



Release Management Policy

This Release Management Policy describes Qlik’s current release management practices for Qlik Sense, Qlik Sense Desktop, Qlik Sense Mobile (collectively “Qlik Sense”), Qlik Analytics Platform, Qlik NPrinting Qlik GeoAnalytics, Qlik Data Integration, Gold Client and Qlik Catalog. Software Releases and Patches are available to customers and partners with a valid and current agreement, which includes Support Services. This policy is subject to change from time to time at Qlik’s discretion. Except as otherwise defined in this Policy, capitalized terms shall have the same meaning as set forth in the Support Policy.

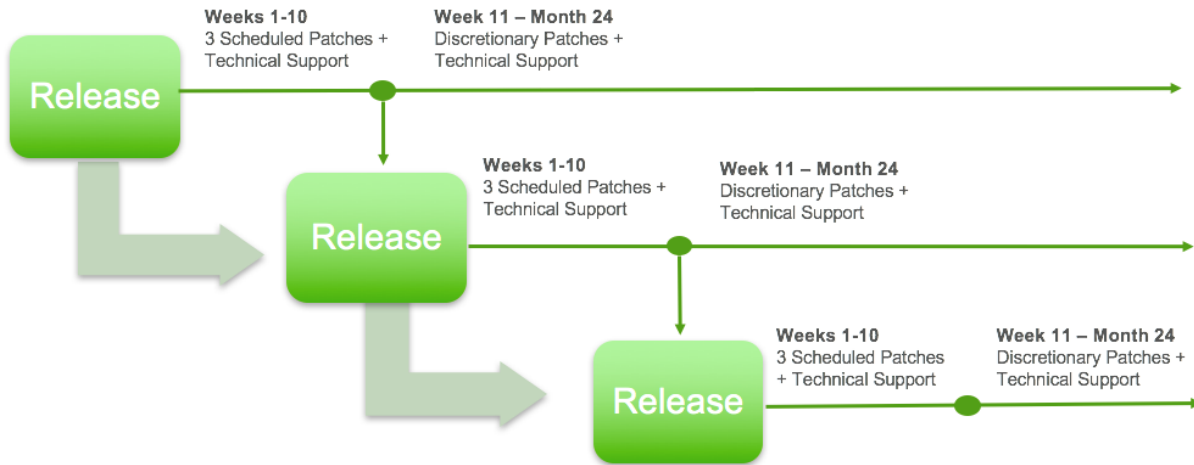
A. Qlik Software Release Definitions

Type	Definition	Scope and Testing	Error Correction Eligibility
Release	A Release may include (a) new as well as enhanced features, (b) new fixes, or (c) changes to supported environments.	All Releases are considered equivalent regarding availability of new features. Full testing including automatic and manual regression testing and function testing.	Patches are scheduled until the next Release is made generally available. Additional discretionary Patches may be made available for up to two years from the Release date.
Service Release	A Service Release is a cumulative release and may include new fixes as well as fixes from previous Service Releases on the current Release. Service Releases may also contain changes to supported environments.	A Service Release has a larger scope than Patches. Service Releases are subject to extended regression testing.	Until the next Release or Service Release (whichever is first) is made generally available.
Patch (Scheduled)	A scheduled Patch may include (a) new fixes to the most recent Release or (b) changes to supported environments.	Small scope. Bug fix verification.	Patches are scheduled until the next Release is made generally available. Additional discretionary Patches may be made available for up to two years from the Release date.
Patch (Licensee)	A Licensee Patch is a customer specific fix for a business-critical defect.	Small scope.	Patches may be issued for up to two years from the Release date.

B. Qlik Data Analytics

1. **Releases.** Releases are scheduled approximately every ten (10) weeks for Qlik Sense, Qlik Analytics Platform, Qlik NPrinting and Qlik GeoAnalytics to provide high availability of new features and help reduce risk on implementation. Each new Release supersedes the previous Release.

2. **Patches.** Patches are scheduled for the current Release approximately every three (3) weeks until the next Release is made generally available. Additional Patches may be made available at Qlik’s sole discretion based on criticality for up to twenty-four (24) months from the date of the current Release. Service Releases are not planned.



C. Qlik Data Integration

1. **Releases.** Releases for Qlik Data Integration, Gold Client and Qlik Catalog are made available at Qlik's discretion and may include new features, enhancements as well as bug fixes. Full version releases include significant enhancements to the Software and partial version Releases include bug fixes and/or enhancements.
2. **Service Releases.** Service Releases may be made available following the current Release at Qlik's discretion.

D. Technical Support for Releases

Qlik will provide technical Support Services for Releases for twenty-four (24) months from the date such Release was made generally available (a "Supported Version").

E. Licensee Patch

A Licensee Patch is a customer-specific fix with focus on solving anywhere from a single to a few bugs with a small and easy to implement release. Qlik is not obligated to provide a Patch in the event of an Error in the Software, but rather Patches will be provided by Qlik in its discretion for Supported Versions.

Only business critical, verified defects that either: i) pose a security threat to the user's environment, or ii) which cause the user's production environment to be inoperable, are eligible for Licensee Patches if a work around is not possible or applicable. Note that a Licensee Patch is not tested to the same extent as a planned Patch and, therefore, also has a higher risk for product degradation and undocumented changes.

All defect fixes are accumulated and built on the latest available Release unless otherwise agreed by Qlik. Qlik reserves the right to deny requests based on risks and time restrictions affiliated with code changes or external factors outside of Qlik's control.

As a Patch is issued for a business-critical defect, the Patch should be deployed in the user environment and then provide results and feedback to Qlik support for quality and verification purposes. Qlik always recommends updating to the current Release and to backup sensitive data before deployment.