1.0 Software Features Accepted (SFA)

1.1 General Description and Title
The Software Features Accepted metric quantifies the percentage of planned features accepted by the customer at the Deployment Ready milestone.

1.2 Purpose
Customers are interested in timely delivery and deployment of feature content. The features must also meet the Customer's quality and functionality requirements.

1.3 Applicable Products
This measurement applies to any software release from the Supplier made available 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 Suppler and the features will be measured against the revised plan. For example, a change in the scope or features set of a software release may trigger a POR 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.

Software Feature – Added or modified functionality or additional value added to a software product

Customer Acceptance Period – the time period between when the software is made available to the customer until the customer determines the software is Deployment Ready (DR)

b) Counting Rules

1) The Plan of Record (POR) is established and documented before the project starts
2) The POR shall include a list and a description of features to be provided with the software release
3) The Number of Planned Features is recorded in the POR.
4) The customer will have the opportunity to test the software, and/or observe supplier testing, and/or review supplier-provided test results during the Customer Acceptance Period.
5) At the Deployment Ready (DR) milestone the Customer determines which features are accepted. This will be the Number of Accepted Features.
6) If the Customer decides not to test, observe testing, review test results or participate in any acceptance activities for the feature and the feature is deployed after the DR milestone is reached, the feature will be counted as accepted.
7) If the Customer and Supplier agree that the feature is accepted, but the customer decides not to enable, use or deploy it, the feature will be counted in the Number of Planned Features and Number of Accepted Features

c) Counting Rule Exclusions:

1) If the customer decides during the Customer Acceptance Period that the feature is no longer required and will not be used, it will not be counted in the Number of Planned Features or Number of Accepted Features.
2) If a feature has open problem report(s) associated with it at the DR milestone, and the customer decides to deploy and utilize the feature, the feature will be counted as accepted.
3) Features that are not included as planned features in the Plan of Record but present in the software, are not counted in Number of Features Planned and Number of Features Accepted.
4) If a software release contains no new features that the customer will deploy or utilize, this measurement will not apply to that software release.
5) If features are added, removed or modified in the POR after the project starts, the POR may be revised upon mutual agreement of the Customer and Supplier, and the measurement will be done using the re-baselined POR.

d) Calculations and Formulas

Table 1-1 SFA Notation

Identifier	Definition
SFA	Software Features Accepted expressed as a percentage
NAF	Number of Accepted Features
NPF	Number of Planned Features

Table 1-2 SFA Notation Measurement Identifiers and Formulas

Identifier	Definition	Formula
SFA	Software Features Accepted	100 x NAF / NPF

1.5 Sources of Data

The Supplier and Customer shall agree upon a Plan of Record, including the list of Planned Features.

If there is disagreement or doubt, the determination of whether the feature is accepted shall be made by the customer.