



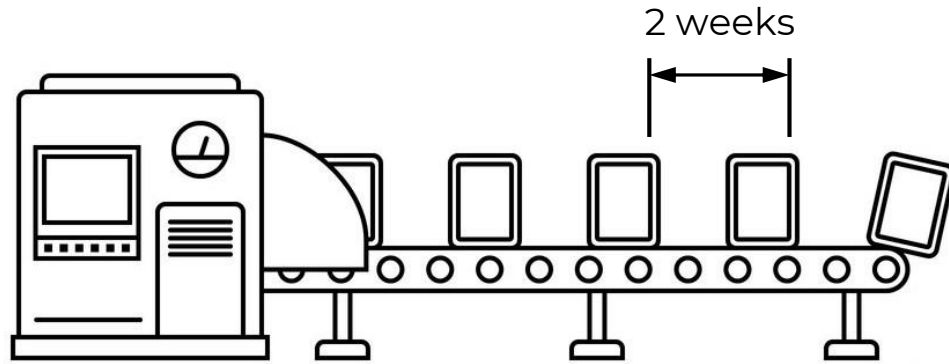
Duck Creek
Technologies

OnDemand Feature Flags

In this course

- ▶ Why is Duck Creek introducing Feature Flags?
- ▶ What are Feature Flags?
- ▶ Where are Feature Flags used?
- ▶ Where are Feature Flags *not* used?
- ▶ When do Feature Flags expire?
- ▶ How is a carrier notified of Feature Flags?
- ▶ How does a carrier manage Feature Flags?

Why Feature Flags?



- ▶ The “Software Factory” operates on a repeatable 2-week update schedule
- ▶ Enables rapid innovation, response to customer needs
- ▶ All customers receive all updates at same time
- ▶ Always Current Version

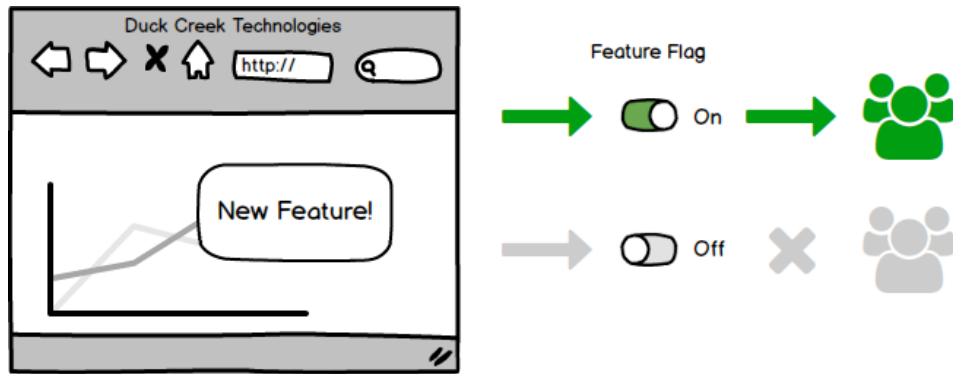
Carrier's Change Adoption Process

- ▶ Discover & evaluate new / changed features
- ▶ Update configurations
- ▶ Update processes and/or documentation
- ▶ Update test cases / test scripts
- ▶ Test / accept
- ▶ Train users
- ▶ Go Live

**More
than
2 weeks**

De-Couple
With
Feature Flags

What are Feature Flags?



“Feature Flags” are like on/off switches for software features.

- If a flag is “on”, the feature is active / follows new behavior
- If a flag is “off”, the feature is not active, or continues with the previous behavior

Result: Adoption of features is de-coupled from code updates

Where are feature flags used?

Any new or updated feature that would otherwise *automatically* change business user experience, or require updates to configuration or test automation, will be feature flagged.

Examples:

- ▶ A updated claims activity that requires new, additional inputs
- ▶ An updated user interface
 - New data fields, new layout, new workflow

Where are feature flags *not* used?

