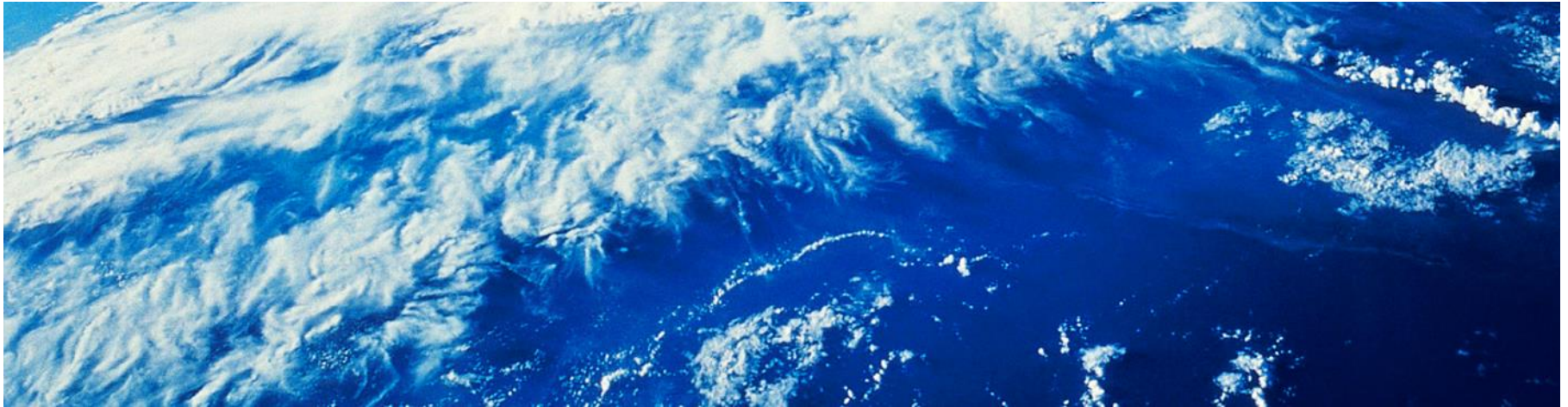


IBM WebSphere Commerce V8.0

Changes to Maintenance Strategy



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Agenda

- A primer on IBM versioning
- Previous approach for maintenance and additional functionality
- Issues with previous approach
- New strategy for fixpacks
- New strategy for added functionality
- Fixpack lifecycle

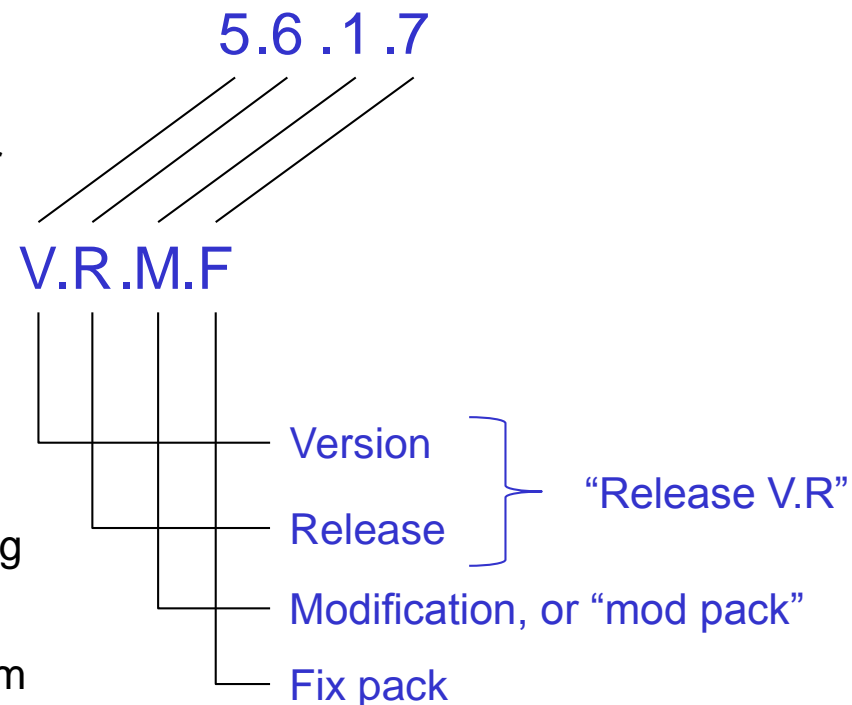
A primer on IBM versioning and terminology

- IBM products are versioned using four numbers, divided by periods
 - Version
 - Increased for a major new release
 - Release
 - Increased for a minor release
 - Version and Release are often together referred to as “a release”
 - Modification (or “mod pack”)
 - Increased when adding (minor) functionality
 - Fix pack
 - Increased when a fix pack is applied
- Feature packs (FEP) are outside of the versioning scheme
- In addition, defects can be applied through Interim Fixes (iFixes), e.g. JR56321, IY64334
 - iFixes are packaging fixes for individual APARs
- APAR = “Authorized Program Analysis Report”, or “A report about a problem and its solution”

