



## Gear up for success...

### Mastering your Cúram upgrades

As part of our ongoing commitment to continuously improve your experience with Cúram, we're excited to share insights that should be helpful as you plan for your next Cúram upgrade.

Early and adequate planning ensures you can hit the ground running with these new capabilities and allows for thorough testing and integration phases, minimizing disruptions to your operations.

## Why upgrade?

**1. Quality improvements and new features:** Each upgrade brings with it a host of new features and quality improvements.

**2. Security and compliance:** With cyber threats on the rise, staying updated with the latest security improvements is critical.

**3. Improved user experience:** Cúram upgrades bring improvements to the interface and usability, making everyday user interactions smoother and more intuitive.

**Note:** At Cúram, we define an upgrade as transitioning to a target version that requires running a **full suite of Cúram installers**.

## Planning makes perfect: best practices

**Leverage available tooling:** Use available tooling to assist with your upgrade.

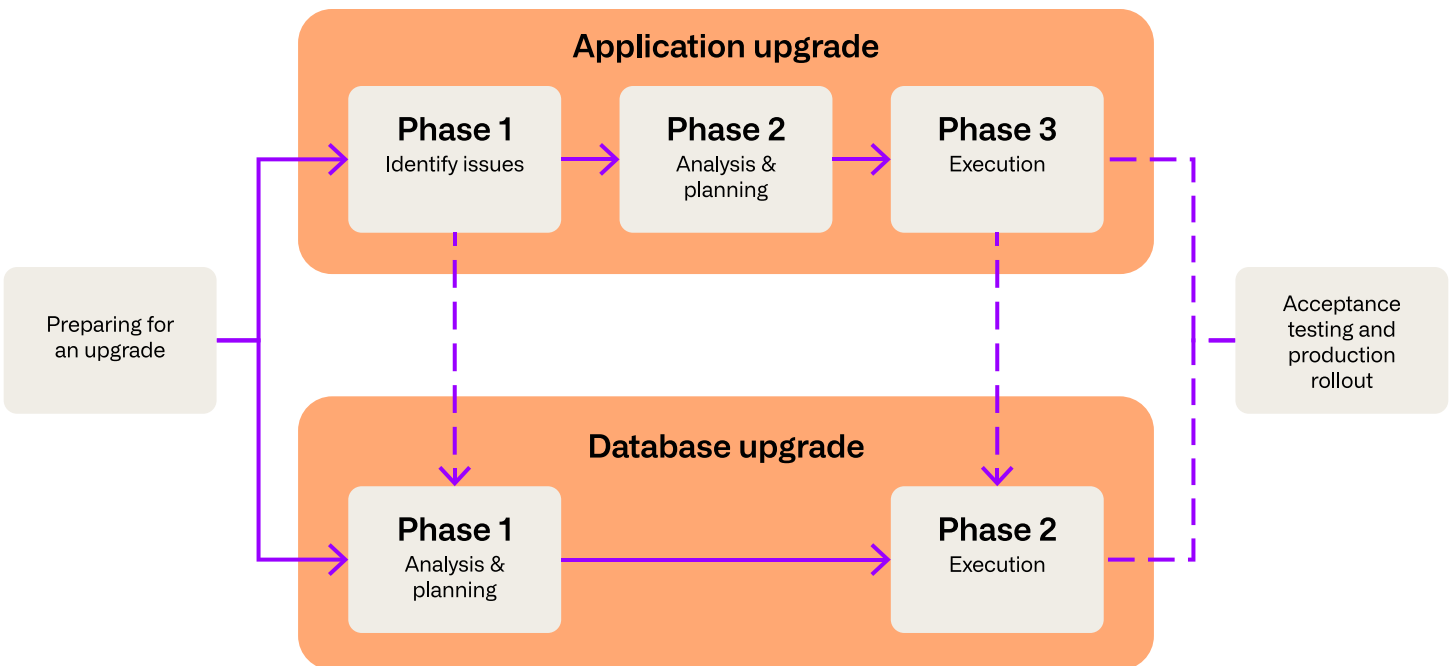
**Early testing:** Perform thorough testing as early as possible to identify potential out-of-the-box issues which are a priority to remedy for go-live. Our experiences have highlighted this is particularly important for Accessibility and User Interface testing. We advocate that you bring your users on the journey with you.

**System performance tuning:** Undertake a [performance tuning](#) exercise of the system prior to go-live.

**Engage our certified consultants:** Engage the Cúram Services Team for upgrade assistance from certified Cúram consultants with a wealth of knowledge and experience.

## Overview upgrade process

Below are the high-level key tasks that need to be considered as part of a Cúram upgrade.



It is recommended to review and follow the steps outlined in the **Cúram Upgrade Guide**, available as part of the **Cúram Upgrade Helper pack**, which can be downloaded from the [Merative Support Portal](#).

