

# CRM - Minor Release

Info coming soon - planning available in [Release Calendar 2026](#)

## Scope of the Minor releases

### Minor Release

1

Bug reported for the critical PROD issues

e.g. Any issues impacting the business operation in PROD.

2

Changes in Rules/ Groups/ Queues/ Custom setting/ metadata

e.g. Validation rule: assignment rule: approval processes: public groups, queues e.t.c.

3

Small Cosmetic Changes/ New Fields or Update in Fields Values/ List View

e.g. Changes in Page Layout: compact layout, quick actions, search layouts, list views, Home page, LWC Front-end: Field [label](#) changes; Non-Mandatory New Fields; Update in Picklist Value; Update in List View etc.

4

Profile/ Permission Set/ Role hierarchy

e.g. Role Hierarchy, permission sets, profiles and sharing rules (if impact is minimal). Other setting which not impacting other CBU's etc.

5

Email Templates & Email Folders

e.g. email templates, email alerts; email folders etc.

6

Only Screen Flow changes which do not have impact in Business Process

e.g. Small adjustment in Screen flows.  
**NOTE:** Screen Flow UI changes will be considered in areas where there is minimal impact on business functionality.

Respect of the scope is under the responsibility of the PO and tech leads of the squads

## User Story requests to RM

For user story for Prod, ensure that:

- The type of the jira ticket is User Story
- You have assigned the "minor/" *fixVersion according to the minor release fixVersion process* (e.g.: minor/dd\_mm\_yyyy : minor/01\_05\_2026)
- You have set the correct component CORE or iCARE
- The status is "Ready for UAT" or "Ready for Production"
- It's assigned to the RM

## Minor Release fixVersion process

When creating a Story as part of a Minor Release for PROD deployment:

1. If you already know the intended PROD deployment date (based on expected development timelines), set the **Fix Version** using the format **minor/dd\_mm\_yyyy** and assign it to the Story.
2. If the PROD deployment date is not yet known, assign the Story to the **minor-placeholder** Fix Version (available across all projects). Once the deployment date is confirmed, update the Fix Version to **minor/dd\_mm\_yyyy** as described above.
3. If the **Story will not be deployed on the planned date**, update the **Fix Version immediately** in the JIRA Story.
4. No Story should keep an outdated or unattended Fix Version when deployment is postponed or cancelled. Fix Version must always reflect the actual planned deployment.

## Sandbox to use

Developments need to be done on **MinorDev (both Orgs: iCARE & CORE)** sandbox then it needs to be sent to UAT (both Orgs: iCARE & CORE). RM team will push the changes to UAT (both Orgs: iCARE & CORE).

## Calendar of activities

The purpose of the Minor Release process is to provide clear visibility and predictable planning for deployments to UAT and Production, ensuring all changes follow defined timelines and approvals.

## Key points

- Minor release deployments to **PROD** are planned for **Monday, Tuesday, Wednesday, and Thursday**, and must follow these rules:
  - All changes must be deployed to and tested in UAT first, in line with the deployment calendar.
  - Example: if a Story is planned for Tuesday PROD deployment, it must be tested in UAT before Monday 12:00 PM.

- After 12:00 PM on Monday (i.e., one day before the planned deployment date / Fix Version), the RM (Change Coordinator) will consolidate the related Helix CRs and send them to the Change Manager for approval.
- A developer must be available to support the Release Manager during UAT validation, if fixes are required.
- After PROD deployment, the PO or developer can perform validation in PROD.
- There are **no Friday PROD deployments**, due to other RM related activities. If there is an urgent need, contact the Release Managers via the "**E mail**" with proper explanation about urgency.
- If the **CR related to Jira story is not approved at least 1 day before** the planned deployment date, the Story **will not be deployed to PROD**.