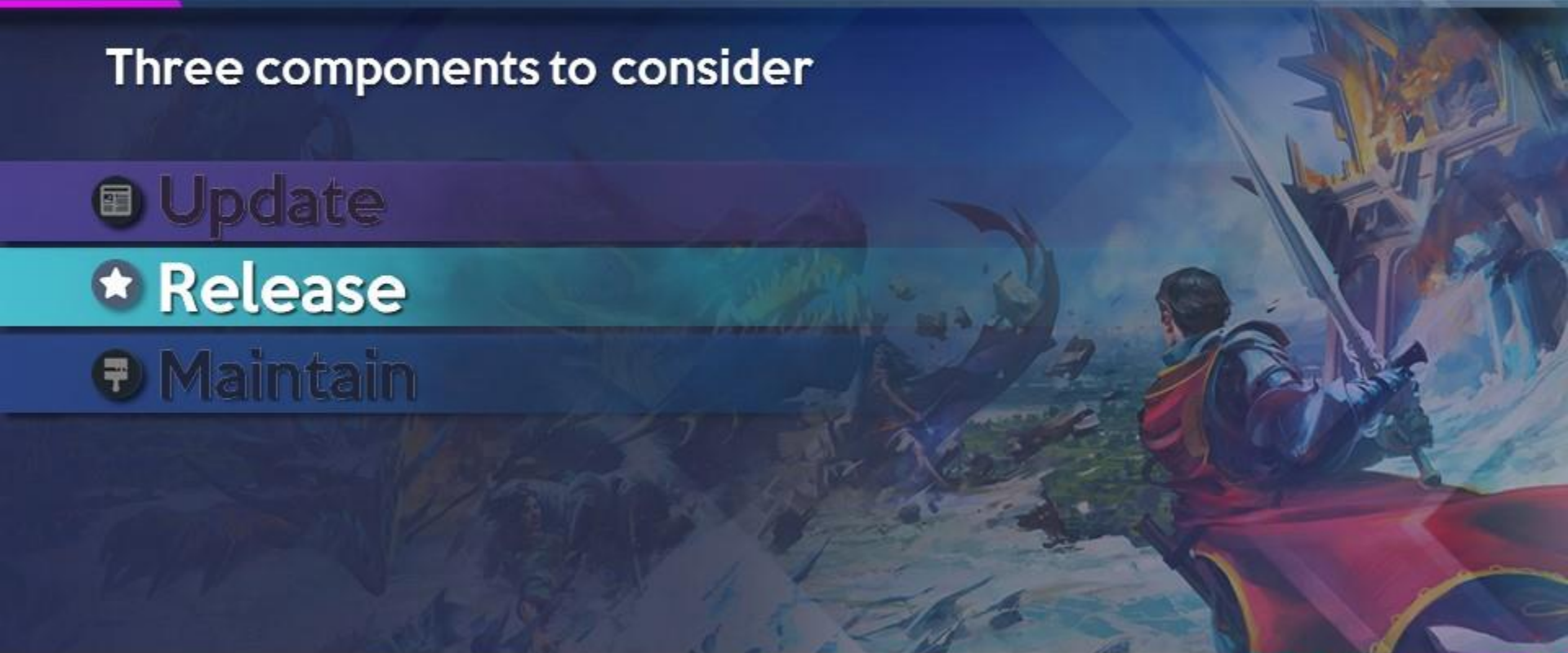
Release Challenge

Three components to consider

📅 Update

★ Release

🔧 Maintain



2. Release

The Release Team



Lead Tech



Build Manager



Community Management



Release QA




Marketing











2. Release

The Release Process

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1					
Week 2					
Week 3	 Release Game				

2. Release

The Release Process

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	 Complete Content Development			 Dev Sign Off	 Merge Build
	 Complete Support Development			 Dev Sign Off	
Week 2					
		 Release Team Test			 Sign Off
Week 3	 Release Game				

