

1.0 Deployment Ready Variance (DRV)

1.1 General Description and Title

This metric quantifies Supplier attributed delays which impact the Deployment Ready (DR) Milestone.

1.2 Purpose

Customers are interested in maintaining the planned schedules which result in:

- Timely delivery of feature and fix content to end users
- Efficient utilization of customer resources

If a software release takes additional time to complete testing, that may be an indication of the software has quality issues preventing timely acceptance of the software.

1.3 Applicable Products

This measurement applies to any software release provided by the Supplier to the Customer for a product that uses the standard software scorecard.

1.4 Detailed Description

a) Terminology

Deployment Ready (DR): A schedule milestone that is achieved when Customer Lab and/or Field Testing have been completed and software is deemed accepted by the Customer to begin installation in the remaining target equipment.

Plan of Record (POR): Plan agreed upon by the Customer and Supplier before the Software project commences. The plan may be revised after the start of the project upon agreement by the Customer and Supplier and the schedule will be measured against the revised plan. For example, a change in the scope or features set of software release may trigger a schedule change. The customer is responsible for maintaining and storing the Plan of Record. If there is no Plan of Record for a release, this measurement does not apply to that release. A template for the Plan of Record may be found in the TL 9000 Supplemental Library.

b) Measurement Rules

- 1) The Plan of Record (POR) is established and documented before software release is delivered to the customer.
- 2) The POR shall include the Plan of Record Deployment Ready (PORDR) Date.
- 3) All dates shall be recorded and calculated in whole calendar days (not partial days).
- 4) If the POR is revised, the revised POR may be used for measurement purposes, upon agreement by the Customer and the Supplier.
- 5) The duration and cause of delays attributed to the Customer shall be recorded.

Examples of Customer Attributable Delays:

- Customer lab facilities not available for testing.
- Customer field sites not prepared or available for field testing.
- Customer personnel are not available to perform test or acceptance activities
- Test Equipment to be provided by the customer is not available

c) Calculations and Formulas

Table 1-1 DRV Notation

Identifier	Definition
DRV	Deployment Ready Variance – Difference between the Actual Deployment Ready Date and the Plan of Record Deployment Ready Date attributed to the Supplier
ADR	Actual DR Date
PORDR	Plan of Record DR Date
CAD	Customer Attributed Delay

Table 1-2 DRV Notation Measurement Identifiers and Formulas

Identifier	Definition	Formula
DRV	Deployment Ready Variance	$ADR - PORDR - CAD$

Results interpretation:

DR Variance = 0 variance: the supplier caused no delays in software release acceptance

DR Variance = negative variance the supplier attributed activities completed ahead of the Plan of Record

DR Variance = positive variance: the supplier caused delay in software release acceptance

1.5 Sources of Data

The Supplier and Customer shall agree upon and document a Plan of Record, including the Deployment Ready date, prior to the delivery of software.

The Customer and Supplier shall monitor the project status and note any delays caused by the customer.

If there is disagreement, doubt, or if the delay is due to multiple causes, the determination of whether the delay is Customer-attributable or Supplier-attributable shall be made by the Customer.