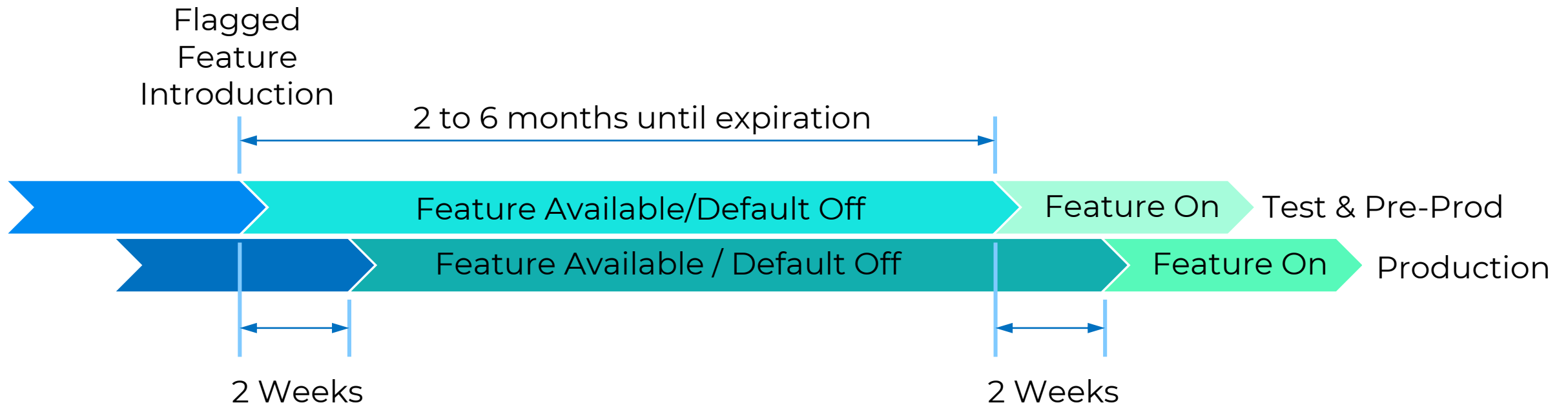
Any new or updated feature that is *passive*, and doesn't take effect without some deliberate configuration action.

Examples:

- ▶ A new or updated API → will use versioning instead
- ▶ A new claims activity
- ▶ Most bug fixes

Feature Flag Expiration

- ▶ Cost of feature flags → complexity
- ▶ Balance complexity vs. time to adopt change




Feature Flag Expiration Guidelines

Change Scope	Definition	Duration	Examples
Minor	<ul style="list-style-type: none">Minimal user impact or user trainingMinimal configuration impactMay require test script updates	~ 2 months	<ul style="list-style-type: none">Single New field to UIChange in Field behavior
Medium	<ul style="list-style-type: none">Requires some user trainingRequires some configuration changesRequires test script updates	3-4 months	<ul style="list-style-type: none">Updated Activity/API/RQ that is not backwards compatible or requires to send or receive additional dataSeveral New Fields or workflow changes
Major	<ul style="list-style-type: none">Requires major user training for a component or workflowRequires Replacing the use of a API/Activity/RQRequires test script updates	5-6 months	<ul style="list-style-type: none">Complete Redesign Screen FlowReplacement of Activity/API/RQ and removal of old oneMajor redesign of workflow

How are carriers notified of feature flags?

- ▶ Release notes
- ▶ Communication from CSM
- ▶ Operations Dashboard (future)

Sample of release notes 11.4.19 with a feature flag called out, including expiration:



Claim Summary: Desktop Landing Page feature is enabled based on the `EnableClmSmryAsDsktopLandingPg` architecture flag. However, the flag is scheduled to be removed from Duck Creek Claims on **03/01/2020**. Afterwards, the Claim Summary UI will always display in a horseshoe.

By default, the value of the `EnableClmSmryAsDsktopLandingPg` architecture flag is *false*.

How do carriers manage feature flags?

- ▶ Just another configuration setting
- ▶ Managed per application
- ▶ Managed per tenant & environment
 - Include in Configuration Management process

Course Recap

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