Release Cadence From Sage X3 2023 R1

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Sage

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Sage

Old Release Cycle

Old Release Cycle

Prior to 2023 R1, there was a planned quarterly release of Sage X3, which included all technical components and an application patch. Cumulative patching was introduced to make the application patching simpler and a faster process with improvements to the process in each release

- 4 releases per year every 3 months

- Standard maintenance phase 6 months

- Extended maintenance phase 6 months

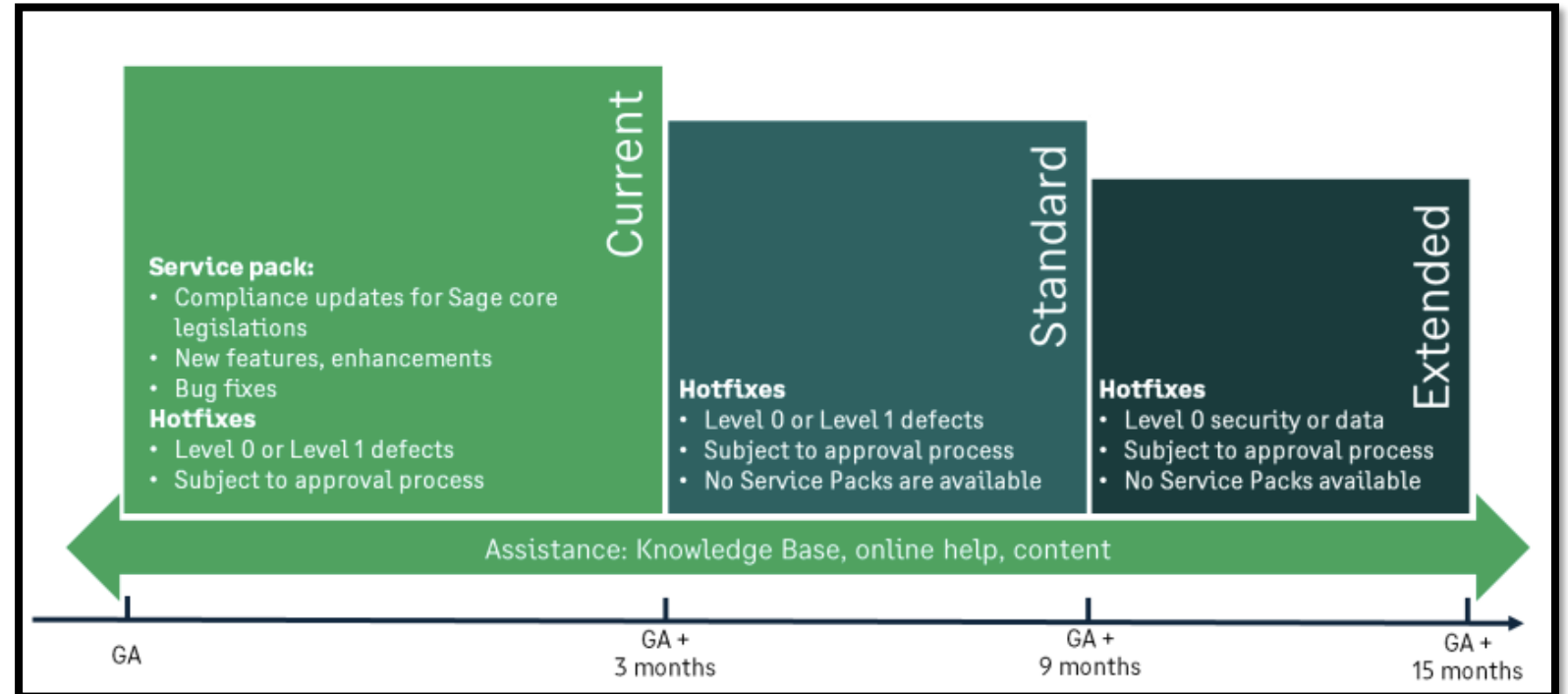- 15 month maintenance period for each release.
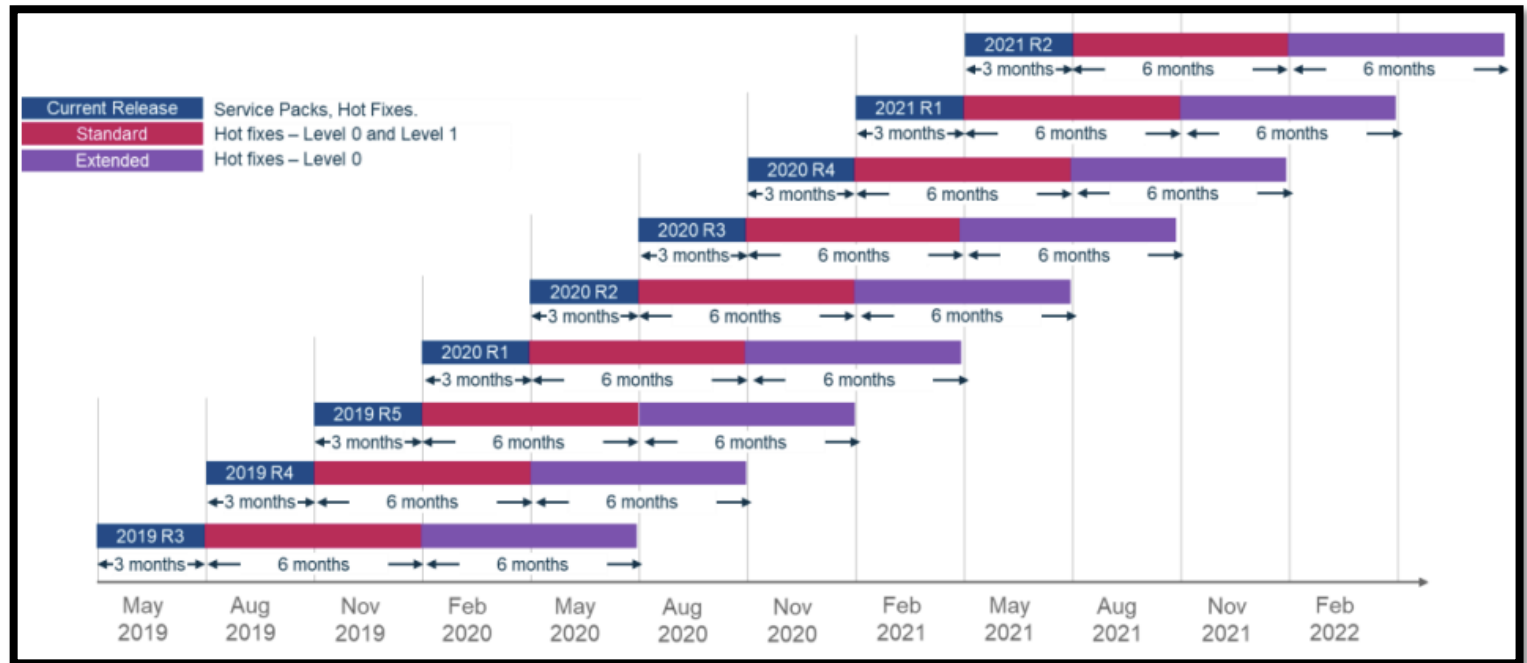
Old Life Cycle Stages

