

CA Software-as-a-Service (SaaS)

SaaS Release and Upgrade Policy for CA Technologies

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SaaS Release & Upgrade Policy Overview

Purpose

SaaS Offerings by CA Technologies accelerate deployment time while reducing the ongoing costs of application and infrastructure management. In addition, new features and functionality are enabled by updates and upgrades applied by CA in accordance with this policy, providing CA's Customers the maximum value of the SaaS Offering while minimizing downtime.

All new SaaS provisioning and existing customer upgrades, where this policy is applicable, are done only on current GA release version. CA will provide the technical upgrade as part of base SaaS subscription. To ensure customers obtain the maximum value of the offering, customers or their representatives should ensure they review any of the client developed configurations they have implemented for usability and effectiveness when Major Releases occur, as outlined below.

The purpose of this policy is to describe SaaS release and upgrade cycles, customer notices, timing, as well as other pertinent information such as version requirements for all the SaaS offerings that have published release cycles so customers understand and appreciate the nature and pace of these efforts.

SaaS Release Cycles

Scope

This section is applicable only to SaaS offerings that have published release cycles. SaaS offerings without published release cycles are typically delivered via “Continuous Delivery” automation and may be updated at any time, provided there is no impact to the availability of the service. To verify whether a CA SaaS service has a published release cycle, please review the product pages on support.ca.com or consult with CA Support.

Release Types, Cycles and Customer Notification

CA’s approach to release cycles and management for the SaaS Offerings is designed to provide stability, quality and predictability coupled with the flexibility to quickly resolve problems and deliver new features or service enhancements at the application layer and/or CA Software underlying such Offering.

SaaS Offerings that have a published release cycle and require client initiated upgrades typically follow release cycles as listed below. For SaaS offerings that do not have a published release cycle, updates may be made continuously and the below may not be applicable.

Release Type	Scope	Frequency	Notification	Customer Obligations (if applicable)
Major Release	New application functionality that may include changes to architecture	Typically twice a year	Typically 3 months	Test functionality and Client specific configurations
Minor Release	Application patches to address functional defects and may include minor feature enhancements	As frequently as once a month	Typically one month	None
Critical -Fix	Critical fixes needed for system stability and security	As required	Typically a few hours with a target of 72 hours when possible	None

Release Types Definitions

- **Major Release:** Major Releases are application version upgrades to the SaaS Offerings. These releases are an integral part of the CA Offering and provide new functionality often times with major changes to the application or the architecture.
- **Minor Release:** Minor Releases (including patches and service packs) include but are not limited to, minor feature upgrades, bug fixes, security updates, and installation of application patches and generally do not involve architectural changes.

- **Critical Fix:** Critical Fix Release involves an urgent need to address such issues as system stability and security vulnerabilities security vulnerability, system/application stability or other functional issue.

Customer Notification Policies

CA strives to perform service maintenance without impact to service availability. For service updates that are expected to impact service availability, or are otherwise considered high-risk, CA has reserved monthly maintenance windows or reserves the right to declare a maintenance window. For these planned service updates customers will receive maintenance notifications at minimum 5 business days prior to the planned maintenance. Emergency change windows may be scheduled under extraordinary circumstances with 72 hour notification to customers.

In the event a release will materially change either the administrator or user experience, CA will use reasonable efforts to provide its current customers of the SaaS service a non-production site to observe and/or test the new release prior to such release moving into production. CA generally provides such a non-production site for a period of thirty (30) days for Customers to ascertain what, if any, impact there may be on its user groups.

Software Version Requirements

CA runs all SaaS Offerings on the currently generally available version of the underlying CA Software. Only in the event the applicable SaaS Listing states the Offering may run on more than a single version of the underlying CA Software, will CA support any instances other than the current generally available version and in such case, CA will only run the current generally available version and the immediately prior version. CA is not obligated in any way to maintain any instance other than the current generally available version of the underlying CA Software unless explicitly set out in the applicable SaaS Listing and may upgrade any non-compliant instance or suspend the service until Customer has completed any actions required to move to the supported version without rebate or credit for any such period of suspension.

Configurations

In cases where a Customer desires to obtain CA Services to perform customizations for any new elements of a Major Release, the customer is responsible for identifying any such requirements during the non-production preview site and engaging CA Services or otherwise ensuring that they have taken steps to enable their client developed configurations that they may have implemented to be applied to the new elements in the release.

Deprecated Features

A deprecated feature is a feature that appears in prior or existing versions of the SaaS Offering and is not recommended for continued use, is discontinued and/or is superseded by an alternative implementation. CA makes commercially reasonable efforts to post notices of feature deprecations one quarter in advance and reserves the right to deprecate, modify, or remove features from any new version without prior notice; provided, however, it is CA's policy and practice to avoid deprecating or removing any feature which is currently being used by any Customer.

SaaS Release Management

Regardless of method of delivery of changes (manual, automated) and irrespective of whether the service has a published release cycle, CA Technologies adheres to industry best practices in its execution of service updates.

Change Management

CA SaaS Operations follows a robust and clearly documented change management policy providing for the review, approval, testing and rollout of changes in the production environment so as to reduce service interruption. CA's change management process is based on ITIL principles and is routinely audited under SSAE-16 SOC1/SOC2 and PCI standards to ensure continued compliance with all applicable policies and procedures.

Release Management

Prior to updating its customer-facing service environment, CA SaaS Operations ensures integrity of the service update in test and/or verification environments. Every service update is deployed and verified in non-production environments prior to the change being propagated to the production environment. Deployment and verification may be achieved through manual or automated delivery and testing, and unless customer engagement is required, may be undetectable by customers of the service.