Service Industry Association Competitiveness Rubric

October, 2011

	Processors / Servers		Dell	Fujitsu	HP/Compac/DEC	IBM	Oracle/Sun	Silicon Graphics
1	Warrany Void with ISP Handling	10 pts = No 5 pts = Partial 0 pts = Yes	10	0	10	10	0	0
2	T &M Available to Owner or ISP	10 pts for ISP 5 pts Limitations 0 pts no T&M	10	10	5	5	0	5
3	Separate Software Maintenance	10 pts separate agreements 0 pts any linkage	10	10	10	10	0	10
4	Non-Licensed Code (NLC) Transfers with Hardware	10 pts automatic transfer 0 pts with any restrictions	10		10	10	0	10
5	Expedited Parts Desk for Owner or ISP	10 pts for ISP orders 5 pts for Owner orders 0 for OEM only	10	0	10	10	0	0
6	Diagnostics Available to Owner or ISP	10 pts for ISP 5 pts for owner 0 for OEM Only	10	0	5	10	0	0
7	Firmware/Microcode/EC Changes available to Owner or ISP	10 pts for ISP 5 pts for owner 0 for OEM only	10	10	5	10	0	0
8	Return to Service Policy based on Diagnostics	10 pts for return based on diagnostics 5 pts for limitations 0 pts for penalties	5		10	10	0	0
9	Written Policies Match Field	10 pts consistent public policy 5 pts inconsistent 0 pts hidden policy	10	0	5	10	0	0
10	Warranty transfers with hardware	10 pts = Yes 0 points=No	10		10	10	0	5
		GRADE:	**95**	**30**	**80**	**95**	**0**	**30**