Old Life Cycle

What this meant for the old lifecycle policy (maintenance stages)

- Version is current for 3 months

- Version in standard support for only 9 months

- Maintenance of 15 months, after which, no more hotfixes even for level 1 defects.

Current

Service pack:
- Compliance updates for Sage core legislations
- New features, enhancements
- Bug fixes

Hotfixes
- Level 0 or Level 1 defects
- Subject to approval process

Standard

Hotfixes
- Level 0 or Level 1 defects
- Subject to approval process
- No Service Packs are available

Extended

Hotfixes
- Level 0 security or data
- Subject to approval process
- No Service Packs available

Assistance: Knowledge Base, online help, content

GA

GA + 3 months

GA + 9 months

GA + 15 months

# Bi-Annual Release From Sage X3 2023 R1

Bi-Annual Release Cycle

From 2023 R1, a new bi-annual release cycle has been introduced. With maintenance offered on the current Version 12 Release and the previous 3 releases (N-3)
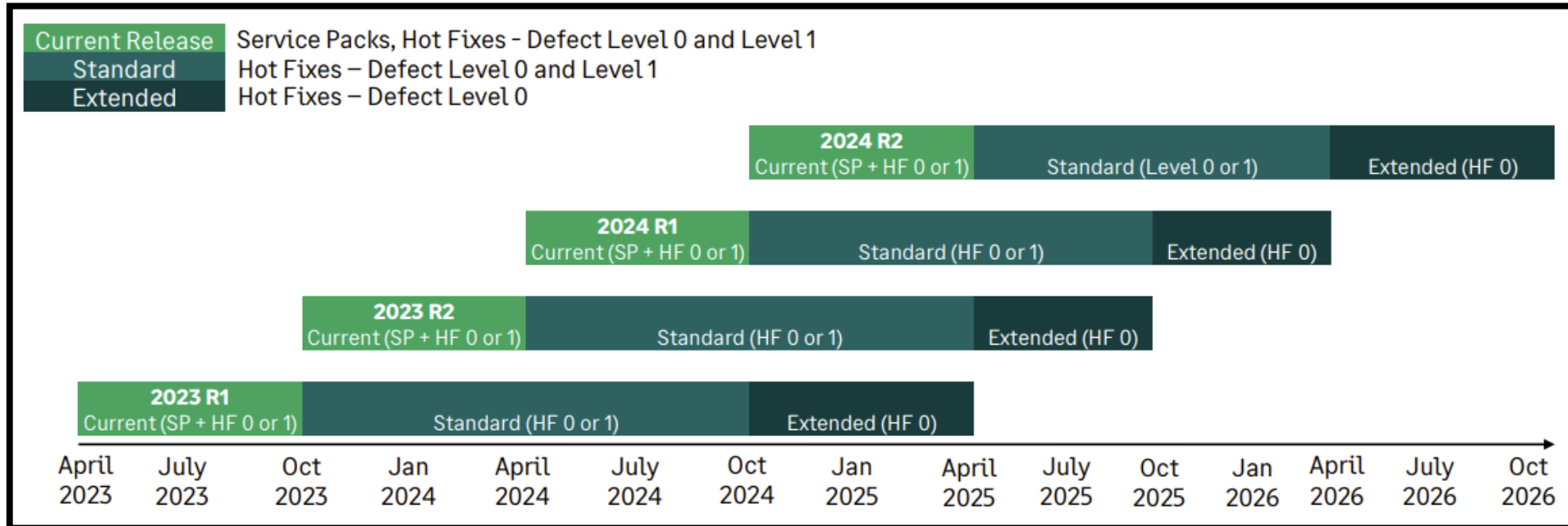
- Bi-annual two releases/year
- Standard maintenance phase now 12 months
- Extended maintenance phase 6 months
- Now 24-month maintenance period for each release