2. Release

The Release Process



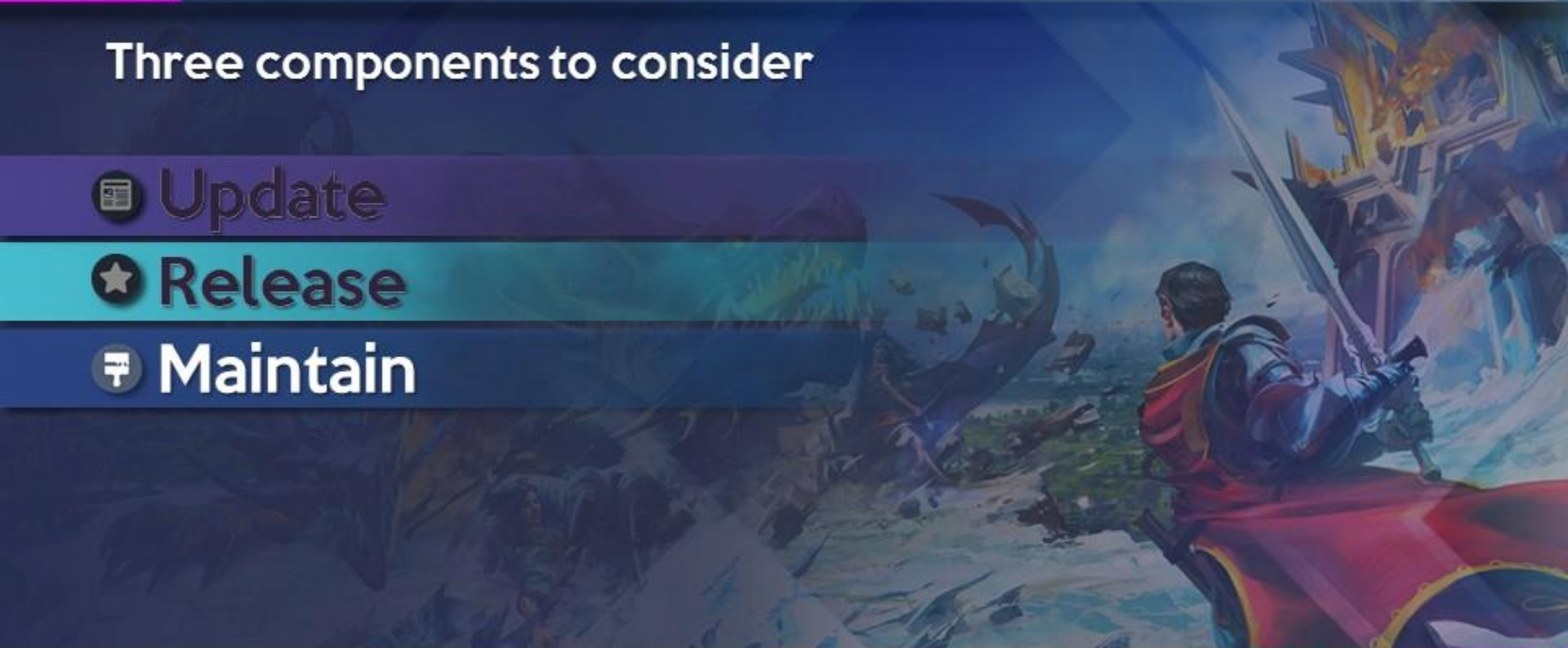
Release Challenge

Three components to consider

📅 Update

★ Release

🔧 Maintain



3. Maintain

React to issues quickly

- 📝 Bureaucracy reduces Agility
- 🎯 Demonstrate an ability to react
- 🕒 Address major concerns quickly
- ★ Foster trust in your playerbase

3. Maintain

Release the Ninjas

- ✖ Fix
- ⚙ Improve
- 🔔 No Restriction
- 💻 Game Health improves
- 📍 Players Happiness improves
- 📄 Code Structure improves



