



SDL Web Product Release Policy

October 2015



Summary

The Product Release Policy specifies the length of time support will be available for SDL Web software. This allows customers and partners to keep track of how long their version and release of a particular software product will be supported and will be able to effectively plan their software investment, without any gaps in support.

To ensure you get the greatest value from your support and maintenance contract, we recommend you keep your software updated / upgraded to the most current release where possible.

Table of contents

1.	PRODUCT DEFINITIONS	4
1.1.	PRODUCTS.....	4
1.2.	MODULES	5
1.3.	EXTENSIONS.....	5
1.4.	IMPACT OF NEW RELEASES.....	5
2.	RELEASE TYPES	6
2.1.	VERSION RELEASES	6
2.2.	SERVICE PATCHES.....	6
2.3.	HOT FIXES	7
2.4.	FREQUENCY OF RELEASE	7
3.	RELEASE TYPES	7
4.	EXAMPLE RELEASE AND SUPPORT CYCLE.....	9
	About SDL	10

1. Product Definitions

This section describes the manner in which SDL defines software products. SDL creates and maintains a number of products; for a detailed listing of our products please consult our Web site, www.sdl.com.

SDL uses the following terms:

- Product: a number of modules that fit together and are implemented together
- Module: individual piece of functionality that forms the basis of a Product
- Extension: functionality that is built on top of a Product

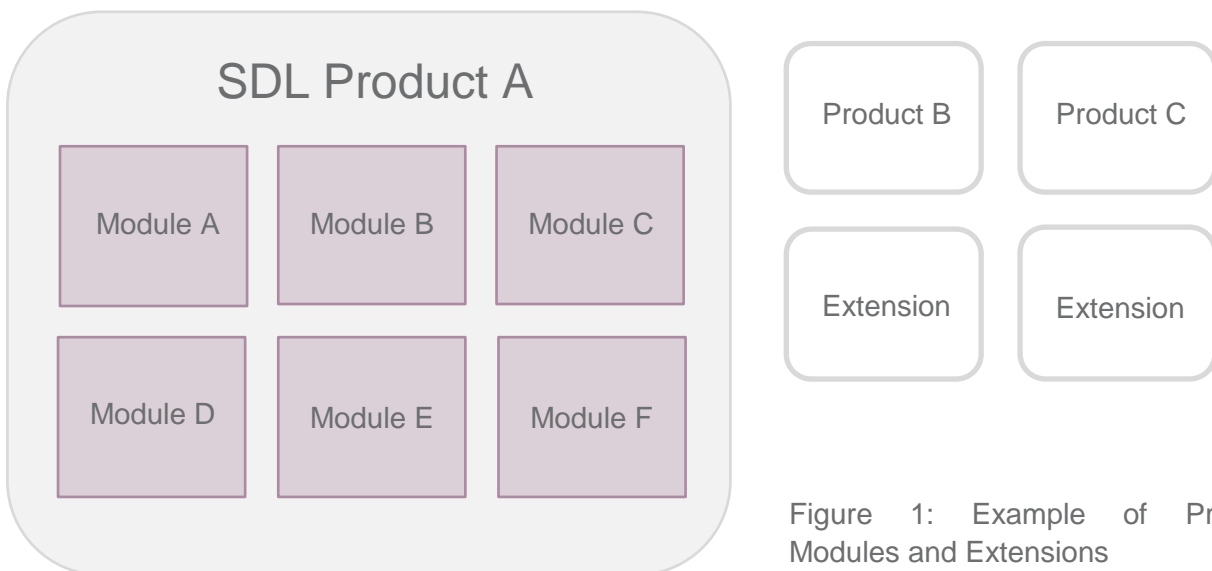


Figure 1: Example of Products, Modules and Extensions

1.1. Products

Each Product has its own release lifecycle and is developed, tested and released independently to other Products.

Inter-product dependency

Inter-product dependencies may exist between different SDL Products and are typically bound to specific versions of Products. When a new version of a SDL Product is released, compatibility with dependent Products may be affected. SDL will determine when and whether to update dependent products in order to maintain the interfaces. The inter-product dependencies of a Product are described in the Release Notes of the relevant Product. Please check the release notes for more detailed information.

1.2. Modules

A Module is a part of a product that offers a distinct piece of functionality and may be priced and licensed separately. Modules are not released separately. Consequently, Modules do not have versions. Since Modules are part of a Product, a new release of a Product contains updated and compatible Modules where relevant.

