

The certification body of TÜV Informationstechnik GmbH
hereby awards this certificate to the company

KLM Royal Dutch Airlines
Amsterdamseweg 55
1182 GP Amstelveen
The Netherlands

to confirm that its software product

WebKiosk, 4.0.14

fulfils all requirements of the SIG/TÜVIT Evaluation Criteria

Trusted Product Maintainability V1.0
Level: ★★☆☆☆ (3 stars)

of Software Improvement Group and TÜV Informationstechnik GmbH. The requirements are summarized in the appendix to the certificate.

The appendix is part of the certificate and consists of 4 pages.

The certificate is valid only in conjunction with the corresponding evaluation report until 2011-05-31.



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Certificate Registration No.:
TUVIT-TPM6404.09

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Essen, 2009-05-28

Dr. Christoph Sutter
Head of Certification Body

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Software Improvement Group
Amsterdam, The Netherlands
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Certificate

Evaluation Report

TÜV[®]

Evaluation Report – “C2009-002 WebKiosk” of the Software Product: WebKiosk of KLM, Version 1.0 as of 2009-05-26, Software Improvement Group.

Notes and requirements stated in the evaluation report have to be followed.

Evaluation Criteria

SIG/TÜVIT Evaluation Criteria – Trusted Product Maintainability, Version 1.0, Software Improvement Group (SIG) and TÜV Informationstechnik GmbH (TÜVIT).

Requirements for the Issuance of the Quality Mark

- The rating at the level of the main quality characteristic of maintainability is 3 stars or more.
- The rating at the level of each sub-characteristic is 2 stars or more.
- The software product description requirements must be fulfilled.

Target of Evaluation

- Software product WebKiosk, Version 4.0.14
- Software product description for WebKiosk, Version 4.0.14



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Evaluation Result

The overall quality level of maintainability for the evaluated product is 3 out of 5 possible stars (★★★☆☆) according to the evaluation criteria.

This rating was derived from the ratings of the quality sub-characteristics of maintainability calculated from the measurement of the source code properties.

Results and interdependencies between sub-characteristics and product properties are summarised in the following table. Details can be found in the evaluation report.

Product Property / Quality Sub-Characteristic	Volume	Duplication	Unit Size	Unit Complexity	Unit Interfacing	Inward Coupling	Result
Analysability	X	X	X				★★★☆☆
Changeability		X		X		X	★★★☆☆
Stability					X	X	★★★★☆
Testability			X	X			★★★☆☆

Summary of the SIG/TÜViT Evaluation Criteria

The SIG/TÜViT Evaluation Criteria Trusted Product Maintainability specify five increasing quality levels of the software product characteristic maintainability and its sub-characteristics analysability, changeability, stability, and testability. The different levels are represented by one (★) to five (★★★★★) stars.

The quality levels are derived from the software product properties measured by source code analysis. These product properties are volume, duplication, unit complexity, unit size, unit interfacing and inward coupling (see table above).

To obtain the rating, the measurements of the product properties are calibrated against a benchmark repository containing a large number of comparable software products. The relative number of products in the repository to which a given number of stars is assigned for a specific property shall follow the distribution:

- ★★★★★: 5 % of the products
- ★★★★★: 30 % of the products
- ★★★★★: 30 % of the products
- ★★★★★: 30 % of the products
- ★★★★★: 5 % of the products

The best 5 % of the products of the repository in terms of a given property receive five stars; the next 30 % of the products four stars and so on. The last 5 % of the products finally receive one single star.

A certificate can be issued for software products having successfully passed the evaluation and reaching an overall level of at least three stars for the characteristic maintainability and a minimum of two stars for each sub-characteristic.

Furthermore the software product description must fulfil the following requirements:

- The description identifies the product boundaries and its overall function.
- The description identifies all top-level components of the product.
- The description of the top-level components is such that any software artefact within the evaluation scope belongs to exactly one top-level component.
- The description identifies the role of each top-level component in the product.
- The description contains top-level components of appropriate number and size to facilitate maintenance of the product.

The description shall give a global overview of the software product architecture.