

1.0 Unplanned GA Release

1.1 General Description and Title

This metric specifies the measurement rules to drive additional accountability for unplanned releases beyond the **major** release defined in the Plan of Record (POR).

1.2 Purpose

For every major software release project, a single planned General Availability (GA) version is scheduled. Occasionally, an unplanned release may follow a GA release—typically to address urgent issues in the commercial network that cannot wait for the next scheduled GA. These unplanned GA releases require extra resources for scheduling, lab and First Field Application (FFA) testing, and deployment. While past unplanned deployments haven't always impacted current Technology Quality Review (TQR) Software scorecards, this new metric aims to spotlight software issues that drive additional customer effort and impact.

1.3 Applicable Products

This measurement applies to any software release provided by the Supplier to the Customer for a product that uses the Customer's standard software scorecard. Products include legacy, new products (purpose built and/or containerized), integrated software components from third parties, and open source.

1.4 Counting Rules

- 1) Any software release not specified in the Plan of Record (POR) or not planned at the time of the previous FFA exit is considered unplanned.
- 2) Unplanned releases for commercial deployment are counted when the cause is attributed to the Supplier.
- 3) The count begins when Customer GA (Deployment Readiness) is declared, and subsequent releases are necessary to address software problems.
- 4) Each unplanned release is counted as one, regardless of the number of fixes or features included.
- 5) **In case of disagreement over the primary cause of the unplanned release, the Customer decides if it should be counted.**

1.5 Counting Rule Exclusions

- 1) Releases for testing only, hardware FFA support, or not intended for general commercial deployment.
- 2) Releases prompted by new functionality requested by the Customer (outside the POR).
- 3) Releases needed for workarounds or fixes related to devices/equipment not covered by the scorecard.
- 4) Any point release(s) planned at the time of POR establishment shall be excluded from Unplanned GA metric consideration.

- 5) Unplanned releases delivered more than 120 days after the previous Customer GA release are considered routine maintenance and not counted.
- 6) Releases causing less than 5 person-days of certification and installation effort.

1.6 Targets for TQR scorecard:

- 0 Unplanned SW Release in a Quarter = Green
- 1 Unplanned SW Release in a Quarter = Yellow
- 2 or more Unplanned SW Releases in a Quarter = Red

Note: The measurement is an absolute number and not normalized.

An Example of Customer's Scorecard

Metrics for Technology Quality Reviews

Goals	Metrics	Purpose
Content Delivery: Meets Feature Delivery Commitments	Lab Entry Variance from POR	Did vendor deliver the software on time?
	Deployment Ready Variance (DRV)	Did the Lab & FFA testing complete on time?
	Software Features Accepted (SFA)	Is the content delivered as committed?
Quality: Few defects exposed to Customer	SW-Attributable Downtime (Measured in DPM)	Is the software stable and does it stay in operation?
	Early SW Problem Reports (eSPR) – Certification	How many defects does the software have?
	Early SW Problem Reports (eSPR) - Production	How many defects does the software have?
	Software Defective Fix Count (SDFC)	How well does the process to correct software defects work?
Software Installation: Seamless software installation	Software Defective Installation Instructions (SDII)	Do the vendor provided installation instructions work properly?
	Unplanned GA SW Release	Did we require additional releases post-Deployment Readiness?

Software Index Methodology

Metric	Affects Customer	Affects Feature Content	Affects Customer Resources	Points	Percentage (weight)
Content Delivery				High=3, Med=2, Low=1	
Lab Entry Variance from POR	Med	Med	High	7	12.1%
Deployment Ready Variance (DRV)	Med	Med	High	7	12.1%
Software Features Accepted (SFA)	Med	High	Med	7	12.1%
Quality					
SW-Attributable Downtime (Measured in DPM)	High	Low	High	7	12.1%
Early SW Problem Report (eSPR) – Certification	Low	Low	Low	3	5.2%
Early SW Problem Report (eSPR) – Production	Med	Med	Med	6	10.3%
Software Defective Fix Count (SDFC)	High	Med	High	8	13.8%
SW Installation					
Software Defective Installation Instructions (SDII)	Low	Low	High	5	8.6%
Unplanned GA SW Release	High	Med	High	8	13.8%

Total 58 points

Below is an example of how weighted calculations can be used to assign letter scores: A, B, C, D, and F. Scores of A and B are categorized as Green, C as Yellow, and D or F as Red.

Not all metrics will necessarily apply during every measurement period. For instance, if no major new release enters the lab, the “Lab Entry Variance from POR” metric will be marked as N/A, and the percentage weights will be redistributed among the remaining applicable metrics. In some cases, only one metric—such as SW-Attributable Downtime—may be relevant when there are no planned new releases for the platform. As a result, the overall percentage weight assigned to each metric will shift based on which metrics are applicable for a given period.

Software Index Example

Metric	Affects Customer	Affects Feature Content	Affects AT&T Resources	Points	% weight	G/Y/R	
Content Delivery							
Lab Entry Variance from POR	2	2	3	7	12.1%	Green	0.24
Deployment Ready Variance (DRV)	2	2	3	7	12.1%	Green	0.24
Software Features Accepted (SFA)	2	3	2	7	12.1%	Green	0.24
Quality							
SW-Attributable Downtime	3	1	3	7	12.1%	Green	0.24
Early SW Problem Report (eSPR) - Certification	1	1	1	3	5.2%	Green	0.10
Early SW Problem Report (eSPR) - Production	2	2	2	6	10.3%	Green	0.21
Software Defect Fix Count (SDFC)	3	2	3	8	13.8%	Green	0.28
SW Installation							
Software Defective Installation Instructions (SDII)	1	1	3	5	8.6%	Green	0.17
Unplanned GA SW Release	3	2	3	8	13.8%	Green	0.28
total				58	100%	2.00 A	Score Grade
Key				1 = LOW 2 = MEDIUM 3 = HIGH			
				=2 >=1.85 and <2 >=1.0 and <1.85 >=0.8 and <1.0 <0.8			
				A B C D F			