

	PRODUCT MANAGEMENT	
	RELEASES AND CHANGE MANAGEMENT	
	PUBLIC	
	Last update: 13/11/2019	

PRODUCT RELEASES AND CHANGE MANAGEMENT

Revision history

REVISION DATE	REVIEWER	NOTES
10/08/2019	David Morales de Frías	

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SUMMARY - REFERENCE TABLE

CHANGE	TYPE	ATTACHED PRODUCT RELEASE	DOWNTIME NOTIFICATION	CHANGE NOTIFICATION	RELEASE EARLY NOTIFICATION BEFORE CHANGE	PRODUCT DOCUMENTATION
Routine updates	None	None				
Maintenance window	Scheduled Platform Upgrade	MAJOR	 Change record will inform about downtime period if needed	 15 DAYS	 45 DAYS	 15 DAYS
Maintenance window	Scheduled Platform Update	MINOR	 Change record will inform about downtime period if needed	 7 DAYS	 15 DAYS	 7 DAYS
Maintenance window	Scheduled Platform Patch	PATCH	 Change record will inform about downtime period if needed	 1 DAY	 2 DAYS	
Maintenance window	Urgent Platform Update	Depends, <ul style="list-style-type: none"> PATCH, when a software patch is needed None, if change is related to the infrastructure 	 Change record will inform about downtime period if needed	 AS SOON AS POSSIBLE		

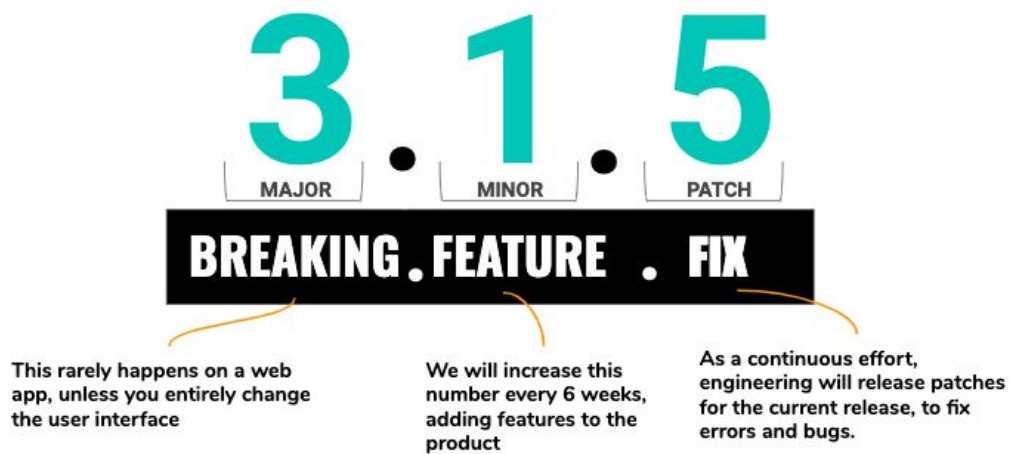
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PRODUCT RELEASES

Starting from March 2019, Mashme cloud platform will follow the industry standard for change traceability called [semantic versioning](#).

This is not a new or revolutionary idea. In fact, you probably know other products using this same approach. By giving a name and clear definition to the different changes that could occur on a software product, it becomes easier to communicate and understand the scope and impact of these changes on the product.

Semantic versioning introduces three levels of product evolution or releases, each of these indicated by a number.



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TYPES OF RELEASES

- **MAJOR**

- Also known as the "breaking" number or "Platform Upgrade"
- An increment of this number will mean that we have introduced some changes in the platform with a big impact to our users that would require for them, for example, to be trained on how to use the system.
- Usually, this happens when performing a big change to the user interface or user experience.
- Impact management
 - Mashme will evaluate whether to provide a period of coexistence between old and new interfaces or not.
 - In any case, we will notify the organizations about this change with enough anticipation.
 - When a data migration is required, mashme will also notify it as part of the release and change management

- **MINOR**

- Also known as the "feature" number or "Platform Update"
- This is the usual way to introduce new features into the product with a low to medium impact on the user.
- This releases could contain also fixes for reported bugs or issues.

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- Impact management
 - Mashme will introduce mechanisms on disruptive features to ensure a smooth transition (toggle features, for example) and adaptation of each organization on its own pace.
 - When backwards compatibility cannot be ensured using those mechanisms, Mashme will provide instructions and details on the expected impact for the user using the release notes.
 - When a data migration is required, mashme will also notify it as part of the release and change management

- **PATCH**

- Also known as the "fix" number or "Platform Patch"
- With these releases, Mashme will provide regular patches for reported bugs or issues.
- These releases will never contain new features.
- Impact management
 - Since patch releases will contain only patches
 - When a data migration is required, mashme will also notify it as part of the release and change management

RELEASE NOTIFICATIONS

- Release early notification:

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- For any change on these three numbers, Mashme will provide an early release notification that will include a tentative scope and release notes with enough anticipation.
- The scope of the release may have slight changes due to the quality assurance certification process. In any case, the final scope will be notified with the related change management notification.
- Release early notification periods:
 - MAJOR: 45 DAYS
 - MINOR: 15 DAYS
 - PATCH: 3 DAYS
- Release notes
 - Mashme will provide and distribute a final version of the release notes, including a detailed explanation of:
 - The features, improvements and patches included in the release
 - The expected behaviour of the feature
 - The maturity level of the feature (pilot or beta, being production ready the default level)
 - The impact of the change
 - The mechanism to enable/disable the feature
- Product documentation

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- Mashme will distribute an updated version of the product documentation including any change that could be included on that release.

