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

1.1 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 defined in the TL 9000 Measurements Handbook, Release 5.7 or later.

1.2 Adaptations for the Software Scorecard

For the Software Supplier Scorecard, the Problem Reports captured for the measurement are reports from the one customer for which the scorecard applies. The eSPs identifier, defined in the TL 9000 Measurements Handbook, 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 Generally Available (GA) software release is installed in at least one site in the customer's environment.

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