

Can we count on the provider organization?

Accountability Auditability

Compliance Contracting experience Ease of doing business

Governance Ownership Provider business stability

Provider certifications Provider contract/SLA verification

Provider ethicality Provider personnel requirements

Provider supply chain

Provider support Sustainability

Can it be changed and how quickly?

Agility

Elasticity

Flexibility

Portability

Scalability

Adaptability

Extensibility

How likely is it that the service will work as expected?

Assurance Availability Maintainability

Recoverability Reliability Resiliency/fault tolerance

Service stability Serviceability

How much is it?

Financial Billing process Cost

Financial agility Financial structure Does it do what we need?

Performance Accuracy

Functionality Interoperability Service response time Suitability

Is the service safe and privacy protected?

Security & Privacy

Access control & privilege management Data geographic/political

Data integrity

Data privacy & data loss Physical & environmental security

Proactive threat &vulnerability management

Retention/disposition Security management Is it easy to learn and to use?

Usability

Accessibility

Client personnel requirements

Installability Learnability

Operability Transparency Understandability

accountability agility assurance financial performance security and privacy usability