

***APPENDIX A – FEATURES REQUIREMENTS**

GROUP PRODUCT REVIEW CATEGORY:

GENERAL DESCRIPTION OF PRODUCTS THAT FIT IN THIS CATEGORY:

MINIMUM SPECIFIC FEATURES REQUIRED FOR INCLUSION IN THIS GROUP PRODUCT REVIEW (please check all items that apply to your product submission) – we reserve the right to exclude products that do not meet the minimum requirements):

- Intended for use in an enterprise environment
- Centralized Management (Console)
- Security Feature and/or Function
- Other _____

Please provide a brief description on how your product meets the above criteria from a technical perspective. (Max 350 words)

Example: Acme Widgets Secure Widget Detector uses multiple radio interfaces to detect rogue widgets on the network. The central reporting console logs the MAC address of all unauthorized rogue widgets that appear on the network.

Please provide the minimum system requirement for your product (Software Products Only)

Please describe technical specifications for a typical installation environment

Example: Acme Widgets Secure Widget Detector is most often installed on Windows 2003 Advanced Server with SQL Server 2005 and Jakarta Web Server.

Please list the vendor and/or types of devices supported.

Example: Acme Widget Access Point LBC 5150
AcmeCo Wireless All models

***APPENDIX B – CUSTOMER SUPPORT OPTIONS**

Support options can be difficult to extract from vendor web sites. In order to ensure that we have correct information about your customer support options please provide the following:

Basic no-cost support offered

Type and for what duration? _____

8x5 or 7x24?

Fee-based options: _____

What is the fee? \$_____

Do you offer different levels of support? Yes No

What are the levels? _____

Phone support?

Email Support

Does your website have a support feature? Yes No

Is it a knowledgebase? Yes No

Is it a FAQ list? Yes No

Our General Test Procedures are attached. Please note that by returning this form you acknowledge that you have read and accept those procedures.

ALL OF THIS INFORMATION MUST BE PROVIDED

NAME OF PERSON COMPLETING THIS FORM: _____

TITLE OF PERSON COMPLETING THIS FORM: _____

EMAIL FOR PERSON COMPLETING THIS FORM: _____

PHONE FOR PERSON COMPLETING THIS FORM: _____

NAME OF PR CONTACT: _____

PHONE AND EMAIL OF PR CONTACT: _____

UK/EMEA CONTACT NAME: _____

PHONE AND EMAIL OF UK/EMEA CONTACT: _____

NAME OF TECHNICAL CONTACT: _____

PHONE AND EMAIL OF TECH. CONTACT: _____

Generic Test Criteria for Product Group Tests

SC Magazine Labs

These are the criteria appearing in our generic (baseline) test matrix. Under each category there is a list of generic criteria that the tester evaluates as appropriate.

Finally, each product group has individual tests designed specifically for the group and each group has a unique test bed configuration designed to facilitate testing of the product types within the group.

The criteria for each major category are listed below as they appear in our generic test matrix.

EASE-OF-USE

- Management interface intuitiveness
- Task efficient
- Learning curve
- Integratable with other products
- Easy to work with
- Ease of fixing problems
- Defined set up procedure
- Intuitive installation of
- Errors encountered
- User friendly
- Automation/scripting
- Installation verification
- Stable installation
- Bundled hardware and software
- Installation log file
- Intuitive user interface
- User tutorials or wizards
- Predefined reports
- Graphical reports

FEATURES

- Expected features?
- Missing features?
- Standout features?
- Features of little use?
- Function of advertised features?
- Integrated database
- Scripting language

PERFORMANCE

(Criteria in this category are graded as "strong" or "weak")

- Typical condition performance
- Performance under attack
- Command response
- Event information

DOCUMENTATION

- Understandable documentation
- Effective documentation
- Online manuals
- Installation documentation
- User oriented manuals
- Supplemental documentation

SUPPORT

- Telephone support?
- Web-based downloads?
- Online forum?

VALUE FOR MONEY

- Purchase for your own company?
- Appropriately priced?
- Extra fees?
- Updates included?
- Life cycle costs?
- In the context in which the product is used, is it priced appropriately given its overall cost of ownership and its scores in other categories?

OVERALL RATING

The rating from each of the scores awarded by the reviewer in the individual categories is averaged to achieve the Overall Rating.