Cúram Release and Maintenance Model

Cúram Version 8 uses a two-track continuous delivery release and maintenance model, which provides customers with a choice of approaches for implementing Cúram projects.

– The Continuous Delivery (CD) line enables the adoption of continuous ways of working, taking regular incremental drops of new features and functionality. CD releases are intended for customers who want to exploit the latest features and capability of the product. Defect fixes are provided on the most recent CD release.

   Note: Product enhancements will typically be provided on the latest version release only; e.g., new features/enhancements will be provided on VX.x.x.x until VY.0.0.0 is released, at which time VX will go into maintenance mode.

– The Long Term Support (LTS) line allows the customer to stay on an identified release for an extended period and take only defect fixes and security patches. LTS releases are for systems that demand the highest levels of stability. Updates during the supported period contain fixes to identified critical or significant problems and vulnerabilities. Defect fixes and security patches are provided on the LTS release for up to 5 years or for 2 years after the release of the next LTS release. No new features or functionalities are provided in an LTS release. Defect fixes are provided in Fix Packs on the LTS line.

The choice between the CD and LTS lines is at the customers discretion and does not affect the license. Both tracks are covered by the same license.

The following diagram shows an indicative release roadmap to illustrate the model. In this example, VX.0.0.0 is released in Year 1 and a new major version VY.0.0.0 is released 4 years later. The diagram is not a statement of intent or a commitment to deliver all or any of the releases.
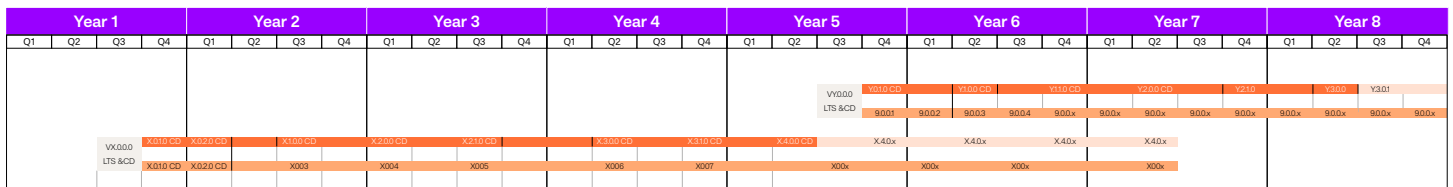
■ Continuous delivery Product enhancements & maintenance
■ Maintenance continues on previous CD line for two years after release of new version
■ Long Term Support Release maintenance. Crititcal Defects and Security Patches
■ Major Release – Start of both LTS and CD lines

What is included in updates to a LTS release?

Updates to a LTS release contain fixes to identified critical or significant problems and vulnerabilities. The updates do not contain any new features or enhancements. Updates to an LTS release do not force an upgrade impact unless an impact is unavoidable, such as for security or stability reasons. Updates to an LTS release are delivered as a fix pack in a delta installer.

What is included in a CD release?

CD releases contain new features or functionality, and maintenance updates. Most new features or functionalities that are included in a CD release are designed not to force any upgrade impact on customers when the CD release is installed. New features or functionalities either have no impact, or are disabled by default. Therefore, customers who want to install only maintenance from the CD release can benefit from the maintenance content without incurring any impact from the new features or functionalities. Customers who want access to the new features or functionalities that are disabled by default can choose to enable the new features or functionalities and deal with the associated impacts, if any. New features that are disabled by default can each be enabled separately.

Some new features cannot be delivered in a non-impactful way and cannot be delivered as disabled by default. Where it is not possible to deliver a feature without an upgrade impact, the feature will be delivered in a CD release that is delivered as full installers.

Each CD release contains all the fixes and functionalities that are contained in the previous CD release.

Will CD releases deprecate or remove features?

Where it is necessary to deprecate or remove features between LTS releases, the changes will be delivered in a CD release that is delivered as full installers.

Maintenance on CD Releases

How is maintenance delivered on CD releases?

Maintenance on a CD release is delivered in the next CD release, along with new features and functionalities. Fixes to critical and significant defects and security patches are also delivered on the most recent CD release line. Customers are expected to move up to the most recent CD release as soon as possible to as to ensure they receive security updates and defect fixes in a timely way.

