

1.0 Software Supplier Scorecard Introduction Document

1.1 General Description and Title

The Software Supplier Scorecard is a set of defined standard measurements and counting rules that may be used to evaluate a customer's experience with a software supplier.

1.2 Purpose

The purpose of the scorecard is to measure and report a customer's experience with respect to various aspects of software delivery, quality and installation during a specified Measurement Period. Performance over multiple measurement periods may be compared to determine trends.

1.3 Design Goals

The Software Supplier Scorecard was created with the following design goals:

- Provide accurate representation of one customer's experience with a software supplier
- Measure key aspects of the Software Life Cycle from delivery to software deployment
- Use comparable measures across various development methodologies (e.g., Waterfall, Agile, DevOps, hybrid and system integrator scenarios)
- Use comparable measures for Physical and Virtual Network Function types of elements
- Data gathering should not place an unreasonable burden on either the customer or supplier

1.4 Scope

The Software Supplier Scorecard's intent is to standardize Software Measures of interest to the Customer. It is a tool that may be used to guide improvements in the supplier's and customer's processes.

A separate scorecard should be maintained for each product or product line. All applicable software versions installed in the customer's equipment for each product or product line should be counted in the measurements. Combining measures on dissimilar products may provide misleading results.

The following activities have been defined as out of scope of the Software Supplier Scorecard:

- Measuring services such as software testing services
- Defining or suggesting remediation steps or corrective action to improve scores
- Due to the wide variety of systems that may be measured using this methodology, targets will not be specified in this standard. Customers and Suppliers may find it helpful to define performance targets for the measurements. It is recommended that the customer and supplier mutually agree upon targets or a method of grading performance.

1.5 Metrics Categories

The Software Supplier Scorecard measures three dimensions of supplier software performance:

Quality (Outages, Software Problem Reports, Software Fixes)

Content Delivery (Deployment Ready Timeliness, Software Feature Delivery)

Software Installation (Software Installation Instructions)

1.6 Overview of Documents included in current release

In the TL 9000 Supplemental Measurements Library documents are provided which describe the measurements and aid the data collection for the Software Supplier Scorecard. These documents may refer to sections of the TL 9000 Measurement Handbook or other documents in Supplemental Measurements Library.

1. Early Software Problem Reports (eSPR)
2. Service Impact Outage Measurement (SO4sw)
3. Software Defective Fix Count (SDFC)
4. Software Defective Installation Instructions (SDII)
5. Deployment Ready Milestone Variance (DRV)
6. Software Features Accepted (SFA)
7. Plan of Record (POR) Template

Additional measurements may be added in future document versions.

1.7 Data Collection and Reporting

Guidance for data collection is given in each individual metric definition. In general, all events measured are observable to the customer. Events that occur at the supplier or reported by another customer are not included on this scorecard.

Details and frequency of the data collection and reporting will be agreed to by the customer and supplier. Ownership of the scorecard creation and maintenance will be left up to the customer and supplier to decide.

The measurements are collected and reported after the close of each measurement period. Should new information become available after a report is created, it will up to the customer and supplier to determine if the report should be revised.

All data is to be and reported no later than seven weeks after the close of the measurement period, unless a different agreement is made between the supplier and customer.

Glossary for Software Supplier Scorecard

Measurement Period – A time period, agreed upon by the customer and supplier, when a product will be measured and reported on. The time period could be monthly, quarterly or yearly and it may be a one-time event or recurring.

Supplier – for the purposes of the Software Supplier Scorecard the Supplier is the organization with which the customer has a business relationship with to provide software. The Supplier may fit any of the models described below:

- An organization that supplies a hardware product that has upgradable software
- An organization that supplies software that runs on customer provided infrastructure

- A System Integrator that may provide a solution utilizing software from one or more software development organization(s).
- The organization may be an external company or internal department within the customer's company.