CHANGE MANAGEMENT

GENERAL INFORMATION

Maintenance window

- In general, when scheduling a maintenance window, we take care to schedule this work outside the peak hours for all the regions.
- The only exception to this rule is urgent platform updates, where depending on the level of criticality, we may not be able to avoid immediate impact.

Change rollback

- Except for urgent platform updates, Mashme will plan all changes with a rollback mechanism that will take the system to its previous status if needed, in terms of:
 - Infrastructure
 - Services
 - Data

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- Mashme will inform the users about the need of a rollback after change record is completed (see Notifications)

Downtime required

- Each change will clearly indicate whether downtime is required or not to perform it and also what components are affected by the downtime
- If no downtime is required, Mashme will indicate if there is any effect on the usual behaviour of the platform (brief interruptions of service, for example).

Notifications

- More information about notifications is provided in a different section of this document.
- All notifications will be triggered by the new status site, where you can subscribe and subscribe to receive email notifications
- The status site can also be visited on demand, to check out:
 - Operational status of each component
 - Change management
 - Incident management

TYPES OF CHANGES

Mashme platform requires four different changes to guarantee the product evolution, behaviour and operationalization in production:

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- Routine updates
- Maintenance window
 - Scheduled platform upgrade
 - Scheduled platform update
 - Scheduled platform patch
 - Urgent platform update.

Routine updates

Routine updates are normal deployments which won't cause any impact to stable production apps or to the development tools. They happen with no impact on the functionality of the platform because of the redundancy that is designed into the platform.

The same features of the platform that manage uptime and reliability for the platform allow us to make most changes without interrupting the day-to-day operations and improvements to the system. Because of this, we don't provide notice of this work.

These routine updates will never introduce new features or patches to the cloud platform.

Maintenance window - Scheduled Platform Upgrade

Maintenance windows for platform upgrades will deploy a MAJOR release of the platform cloud software, thus they will introduce heavy changes on the user interface or user experience.

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Work of this type is rare and we will notify it with an extensive period of time for the organizations to have enough time to adjust to it.

When we need a maintenance window for a scheduled platform upgrade, we will put a notice on the status site at least 15 business days in advance. The announcement will include the scheduled time and the expected impact. We will update the status site again to indicate when the work has begun and when it has ended. If any changes to the work are required, we will update the status site accordingly.

Maintenance window - Scheduled Platform Update

Maintenance windows for platform updates will deploy a MINOR release of the platform cloud software, thus they will introduce new features and improvements with a low to medium impact on the user experience.

Work of this type will happen regularly, given a feature release predefined cadence, so will notify it with a reasonable period of time.

When we need a maintenance window for a scheduled platform update, we will put a notice on the status site at least 7 business days in advance. The announcement will include the scheduled time and the expected impact. We will update the status site again to indicate when the work has begun and when it has ended. If any changes to the work are required, we will update the status site accordingly.

Maintenance window - Scheduled Platform Patch

Maintenance windows for platform updates will deploy a PATCH release of the platform cloud software, thus they will install patches for reported bugs and issues.

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Work of this type will happen on demand, given that the engineering team is solving those bugs in a continuous effort and depending on the priority of the problem and complexity of the issue.

When we need a maintenance window for a scheduled platform patch, we will put a notice on the status site at least 3 business days in advance. The announcement will include the scheduled time and the expected impact. We will update the status site again to indicate when the work has begun and when it has ended. If any changes to the work are required, we will update the status site accordingly.

Maintenance window - Urgent Platform Update

Urgent updates are changes to the platform that may fall under any of the above categories that must happen quickly in order to respond to a problem that could affect the health of the platform or the integrity of customer data. Urgent updates should be rare and by their nature difficult to categorize. An example may be a response to security issues or blocker bugs that are impacting a huge number of users or disrupting service continuity and SLAs.

When we need to perform an urgent update that might cause development or production impact, we will take into account the possible impact, the time of day, and the risks associated with delays when we select a time to do the work. If possible, we will provide advance warning on the status site. In all cases, we will use the status site to communicate what we're doing, what impact is possible, and when we're finished.

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CHANGE MANAGEMENT NOTIFICATIONS

A new maintenance period is needed

When we need to perform work that will have a production impact, we will use the [status site](#) to notify you in advance.

- A new maintenance record will appear, indicating:
 - Kind of maintenance
 - Start date and duration
 - Affected components
 - A description of the maintenance action
- This will create an alert message across the top of the status site and will send an email to subscribers.
- At any time, you can also visit the status page and check out all the maintenance records

This will create a new maintenance record in the scheduled maintenance portion of the status site, and it will notify subscribers via email.

Maintenance is about to start

One hour before the maintenance starts, the status site will send an email to subscribers to notify the upcoming change.

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Maintenance is started

When we begin work, we will update the status site again to reflect:

- The current status of each component.
- The current status of the specific maintenance record
 - One or several messages will appear to indicate that we have started the maintenance and to provide updates on its progress if needed.
- This will send an email to subscribers, to notify that maintenance has started.

Maintenance update status

If the work is going to take longer than we planned or if we need to provide updates on our progress, we will update the status site.

- These updates will trigger also email notifications to subscribers

Maintenance is finished

When maintenance is finished, we will mark the maintenance as finished by updating the status site.

In case the change could not be applied successfully or during our verification process we detect a blocking issue, we will trigger the rollback process to restore the previous status of the platform.

That scenario will be informed in the change record, before closing it.

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- This action will create email notifications to subscribers.

Maintenance causes an incident

If something goes wrong during the work, we will change the status site to show the incident.

- This will generate incident notifications by email. At that point, we will handle the notifications the way we do for any other incident with the platform.