What will happen if I need an urgent fix between scheduled CD releases?

If fixes are required between scheduled releases for issues that severely impact production or block a customer from getting to production, the fixes will be considered for delivery through an iFix release on the most recent CD release. For information see Requesting a Critical Fix.

Upgrades on the CD Path

When a new CD release is made, are customers expected to upgrade immediately?

Customers are expected to move up to the most recent CD release as soon as possible after it is released. Planned maintenance is delivered only on the most recent CD release, so customers are advised to stay up to date to ensure they can take on security updates and defect fixes in a timely manner.

Is CD release content contained in a subsequent LTS release?

Content from all CD releases will be contained in a subsequent LTS release. For example, using the example in the diagram, version Y.0.0.0 will contain all content that was delivered in CD releases on the version X.0.0.0 line. New features or functions are enabled by default in the LTS release.
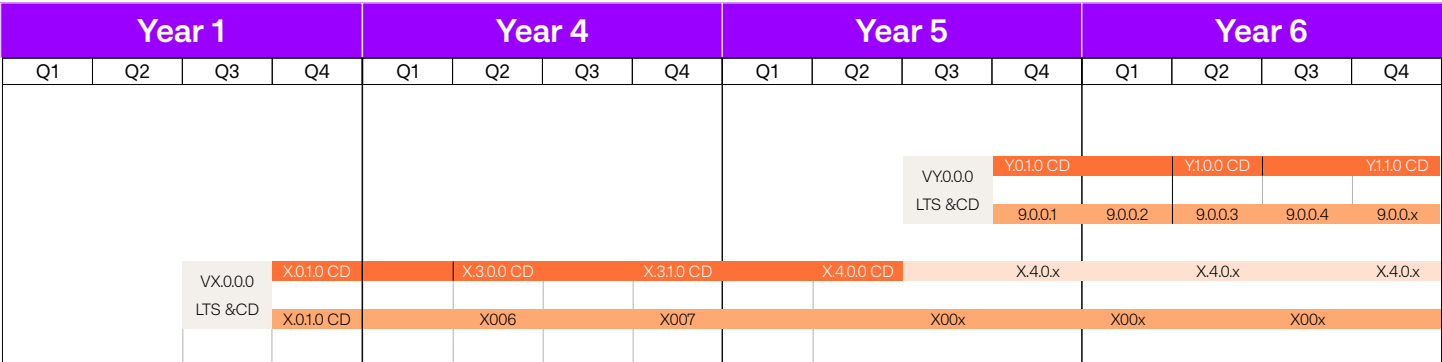
Will an upgrade pack be delivered with a CD release?

CD releases will be accompanied by an upgrade pack where applicable.

Can I change from the CD path to the LTS release path at any time?

No, upgrading from a CD release to an LTS release on the same base product release is not possible. For example, using the numbering scheme in the example in the diagram, it is not possible to upgrade from X.3.0.0 to X.0.0.7.

You can change from the CD path to a newer LTS release. Using the example in the diagram, it is possible to upgrade from a CD release on the Version X line to Version Y.0.0.0.

Year 1				Year 4				Year 5				Year 6			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
										VY.0.0.0 LTS &CD	Y.0.1.0 CD		Y.1.0.0 CD		Y.1.1.0 CD
											9.0.0.1	9.0.0.2	9.0.0.3	9.0.0.4	9.0.0.x
		VX.0.0.0 LTS &CD	X.0.1.0 CD		X.3.0.0 CD		X.3.1.0 CD		X.4.0.0 CD		X.4.0.x		X.4.0.x		X.4.0.x
			X.0.1.0 CD		X006		X007			X00x		X00x		X00x	

■ Continuous delivery Product enhancements & maintenance   ■ Maintenance continues on previous CD line for two years after release of new version   ■ Long Term Support Release maintenance. Crititcal Defects and Security Patches   ■ Major Release – Start of both LTS and CD lines

Maintenance on LTS Releases

How will maintenance be delivered on LTS releases?

