NEW GENERATION TECHNOLOGIES FOR LEARNING

NATIONAL VET
E-LEARNING STRATEGY

Cloud-based Services Evaluation Tool

E-standards for Training

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1 Purpose of the Evaluation Tool[1]

The purpose of this Evaluation Tool (Tool) is to assist VET and ACE organisations and individuals exploring cloud-based services for use by staff, students or themselves.

1.1 Scope of Tool

The scope of this Tool relates to the cloud-based services utilised by the VET sector to assist in collaboration, remote learning, and file and data storage[2].

Its intended use is to assist in assessment of risks and benefits of any cloud-based service specific to the hosting of data and files externally, and to allow the comparison of multiple service plans. The Tool assists/allows the following:

- Understanding your cloud-based service requirements

- Establishing your organisation's obligations when hosting data and files externally

- Identifying services plans which match your requirements

- Establishing service provider viability

- Assessing technical requirements of the cloud-based service against organisation's systems

- Assessing cost and any high-level limitations of the services

- Assessing privacy, security and intellectual property risks

- Assessing functionality of the service against your requirements

- Summarising service offerings for selection of a cloud-based service

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[1] Some jurisdictions may have an overarching policy that governs the use of cloud-based services, in which case the individual/organisation should review those policies to determine whether utilisation of this evaluation tool is the most suitable approach to choosing a cloud service and if they determine it is that/those policy/polices must be utilised in the completion of the tool.

[2] In addition, some government agencies and funded bodies – organisations which fall under the Financial Management and Accountability Act 1997 (FMA Act) are governed by Australian Government Information Management Office (AGIMO) policy.

AGIMO has developed applicable Cloud policy including strategic guidance in the form of 'Cloud Computer Strategic Direction Paper' and better practice guidance on privacy and financial considerations for government use of cloud computing and legal issues in cloud computing agreements which may govern the acceptable levels of privacy, security and Service Level Agreements offered by the cloud-service provider and must be utilised in the completion of the tool if you the evaluator is part of an FMA Agency.

As cloud-based services can vary extensively this Tool was designed to be altered relevant to requirements. Functionality for a wide variety of services is included. This can be extended or reduced as relevant to the service/s being evaluated.

2 How to Use Evaluation Tool

2.1 Finding and Recording Information

The Tool contains the following sections:

- Your Requirements

- Your Organisational Obligations

- Company/Companies and Service/s Summary

- Cloud Company Viability

- Technical Requirements

- Plan Terms, Functionality and Features

Each section contains a series of questions or areas for consideration with space to record information. Sections include prompts or examples where appropriate to assist in recording relevant information. If a section or part of a section is not relevant to your requirements then simply delete from the tool.

2.2 Rating Key – Service Level Match to Requirements

The Tool provides a space to rate to what level the service matches the requirements.

The purpose of this is to provide a quick visual comparison between services.\

Rating Key

*****	100% match
****	Almost a match
***	Good match
**	Acceptable match
*	No match
N/A	In some situations it may be in the evaluator's interest to be aware of feature but that feature may not require a rating

2.3 Evaluation Summary Space

The Tool includes a section at the end to summarise findings for each service against each criterion to aid choosing an appropriate service.

2.4 Help Locating Information

The ℹ image included throughout this tool will be followed by a suggestion of where the required information may be located.

2.5 Tips for evaluating Information

The 💡 image will be followed with a tip that may help to evaluate content.

3 Organisational Requirements

It is important that the organisational requirements are understood prior to the evaluation of services as these may majorly influence acceptable levels of service. Documenting this information may also form the basis of a business case for the adoption of a service if required.

3.1 Your Motivations and High-level Requirements

The purpose of this section is to establish the organisational function the Tool may complement or replace and the high-level service functionality requirements. Answer the questions to establish motivation/s for use of the tool and to document high-level requirements.

