



Pyramid Release Framework

Version 1.3 | September 2024

Introduction

Starting in Q4-2024, Pyramid Analytics will offer a new software release framework, providing a choice between ‘Long Term Support’ and ‘Feature Version Support’ releases. We are delighted to be able to offer additional options in our release approach to give customers a wider scope for how to deploy Pyramid.

Long Term Support (LTS) is a product lifecycle management policy in which a stable release of computer software is maintained for a longer period than the standard ‘feature’ edition. LTS describes a software edition that is supported for months or years longer than the software's standard edition, while also incorporating few or no changes to provide stability.

Feature Version Support (FVS) is a term that describes the software's standard or ‘feature’ edition. FVS software has a comparatively short life cycle and includes new, cutting-edge features. These features are generally omitted from the companion LTS edition until they have had time to mature - increasing the stability of the LTS release.

Version vs Release

“Version” and “Release” should not be confused.

- **Version** refers to type of release, i.e. Long Term Support or Feature Version Support.
- **Release** refers to the numbered Pyramid release, for example ‘2025.00.132’. Generally speaking, it is possible to upgrade from a lower release number to a high release number.

It is, however, always possible to upgrade from the LTS version to the FVS version and vice versa – **as long as the upgrade is to a later release.**

LTS Implementation

LTS: Every EVEN year is an LTS – long term support - version. It will be supported for 2.5 years. It does NOT include new features.

- We release a primary version in Q4 of the year (v2024 comes out in 2024 Q4).
 - It gets no new features, except certain data connectors. Its feature set is based on prior versions to the point of primary release.
 - Technical support on the version is for 2.5 years, with fixes available for that version:
 - Key bug fixes for the first 9 months.
 - Critical security updates for another 24 months.
- LTS versions are checked for upgradability:
 - going back to the last LTS version (so 2024>2026, 2026>2028)
 - going back to the last Non-LTS main version, its last minor release and last 2 service packs (e.g. 2023>2024, 2023.10>2024, 2023.13>2024)

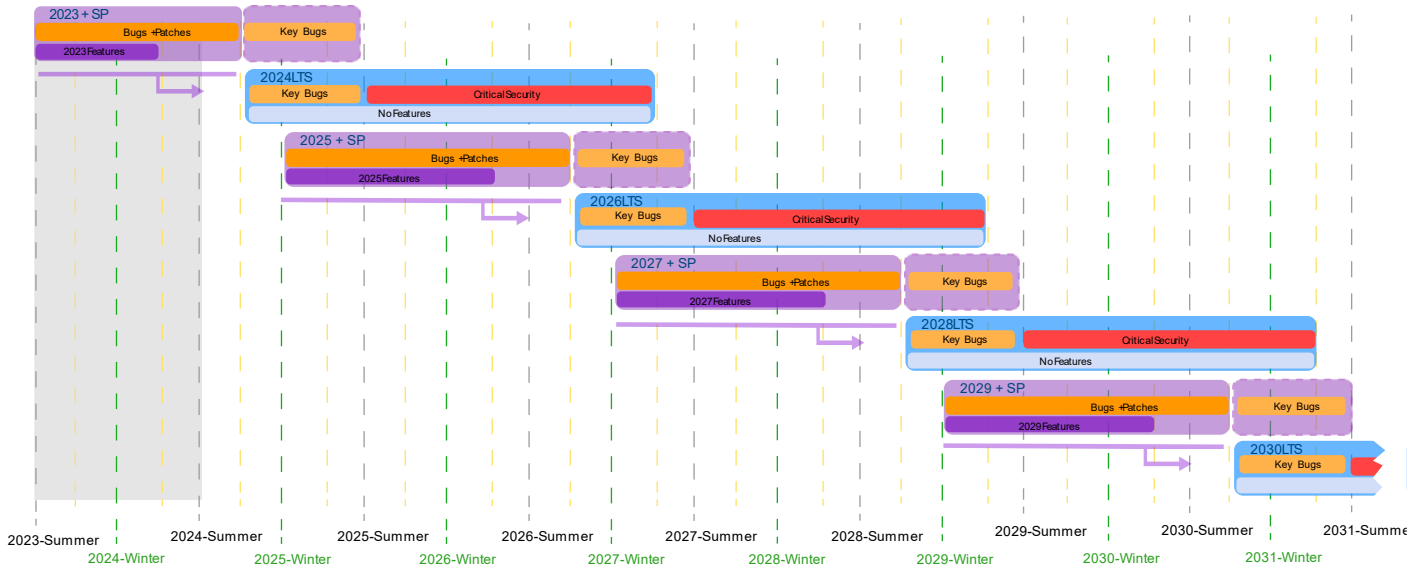
FVS Implementation

FVS (Feature): Every ODD year “Feature” (Non-LTS) versions are released with both features and fixes (service packs “SP”).

- We release a primary FVS version in Q1 of the year (v2025 comes out in 2025 Q1).

