

LawMaster's Development Policy

New Enhancements

LawMaster Implementation of New Enhancements Policy

Summary

- LawMaster aims to deliver one to two major releases each year.
- We don't publish roadmaps with specific release dates.
- Product Managers review requests for enhancement on a periodic basis as part of our release planning process.
- We schedule features based on a variety of factors.
- We balance the delivery of new features with our commitment to security, platform and compliance changes.
- Our *LawMaster Fault Fix Policy* is distinct from this process.

Search for a solution

We are constantly growing our Knowledgebase. Prior to recording a fault, we encourage you to search our Knowledgebase for a solution.

How to track what features are implemented

When reviewing requests for enhancement that align with our short-term development priorities, we aim to provide a response indicating this and what release we aim to deliver the enhancement in.

The developed enhancements are communicated through our product updates, which can be followed through our regular newsletters, release announcements and release notes.

We maintain roadmaps for more distant releases internally, but as these roadmaps can be pre-empted by changing demands, we don't publish them.

How LawMaster chooses what to implement

LawMaster aims to provide one to two major releases each year. In every major release we aim to implement new features that deliver the most value to our clients, but this isn't the only determining factor in deciding what to include in a release.

We use various techniques to assess which features will provide the most value across our clients. We do review and assess all enhancement requests that come from our clients, however due to the volume of requests we receive each year, we may not be able to provide individual responses and updates for these requests.

As well as aggregating the feedback gathered through our Helpdesk, we collate feedback from our CEO connect, User Group and client meeting forums provide valuable insights that we use to prioritise enhancements.

Whilst we aim to respond to as many requests for new features as possible in each major release, there are other important development priorities that we must also address. These priorities include:

- **Security:** LawMaster has an active program to review and strengthen the security in our products. In planning each release, high priority is given to security enhancements.
- **Compliance:** LawMaster actively reviews and prioritises changes needed to meet our compliance obligations.
- **Platform:** LawMaster ensures that we maintain current support for the latest versions of the platforms and applications we operate with (including Microsoft Windows Desktop and Server operating systems, Microsoft SQL, Microsoft Office).
- **Strategic:** LawMaster reviews the evolving technology landscape to assess and implement features that increase the strategic value of our products for our clients.

The scheduling of new features is carefully considered with our commitment to provide clients with security, compliance and platform enhancements within each release.

Faults

LawMaster Fault Fix Policy

Summary

- Our Helpdesk team will help with workarounds and fault reporting
- We will generally fix critical faults in the next major release
- We schedule non-critical faults according to a variety of considerations

Fault Reports

LawMaster Helpdesk will help verify faults. To record a fault, create an issue in our Helpdesk, providing as much information as you can about how to replicate the problem you're experiencing. We'll work to replicate the fault to verify, then lodge the report for you. We'll also try to construct workarounds if possible.

Search for a solution

We are constantly growing our Knowledgebase. Prior to recording a fault, we encourage you to search our Knowledgebase for a solution.

How we approach fixing faults

We assess each reported fault based on the symptom by looking at a number of considerations, including:

- The frequency of the fault – when it occurs
- The impact of the fault – what happens when it occurs
- The effect across our client base – how many users are impacted by the fault

There are three levels of symptom severity.

Severity 1 – Critical

- The LawMaster software is rendered inoperative or is unable to be used for essential processing functions.
- Users are not able to perform a significant part of their job function, and no workarounds are available.

Severity 2 – High

- Essential processing functionality or software access interrupted, degraded or unusable, having a severe impact on availability. No acceptable alternative is possible.
- A feature is unavailable.
- User job functions are impaired.

Severity 3 – Medium

- Non-critical processing is unusable or hard to use having an operational impact.
- The application or specific feature isn't working as expected, but there is a workaround available.
- Users experience is impacted, but their job function is not impaired.

Assessing faults using symptom severity makes sure that we prioritise the most impactful fixes.

Where a critical fault has been identified, we will generally provide a fix in the next major release. Depending on our assessment, we may opt to provide a fix at more frequent intervals than our major product releases. Any incremental change to a major release will be documented in the version control section of our release notes. Before upgrading LawMaster, we recommend visiting our Client Service Centre to confirm that you are applying the latest version.

Fault fixes are communicated through our product updates, which can be followed through our regular newsletters, release announcements and release notes.

Related articles

Content by label

There is no content with the specified labels

