

1.0 Early Software Problem Report Measurement (eSPR) for Software Supplier Scorecard

1.0 General Description and Title

The early Software Problem Report (eSPR) Measurement on the Software Supplier Scorecard tracks the software problems found by the customer in early deployment within 12 months after General Availability. The specification for this measurement is based upon the eSPR measurement defined in the TL_9000 Supplemental Measurements Library which may be found at the following link:

https://tl9000.org/resources/sup_measurements.html

1.1 Adaptations for the Software Scorecard

For the Software Supplier Scorecard, the Problem Reports captured in the data are reports from the one customer for which the scorecard applies. The eSPs identifier, defined in the eSPR measurement document, will be the number of distinct Generally Available software releases installed in the that customer's environment.

Counting shall start when it is known that a software release is installed in at least one site in the customer's environment.

If a Customer has no installed software releases that became GA within the eSPR-Period, there will be no measurement reported for this metric.