What type of cloud-based service do you require?
File storage/Social Networking/Web Conferencing/Virtual Classroom/Web page creation/Wiki Creation/Project Management/Blogging/Document Editing/Document Viewer/Messaging/Notetaking *(delete as applicable)*
What overall functionality is required from the service?
<If you are not sure, functionality listed under each type of service under Plan Terms, Functionality and Features may provide a prompt>
What organisational functions or individual or group needs will benefit from utilisation of the cloud-based service?
<E.g. Student educational support>
How many user accounts are required?
<Insert number>
Are any of the users under 18? If yes, specify age range.   **Important information!** To comply with a service's Term of Service it may be required that if an intended user of a service is under 18 years of age then they must be an emancipated minor or possess legal parental or guardian consent to be able to consent to the Terms of Service.
<Insert age range>
What devices (inc. make, model and operating system) will you use to access the service?
<E.g. Desktop computer/laptop, tablet, mobile phone>

Do you need it to integrate with other applications?
<E.g. RSS readers such as Google Reader, Twitter>

3.2 Your Organisational Obligations

The purpose of this section is to establish the specific policy/policies of the organisation so cloud-based services can be evaluated in the context of any specific requirements or prohibitions.

Detail organisational policy governing regarding use of the service/s.

What are your individual or organisational information protection obligations? This may include consideration of policies on to auditing, privacy, security and confidentiality. ℹ May be found within your organisation's Internet Code of Practice or within Data Protection or Privacy policies.
What is your organisational policy on intellectual property and ownership of student (and staff) work? ℹ May be found within your organisation's Internet Code of Practice.
Does your organisation have risk management principles that apply when hosting data and files externally? This may include consideration of policies related to compensation for data loss/misuse and liability and indemnity.
Are you subject to the Freedom of Information (FOI) or Right To Information (RTI) acts? How does this affect your organisation in the context of the service?

4 Cloud Company Evaluation

4.1 Company/Companies and Service/s Summary

Detail high-level information about the cloud-based service/s.

💡 The purpose of this is to ensure that the evaluator is aware of the intended use of the service and laws governing the service and data. The Description of Service box may ensure that the evaluator is aware of the intended use of the service and laws governing the service.

Service Name	*<e.g. Yammer>*
Tool Version	*<e.g. Web Interface>*
Plans Evaluated ℹ May be found on Pricing page of service's website	*<e.g. Free and Premium>*
Company ℹ May be found on About page of service's website	*<e.g. Yammer, Inc.>*
Description of Service	*<e.g. Commercial private social networking services>*
Jurisdiction governing data Data centres utilised by the service providers may be located in countries other than the country in which the cloud service provider located. In this situation the data may be subject to other country's laws, including privacy laws. ℹ May be found on Terms of Service or	*<e.g. California>*

Security Policy on service's website	
Jurisdiction governing Disputes This will be the jurisdiction governing the service provider.	

4.2 Cloud Company Viability

This section is intended to prompt the consideration and the importance of the viability of a service provider. This may be most relevant to long term use of a service on a large scale but may be useful to anyone evaluating a service. The considerations in this section are relative to the type of service offered by the cloud company and may not be relevant in all scenarios. Therefore considerations are only intended as a prompt.

It may be important to evaluate the viability of the company to ensure that the company you are entrusting your data to will be active for the foreseeable future.

This information may be found on the About Us sections of the service's website.

N.B. Although relative, if the company providing the service provides none of this information this may also be considered a risk.

Considerations	<Cloud Company Details>
Specify Company Maturity In some cases if a company is very young and unestablished there may be an increased risk of it failing.	Founded: *<insert year>* Further evaluation notes (if relevant):
	Rating:
Is the company a subsidiary of another company? This may suggest that service has and will continue to have sufficient funding.	Yes/No (delete as applicable) Further evaluation notes (if relevant):
	Rating:
Management team reputation A strong and experienced management team may be	Strong/Acceptable/Unknown (delete as applicable) Further evaluation notes (if relevant):

valuable to ensure viability of the company	
	Rating:
Company reputation The company may be well known and already have an established reputation.	Strong/Acceptable/Unknown (delete as applicable) Further evaluation notes (if relevant):
	Rating:
Company financials available If available this can provide evidence of a healthy company.	Yes/No (delete as applicable) Further evaluation notes (if relevant):
	Rating:
Other established products or services? A company with a portfolio of products or services may indicate the success and funding available to the company	Yes/No (delete as applicable) Further evaluation notes (if relevant):
	Rating:
Physical address, phone number Are you comfortable entrusting your data to a company with without these?	Yes/No (delete as applicable) Further evaluation notes (if relevant):
	Rating:
Service Testimonials/Case Studies Use and testimonials of the service by other known organisations can provide confidence in the company and the tool. N.B. Free services generally do not provide testimonials or case studies.	Yes/No (delete as applicable) Further notes:
	Rating:

5 Technical Requirements

Assess technical requirements of the service/s against your organisation's systems. This section considers access to the service via web browsers, mobile devices and third party[3] access only. If you are evaluating multiple service plans more columns can be added for comparison.

i Service information may be found under the System Requirements information for the service.

