

CRM - Major Releases

Release Calendar for 2026 : [CRM Release Management Calendar - 2026](#)

Scope of the Minor releases

- All New Projects
- Any Business Requirement or Enhancement, which required intensive testing.

User Story Completeness (Change Management Requirements)

- Every User Story must have an associated Change Request (CR) created in Helix.
- Each JIRA Story must include a clear description, solution/design details, and the impacted components.
- The Story Fix Version must reflect the target Major Release.
 - fixversion according to the major release fixVersion process : "major/{name of release} - {release number} - ({month name})" (e.g.: major /Dragonfly - R103 - (Dec))
- All related MR/PR links (merge request / pull request) must be included in the Story.
- Ensure the correct component is selected (CORE or iCARE).
- Ensure the status is set to "Ready For INT or INT Testing or Ready for UAT or IN UAT or Ready for Release", as applicable.

Major Release fixVersion process

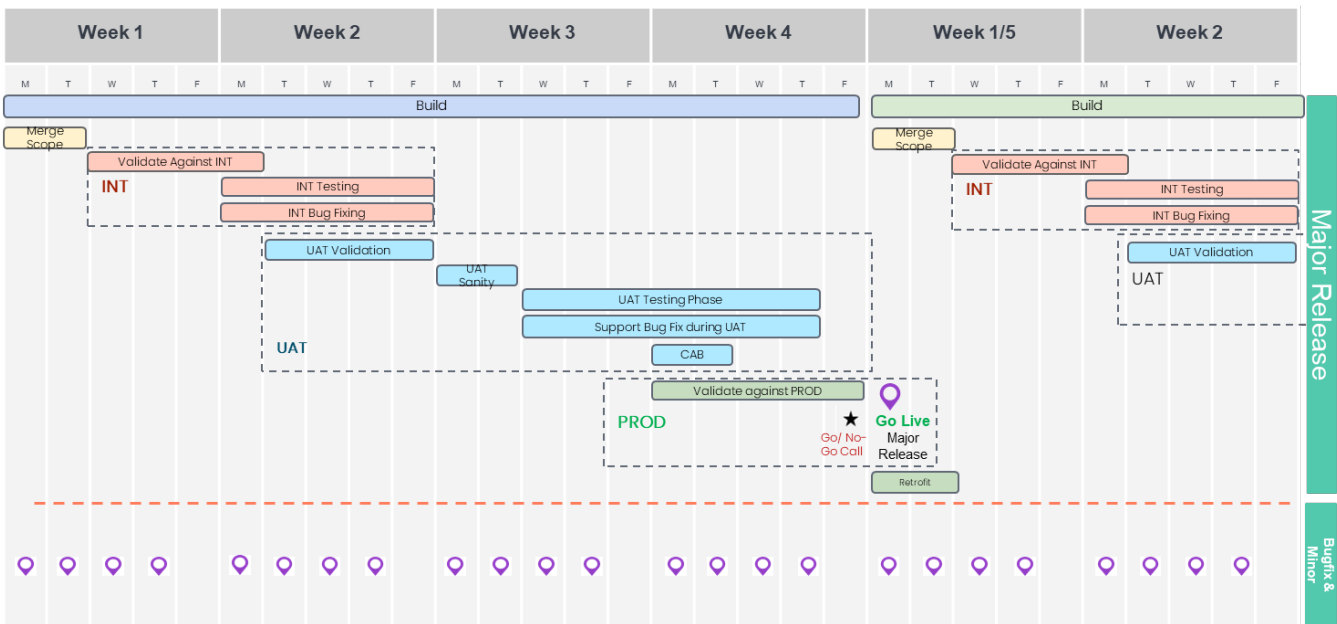
When creating a Story as part of a Major Release for PROD deployment:

1. If you already know the intended PROD deployment date (based on expected development timelines), select the **Fix Version** using the format "major/{name of release} - {release number} - ({month name})" (e.g.: major/Dragonfly - R103 - (Dec)) and assign it to the Story.

Major Release Development to PROD Deployment Process:

- Development must be completed in the MajorDev1 and MajorDev2 sandboxes (for both iCARE and CORE orgs).
- Once ready, the developer promotes the changes to MajorINT (for both orgs) and updates the JIRA Story status to "Ready for INT."
- The RM team then pushes the changes from MajorINT to INT (for both iCARE and CORE).
- POs/developers validate the Stories in INT. After successful INT testing, update the JIRA status to "Ready for UAT."
- The RM team validates readiness for UAT and, on the scheduled UAT deployment date, deploys to UAT and updates the Story status to "In UAT."
- Business users validate in UAT and confirm readiness. After confirmation, update the status to "Ready for Release."
- The RM team obtains the required deployment approval and deploys to PROD.

Calendar of activities



★ Project Readiness Assessment