1.3. Extensions

Each Extension has its own release cycle and is developed, tested and released independently from other Products or Extensions. Extensions may be developed for a particular customer or market or may be simple add-ons to existing Products or Modules enabling a particular business requirement. Extensions may be delivered with or without maintenance, update and support services and fees.

Product dependencies

Extensions have dependencies on Products (specific versions). These dependencies are described in the Release Notes of the affected Extension. Please check the release notes for more detailed information.

1.4. Impact of New Releases

In order to innovate, SDL must make changes to the way in which Products function from time to time. To minimize impact on our customers, SDL endeavors to maintain backwards compatibility. This allows customers to upgrade to new versions of a Product without immediately needing to make changes to their implementations.

When considering an upgrade to the software we encourage customers to read the Product Release Notes.

To ensure getting the greatest value from new features and functions of the software as well as the ability to receive ongoing support, it is essential to keep the software updated to a fully supported release, where possible.

The Release Notes of a Product will specify whether modifications to implementations are necessary and how SDL supports its customers in this process.

When a Product evolves new functionality may be added or removed. When functionality is removed, a deprecation notice is provided at least one major release upfront prior to removal, ensuring that customers can react and adapt to the changing functionality.

2. Release Types

This section defines the manner in which SDL defines Product release types. Releases, as delivered by SDL, affect only Products. Each Product has its own release lifecycle, that is: each Product is developed, tested and released independently to other Products.

There are three release types:

- Version Release (Major and Minor)
- Service Patch
- Hot Fix

2.1. Version Releases

A Version Release offers new and innovative functionality to customers. Customers willing to benefit from the latest advancement in technology and business solutions should upgrade to the latest Version Release as soon as it becomes available.

Version Releases:

- Are identified by the Release Name, which is made up of the SDL Product name followed by the Version Release
- Include enhancements in Product functionality and capabilities
- Include issue fixes
- Are self-contained for installation purposes, they do not require any previous Version Release to be installed. Exceptions to this will be identified in the Release Notes.
- May contain enhancements that require adaptations of customers' implementations
- May contain updates to platform support
- May deprecate functionality or platform support

2.2. Service Patches

The SDL Product Release Policy requires the Product's latest service patch to be installed to receive technical support and security updates.

Service Patches apply to a specific Version Release. Service Patches may contain issue fixes, and additional platform support. Service Patch release notes contain a list of all changes included. SDL customers must upgrade to the latest Service Patch as soon as it becomes available to retain access to future security updates, Service Patches and Hot Fixes.

Service Patches:

- Are identified by a sequential number after the corresponding release and minor version number (e.g. 7.1.2. – where 7 identifies the major version, 1 identifies the minor version and 2 identifies the Service Patch level).
- Contain all Hot Fixes released since the previous Service Patch or Version Release (if no previous Service Patch has been released).
- Can be self-contained for installation purposes, however may require a previous Service Patch to be installed. Exceptions to this will be identified in the Release Notes.
- In general do not include new functionality or functionality enhancements. If minor functional changes are included these will be identified in the Release Notes.

- Do not contain significant changes, so typically do not require adaptations of customers' implementations.
- Do not deprecate functionality or platform support.
- May contain additions to platform support.

Service Patches may also sometimes be referred to as "Hotfix Rollups".

2.3. Hot Fixes

Hot Fixes make critical updates available. Customers may request a Hot Fix for a specific critical issue at any time; however, SDL will make the final decision on whether a Hot Fix is released, based on technical complexity, customer business requirements, available workarounds and schedules.

Hot Fixes:

- Do not go through a full regression test cycle and are taken at customer's risk.
- Are identified by a number associated with the issue fixed by the Hot Fix.
- Are only considered for the correction of blocking issues and are only made available if the issue has not been fixed in a supported Version Release or Service Patch.
- Require the latest Service Patch for the specific Version Release to be installed.
- Are sometimes built and tested only for a particular customer's environment.
- Are shipped with a README file that describes dependencies, purpose and installation details of the Hot Fix.

2.4. Frequency of Release

For On premise products SDL aims to have a predictable frequency for releasing Version Releases and Service Patches in order to assist customers in planning their SDL product release upgrades. SDL aims at the following release frequency:

- Version Release: released every 12 to 18 months
- Service Patch: released every 6 to 9 months (Subject to need)
- Hot Fix: on demand and subject to explicit decision

This frequency is subject to change, at SDL's discretion.

