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# SA1 KPI generation requirements for SA2.3

## KSA1.3 - Number of problems

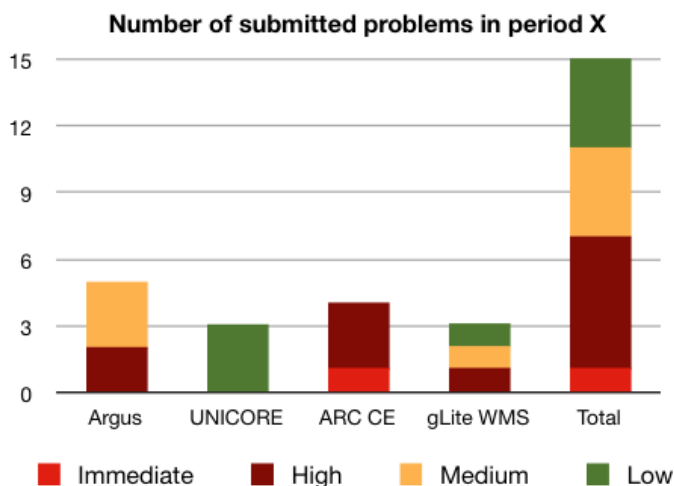
Number and trend of problems (defects) submitted in the defect trackers (in total and per category) as absolute value and as density over kSLOC.

This metric is indeed split into submetrics:

### KSA1.3a - Number of problems per period as absolute value

Number of problems submitted in the tracker (grouped per PT and per category) for the reporting period (as absolute value). These include open and solved problems at the time the report is generated.

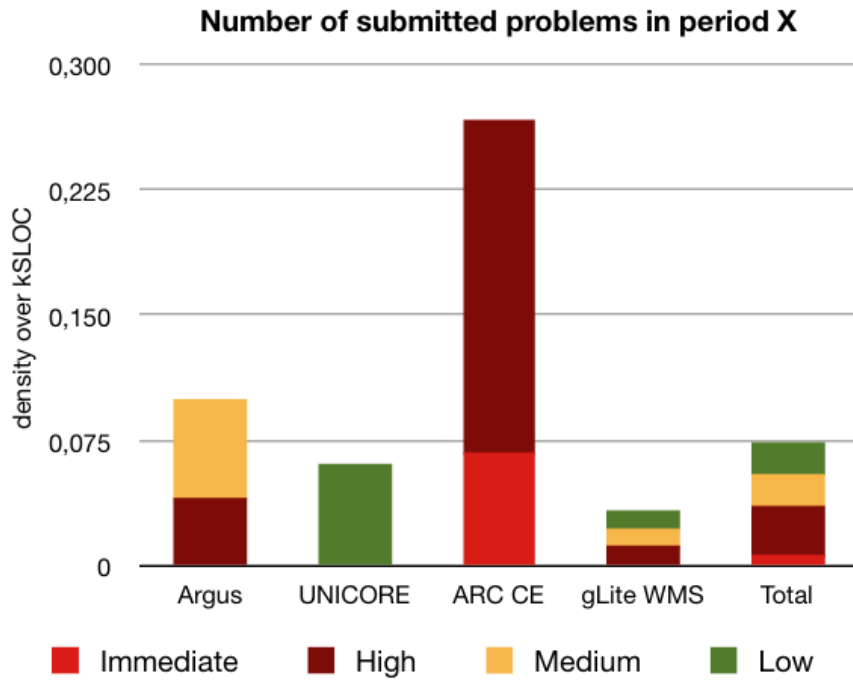
Example:



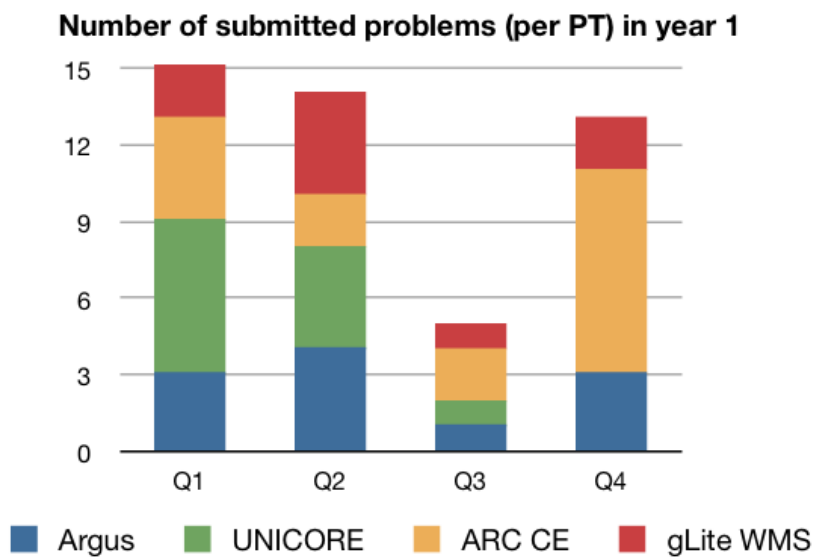
### KSA1.3b - Number of problems per period as density over kSLOC

Number of problems submitted in the tracker (grouped per PT and per category) for the reporting period (as density over kSLOC). These include open and solved problems at the time the report is generated.