Scheduled maintenance on LTS releases will be delivered in fix packs as delta installers.

What will happen if I need an urgent fix between scheduled maintenance on LTS releases?

If fixes are required between scheduled releases for issues that severely impact production or block a customer from getting to production, the fixes will be considered for delivery through an iFix release on the most recent fix pack on the LTS release. For information see Requesting a Critical Fix.

Upgrades on the LTS path

Can I change from the LTS path to the CD path at any time?

Yes, you can upgrade at any time from a release on the LTS path, to a later CD release that is based on the same base product release. Using the example in the diagram you can upgrade from X.0.0.4 to X.0.5.0.

How long will my current version of Cúram be supported?

Find out about the support lifecycle for your current version of Cúram at Cúram Release Lifecycle and Maintenance.

Do I need a different license to install LTS or CD releases?

The choice between the CD track and the LTS track is at the customers discretion and does not affect the license. Both tracks are covered by the same license.

How will releases be numbered?

Cúram releases use a semantic numbering format that is explained in detail below.

What do we call it ?	Example	What is its purpose	Installer type
iFix	8.0.1.0 iFix 1	Unplanned maintenance	Delta
Fix Pack	8.1.1.1	Planned maintenance (on the LTS line)	Delta
CD	8.0.3.0	Incremental new features and maintenance without upgrade impact (on the CD line)	Delta
CD	8.x.0.0	Incremental new features and maintenance with upgrade impact (on the CD line)	Full
Major (Vnext)	8.0.0.0	Major new features, restarts the support clock	Full
Test Fix	Based on underlying release version and date of release	To allow a specific customer to test a potential fix on their environment. These are not made generally available.	Zip

iFix	Un-planned maintenance on any line
Numbering	V.R.M.F iFix N (example 8.0.2.1 iFix 3)
Content	Content is determined based on customer needs for critical defect and security fixes. The content is cumulative – 8.0.2.1 iFix 3 contains all the content that was in 8.0.2.1 iFix 2. iFix content is usually rolled into the next available planned release on the line.
Delivery Type	iFixes are delivered as delta installers

FixPack	Planned Maintenance on the Long Term Support line
Numbering	V.R.M.F (example 8.1.2.1)
Content	Defect fixes, Security fixes. The content is cumulative – 8.1.2.2 contains all the content that was in 8.1.2.1.
Delivery Type	Fixpacks are delivered as delta installers

CD – without upgrade impact	New features and functions and defects and maintenance on the **CD** line. This release will **not** contain content that requires specific upgrade steps for customers. New features are disabled by default to avoid impact Constraints on content to avoid impact
Numbering	V.R.M.0 (example 8.1.2.0)
Content	Minor New Features and Functions on the continuous delivery line
Delivery Type	Continuous delivery releases that do not requires specific upgrade steps are delivered as delta installers

CD – with upgrade impact	New features and functions and defects and maintenance on the **CD** line. This release may contain content that will require specific upgrade steps for customers which is referred to as "impactful" content. New features are enabled by default or not toggled at all Forced upgrade impact is allowed – code removals, 3rd party version removals, database changes….
Numbering	V.R.0.0 (example 8.1.0.0)
Content	New Features and Functions on the continuous delivery line
Delivery Type	Continuous delivery releases that have an upgrade impact for customers are delivered as full installers

Major (Vnext)	Major new features and functions as well as defects and maintenance This is the starting point of the line for both the Continuous Delivery and Long Term support line. It starts the clock on the lifecycle for the version.
Numbering	V.0.0.0 (example 8.0.0.0) The second, third and fourth digits in the release number, are zero
Content	Major New Features and Functions
Delivery Type	Major releases are delivered as full installers

About Cúram

Cúram, offered 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 7 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.

About Merative

Merative is a data, analytics and technology partner for the health industry, including providers, payers, life sciences companies and governments. With trusted technology and human expertise, Merative works with clients to drive real progress. Merative helps clients reassemble information and insights around the people they serve to improve healthcare delivery, decision making and performance. Merative, formerly IBM Watson Health, became a new standalone company as part of Francisco Partners in 2022.

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