



**Service Industry Association Grading Rubric**

Updated: November 3, 2011

Storage			Dell	EMC	Hitachi Data Systems	HP	IBM	NetApp	Oracle/StorageTek	Overland	Quantum/ADIC	
1	<u>Warranty Void with ISP Handling</u>	10 pts = No pts = Partial pts = Yes	5 0	10	0	0	10	10	0	0	0	0
2	<u>T &amp;M Available</u>	10 pts offers T&M pts expensive pts no T&M	5 0	10	0	0	5	5	0	0	10	10
3	<u>Separate Software Maintenance</u>	10 pts separate agreements 0 pts any linkage	5	10	0	0	10	10	0	0	0	5
4	<u>Non-Licensed Code (NLC) Transfers with Hardware</u>	10 pts automatic transfer 0 pts with any restrictions	5	10	0	0	10	10	0	0	10	10
5	<u>Expedited Parts Desk for Owner or ISP</u>	10 pts for ISP orders pts for Owner orders 0 for OEM only	5	10	0	0	10	10	0	0	10	5
6	<u>Diagnostics Available to Owner or ISP</u>	10 pts for ISP 5 pts for owner 0 for OEM Only	5	10	0	0	5	10	0	0	10	5
7	<u>Firmware/Microcode/EC Changes available to Owner or ISP</u>	10 pts for ISP 5 pts for owner 0 for OEM only	5	10	0	0	5	10	0	0	10	0
8	<u>Return to Service Policy based on Diagnostics</u>	10 pts for return based on diagnostics 5 pts for limitations 0 pts for penalties	5	5	0	5	5	10	0	0	10	0
9	<u>Written Policies Match Field</u>	10 pts consistent public policy 5 pts inconsistent 0 pts hidden policy	5	10	10	10	5	10	10	0	10	0
10	<u>Warranty transfers with hardware</u>	10 pts = Yes points=No	0	10	0	0	10	10	0	0	0	10

**GRADE:                    95            10            15            75            95            10            0            70            45**