Life Cycle Stages
From 2023 R1

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2023 R1+ Life Cycle Stages
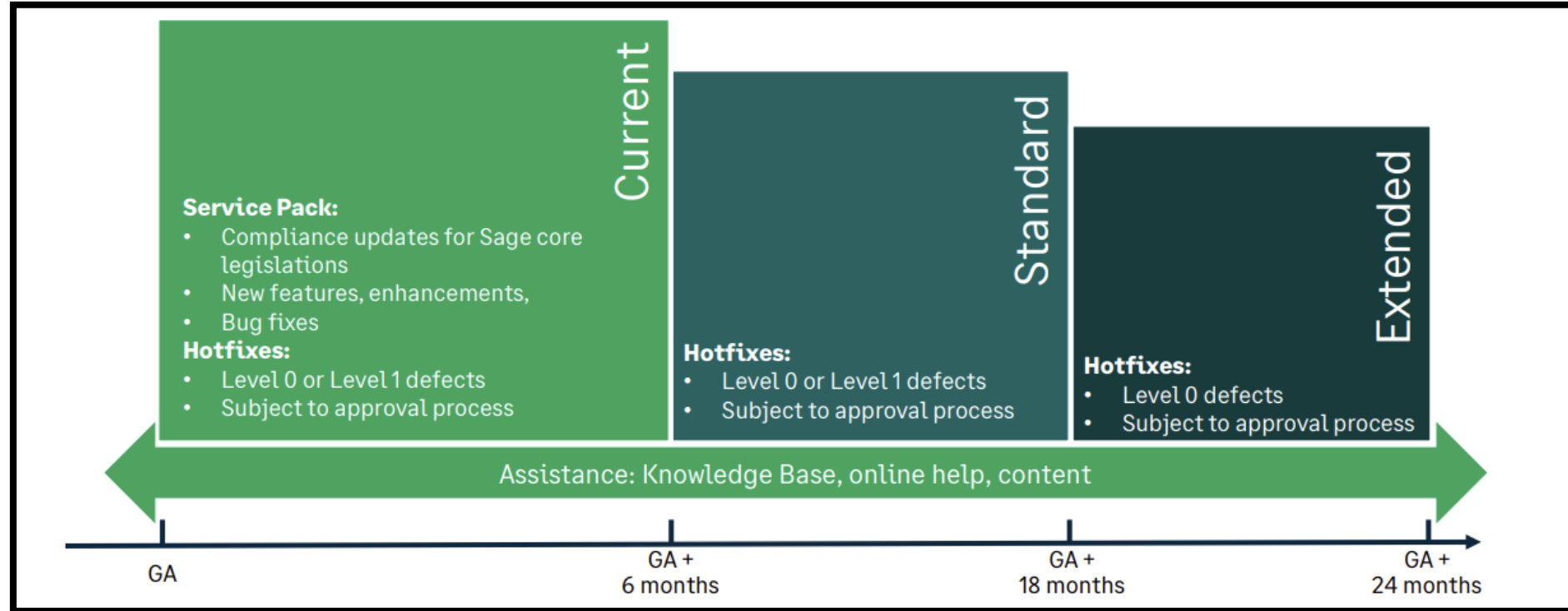
- Now a 24 month maintenance period

- Now 6 months current phase

- Now 12 month standard Phase

- Further 6-month Extended phase

Service Packs

Service Packs

In exceptional circumstances on the current release, **Service Packs may be delivered at Sage's discretion** that could include

- Compliance updates
- Bug fix (Issues defined as Critical)
- New features

This means that if you are on the current release and there is a pending compliance milestone, a Service Pack will allow you to install the latest compliance update without necessarily installing the full upcoming release. This gives Sage X3 customers a window of at least 6 months for which the current release will have the necessary compliance features.

For Example
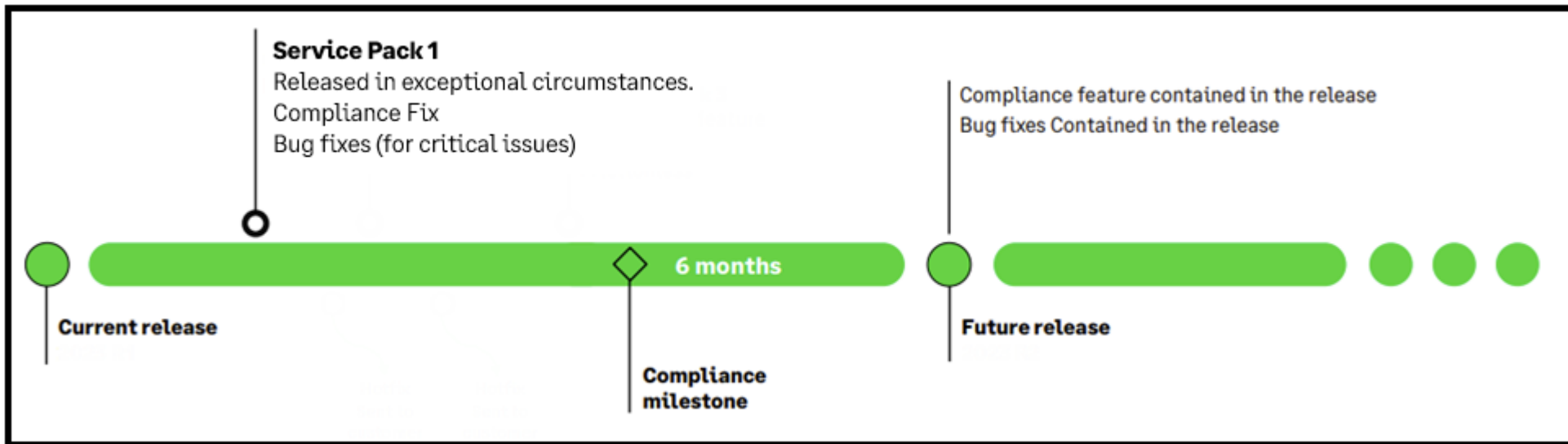
Why The Change?

