

CA Software-as-a-Service (SaaS)

SaaS Release and Upgrade Policy for CA Technologies

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Contents

Contents	2
SaaS Release & Upgrade Policy Overview	3
SaaS Release & Upgrade Policy	4
SaaS Release Management.....	6

SaaS Release & Upgrade Policy Overview

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 so Customers understand and appreciate the nature and pace of these efforts.

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 down time.

One impact of new releases and upgrades in a SaaS environment is that older versions are not supported and will no longer be available. To ensure customers obtain the maximum value of the offering, customers should ensure they review with CA Services any custom configurations they have implemented for usability and effectiveness when Major Releases occur, as outlined below.

SaaS Release & Upgrade Policy

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 typically follow release cycles for three Release Types as listed below:

Release Type	Scope	Frequency	Notification	Customer Obligations
Major Release	New application functionality, changes to architecture.	Typically twice a year	Typically 3 months	Test functionality and customizations. Upgrade to current GA release.
Minor Release	Smaller feature upgrades and updates as well as application patches, operating system updates, and performing infrastructure changes	Typically once each quarter	Typically one month	Upgrade to current GA release.
Hot-Fix	Hot fixes needed for system stability or security	As required.	Typically a few hours with a target of 72 hours when possible	Remain on current GA release.

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 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.
- **Hot fix:** A Hot Fix Release involves an urgent need to address such issues as a security vulnerability, system/application stability or other functional issue

Customer Notification Policies:

In the event any Release will materially change either the administrator or user experience, CA will use reasonable efforts to provide its current Customers of the CA Offering 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. Additionally, if the nature of the changes requires the Customer to work with CA Services on any customization for any of the newly introduced elements, a reasonable period of time to complete such work will be agreed upon between CA and Customer and access to the non-production site will accordingly be extended during any such period. CA provides its Customers with advance notice of the upcoming Major and Minor Releases with a reference to the applicable release notes as well as the location of the non-production site noted above.

The nature of the Major and Minor Releases allows CA to publish an intended schedule of such maintenance activities well in advance, including not only the date, but the expected duration of same. These schedules can be found at <http://www.ca.com/us/support/ca-support-online/support-by-product.aspx> or at a URL specified in the SaaS Listing. In the event of a Hot Fix Release, CA will attempt to provide its Customers at least 72 hours advance notice and will administer such releases in a manner designed to reduce disruption to end users.

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.

Customizations:

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 customizations (personalization, report changes, etc.) 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

CA Technologies knows the importance and value of an integrated and transparent team supporting both development and operations. Coordinated and agreed to release schedules allow for proper planning, testing, and integration prior to any release being deployed in the production environment. CA Operations follows a very 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 while maintaining CA's compliance with all applicable policies and procedures, including information security policies.