♀ To ensure any potential cloud-based service will work on the systems supported by your organisation you will need to find out which browser and which versions are used within your organisation.

5.1 Web Browser

5.1.1 Windows Browsers

If your organisation uses the Windows operating system – which web browser/s and version/s will this service need to work on?

Your Organisation's Requirements	Supported by <Insert Plan 1 name>	Supported by <Insert Plan 2 name>
Browser & Version/s *<insert version for each browser>*		
Internet Explorer _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Firefox _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Chrome _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Opera _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

5.1.2 Mac Browsers

If your organisation uses the Mac operating system – which web browser/s and version/s will this service need to work on?

Your Organisation's Requirements	Supported by <Insert Plan 1 name>	Supported by <Insert Plan 2 name>

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[3] Third party access in this context refers to integration (and therefore access by) with any other application than the main application being evaluated.

Browser & Version/s *<insert version for each browser>*		
Safari _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Firefox _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Chrome _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Opera _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

5.1.3 Linux Browser

If your organisation uses the Linux operating system – which web browser/s and version/s will this service need to work on?

Your Organisation's Requirements	*Supported by* *<Insert Plan 1 name>*	*Supported by* *<Insert Plan 2 name>*
Browser & Version/s *<insert version for each browser>*		
Firefox _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Chrome _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Opera _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

5.2 Mobile Compatibility

If the users of the potential service need to access the service via mobile devices, which devices will they work on? If the devices are not listed here, they can be added to the table.

Your Organisation's Requirements	*<Insert Plan 1 name>* *Compatibility*	*<Insert Plan 2 name>* *Compatibility*
Version/s *<insert device and operating system version>*		
Android _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
iPad _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

iPhone _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Blackberry _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Windows _____	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

5.3 Desktop Application Compatibility/Desktop Platform Compatibility

5.3.1 Windows

If your organisation uses the Windows operating system is the service compatible?

Your Organisation's Requirements	*<Insert Plan 1 name> Compatibility*	*<Insert Plan 2 name> Compatibility*
Processor: *<insert processor>*	Yes	Yes
	Rating:	Rating:
OS Version/s: *<insert OS version>*	Yes	Yes
	Rating:	Rating:
RAM: *<insert RAM>*	Yes	Yes
	Rating:	Rating:

5.3.2 Mac

If your organisation uses the Mac operating system is the service compatible?

Your Organisation's Requirements	*<Insert Plan 1 name> Compatibility*	*<Insert Plan 2 name> Compatibility*
Processor: *<insert processor>*	Yes	Yes
	Rating:	Rating:
OS Version/s: *<insert OS version>*	Yes	Yes
	Rating:	Rating:
RAM: *<insert RAM>*	Yes	Yes
	Rating:	Rating:

5.3.3 Linux

If your organisation uses the Windows operating system is the service compatible?

Your Organisation's Requirements	*\<Insert Plan 1 name> Compatibility*	*\<Insert Plan 2 name> Compatibility*
Processor: *\<insert processor>*	Yes	Yes
	Rating:	Rating:
OS Version/s: *\<insert OS version>*	Yes	Yes
	Rating:	Rating:
RAM: *\<insert RAM>*	Yes	Yes
	Rating:	Rating:

5.4 Integration with Third Party Applications

This sub-section provides a space to list any third party applications that you may want the service to integrate with. If you are not aware of any integration required, information on the service's website can provide inspiration.

For example, Yammer will provide the option to import Twitter updates into Yammer.[4]

Your organisation's requirements	*\<Insert Plan 1 name> Compatibility*	*\<Insert Plan 2 name> Compatibility*
< E.g. Twitter>	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
< E.g. Sharepoint>	Yes/No (delete as applicable)	Yes/No c
	Rating:	Rating:

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[4] https://www.yammer.com/company/twitter_integration

6 Plan Terms, Functionality and Features

This section provides a space to assess terms, functionality and features about each service plan. If you are evaluating multiple service plans more columns can be added for comparison.