“Version 5.6.1, fix pack 7”

“Version 5, Release 6, Mod 1, fix pack 7”

“Version 5.6, mod 1, fix pack 7”



Previous approaches for maintenance and functionality

- In the past, we have tried different approaches to maintenance delivery, e.g.:
 - Light-weight iFixes, rolled up into quarterly(-ish) Cumulative APARs
 - Combined with less frequent fixpacks (really only part of FEPs)
 - Complex iFixes, rolling up a number of APAR fixes in one, single iFix
 - Combined with semi-frequent fixpacks
 - New functionality delivered in Feature Enhancement Packs (FEPs)
 - Complex process for adoption with enablement scripts and manual steps
 - Many customer-specific iFixes
 - Sometimes even containing functional improvement, hidden behind “flags”
- These approaches have all had their benefits and drawbacks
 - Both for clients, implementers, and IBM development

Issues with previous approaches

Approach	Benefits	Drawbacks
Feature Enhancement Packs (FEPs)	<ul style="list-style-type: none"> • Ability to deliver intra-release feature enhancements • Fine-grained adoption of features 	<ul style="list-style-type: none"> • Very manual adoption procedure • Error-prone, long-running enablement scripts
Complex iFixes, custom-made	<ul style="list-style-type: none"> • “Tailor-made” iFixes, packaging a number of fixes in one package • Low(ish) number of iFixes in an installation, simplifying cataloguing 	<ul style="list-style-type: none"> • High risk of interoperability issues between iFixes • Regression testing complicated • Development is complex, as the client codebase is very custom
Light-weight iFixes	<ul style="list-style-type: none"> • Simple mapping from problem (APAR) to iFix 	<ul style="list-style-type: none"> • Many iFixes, published frequently • Need to apply cumulative APAR, as iFix usually depends on other iFixes
Functionality in iFixes with “flags”	<ul style="list-style-type: none"> • Easy to adopt new function and control if it is to be used 	<ul style="list-style-type: none"> • Hard to determine where functionality comes from • High chance of interoperability issues • Support calls must communicate setting of flags to understand expected function

New strategy for fixpacks

- In an attempt to address the complexity and balance the pros and cons, we're now introducing a new approach to maintenance for the V8 stream
- We will no longer issue general or customer-specific iFixes
- Instead, we will, for the WC V8 code stream, release fixpacks **every two weeks**
- Bi-weekly fixpacks can be applied:
 - Using the IBM UpdateInstaller
 - Without manual post-installation steps
 - Using roll-out update, i.e. without requiring production downtime
- Fixpacks will **only contain fixes for defects**
 - No changed or added functionality included, not even controlled by "flags"
- Clients can define their own strategy for adopting fixpacks
 - E.g. install every two or four fixpacks
 - We recommend staying current
- Fixpacks will be cumulative
 - Contain fixes from all previous fixpacks
 - Contain function from all previous mod packs

New strategy for added functionality

- The V8 stream will **not** include any Feature Enhancement Packs (FEPs)
- Instead, new function will be delivered through mod packs
 - Mod packs are *planned* to be released every quarter
- Mod packs are installed like fix packs
 - IBM UpdateInstaller
 - Zero-downtime
 - No manual steps
 - Although some steps may be needed to adopt functionality, e.g. to update store pages with new code, or add new widgets to layouts
- Only net-new functionality is added
 - Existing functionality will not change when applying a mod pack
- Mod packs are cumulative
 - Will contain functionality from all previous mod packs
 - Will contain code fixes from all previous fixpacks

Fixpack lifecycle

- We will release new fix packs for the three most current mod packs
- Fixes are ported forward from the mod they were reported
 - Fixes will generally not be back-ported to earlier mods
- We strongly suggest clients keep as up-to-date as possible on fix- and mod packs

	8.0.0	8.0.1	8.0.2	8.0.3	8.0.4	8.0.5	8.0.6
GA	8.0.0.0						
Week 2	8.0.0.1						
Week 4	8.0.0.2						
Week 6	8.0.0.3						
Week 8	8.0.0.4						
Week 10	8.0.0.5	8.0.1.0					
Week 12	8.0.0.6	8.0.1.1					
Week 14	8.0.0.7	8.0.1.2					
Week 16	8.0.0.8	8.0.1.3					
Week 18	8.0.0.9	8.0.1.4					
Week 20	8.0.0.10	8.0.1.5	8.0.2.0				
Week 22	8.0.0.11	8.0.1.6	8.0.2.1				
Week 24	8.0.0.12	8.0.1.7	8.0.2.2				
Week 26	8.0.0.13	8.0.1.8	8.0.2.3				
Week 28	8.0.0.14	8.0.1.9	8.0.2.4				
Week 30	...	8.0.1.10	8.0.2.5	8.0.3.0			
Week 32	...	8.0.1.11	8.0.2.6	8.0.3.1			
Week 34	...	8.0.1.12	8.0.2.7	8.0.3.2			
Week 36	...	8.0.1.13	8.0.2.8	8.0.3.3			
Week 38	...	8.0.1.14	8.0.2.9	8.0.3.4			
Week 40	8.0.2.10	8.0.3.5	8.0.4.0		
Week 42	8.0.2.11	8.0.3.6	8.0.4.1		
Week 44	8.0.2.12	8.0.3.7	8.0.4.2		
Week 46	8.0.2.13	8.0.3.8	8.0.4.3		
Week 48	8.0.2.14	8.0.3.9	8.0.4.4		
Week 50	8.0.3.10	8.0.4.5	8.0.5.0	
Week 52	8.0.3.11	8.0.4.6	8.0.5.1	
Week 54	8.0.3.12	8.0.4.7	8.0.5.2	
Week 56	8.0.3.13	8.0.4.8	8.0.5.3	
Week 58	8.0.3.14	8.0.4.9	8.0.5.4	
Week 60	8.0.4.10	8.0.5.5	8.0.6.0
Week 62	8.0.4.11	8.0.5.6	8.0.6.1
Week 64	8.0.4.12	8.0.5.7	8.0.6.2
Week 66	8.0.4.13	8.0.5.8	8.0.6.3
Week 68	8.0.4.14	8.0.5.9	8.0.6.4

