# Vitruvi™ Update & Release Policy

Updated June 1, 2023

vitruvi™

**VITRUVI™ Update & Release Policy**

This document outlines the expectations around updates to Vitruvi. As a software-as-a-service provider, Vitruvi endeavors to continually improve and address the important needs of its users. This policy addresses the controls and standards around product change management with a goal of meeting customer requirements while continuing to drive continuous improvement in both the scope of capabilities of the platform and the user's interactions with the product.

## TABLE OF CONTENTS

## 1 DEFINITIONS

The complete list of definitions related to all of Vitruvi's Services can be found in the Vitruvi™ Customer Terms of Service. The definitions below are used specifically in this document but are defined terms across the entirety of the Vitruvi contracting and commercial documents.

**1.1** **"API"** or **"Application Programming Interface"** means a set of programming code that enables data transmission between the Software and another, third-party software product, containing the terms of this data exchange.

**1.2** **"Operational API"** means an API that is published to, and accessible by, all Users and is specifically intended to be used by human users for low volume requests.

**1.3** **"Service Account API"** means an API that is used for high-volume data access, typically used for enterprise reporting purposes.

## 2 VITRUVI WORKSPACES

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

**2.1** **Staging vs. Production Workspaces**

a) **Staging Workspace.** A Workspace typically used by the Customer for testing and training purposes only, including user acceptance testing and configuration testing. Note that service level and uptime commitments do not apply to Staging Workspaces.

b) **Production Workspace.** A Workspace used by the Customer for active business operations.

**2.2** **Staged Production vs. Non-Staged Production**

a) **Staged Production.** A Production Workspace that is accompanied by a Staging Workspace.

b) **Non-Staged Production.** A Production Workspace that is not accompanied by a Staging Workspace.

## 3 MAINTENANCE WINDOWS & UPDATES

**3.1** The company reserves a weekly maintenance window as defined on the Vitruvi Support website.

**3.2**    Any changes to this maintenance window will be communicated to the customer's Priority Contacts in advance of the change.

**3.3**    Hotfixes and emergency hotfixes may be released outside of the standard maintenance windows. Hotfixes will be released outside of Working Hours.

## 4    UPDATES

Updates to the Software are classified as Major, Minor, Hotfix, or Emergency Hotfix. All updates will be communicated, at a minimum, to the Customer Priority Contacts via email before an update is released.   The table below, outlines the definitions, communication policy, advanced notice expected cadence for each of the classes of updates.

| Update Type (Schedule Window) | Scope & Criteria | Communication Policy | | Expected Cadence |
|---|---|---|---|---|
| | | **Staging Workspaces** | **Production Workspaces** | |
| **Major** Released during planned maintenance windows | • alteration of one or more Operational API's such that they are no longer backward compatible<br>• a significant alteration to existing functionality | 30 days in advance | 60 days in advance | Expected to be released on an annual basis, and the Company will endeavour not to release more than 2 major updates during any single 12 month period. |
| **Minor** Released during planned maintenance windows | • bug fixes<br>• incremental changes to current functionality that do not materially change current processes<br>• adding new functionality | Immediately | 7 days in advance | Expected to be released every 4-6 weeks |

| Update Type (Schedule Window) | Scope & Criteria | Communication Policy | | Expected Cadence |
|---|---|---|---|---|
| | | **Staging Workspaces** | **Production Workspaces** | |
| **Hotfix** Releases to take place between 8pm – 6am MT (outside of typical working hours) | • significant bug fixes due to issues causing significant delays in the Customer's Work.<br>• Hotfixes will not include functional changes outside of what is required to address the identified issues.<br>• Improvements and new functionality are part of Minor Updates and will not be included in Hotfixes | Immediately | 24 hours | 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 | • Significant bug fixes due to issues causing disruption in the Customer's Work.<br>• Emergency hotfixes will only include changes that address the specific issues causing disruption to the Customer's Work. | Scope of the change will be released to customers within 24hrs of the update being completed for all workspace types. | Scope of the change will be released to customers within 24hrs of the update being completed for all workspace types. | As coordinated with the affected customers |

## 5 API'S

**5.1** All API documentation can be located at Vitruvi SDK.

**5.2** All Service Account API's **must be registered** with Vitruvi, by sending an email to support@vitruvisoftware.com and providing the following:

a) Service Account

b) API URL

    c)  request fields used

    d)  response fields used

**5.3**    Notice on changes to registered Service Account API's, where such service will be affected, will be provided as follows:

    a)  at least two (2) weeks in advance of the changes occurring in the Customer's Production Workspace; and

    b)  at least one (1) week in advance of the changes occurring in the Customer's Staging Workspace.