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**Policy Title:** Software Updates and Version Releases Policy

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**Policy Number:** 5

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**Responsible Author:** John Muir-Smith

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## **Introduction**

Periscope provides its Integrated Riskmanagement Information System (I.R.I.S) software to clients as a database shell. The client or its representatives populate the database and are responsible for the maintenance of that database.

Customisation, the lifeblood of the software, is driven from:

1. Periscope
2. Client

The difference between a Client and a Periscope Request is that the Client will always be required to have a fixed price scope of work, where Periscope may request customisation on an agreed rate where there is no fixed timeframe.

## **Scope**

Periscope provides support and maintenance to the software on either a:

- Bureau Service; or
- Client Server.

This Policy applies to version releases and software updates.

## **Policy Statement**

As a provider of Risk Management Software, Periscope Consulting Pty Ltd is aware of the need to work with its clients to ensure that software customisation will have no detrimental impact on other clients. It should:

- be consistent with AS4360 Risk Management, and ISO14001 Environmental Management
- not significantly increased the software complexity
- meet existing performance requirements of 56kb modems

This Policy sets out the principles that Periscope has adopted to maintain control over software updates and version releases.

## ***What are the customisation protocols?***

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### Customisation Protocols – New Scope of Work

A Scope of Works pro forma, including a flow chart has been developed to ensure that all scopes of work are completed in seven phases

1. Client/Periscope initiates a scope of work and a scope is drafted
2. Software developer reviews and refines requirement
3. Sketch screens designed
4. Gantt chart prepared with allowance for screen design
5. Acceptance for work to proceed
6. Testing
7. Version Release.

### ***What is a version release what is its frequency and release date?***

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A version release” is a new version of the software. A version release signifies a significant improvement to the software functionality. It is designated by a change in the first decimal point after the whole number. For example, a change from V4.8.0 to V4.9.0 is a version Release. At times a new software feature/function may be tested by selected users in a current version; however that feature may not be officially released until the following version.

Version releases are be scheduled for the First week in:

- February
- August

### ***How long is a version supported by Periscope?***

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For non bureau clients a version release is supported for 12 months after the date of release. Bureau clients are required to move to the version release within 3 months of its release.

### ***How do I know if a version has been updated?***

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“Version Update” means a minor change to an existing version of the software to fix a software error or improve existing functions. It is designated in the second decimal point. For example, a change from V4.8.4 to V4.8.5 is a Version Update.

### ***Can we access new releases earlier than the prescribed dates?***

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If the client is on the Bureau Service then Yes. Otherwise No.

When a version of the software has been tested by Periscope – but not yet tested independently, then clients may request to be routed through the beta version of the software.

Client benefits include:

- Access to the new software features
- An opportunity to shape the software development process

Periscope benefits through independent field testing.

At any time clients may ask to be returned to the previous version.

### ***Where do I go to learn of the Version Releases and Updates.***

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Users can go to Periscope’s website to review the version release and updates information which give information on what was done for each update. The information pertaining to the release/update will be placed at [www.periscopeconsulting.com.au/](http://www.periscopeconsulting.com.au/) - Version Releases and Updates.

### ***Is I.R.I.S software scaleable?***

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The I.R.I.S software is scaleable as are the Crystal Reports. We can do this because we retain the reports, the queries and the database tables.

***Disclaimer***

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This policy represents our policy as at June 2008. We may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on Periscope in any way. From time to time we may regard it as necessary or desirable to act outside the policy.