

# Understanding the Delivery Delay of Completed Issues

This survey is part of a broad research project about the delay to deliver new software issues to end users. By issues we broadly refer to bugs, new features and enhancements. Our research team is from Australia, Brazil, and Canada.

Our goal is to study how much time is necessary to deliver issues that are completed (i.e., implemented and tested) to the end users. For example, whether a completed issue is delivered as soon as it is completed or if it is often delayed for several releases.

The survey will ask you a few general and specific questions (i.e., we will show you data that is derived from Firefox).

- 1. By answering this survey, you are eligible to win a \$100 gift card from Amazon. If you'd like to participate in the draw, please leave your email address below.**

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- 2. For how long have you been developing software?**

*Mark only one oval.*

- ☐ 0 years
- ☐ 1 year
- ☐ 2 years
- ☐ 3 years
- ☐ 4 years
- ☐ 5 years
- ☐ 6 years
- ☐ 7 years
- ☐ 8 years
- ☐ 9 years
- ☐ 10 or more years

- 3. For how long have you worked in the Firefox project?**

*Mark only one oval.*

- ☐ 0 years
- ☐ 1 year
- ☐ 2 years
- ☐ 3 years
- ☐ 4 years
- ☐ 5 or more years