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Deltek Costpoint®

Continuous Delivery Model White Paper
For Costpoint Suite of Products

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Overview

The on-premise delivery model that the Costpoint suite of products has followed for the last 30 years has changed. The evolution of Cloud technology and solutions has changed the perception about the life cycle of business-critical, enterprise software. More than ever, customers require their enterprise systems to add business value incrementally without requiring a costly 3 - 9 month upgrade cycle every 12 – 24 months.

To meet this challenge, Deltek has improved the way new enhancements are made available to Costpoint customers. With Costpoint v7.1.1, Time &Expense v10.0 and Budgeting & Planning v7.0, customers will be able to incrementally add new features and enhancements without requiring a full upgrade to a new version of the software. New enhancements are made available through the Deltek Software Manager (DSM) after development, testing, and operational readiness is complete so that customers do not have to wait for the next release and go through an expensive upgrade to take advantage of the feature.

This new "Continuous Delivery Model" does not come without change. Customers must adapt to this new delivery model to gain the maximum benefit. Business and IT leadership should understand the benefits that Continuous Delivery Model provides and change the way they plan, implement, and make changes available to their users. Companies that embrace this change will benefit the most.
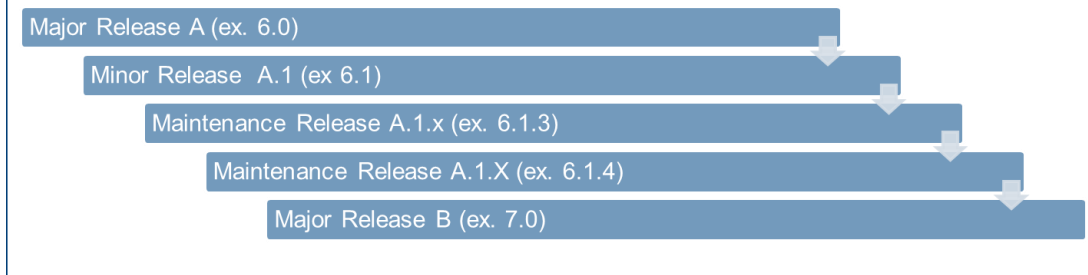
Background

In the past, new features, enhancements, and other changes were released through a variety of release vehicles. Defect repairs were released as individual Hot Fixes or Bundles to supported versions of Costpoint. Small enhancements or new features were released as a Minor or Maintenance release every 12-24 months. Large architectural changes were released as a Major release every 5-7 years. Tax, legislative, DCMA, and DCAA compliance changes were released as enhancements to supported versions of Costpoint as necessary, which is similar to the new Continuous Delivery Model for product enhancements.

Historically, Deltek would spend years on major and minor releases to create new and improved business value for Costpoint customers. Technology advancements and major enhancements were delivered together as a new release. These releases took a lot of time to develop, test, and document. For example, v7.0 took seven years to develop and test. Because v6.1 SP2 was in maintenance mode, there was no way for customers to receive any new enhancements. Customers had to wait years to upgrade to v7.0 or 7.0.1 to receive any new features. The upgrade from Costpoint 6.1 SP2 to 7.x took an average of 6-9 months, making it even longer for customers to take advantage of any new features.

Figure 1 describes the traditional Costpoint release paradigm.

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Figure 1. Traditional Release Paradigm

Major Release A (ex. 6.0)

Minor Release A.1 (ex 6.1)

Maintenance Release A.1.x (ex. 6.1.3)

Maintenance Release A.1.X (ex. 6.1.4)

Major Release B (ex. 7.0)

This model was extremely inefficient for Costpoint customers. Deltek would develop new features and enhancements in the latest release, but customers were often unable take advantage of them for several years. Despite the inefficiencies, the Costpoint release process was defined and well understood. Customers developed internal processes and controls to support each release vehicle while maintaining compliance with section 404 of the Sarbanes-Oxley (SOX) requirements for IT Systems. IT staffs managed the maintenance process, and business owners kept track of what was in new releases to build business cases to justify the investment to upgrade. Customers that required enhancements were left to consider costly customizations or manual workaround options until they could upgrade to a new release. This has been the model for the last 30 years. Customers accepted it because there was no viable alternative, and this was the standard model for the industry.

Fast forward to today. The software industry has changed. With the evolution and maturation of Cloud and Software-as-a-Service (SaaS) software delivery models, companies now look to their software vendors to provide incremental value without going through frequent costly upgrade cycles. SaaS providers allow customers the ability to take advantage of new features and enhancements faster than ever before. With this paradigm shift, customers using on-premise enterprise software now expect the same level of service—to be able to deploy new features incrementally without going through lengthy upgrades every few years.

The Continuous Delivery Model

Deltek recognized the challenges our customers faced with its traditional software delivery model and accepted the challenge to improve the process by moving to a Continuous Delivery Model. With Costpoint 7.1.1, Time & Expense 10.0 and Budgeting & Planning 7.0, customers will have the ability to incrementally add new features without a requirement to upgrade to a new version of each application.

New enhancements will be made available through DSM after development and testing are complete, and customers will apply them the same way that they apply hot fixes and regulatory updates today. Previously, only hot fixes and regulatory changes were made available on a regular basis; now, new enhancements will be available on a continuous basis and every customer using these latest releases can take advantage of them.

