



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements & Measurements Contact: Ken Koffman (kjkoffman@bellsouth.net)	2. Alert Number: 05-004A
3. Documentation Affected: TL 9000 Measurements Handbook Release 3.5, Associated Product Category Tables, and TL 9000 Requirements Handbook Release R3.0	4. Issue Date: 2005/04/25
5. Reason for Alert: Treatment of “firmware” with regards to the TL 9000 measurements	
6. Description: Questions concerning how “firmware” is to be treated in respect to the TL 9000 software maintenance measurements are frequently raised. The following is provided to answer those questions. The treatment of firmware is based on how the firmware is maintained in the field. If the firmware can be changed by means of a download, then the firmware is to be treated as software. The appropriate software patching and/or update measurements, based upon the relevant SWIM option, would apply. If changes require rotation or replacement of hardware, requiring either replacement of plug in devices in the field or returning the circuit pack to a repair facility, the firmware is treated as hardware and the software measurements do not apply. Please note the above has no bearing on the applicability of any requirement in the TL 9000 Requirements Handbook applicable to the process used to develop the firmware.	
7. Comments: This clarification will be incorporated in a future edition of the TL 9000 Measurement Handbook.	