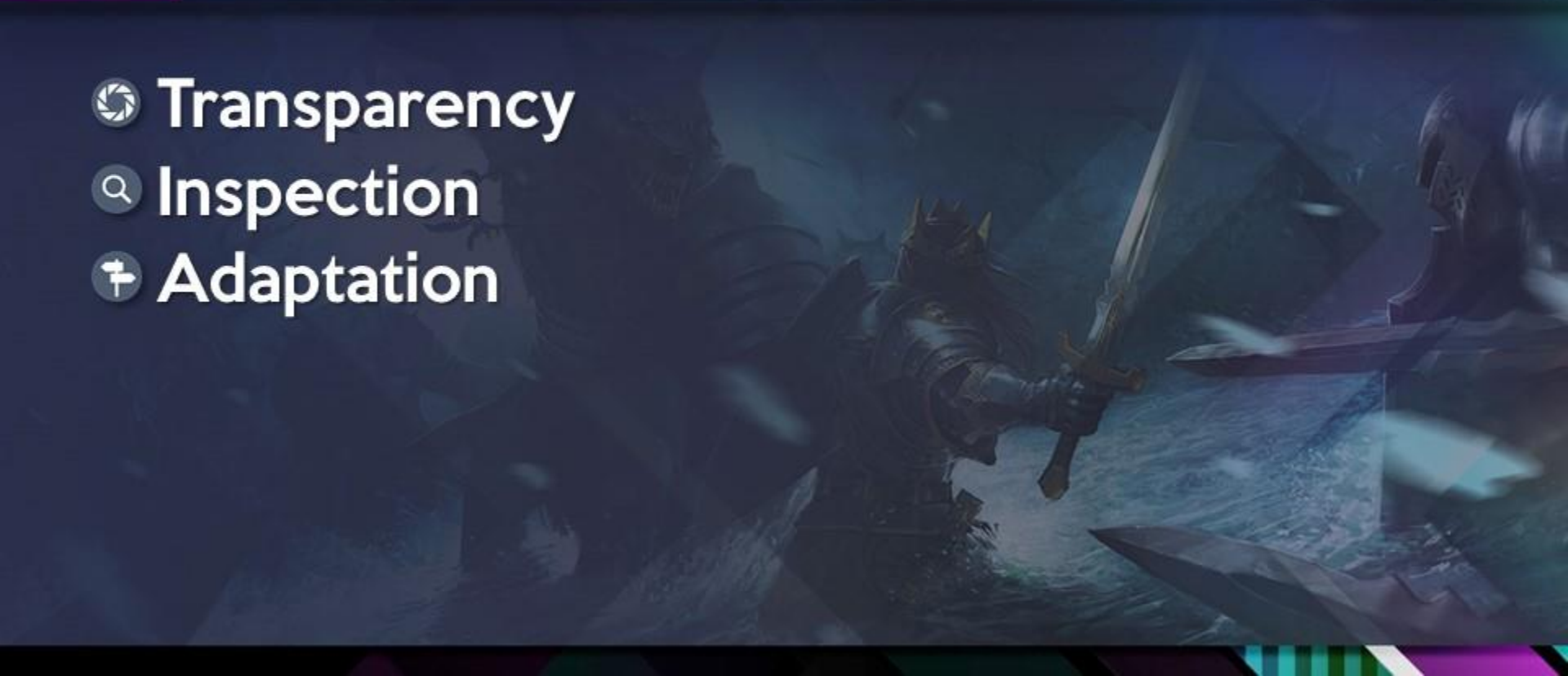
3. Maintain

Release the Ninjas

- 26 Updates
- 760 Fixes
- Improve positive reception to updates
- Improve working life for the team

Continuous Improvement

- 📷 Transparency
- 🔍 Inspection
- ⚙️ Adaptation



Stats on Change

- 📅 2015 Named updates - 112
- 📅 2015 Update Weeks - 48
- 📊 Weeks without a process change - 0

Future

- ☁ More autonomy
- 📍 More direction from the team
- 📺 Further automation
- ⚙ Continuous deployment

Takeaways

- ⚡ Mix your disciplines
- 🎮 Leap frogging teams means they only focus on a portion of total updates
- 📝 Some process is useful. Occasionally strict process is required
- 💡 Maintenance can be a distraction. Dedicate someone to it so it won't be

Conor Crowley

Senior Producer

@JagexConor

Conor.Crowley@Jagex.com