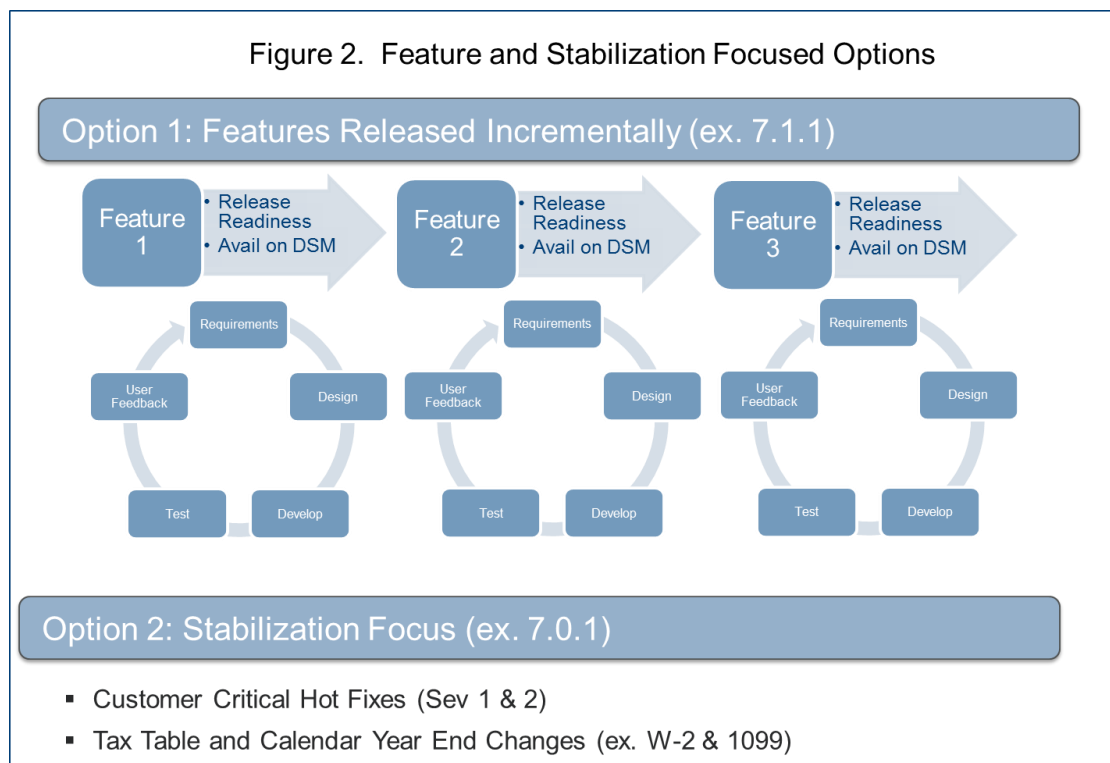## Alternative to the Continuous Delivery Model

With the introduction of the new delivery model, Deltek will support two versions of Costpoint, Time & Expense, and Budgeting &Planning going forward. Customers will have the option of moving to the latest version that will receive new enhancements incrementally, or staying on a

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version that will be focused on stabilization. And because Deltek has moved to this new model, we will keep a stabilization-focused release in maintenance mode for longer that the traditional 12-18 months, which means we will provide critical hot fixes and regulatory updates for an older version of Costpoint longer than ever.

With the availability of Costpoint 7.1.1, Time & Expense 10, and Budgeting & Planning 7, clients can move to the new Continuous Delivery Model to receive new features, or they can stay on Costpoint 7.0.1, Time & Expense 9.0.1 and/or Budgeting & Planning 6.1 to receive critical hotfix and regulatory updates without feeling pressured to upgrade right away. Historically, these earlier versions would move to sustaining support 12-18 months from the GA (General Availability) date of the new versions. After a version moves into sustaining support, Deltek no longer releases any hot fixes or regulatory updates for it. With the new model, Deltek plans to continue to make critical (Severity 1 and 2) hot fixes and regulatory updates to the previous versions for longer than the traditional 12 – 18 months.

At some point in the future, Deltek will announce the general availability of a new version, and the current generally available version will become the stabilization-focused version, and the older versions will move into sustaining support. At that time customers will need to upgrade to the new version in order to receive new enhancements. Customers should continue to check the Deltek Customer Care Connect site for current product lifecycle information.

Figure 2 below shows the two version options customers will have with the Continuous Delivery Model.

Figure 2. Feature and Stabilization Focused Options

Change Management

With change comes opportunity, but also risk. The cost must be evaluated for every change applied to the system. New enhancements will be released similar to how hot fixes and

regulatory updates have always been released. Some enhancements will be available once successfully deployed while others will require a new license key or enablement via a configuration setting. Each change requires evaluation to determine the impact to users and existing business processes as well as determine how much testing is necessary.

What every customer must realize is that their business processes around maintenance must change in order to gain the most benefit from the Costpoint Continuous Delivery Model. Existing controls for section 404 of the Sarbanes-Oxley may need to be modified to remain compliant. Those costs are small compared to the opportunity available.

Summary

The software industry has changed. With the emergence of Cloud and SaaS delivery models, companies now expect continuous incremental value from their enterprise systems without the need to upgrade every year or two. Deltek embraced this change by moving to a Continuous Delivery Model with Costpoint 7.1.1, Time & Expense 10.0 and Budgeting & Planning 7.0. Satisfying the user community with new and better processes for incremental change and applying changes requires organizations to look at the existing processes they have in place and make any necessary changes. Companies that embrace this change will benefit the most and reap the rewards.

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