Products available in SDL's maintained cloud will be updated more frequently following the cloud standard of Continuous Deployment. The rule in cloud software is to release new functionality whenever ready.

3. Release Types

SDL Products advance through the following stages during their Product release lifecycle:

- Level 1 – Fully Supported
- Level 2 – Limited Support
- Level 3 – Extended support
- Level 4 – Retired

Level 1 – Fully Supported

These releases are actively sold, fully supported and are upgraded through Service Patches on a regular basis and Hot Fixes are provided when necessary.

Version Releases (for example Release 8) will be in this stage for a duration of 2 years from release date.

Level 2 – Limited support

After a versioned release reaches the end of its 2nd year after release, it enters Limited Support. In this support stage, SDL will continue issuing Hot Fixes for defects, and – if required – Service Patches. SDL will not accept Product enhancement requests anymore, and the platform support matrix will not be changed. Versions Releases will remain in this stage for a duration of 2 years.

Level 3 – Extended support

When a version reaches the level 2 de-support date (4 years after the original release date), SDL will continue to support it at Level 3 (Extended Support). Access to this stage will require an extended support agreement between SDL customer support and the customer to be have been agreed.

No further Service Patches or general Hot Fixes will be issued. Support will be given on a best effort basis.

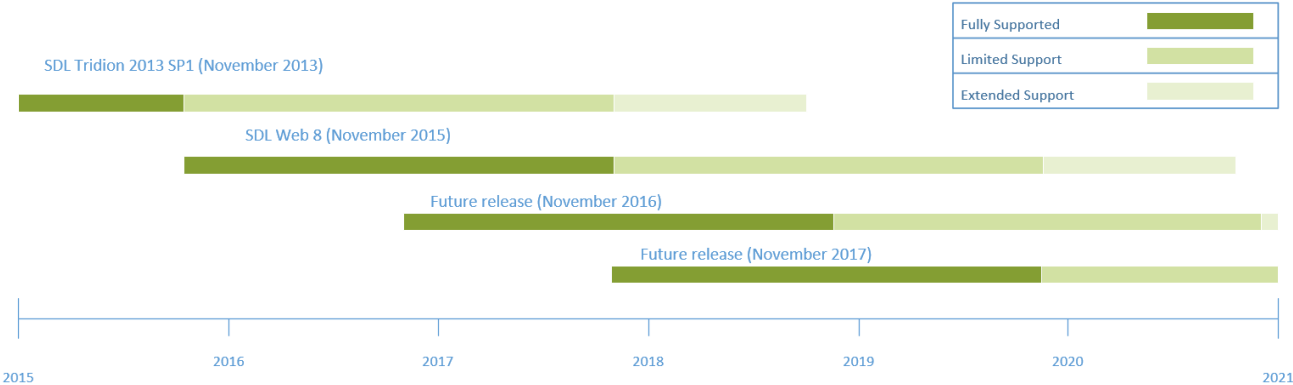
Level 4 – Retired

Versions at Level 4 are no longer supported by SDL via the support desk. Customers still have the option to use online knowledge base articles, community forums and technical documentation.

Type of Support	Fully Supported	Limited Support	Extended Support (optional)	Retired
Access to online Knowledgebase and Documentation	✓	✓	✓	✓
Open support tickets	✓	✓	✓	✗
Request to change product design and features	✓	✗	✗	✗
Security-related updates	✓	✓	✓	✗
Non-security-related updates	✓	✗	✗	✗
Defects/Hot Fixes	✓	✓	✗	✗

4. Example release and support cycle

The example below shows a release’s progression through the various support stages. It uses the latest version release at time of publishing (SDL Tridion 2013 SP1) as the base, and it expands to include our expected release date of November 2015 for SDL Web 8. The additional 2 releases are provided as examples and should not be considered literally.



About SDL

SDL (LSE: SDL) allows companies to optimize their customers' experience across the entire buyer journey. Through its web content management, analytics, social intelligence, campaign management and translation services, SDL helps organizations leverage data-driven insights to understand what their customers want, orchestrate relevant content and communications, and deliver engaging and contextual experiences across languages, cultures, channels and devices.

SDL has over 1,500 enterprise customers, over 400 partners and a global infrastructure of 70 offices in 38 countries. We also work with 72 of the top 100 global brands.