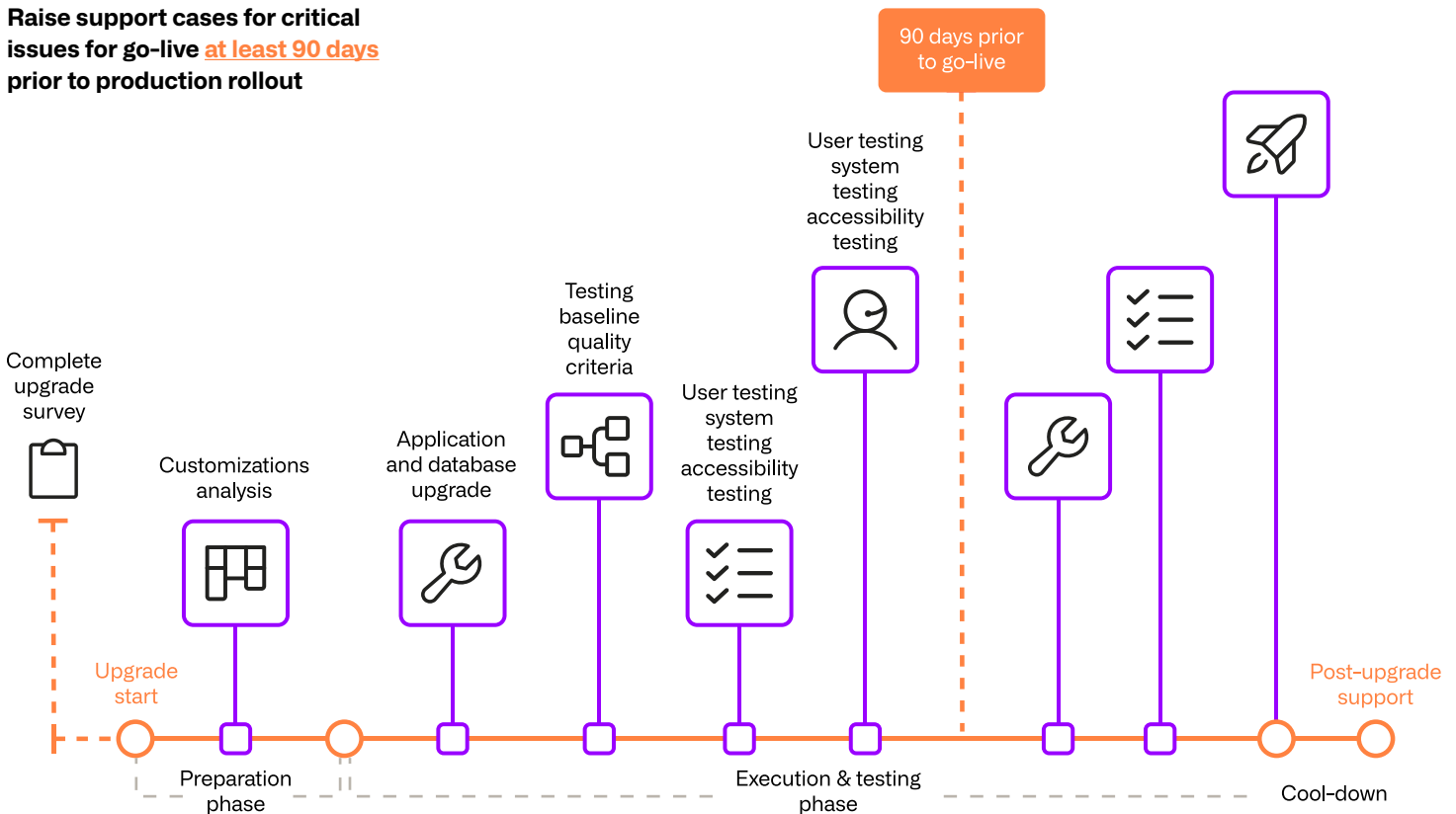
## Be sure to engage with Cúram support early!

At Merative, we strive to provide the highest quality of support and to address all issues in a timely and effective manner. However, due to the varying complexity and dependencies of these issues, we cannot guarantee resolution within a specific timeframe. We strongly recommend submitting all critical issues to [Cúram support](#) **at least 90 days** prior to your intended upgrade go-live date.

This timeframe allows us the best opportunity to address your concerns thoroughly, which can significantly increase the chances of a smoother upgrade experience.

## Cúram upgrade overview

**Raise support cases for critical issues for go-live at least 90 days prior to production rollout**



## Cúram upgrade tools

- [Upgrade helper pack](#) - Provides tools and documentation to help you to upgrade a custom Cúram application.
- [User interface upgrade helper](#) - Use the User Interface Upgrade Helper to help you to upgrade the Cúram UI from version 7 to version 8.
- [File changes report](#) - Generate a customized report that clearly lists the files that have changed between two versions.
- [Artifact dependencies search tool](#) - Assess whether any dependencies exist on Cúram's deprecating features to help eliminate any service distributions.
- [Cúram analysis documentation tool](#) - Use the Analysis Documentation Tool to determine which application artifacts are used by a particular feature.
- [Data-testID attribute](#) - Automated testing experience with the ability to target specific UI components in a UI automation test framework.

## How we can best support you?

As we continue to enhance and evolve Cúram, your insights and plans for upgrading play a pivotal role in shaping our roadmap and support strategies.

We warmly invite you to participate in our [Upgrade Survey](#) if your organization/project intends to perform a Cúram upgrade within the coming 12 months. This will help us understand your upgrade plans and prepare our support accordingly, if needed. Please take a few moments to share your thoughts and plans with us!

[Take the upgrade survey](#)

## What's next?

Our team may get in touch with you and schedule a session to discuss your upgrade path and any specific needs your organization may have.

We encourage you to start conversations within your teams about the upcoming changes and how best to leverage them for your continued success.

Our Product Management and Support Teams are always eager to understand your project plans, so please contact us anytime at <https://www.merative.com/contact>.

Thank you for your continued trust in Cúram.

## About Merative

Merative provides data, analytics, and software for healthcare and government social services. With focused innovation and deep expertise, Merative works with providers, employers, health plans, governments, and life sciences companies to drive real progress. Merative helps clients orient information and insights around the people they serve to improve decision-making and performance.

Learn more at [merative.com](https://merative.com).

## About Cúram

Cúram by Merative has over 25 years of experience helping national, regional, and local governments transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Used in 12 countries and jurisdictions, available in 14 languages, and supporting over 970 government programs, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Learn more at [merative.com/curam](https://merative.com/curam).



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