

August 7, 2014

To: CA Endeavor® Software Change Manager Customers
From: The CA Technologies CA Endeavor Software Change
Manager Product Team
Subject: Introducing Incremental Release Program for
CA Endeavor Software Change Manager

On behalf of CA Technologies, we appreciate your business and the opportunity to provide you with high-quality, innovative software and services. As part of our ongoing commitment to customer success, we regularly release updated versions of our products. Today, we are pleased to introduce the formulation of an Incremental Release program for CA Endeavor Software Change Manager V17.0.

The CA Incremental Release Program is a customer-interactive delivery model where new product features are developed and released using the Agile development methodology. CA's development teams work closely with customers to create product features for rapid implementation. Rather than spending years building a software release full of features, we work with customers and release features incrementally, as they are completed.

If you are interested in participating in the Incremental Release program for CA Endeavor Software Change Manager V17.0, please review CA's [Incremental Release Program – Support Policy and Terms](#) and contact the CA Endeavor Software Change Manager Product Manager (Rose Sakach, Rose.Sakach@ca.com, +1 508-628-8649) to determine your anticipated level of participation in the program. While participation in the Agile development process is not mandatory, CA recommends that customers implementing a release during the Incremental Process participate to ensure that they are kept up to date with all communications going on with the release.

At the conclusion of the Incremental Release program, all of the new features and maintenance introduced during the program will be rolled into a 'mature' release which then transitions to the [standard support policy](#).

You can download your copy of CA Endeavor Software Change Manager V17.0 from [CA Support Online](#) or with [CA Chorus™ Software Manager \(CA CSM\)](#). The Incremental Release will be recognizable by the genlevel field (INCxx). A click-on End User License Agreement will pop up for your acceptance before the product can be downloaded.

Thank you for your business, we look forward to working with you.