Sample Release Schedule

Note: The above is an example of a possible future set of releases. It does not constitute a committed plan for future fixpacks, releases, and mods

What we promise

- Fixpacks and mod packs will:
 - Not change behavior of existing functionality
 - Be installable without any manual steps
 - Support zero-downtime install
- Fixpacks will:
 - Not add functionality (other than to fix defects)
- Mod packs will:
 - Include added functionality
 - *May* require additional step to *adopt*, e.g. in case of store JSP changes
 - Include code for previous mod and fixpacks
- For more, see table on next slide

Overview of restrictions for versions, releases, mods and fixpacks

	Version	Release	Modification	Fixpack
New Features	Allowed	Allowed	Allowed	Not Allowed
Enhancements	Allowed	Allowed	Allowed	Not Allowed
Defect Fixes	Allowed	Allowed	Allowed	Allowed
Significant New Technology	Allowed	May be allowed	Not Allowed	Not Allowed
Binary Compatibility	Not guaranteed	Compatible	Compatible	Compatible
Zero Downtime	Not guaranteed	Not guaranteed	Yes	Yes
Migration Required	Yes	Maybe	No	No
Frequency	As needed	As needed	Quarterly *	Biweekly *
Schema Changes	Yes	Maybe	Allowed +	Not Allowed
Manual Steps to Install	Yes	Maybe	Not Allowed	Not Allowed

* As needed

+ If zero-downtime is preserved

How will this affect the SR/PMR process?

Current process:

- A client or implementer opens a PMR
- If the issue is recognized as a code defect, the APAR process starts:
 - An APAR is opened
 - The developer works on a fix
 - Once tested, the fix is packaged in an iFix and delivered to the client
 - This generally takes 2-3 weeks
 - If deemed generally applicable, the fix is included in an upcoming fixpack or cumulative APAR
- The PMR is closed

New process:

- A client or implementer opens a PMR
- If the issue is recognized as a code defect, the APAR process starts:
 - An APAR is opened
 - The developer works on a fix
 - Once tested, the fix is scheduled for the new fixpack
 - The client installs the upcoming fixpak
 - We will strive to have the fix in a fixpack within 4 weeks*
- The PMR is closed

PMR: Problem Maintenance Report, aka. Service Request (SR)

APAR: Authorized Program Analysis Report

iFix: Intermediate Fix, "bugfix"

References

- Knowledge Center Description of Maintenance Strategy
 - http://www-01.ibm.com/support/knowledgecenter/SSZLC2_8.0.0/com.ibm.commerce.install.doc/concepts/cigmaint.htm
- Fixpack Master Technote
 - <http://www-01.ibm.com/support/docview.wss?uid=swg27007361>

Thank You!

Other sessions related to WC V8 and Commerce Insights

Date	Time	Session	Topics	Speaker(s)
Mon 30 Nov	10:00-12:00 ET	Overview	Overview session, covering all that is new in WC V8 and CI	Nicolai Nielsen
Tue 01 Dec	10:00-11:00 ET	Commerce Insights	Functionality and on-boarding for Commerce Insights	Katherine Langdon Karson Ng Daisy Tan
Wed 02 Dec	10:00-12:00 ET	Management Center	New framework and UI for IBM Management Center	Bruce Baker Judy Chan
Thu 03 Dec	10:00-12:00 ET	Stack Changes	Changes in the stack, licensing, and coverage in WC V8	Nicolai Nielsen
Fri 04 Dec	10:00-12:00 ET	Migration	Migration approach in WC V8	Nicolai Nielsen
Mon 07 Dec	10:00-12:00 ET	Customer Service	Overview of the new Advanced Customer Service tools	Guru Shamanna Karson Ng
Tue 08 Dec	10:00-11:00 ET	Social Commerce Accelerators	Coverage for the Social Commerce Accelerators (note: not V8-specific)	Nicolai Nielsen
Tue 08 Dec	11:00-12:00 ET	New Maintenance Strategy		Nicolai Nielsen

Recordings available

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