Expectus Software Quality System Overview (ESQS)

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ESQS Software Quality System is designed to ensure that our software is of the quality standard expected by our Customers. This document is a high level overview of how the ESQS system works.

All changes made to the software are logged and planned within Azure DevOps. Prior to new changes being implemented they are scheduled for a release by the Product Owner.

New features are planned through AHA roadmap solution.

Change Management

The following is an overview of how Defects and Change Requests are prioritized and developed:
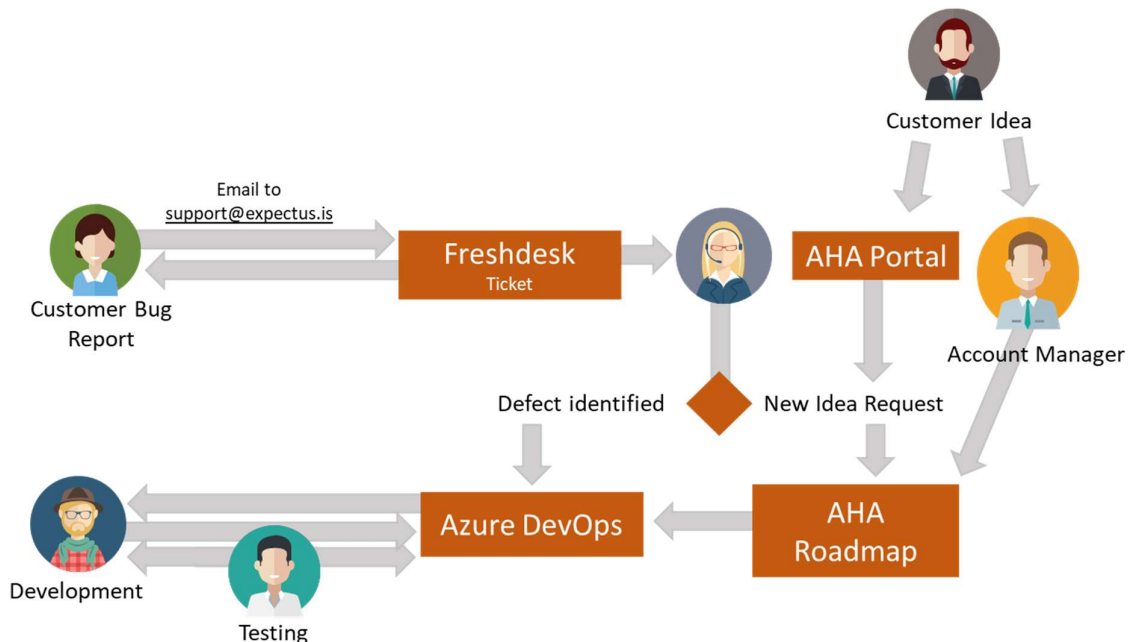
- ■ Freshdesk Ticket – Support system for Expectus support agents. All cases are marked as either support incident, bug or new feature request.
- ■ AHA Portal – Ideas from Customers can be submitted directly.
- ■ AHA Roadmap – Priroitizing and release planning of new features are handled within AHA Cloud Roadmap Software (expectus.aha.io)
- ■ Azure Devops – All Changes, defects or new features are logged into Azure Dev Ops.

Release Management

All changes to the software are grouped into releases which have to go through the following stages in order to be deployed into a production environment:

| Plan | Design | Develop | Release to Test | Perform Test | Release to Early Adopters Program (EAP) | Perform EAP Testing | Release to PRI 1 |

- Plan – Ideas are given a score on 2 dimension, Impact & Effort which determines if the idea should be implemented or not given what capacity is available.
  - **Impact** defines the impact and value the feature if implemented
  - **Effort** defines the overall development effort to finalize the feature
- Design – Idea scoped and designed into a feature or multiple features
- Develop – Developers implement change according to Design
- Test – Testing on Development environemnt
- Ready to Ship – Feature ready to be shipped for deployment to testing environment
- Release to Test – Release deployed to test
- Perform Test - Perform testing on Test environment
- Release to Early Adopters Program (EAP) – Customers that are signed up for an early adopters program will get new features first.
- Perform Testing – After testing on EAP environment release is ready to be deployed to Priority 1 Customers
- Release to PRI 1 Production Accounts (PROD)

Customers who have not signed up for automatic deployment will have to request new releases manually.

There are two active releases of exTables

- Feature Release
- Maintenance Release

Fixes to high-priority defects are deployed to lates maintenance release while new functionality and other defects are deployed to feature releases.