Why the change?

Feedback was collected from partners & customers over the course of the last year and research from controlled industries highlighted the need for longer periods of maintenance.

Customer benefits

- Now easier to comply with the lifecycle policy

- Overall, a longer period of maintenance from 15 to 24 Months

- 6 Months in the current lifecycle stage as opposed to 3

- Continue to receive compliance, security & regulatory updates for longer

Partner benefits

- More time to update customers when a new version is released

- Easier planning of resources around bi-annual cadence

- 12-month Roadmap is published in advance with release dates and content

- More value to highlight in each release to encourage customers to update

Business Justification

Hotfix Business Justification

In a critical situation, a Hotfix may be provided alongside the expected details of a reported issue, Sage support needs detailed business justification for any hotfix requests, the earlier we can get this in the case lifecycle, we can categorise the case correctly and progress appropriately through to the development team.

Business Justification should include

- Detailed explanation of how this issue is adversely affecting the business.

- User Impact e.g. how many users are impacted

- Processes that cannot be completed/blocked payments, period end etc

- Any cost implications

- Provide any deadlines or milestone dates which will be affected by this issue, e.g. any legal deadlines or go-live plans. **Earlier in the lifecycle of the case, the better**

- Short-term & long-term impact of any workaround on the business & users (cost, effort etc.)

This information will enable Sage Support to determine if the defect meets the criteria for a hotfix & categorise it correctly when logging with the Level 3

Defect Severity Levels

Defect Severity Levels

The Business justification provided will help us to categorise the case appropriately and also help to justify any hotfix requests with the Level 3 team.

Severity Level 0– (P0 Blocker)

Security or data integrity is compromised by viruses, spyware or other malicious software attacks that can compromise company data.

Severity Level 1 – (P1 Critical)

An issue that causes the customer's critical business process to be blocked. End users are not capable of completing a business process or all the business processes, and no workaround has been found that fits the context.

Severity Level 2 – (P2 Major)

An issue that causes an inconvenience in part of a customer's business process or that causes the business process to be delayed or hindered. Information request, the question that requires a quick response

Severity Level 3 – (P3 Minor)

An issue that does not cause any slowdown or stopping of the business process - cosmetic or ergonomic feature and all other questions.

Examples

These are some examples of cases that have fallen into the different categories; keep in mind that there may be instances where a major issue may become critical or a minor a major if the business reasoning justifies this.

Priority	Example cases
P1 – Critical (High)	• Users unable to post additional invoices • All Invoices are sent to the wrong email address • No users are able to log in to the system, including the admin • Total system outage on Production e.g. system-wide slowness or performance issues
P2 – Major (Medium)	• Error message encountered when completing an activity, but a user can end the transactions in the interim or use a workaround • Some reports are timing out or unable to print documents
P3 – Minor (Low)	• How-to or basic set-up questions, such as how to create a user or how to set up an inventory item record • Typing errors on any pages or documentation issues minor UI layout issues • Receipt status in an inquiry is incorrect

Appendices

Useful Links

Full Lifecycle policy – Sage X3 Lifecycle Policy.pdf

Lifecycle policy FAQ – Sage X3 Lifecycle Policy FAQ.pdf

Perfect case blog post – A perfect case Sage City blog

Thank you!

Sage