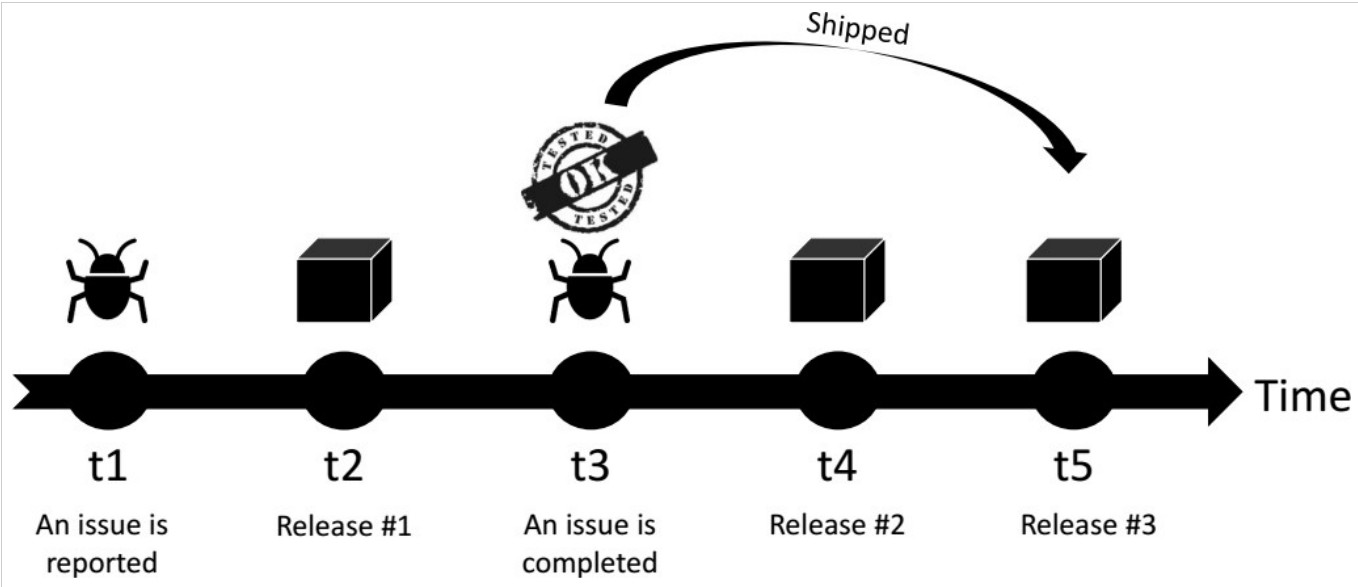


How do we compute the delivery delay of completed issues?

In this page, we explain how we measure the data that is shown in page 5 of our survey. You can find the concepts that are necessary to understand the data collection process below.

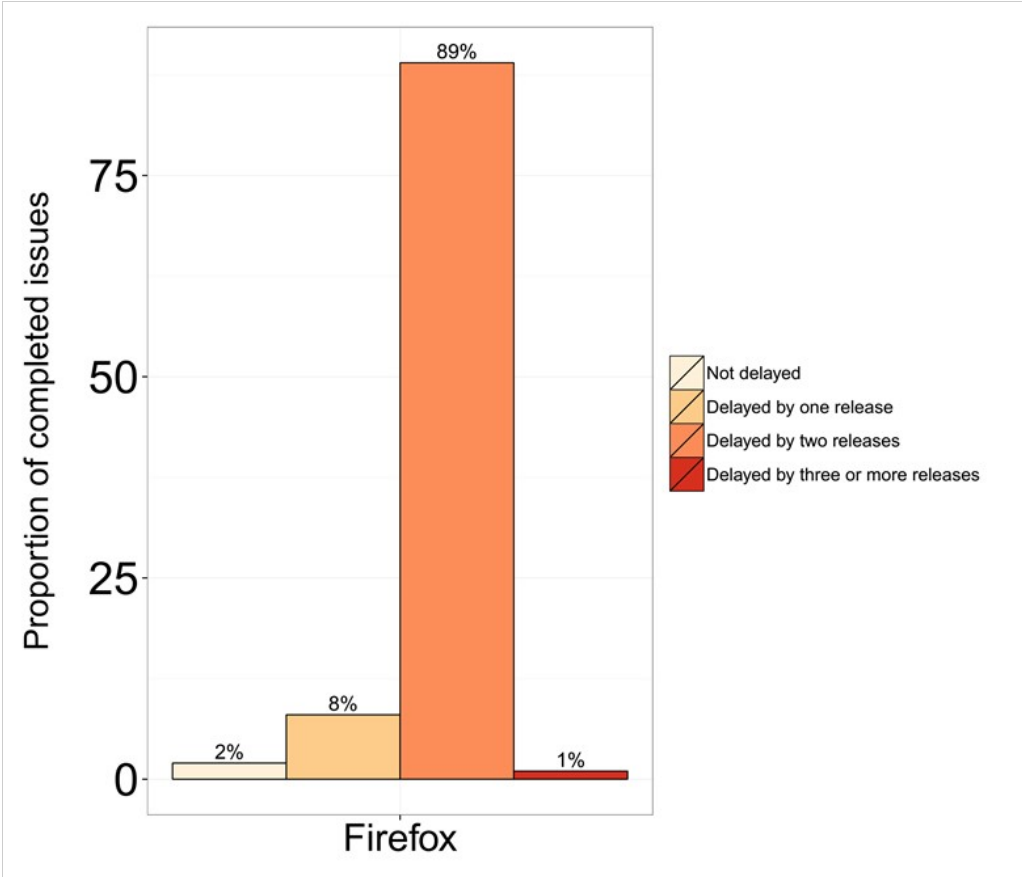
Delivery delay measures how long it takes for a system functionality (i.e., an issue) to be delivered to the end user from the time at which the issue was completed (i.e., implemented and tested).



Delivery delay in terms of releases is the number of official releases that are missed before the issue is officially shipped after it is completed. The figure above illustrates an issue that is completed at time t_3 . Such an issue misses release number 2 at time t_4 . Finally, the completed issue is shipped in release number 3 at time t_5 . In this example, the delivery delay of the completed issue is *1 official release*.

By "official release" we mean a release that is intended to be used by the entire user base of the project. For example, in a pipelining release strategy (e.g., as in the Firefox project), in which a release is stabilized through several channels, an official release is the final product of the process, i.e., the release that is to be published to every user from the *release* channel.

In the figure below, we show the **delivery delay in terms of releases** for the completed issues in the Firefox project.



The figure shows that 89% of the Firefox completed issues miss 2 official releases before being shipped to end users.