6.1 Cost per User, Storage and Service Level Guarantees

This section is intended to assist the evaluator in consideration of cost and any high-level limitations of the services to be evaluated.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Cost per user May be found under plan pricing information	$*<insert amount per month/year>*	$*<insert amount per month/year>*
	Rating:	
Maximum users May be found under plan pricing information	*<insert number>*	*<insert number>*
	Rating:	
Minimum users May be found under plan pricing information	*<insert number>*	*<insert number>*
	Rating:	
Storage Limit As the data or content will be hosted externally there will be a limit on storage space for the user or organisation May be found under plan pricing information	*<insert in MB or GB>*	*<insert in MB or GB>*
	Rating:	
Bandwidth Limits As the data of content will be hosted externally there may be a user and/or organisation limit on bandwidth [5] May be found under service help information or terms of service,	*<insert in MB or GB>* Hourly/Daily (delete as appropriate)	*<insert in MB or GB>* Hourly/Daily (delete as appropriate)

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[5] Bandwidth limits – Limits on the amount of data that can be downloaded or uploaded within an hour or a day the user or organisation

Uptime guarantee This is the amount of time the service guarantees it will be accessible. Free plans may offer no guarantee at all. ℹ️ May be found in SLA or service Terms of Service	*<insert in per cent>*	*<insert in per cent>*
	Rating:	
If a free option is offered is there any guarantee that it will continue to be offered indefinitely. If you utilise the service's free option it may be worth evaluating the likelihood of indefinite service provision. ℹ️ May be found under service Terms of Service	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	
Technical Support Technical support may not always be provided especially under free plans. ℹ️ May be found under Pricing, In Service Level Agreement (SLA) or service Terms of Service	Yes/No (delete as applicable) Online/phone (delete as applicable)	Yes/No (delete as applicable) Online/phone (delete as applicable)
	Rating:	
Termination of Services The terms under which the user can terminate use of services. It may be helpful to consider the effects of termination of services on access and export of data or content under the service's terms. ℹ️ May be found under Terms of Service	Notice: *<insert length>* Terms: *<insert terms – cool off period and/or whether entire term must honoured in event of termination of services by user>*	Notice: *<insert length>* Terms: *<insert terms – cool off period and/or whether entire term must honoured in event of termination of services by user>*
	Rating:	

Company Training and/or Resources Training resources provided can differ greatly between services and plans. It may be worth understanding the extent of the help provided.	At premises/online question submission/online articles (delete as applicable)	At premises/online question submission/online articles (delete as applicable)
	Rating:	

6.2 Security Guarantees

This section considers security guarantees made by the service/s.

💡 Your organisation's data privacy policies may influence the level of security you evaluate as acceptable.

ℹ The security information is likely to be located in service's Security policy or a security section of the service's Terms of Service.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Physical Security guarantee – acceptable level? This refers to the data centres storing the user's data and content. This is likely to be more of a concern to organisational use of a service rather than individual.	Yes/No/Unknown (delete as applicable)	Yes/No/Unknown (delete as applicable)
	Rating:	Rating:
Data Transmission guarantees – acceptable level? This refers to the security of transmission of data, content or files from the user's computer to the service's servers where the data content or files are hosted. Security of data transmission may be described in layman's terms or more technical terms. If more technical information is provided, it may refer to secure channels, Hypertext Transfer Protocol Secure (HTTPS), Secure Socket Layer (SSL) encryption or protocol, and/or Transport Layer Security (TLS).	Yes/No/Unknown (delete as applicable) Level of Security guaranteed:	Yes/No/Unknown (delete as applicable) Level of Security guaranteed:
	Rating:	Rating:
Data Storage guarantees – acceptable level? This refers to the separation of your organisation's data from other clients' data on the service providers' servers.	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):

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	Rating:	Rating:
Export of data Can you export the data from the service and in format/s that can be accessed by other systems and/or applications or potentially as part of a Freedom of Information request? Example of scenarios where this may be a useful feature may be in the event of: - Contract termination - Discontinuation of free services	Yes/No (delete as applicable) Method and format of export (if required):	Yes/No (delete as applicable) Method and format of export (if required):
	Rating:	
Can you permanently delete your data/files? Does the service allow or guarantee permanent deletion of data, content, files and/or personal information?	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):
	Rating:	

6.3 Privacy Guarantees

This section considers privacy guarantees made by the service

💡. Your organisation's data privacy policies may influence the level of privacy you evaluate as acceptable.

💡 On an organisational level the use of personal information may be of great importance as the organisation may have an obligation guaranteeing the protection of student data. Therefore, the Privacy considerations are designed to encourage the evaluator to appraise the level of privacy honoured in the use of the service.

