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

Global Collect Services B.V.
Planetenweg 43-59
2132 HM Hoofddorp
The Netherlands

to confirm that its software product

WebCollect, 7.0.20100208.1

fulfils all requirements of the SIG/TÜViT Evaluation Criteria

Trusted Product Maintainability V1.0
Level: ★★★★☆ (4 stars)

of Software Improvement Group and TÜV Informationstechnik
GmbH. The requirements are summarized in the appendix to this
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 2012-03-31.

Main-tainability TPM6409.10

TÜViT ®

2010 Trusted Product
Voluntary Validation

© 2010 TÜViT GmbH - Member of TÜV NORD Group

Certificate Registration No.:
TUViT-TPM6409.10

Essen, 2010-03-31

Dr. Christoph Sutter
Head of Certification Body

TÜV Informationstechnik GmbH
Member of TÜV NORD Group
Langemarckstr. 20
45141 Essen, Germany
www.certuvit.de

SIG
Software Improvement Group
Amsterdam, The Netherlands
www.sig.eu

Certificate

Evaluation Report

TÜV®

"C2009-007, WebCollect, SIG Evaluation Report, Trusted Product Maintainability" version 1.4 as of 2010-03-26, Software Improvement Group

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 are fulfilled.

Target of Evaluation

- Software product WebCollect, version 7.0.20100208.1 of company Global Collect Services B.V.

- Software product description for WebCollect, version 7.0.20100208.1, (Certification High–Level Description Form, version 1.4 as of 2010-03-17, Global Collect Services B.V.)

Member of
TÜV NORD Group

Evaluation Result

TÜV®

The overall quality level of maintainability for the evaluated product is 4 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 software product characteristic maintainability and its sub-characteristics analysability, changeability, stability, and testability. The different levels are represented by one (★) to five (★★★★★) stars.

Member of
TÜV NORD Group

TÜV®

The quality levels are derived from software product properties 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.

TÜV®

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.