

## TERMS: DEFINITION

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**Availability:** Amount of uptime/downtime in a given time period, in accordance with the SLA.

**Change Failure:** Percentage of production deployments that failed.

**Change Lead Time:** Time between a code commit and production deployment of that code.

**Change Volume:** Number of user stories deployed in a given time frame.

**Customer Issue Resolution Time:** Mean time to resolve a customer-reported issue.

**Customer Issue Volume:** Number of issues reported by customers in a given time period.

**Defect Burn Rate:** Amount of time to fix vulnerabilities in an application.

**Defect Density:** The number of bugs identified divided by the codebase of an application.

**Deployment Frequency:** Number of deployments to production in a given time frame.

**Logging Availability:** Amount of uptime/downtime of the logging pipeline in a given time period.

**Mean Time Between Failures (MTBF):** The amount of time that elapses between one failure and the next. Mathematically, this is the sum of MTTF and MTTR, the total time required for a device to fail and that failure to be repaired.

**Mean Time to Failure (MTTF):** Time that a system is online between outages or failures.

**Mean Time to Recovery (MTTR):** Time between a failed production deployment to full restoration of production operations.

**Number of False Positives:** The number of mistakenly flagged vulnerabilities for an application.

**Number of Functional/Acceptance Tests:** Number of automated functional or acceptance tests for an application.

**Number of Passed/Failed Security Tests:** Number of automated security tests for an application.



## Key Performance Indicators

**Number of Unit/Integration Tests:** Number of automated unit or integration tests for an application.

**Security Benchmark Deviation:** Deviation between security benchmarks applied to an image and security benchmarks on an instantiated image.

**Security Controls:** Number of technical security controls partially or fully in place.

**Test Coverage:** Percentage of code that is covered by automated tests.

**Time to Patch:** Time between identification of a vulnerability in the platform or application and successful production deployment of a patch.

**Time to Value:** Time between a feature request (user story creation) and realization of business value from that feature.

**Vulnerability Patching Frequency:** How often vulnerability patches are regularly deployed to production.

**Vulnerability Patching Lead Time:** Time between discovery of a new vulnerability (i.e., its publication) and patching in production.