ℹ Privacy information is likely to be located in service's Privacy policy.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
What personal information, if any, is required by the cloud-based service for the purpose of this project/activity? Personal information is defined as "information or an opinion about an individual whose identity is apparent, or could reasonably be ascertained, from the information or opinion"[6]		
	Rating:	Rating:
Is the service provider's declared use of personal Information acceptable to your organisation? Does the service detail its use of your personal information and are you happy with this use?	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):
	Rating:	Rating:

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[6] http://agimo.govspace.gov.au/files/2012/02/Cloud-Privacy-Better-Practice-Guide-FINAL.pdf

Is any information collected about user's use of service acceptable to your organisation? Does the service detail what it logs about the user's use of the service and are you happy about the level of information collected?	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):
	Rating:	Rating:
Is any third party access to data which does not request consent of the individual acceptable to your organisation? Under the service provider's privacy policy it is likely that it states information will be shared with third parties. This is usually detailed as only in response to requests from legal bodies or to carry out business processes. It may detail further access than this. In addition, this may include ensuring subcontractors of the cloud provider are obliged to meet the same requirements as the provider.	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):
	Rating:	**Rating:**
Is any transborder flow of data by the service provider acceptable to your organisation? Transborder flow of information may involve the data being subject to privacy laws of countries in which the service providers' data centres are located.		
	Rating:	**Rating:**

6.4 Intellectual Property and Ownership of Data

This section considers Intellectual Property and Ownership over student and staff work.

An example of importance of intellectual property may be if the cloud-based service is used to host student's work it may be of significant importance that the student's copyright stays with them.

This information is likely to be located in service's Terms of Service.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Is any licence claimed by Service of the Users content/data acceptable to your organisation? The Service's terms of service will contain a statement detailing to what extent the service claims a licence to use the user's information. It is advised that the evaluator pay close attention to the wording used in this statement.	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.5 Administration Features

An organisation or group may require a level of control over the cloud-based service if it is to be used by multiple individuals, and perhaps if any content generated is publicly available and represents the organisation. This section of the Tool considers the administration options offered by many services and the options the organisation are likely to require.

Administration information is likely to be located under the service's feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Does the service include central control/central administration?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can the administrator/s create and administer user accounts?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

Can administrators create user groups?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can users create user groups?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can the service be connected to the organisations existing user directory system, and therefore users be generated from this?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can user accounts be created in batches by any other method than connection to the organisation's directory system?	Yes/No (delete as applicable) Detail:	Yes/No (delete as applicable) Detail:
	Rating:	Rating:
Does the service allow and facilitate reports on user use of system?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can password policies be set? This involves forcing users to employ strong passwords to enhance computer security.	Yes/No (delete as applicable)	Yes/No (delete as applicable)
Does the service allow administrators to restrict access to user groups or functionality of the service?	Yes/No (delete as applicable) Further notes:	Yes/No (delete as applicable) Further notes:
	Rating:	Rating:
Does the service allow Single Sign On[7] access	Yes/No (delete as applicable) Details:	Yes/No (delete as applicable)

[7] Single sign-on (SSO) is a session/user authentication process that permits a user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch

	Rating:	
Can guest passes, account or profiles be created?	Yes/No (delete as applicable) Further notes:	Yes/No (delete as applicable) Further notes:
	Rating:	Rating:
Can an administrator suspend user accounts?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can an administrator delete user accounts?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can an administrator moderate user content?	Yes/No (delete as applicable) Level of Moderation:	Yes/No (delete as applicable) Level of Moderation:
	Rating:	Rating:
Does the service provision multiple domains[8]? Your organisation may own multiple domains and it may be important to ensure the service will work across multiple domains for organisation-wide implementations of a service.	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Does the service allow branding customisation of the service? An example of this may involve display of the organisation's logo for organisational use of the service.	Yes/No (delete as applicable) Level of Branding customisation available:	Yes/No (delete as applicable) Level of Branding customisation available:
	Rating:	Rating:

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applications during a particular session. http://searchsecurity.techtarget.com/definition/single-sign-on

[8] Domain is defines as "group of computers, functioning and administered as a unit, that are identified by sharing the same domain name on the internet." http://dictionary.reference.com/browse/domain

Ability to disable advertising This may be an organisational requirement for resources provided by the organisation.	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.6 File Storage Features

ℹ Features offered with the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Is versioning/revision history available?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Can the user share files?	Yes/No (delete as applicable) With: Everyone/ Other Service Users/ Other users within organisation domain/ Externally (delete as applicable)	Yes/No (delete as applicable) With: Everyone/ Other Service Users/ Other users within organisation domain/ Externally (delete as applicable)
	Rating:	Rating:
Can the user upload files?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Which files formats can be uploaded?	*<list file formats>*	*<list file formats>*
	Rating:	Rating:

6.7 Social Networking Features

ℹ Features offered with the service are likely to be found within a feature list or the help/support section of the service's website.

