1.0 Service Impact Outage Measurement (SO4sw) for Software Supplier Scorecard

1.1 General Description and Title

The Service Impact Outage Measurement on the Software Supplier Scorecard (SO4sw) tracks the product downtime attributed to software causes. The specification for this measurement is based upon the SO4 measurement defined in the TL 9000 Measurements Handbook, section 6.1.

1.2 Adaptations for the Software Scorecard

Outage data reported for SO4sw shall be limited to outages impacting the one customer for which the scorecard applies.

Additional Counting Rules:

Outages attributed to Software will be counted.

Additional Counting Rule Exclusions:

Outages of undetermined cause.

Outages attributed to Procedural Errors.

Outages attributed to errors in configuration data.