

VITRUVI™ UPDATE AND RELEASE POLICY

vitruvi™

TABLE OF CONTENTS

| | |
|---|---|
| Vitruvi Update and Release Policy | 3 |
| Overview of Vitruvi Updates | 3 |
| Maintenance Windows | 4 |

VITRUVI™ UPDATE AND RELEASE POLICY

This document outlines the expectations around updates to Vitruvi. As a service, Vitruvi endeavors to continually improve and address the important needs of its users. This update policy addresses the change management requirements of our customers while focusing on driving continuous improvement in both the scope of capabilities of the platform and the user's interactions.

WORKSPACE DEFINITIONS

Vitruvi can be deployed in a number of different environments or workspace types:

- **Staging.** Some customers have chosen to implement a staging workspace in order to better plan for updates to Vitruvi. This workspace is not for production, but for evaluating and testing purposes only, and will be accompanied by a production environment.
- **Staged Production.** A production environment that is accompanied by a staging environment.
- **Non-Staged Production.** A production environment that is **not** accompanied by a staging environment.

OVERVIEW OF VITRUVI UPDATES

Updates to Vitruvi™ are classified as Major, Minor, Hotfix, or Emergency Hotfix, as outlined in Table 1. The communication policy outlines the advanced notice that will be provided before updates are made to staging, staged production, and non-staged production workspaces.

Table 1- Types of Vitruvi™ updates

| TYPE | SCOPE | COMMUNICATION POLICY | EXPECTED CADENCE |
|---|---|---|---|
| Major Released during planned maintenance windows | » Major releases include updates that alter the API such that it is no longer backward compatible or a significant alteration to existing functionality. | » Staging: 30 days in advance » Non-Staged Production: 30 days in advance » Staged Production: 60 days in advance | » Major updates are expected to be on a yearly basis, and the company will endeavour to not release more than 2 major updates during a 12 month span. |
| Minor Released during planned maintenance windows | » Minor updates include bug fixes, incremental changes to current functionality that do not materially change current processes and adding new functionality (such as allowing administrators to bulk update system materials). | » Staging: Immediately » Non-Staged Production: Immediately » Staged Production: 7 days in advance | » Minor updates are expected to be released every 4-6 weeks. |

| TYPE | SCOPE | COMMUNICATION POLICY | EXPECTED CADENCE |
|---|--|--|---|
| Hotfix Releases to take place between 8pm – 6am MT (outside of typical working hours) | <ul style="list-style-type: none"> » Significant bug fixes due to issues causing delays in the customer's core processes. Hotfixes will not include functional changes outside of what is required to address the identified issues. » Improvements and new functionality are part of minor updates and will not be included in hotfixes | <ul style="list-style-type: none"> » Staging: Immediately » Non-Staged Production: Immediately » Staged Production: 24 hrs | <ul style="list-style-type: none"> » Hotfixes will be released on an as-needed basis. The scope of hotfix updates will be limited to addressing issues affecting customer's current processes. |
| Emergency Hotfix Released in coordination with affected customers | <ul style="list-style-type: none"> » Significant bug fixes due to issues causing disruption in the customer's core processes. » Emergency hotfixes will only include changes that address the specific issues causing disruption to the customer's operations | <ul style="list-style-type: none"> » Scope of the change will be released to customers within 24hrs of the update being completed for all workspace types. | <ul style="list-style-type: none"> » As coordinated with the affected customers |

MAINTENANCE WINDOWS

The company reserves a weekly maintenance window as defined on the Vitruvi support portal (<https://support.vitruvi.cc/policies#support-and-maintenance-policies>). Any changes to this maintenance window will be communicated to the customer's priority contacts in advance of the change. Hotfixes and emergency hotfixes may be released outside of the standard maintenance window. Hotfixes will be released outside of working hours as defined on the Vitruvi support portal (<https://support.vitruvi.cc/policies#support-and-maintenance-policies>).