

1.0 Software Defective Installation Instructions (SDII)

1.1 General Description and Title

The Software Defective Installation Instructions (SDII) measurement is used to record the number of defects in supplier-provided installation instructions encountered by a customer for a specific product or product line.

Software Installation Procedures may be provided by the supplier, created by the customer, or developed jointly by the supplier and customer. This is a measure of supplier performance and will measure only defects in the supplier-provided input to the installation procedure.

1.2 Purpose

Software Defective Installation Instructions is the count of defects in supplier-provided software installation instructions that were discovered during the measurement period. Customers are concerned with the quality of the installation instructions because of their impact on the software installation process and schedule.

1.3 Applicable Products

This measurement applies to any software installation instructions delivered by the supplier to the customer for a product that uses the standard software scorecard.

1.4 Detailed Description

a) Terminology

The TL9000 Measurement Handbook Glossary includes this definition:

– General Availability Phase

b) Counting Rules

1) Defects in software installation instructions found during the Generally Availability Phase of the software release, by the customer in a production or test environment are counted.

2) Defective software installation instructions are counted once per customer and product or product line. Defects are reported on a scorecard specific to that customer and product or product line.

3) Each defect in software installation instructions is counted once per product or product line regardless of the number of times that defect is replicated across machines/processors at customer site(s).

4) Defects in software installation instructions identified across multiple software releases are counted separately.

5) A defect in software installation instructions meets one or more of the following criteria:

– Within the first 12 months of the instruction release date:

o the software cannot be successfully installed due a defect in the instructions.

o the installation instructions cause a problem in the operation of the software that causes the installation procedure to be withdrawn.

o the installation instructions are withdrawn because of a potential or actual problem with the instructions. For example, there may be an issue that is not experienced during the initial installation but may show up later such as a partial installation or incorrect parameter setting.

o a set of installation instructions may have more than one defect, and each separately identified defect shall be counted.

6) Defects in installation instructions shall be counted in the measurement period during which the defect was first discovered as part of installation activity in the customer's equipment.

7) If there is disagreement, doubt, or if the defect is due to multiple causes, the determination of whether the defect is customer-attributable or a supplier-attributable shall be made by the customer

c) Counting Rule Exclusions

- 1) Defects in software installation instructions associated with software releases that are not in the General Availability Phase are not counted.
- 2) Defects in software installation instructions found by the supplier or another customer that do not impact the customer with this scorecard will not be counted.
- 3) Defects introduced by customer-generated installation instructions or by customer modification of supplier-generated installation instructions will not be counted.
- 4) Problems caused by failure to properly follow the installation instructions will not be counted by this measurement.

d) Calculations and Formulas

The SDII measurement records the number of defects in software installation instructions that were found in the measurement period for a product or product line covered by a software supplier scorecard subject to the counting rules.

Table 1-1 SDII Notation

Identifier	Definition
SDII	Number of defects in the software installation instructions impacting a customer during the measurement period

e) Reported Data and Format

- 1) Data shall be reported at the end of each measurement period. Interim reports may be provided if agreed upon by the supplier and customer.
- 2) The supplier shall have the capability to provide the cumulative number of defects in software installation instructions reported by the customer per software release.
- 3) The SDII measurement shall be reported by counting the defects in software installation instructions associated with all Generally Available in-service or test software releases in the customer's lab and production environments.

1.5 Sources of Data

The customer shall report all software installation problems to the supplier.

The supplier shall analyze the problems and determine which meet the definition of a defective software installation instruction.