



September 23, 2016

To: Enhancement Idea Contributors for CA Single Sign-On (previously CA SiteMinder®)
From: The CA Single Sign-On Product Management Team
Subject: How we will manage the enhancement ideas - UPDATE

This communication is an update to the initial communication that was published on April 15, 2015. This update is intended to offer additional guidance on how we plan to manage feature enhancement ideas that have been open longer than one year, but have not attracted a significant number of votes from the community. What follows is that communication published in April 2015, with an additional paragraph in **bold** that is the new information the CA SSO team would like to communicate.

Thank you for taking the time to contribute your requests to the CA Security Ideation Site. The suggestions currently in that system are a great source of ideas for the product and reflect the wide patterns of usage the product supports for your business. To provide improved clarity around how we will manage the ideas you have contributed to date and will contribute in the future we wanted to outline the approach we are taking to review them.

There are two general categories of enhancement requests that you submit for CA Single Sign-On (SSO). One category is certifications. Typically a certification request asks CA Technologies to test and support a CA SSO component (simplified example: the agent SDK) on an operating system it has not been tested on previously (simplified future example: Red Hat 8). The second broad category are functional enhancement requests (simplified fictitious example: provide the ability to validate an x.509 certificate with OCSP v7).

We have established a cadence of reviewing your submitted ideas on a regular basis. Our intent is to do this every other week but in vacation periods and heavy travel periods reviews may be separated by closer to four weeks. The process we are applying to determine what decision to make for these ideas is different for these two categories.

Certifications:

For those certifications ideas we will be making two determinations:

- Is the certification request one we believe we should execute?
- Is the certification request something that can be completed asynchronously to a release or does it have to wait for a release to be executed? [Note: some certification requests require library changes that are only feasible within a release program other certifications require no code change just a test to ensure the current code will support the requested environment].

Our goal will be to provide you information about these determinations as soon as we can after of our bi-weekly review.

[Side Note: It is recommended that certification ideas are submitted with all required details such as CA Single Sign On version number (like R12.5, R12.52, etc.), specific component name (like web agent, web agent option pack), and specific 3rd party platform version (like Microsoft AD 2012R2, Red Hat 6.3, etc.). Also, grouping multiple certification requests in one idea is not recommended as it can result in confusion in what decision is being made to which request.]

Functional Enhancements:

For functional enhancement requests, as soon as we review the idea, we will change their status to “Under Review” and then execute a decision process in two additional phases. In phase one, after the biweekly idea review, if we can provide an immediate decision on your idea we will. However, for most ideas we will want to let them remain in the ideation site with an “Under Review” status for all visitors to see, comment on, and vote on until we are in the planning stages of a new development program for CA SSO (for example: r14.0). At that point we will execute phase two. We will make an announcement that we plan to take a snapshot, in roughly 30 days, of the vote totals of the functional enhancement ideas in the ideation site. This will make it easier for you to know when to review ideas in the site and it will also give us a chance to gather information at an appointed time that we hope reflects the maximum input from the community and is consistent with our release planning activities. We will then determine what status the idea should be transitioned to and will make modifications to the idea record to reflect the new status. The product team will continually monitor newly submitted ideas and vote totals even after the taking of the snapshot and can choose to accept and act on any idea that will greatly enhance the product and/or improve the experience for most of its customers.

While we would like to have the ability to implement every good idea that the Community enters, that is not a realistic outcome we can execute. In reviewing the ideas that have been opened over the last 18 months and reviewing the number of votes the ideas have received, we have decided that a reasonable benchmark for an idea to continue to be viable in the community after one year’s duration is a vote total of 15 or more customers voting in favor of it. If an idea has been in the community for a year but has not accumulated 15 customer votes then we will change its status to “Not Planned”. We believe this will allow those who have submitted ideas to get closure on ones we do not plan to implement.

Summary:

In summary, our intent is to review ideas on a bi-weekly basis. For certifications, if we are going to execute the idea and it can be executed asynchronously we will want to let you know our intent as soon as possible. For functional enhancements we will orchestrate voting activity to a point in time, giving the community advance notice on when that will occur, when the snapshot will be most useful in our planning schedule, but will continue to monitor idea voting even after the snapshot to make the best decisions possible with the input from the community.

Your success is very important to us, and we look forward to continuing our successful partnership with you.