Example:

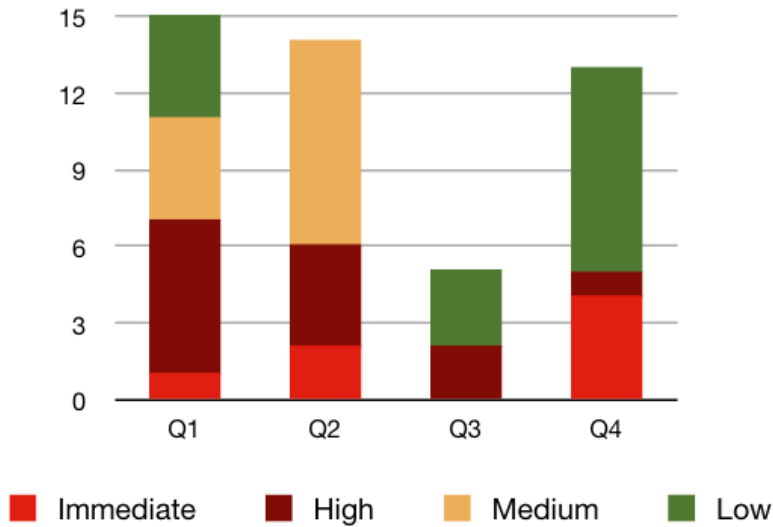


**KSA1.3c - Trend view of KSA1.3a categorized per PT**



**KSA1.3d - Trend view of KSA1.3a categorized per priority**

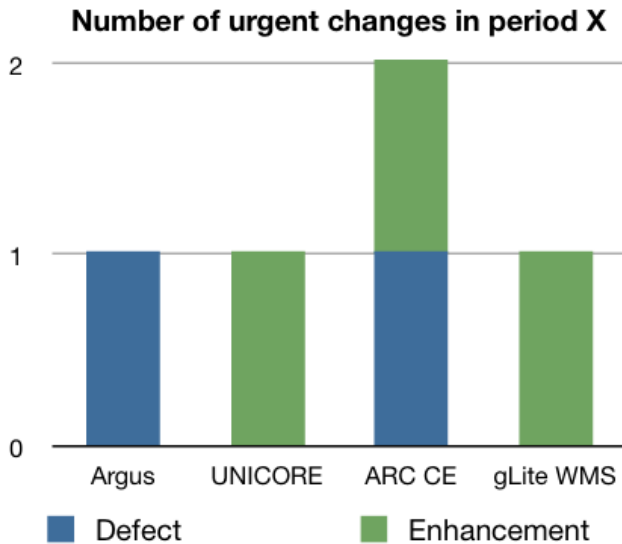
**Number of submitted problems (per priority level) in year 1**



## KSA1.4 - Number of urgent changes

Number of changes (defects or enhancements) with priority immediate submitted in the period. it can be handled in a way similar to KSA1.3, classifying submitted immediate priority change as defects or enhancements.

Example:

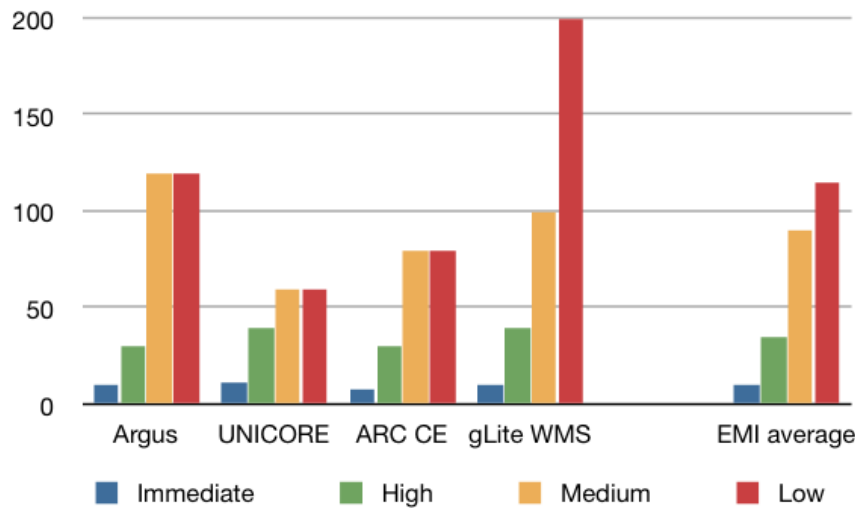


## KSA1.5 - Change application time

Average time from incident submission to release for applying a change (possibly per category and priority). The start time is calculated looking at the linked GGUS ticket submission time, if a GGUS ticket is linked to the RfC, or from the RfC submission time if no GGUS ticket is linked to the RfC.

Example:

**Time (in days) from incident submission to release for a change**



-- AndreaCeccanti - 13-Oct-2011

This topic: EMI > SA1KPIRequirements

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