- New features are added for 15 months. (Minor items, like connectors may be added beyond that). After which, features go to the next release.
- All bug fixes and security updates for the first 21 months. Key bug fixes for a further 9 months. Fixes are applied in a service pack release.
- FVS versions are checked for upgradability going back 1 main version, its last minor and last 2 service packs (e.g. 2023>2024, 2023.12>2024, 2023.13>2024) as well as the last 2 service packs of the prior main version (e.g. 2023.13 > 2025.0, 2023.14 > 2025.0)

The diagram below best illustrates the release and version waterfall.



LTS vs FVS

Customers that want a more robust, stable deployment will choose the LTS releases, which represent a more mature version of the platform, without the complications of brand-new features and new bug fixes that have the potential for regressions or follow-on issues. Unlike LTS versions, the ‘Feature’ FVS version with current bug fixes and features will have had less time to mature.

Customers wishing to stay in tune with the latest release, current bug fixes and new features can elect to deploy FVS versions. This protocol doesn’t preclude them from deploying the LTS versions, in sequence.

This overall approach is in line with the release cycles of many other applications and software frameworks in the market – and will give customers the ability to choose which track they wish to follow, with the freedom to switch at any time.

LTS Feature Gap

Customers choosing the LTS track will see new features roughly every 2 years. The features included will be capabilities released in prior versions and the last non-LTS version. While this represents a gap of time for new functionality, it does mean that the features included in the LTS release will have had a chance to mature before inclusion.

LTS Critical Security Patches

After roughly 9 months of key bug coverage for the LTS version, Pyramid will continue to release updates for the LTS version related only to CRITICAL SECURITY issues for another 21 months. These, in turn, will be limited to those that do not themselves require a significant change in the product or its architecture. A CRITICAL SECURITY issue normally relates to CRITICAL vulnerabilities found in 3rd party libraries or the product itself only. It does not include functionality of the application or changes in the 3rd party libraries. It also does not generally include adjustments for 3rd party libraries that become deprecated or lose support.

Switching Tracks

Customers can easily switch between versions of the product (LTS and FVS), as long as the upgrade is made with a later release of the product. In line with current Pyramid deployment protocols, an instance CANNOT be downgraded.

Upgrades

While all older versions of the platform can be upgraded to any newer release without implementing intermediate releases, Pyramid will only test certain combinations of upgrade (as described above). Regardless, Pyramid will support any upgrade combination with fixes if required.

Breaking changes are usually avoided at all cost, with exceptions for necessary changes caused by built-in to third party libraries and applications (like Python and R) which are unavoidable.

Support Schedule

Once a version is out of standard support, Pyramid will not issue any bug fixes for that version. Extended support will cover key bug fixes and critical security issues only. Customers should upgrade to the next release as soon as possible to avoid the scenario of having their deployment outside of support coverage.

Frequently Asked Questions

1. We're on v2023. As of Q4/2024, should we stay on v2023, upgrade to v2024 LTS or wait for a more mature v2025?
 - a. *Conservative Approach:* v2023, a 'Feature' version, is end-of-life (EOL) by Summer 2025. v2024, an LTS version, represents a culmination of all the developments and fixes applied to v2023. So it represents a low risk upgrade option from v2023 (in fact you could deem it to be the final release of v2023). However, it will not contain any new features added after the summer of 2024. So, you can comfortably switch to v2024 from Q4-2024 onwards, with a deadline of Summer 2025.
 - b. *Progressive Approach:* v2025 represents the forward leaning version of the platform, complete with the bug fixes of v2023 and all the latest features. If you are eager for new functionality, and are proactive in testing v2025, you should be migrating to v2025 by the end of H1/2025. You can skip v2024.
 - c. *Moderate Approach:* v2024 represents a low-risk upgrade from v2023, with critical security support that extends beyond the life of v2023. So you could upgrade from v2023 to v2024 before Summer 2025. And when you believe v2025 has matured sufficiently, upgrade from v2024 to v2025 and its new features.
2. We're on v2023. We want to change to v2024 LTS. If there is a feature or bug fix we're after in v2025, how will we be able to get it?
 - a. If you switch to v2024 LTS and choose to take a conservative approach to your deployments, you'll be able to access the features and fixes from v2025 in the v2026 LTS release.
 - b. If you switch to v2024 and decide that you do not want to wait for v2026 LTS, you can simply upgrade to a later v2025 release.
3. We're on v2023 and we are planning to change to v2025. When should we do it?
 - a. In the 2 months prior to the release of v2025, Pyramid will deliver a beta for v2025. You should actively test your installation against that beta. Then, when v2025 is released, you should plan on migrating to v2025 by Summer 2025.
 - b. If you choose to test v2025 only once its released, then this exercise should be completed in Q1-2025, so any issues are resolved before the EOL of v2023.
4. We're on v2023 and we do not want to upgrade our version any time soon. Will we get support once its EOL?
 - a. v2023 will be out of support by the summer of 2025. If your license includes support, the support team will help you use the product, resolve questions on its use and help you diagnose issues. Any bugs that are found will be resolved, but they will be released in v2025 only. Any critical security issues found, will be fixed in v2024 and v2025.