

Customer Reported Defect Resolution Policy

CA PPM, CA PPM SaaS and Mobile Time Manager



September 2014 - This document is intended to outline the standard procedure by which customer reported defects are resolved. Resolutions are made in priority order based on the severity of the defect. This document outlines the criteria used to assign severity, the methods used to deliver fixes, and the service level objectives (SLOs).

Criteria used to assign Technical Severity to Defects

Once CA PPM Technical Support has recreated the issue, it is referred to CA PPM Customer Focused Software Development team who then confirms if it is a product defect. If the issue is determined to be a defect in the product, it is assigned a technical severity and reviewed to determine when (or if) a fix will be delivered and in which time frame. If determined that a defect resolution will be created, it is delivered in a defined fix package according to the technical severity level it is assigned and complexity of a given fix. The technical severity levels are defined as:

S1 – Critical

A severity 1 (S1) defect pertains to a system crash, major memory leak, unrecoverable data corruption or loss, major functional deficiency without a workaround, failure of application installation or upgrade, prevention of further feature testing within the same area or items considered offensive in software/GUI/documentation.

S2 – High

A severity 2 (S2) defect pertains to a major functional deficiency, recoverable data corruption or loss, documentation or error messages that could cause users to take incorrect actions, significant performance degradation, localization or globalization issue that makes features unusable by non-English speakers and web application security vulnerability issues through which hackers can exploit application data. Severity 2 issues may or may not have a workaround.

S3 – Medium

A severity 3 (S3) defect pertains to feature deficiency with a reasonable workaround, minor documentation errors, usability or accessibility issue causing minor inconvenience, non-significant performance degradation, incomplete/incorrect un-installation of the application, or incorrect error messages.

S4 – Low

A severity 4 (S4) defect pertains to an issue that does not impact day-to-day use of the application, like minor/low visibility cosmetic errors and inconsistencies.

Standard Delivery Methods for Defect Resolution

The delivery method of a defect resolution depends on the technical severity of the defect and the feasibility of a fix. Determination is made based on complexity, risk and technical severity. There are two methods available for delivery of fixes for customer reported defects: next Release or for critical issues, Patch. In some cases, a defect may not be able to be addressed outside of a Release.

Enhancements to the product are not delivered in a patch. Those are also reserved for Releases only.

Product Release

Quality is important to us. Product releases are typically produced every 6 months and an emphasis is made on resolving Customer reported defects as part of those releases. Our main delivery mechanism for Customer reported defects is through our Product release cycle.

Product releases will include enhancements and marquee features in addition to customer reported defects. By providing fixes along with those enhancements, we ensure that we deliver a high quality, well-tested product for our Customers to implement.

During a Product release cycle, particular focus is paid to S2 issues and 'high' S3. CA will make reasonable effort to address complex & high risk/low severity (low S3's) issues.

Low severity (S4) product defects will be considered for resolution on a case-by-case basis. CA will make reasonable commercial efforts to incorporate severity 4 defects in a given product release, however it may also be decided based on customer reports, area of functionality, etc. that a defect will not be fixed. If this is the case, our Customer will be notified via our standard Support processes.

Patch Release

Patches address a specific set of critical issues that impact our Customer's implementations and cannot technically wait to be fixed in the next release.

Scope

If an issue is critical (S1's or High S2's), delivery of a fix for that issue may be considered for a Patch.

We will only actively fix issues via the Patch mechanism on GA and GA-1 software releases. As new versions of the software are released, patches will be produced for those current versions and retired on older versions. This allows us to focus our efforts on producing the best quality patches to help ensure our Customer's implementations are successful.

Please note: Some fixes that otherwise meet the criteria for resolution in a patch may be infeasible to deliver in this way due to complexity, risk, and impact on other customers. Some areas that are not feasible for patch release are any defects that require a schema change, update of Client applications (OWB, MSP), Major UI changes, Business Objects changes, PAS changes or Localization changes. These are reserved for Releases only.

Fixes delivered in patches will be included in the “current” product Release. The “current” product Release at any given time will relate to a X.X.0 (ex: 14.2.0) release, which is currently under development. Releases have, as part of the lifecycle, a code freeze date. Should a patch be released after the code freeze date, those fixes will be included in the first patch scheduled immediately after the release is GA’ed. For example: 14.2.0.1 patch would include the defect resolutions that are delivered after the code freeze date on v14.2 product release.

Defect Fix requests for GA-2 or earlier releases will only be considered for a possible fix the ‘current’ product in development at that time. Additionally, per our “End of Life/End of Service” policy, there won’t be patch support once the end of life is announced for any product line.

Currently we are actively patching CA Clarity PPM 13.3 and the final patch for CA Clarity PPM 13.2 has been shipped in preparation for the release of 14.x.

SPECIAL NOTE FOR CA PPM 14.1 and 14.2 Release: Due to the close proximity of the v14.1 and v14.2 releases, no patches will be produced for 14.1. Any critical fixes that are identified will be included in the 14.2 release, which should be considered the patch for version 14.1. No fixes for 14.1 will be done outside of the 14.2 release. Customers that elect to go live on 14.1 should have plans to go to 14.2 immediately upon its availability. Patches will then be made available as outlined in this document.

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Patches are released in a short timeframe with more limited testing than the testing done for a Release. Patches produced for the GA versions are released approximately once per month to provide quick resolution to critical issues.

Quality

Patches are intended to resolve a specific issue or issues and will include fixes rolled up from previous patches (patches are cumulative). All Patches go through QA testing, but the scope of testing is limited only to:

- Verification of the specific fix resolved in the Patch
- Regression and Integration test coverage limited only to the impacted product areas

We do not run full regression and performance tests on each patch. Approximately every 4th patch on the latest GA release will go through extended QA validation, which includes regression testing, performance testing and selective PAS testing.

Customers should be aware that a software patch could potentially have unintended adverse consequences with respect to the performance or functionality of the software in the customer's environment.

Customers should not apply software patches directly to production systems without first verifying them in a test environment which is representative of their production system in terms of configuration and data volumes.

Mobile Time Manager

Mobile Time Manager, released in CA Clarity PPM 13.3, follows the same scoping and prioritization as CA PPM Proper, outlined above. Fixes for Mobile Time Manager may take place in the CA PPM Server side or in the Mobile Application side of the functionality.

If an issue impacts the CA PPM Server side, then any given fix would be delivered in either the main Release under development, a CA PPM GA patch or closed as will not fix.

If an issue impacts the Mobile Application Side only of the functionality, then the fix would either be included in the main Mobile Application Release under development at that time. It may also be decided that the issue will not be fixed.

If an issue impacts both the CA PPM Server side and the Mobile Application side, then any given fix would be delivered only in the main Release or may not be fixed.

Service Level Objective for Delivery of Customer Reported Defects

The following table outlines the standard SLO for the delivery of customer reported defects. Defects that are fixed as part of a Patch will also be included in the next available upcoming release. Details will be published as part of the Release Notes for a given version including the Patch Level fixes that are included.

Severity	Delivery Method
S1	Patch
S2	Patch or product release
S3	Future product release or closed
S4	Possible Future Product release or closed