Features	<Insert Plan 1 name>	<Insert Plan 2 name>
Individual User Profiles	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Friending/Connecting	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Pages	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Interest Groups	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

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Polls	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Questions	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Events	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Praise	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Events	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Ability to 'Like' posting by other service users	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Topics	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Notifications	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
RSS	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Leader Board	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Sharing objects such as links, photos, videos and RSS feeds	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.8 Virtual Classroom/Web Conferencing Features

ℹ Features offered by the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*\<Insert Plan 1 name\>*	*\<Insert Plan 2 name\>*
Audio	Two way/one way (delete as applicable)	Two way/one way (delete as applicable)
	Rating:	Rating:
Live Video/Audio Broadcast	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Video/Audio set up and troubleshooting	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
VoIP (Voice over IP)	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Video Quality	Low/medium/high (delete as applicable) Further notes (if required):	Low/medium/high (delete as applicable) Further notes (if required):
	Rating:	Rating:
Meeting recording	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Common whiteboard	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Screen sharing	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Application sharing	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
File transfer	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Moderators	One/multiple (delete as applicable)	One/multiple (delete as applicable)
	Rating:	Rating:
Breakout session	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Polls and surveys E.g. for presenter to conduct questions with multiple choice answers	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Text Chat For live question and answer sessions	Yes/No (delete as applicable) Room/Moderator/individual users(delete as applicable)	Yes/No (delete as applicable) Room/Moderator/individual users(delete as applicable)

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	Rating:	Rating:
Agree/disagree indication	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Emoticons	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
"Handraising"	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Private Chat	Yes/No (delete as applicable) Room/Moderator/individual users(delete as applicable)	Yes/No (delete as applicable) Room/Moderator/individual users(delete as applicable)
	Rating:	Rating:
Time zone/daylight saving time awareness	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Contacts database	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Special system requirements For example, Java or headset with microphone	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):
	Rating:	Rating:
Content can be pre-loaded	Yes/No (delete as applicable) Further notes (if required):	Yes/No (delete as applicable) Further notes (if required):
	Rating:	Rating:
Session timer/countdown	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.9 Web Page/Wiki Creation Features

ℹ Features offered by the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Revision history	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Page index/menu	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Preview before public post	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.10 Time Management Features

ℹ Features offered by the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
To-do lists	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Calendar	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.11 Blogging Features

ℹ Features offered with the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Status updates/ Micro blogging?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Larger Blog Posts	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Adding photos to post	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Adding videos to post	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.12 Document Editing Features

ℹ Features offered by the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Word Processing	Yes/No (delete as applicable) Formats: Rating:	Yes/No (delete as applicable) Formats: Rating:
Spread sheets	Yes/No (delete as applicable) Formats: Rating:	Yes/No (delete as applicable) Formats: Rating:
Presentation	Yes/No (delete as applicable) Formats: Rating:	Yes/No (delete as applicable) Formats: Rating:
Group Website	Yes/No (delete as applicable) Formats: Rating:	Yes/No (delete as applicable) Formats: Rating:
PDF	Yes/No (delete as applicable) Formats: Rating:	Yes/No (delete as applicable) Formats: Rating:
Image	Yes/No (delete as applicable) Formats: Rating:	Yes/No (delete as applicable) Formats: Rating:
Document Viewer A document viewer may allow documents to be viewed in formats other than those the user can edit or save.	Yes/No (delete as applicable) Formats:	Yes/No (delete as applicable) Formats:

6.13 Messaging Features

ℹ Features offered by the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Email	Yes/No (delete as applicable) Rating:	Yes/No (delete as applicable) Rating:

Instant Messaging	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Contacts Management	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Attachments	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
CC	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Bcc	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Group messaging	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Email search	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Text formatting	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

6.14 Note Taking Features

i Features offered by the service are likely to be found within a feature list or the help/support section of the service's website.

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Text formatting	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Image inclusion	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Searchable note files Does it include a search function for searching through all note files	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Ink note *A note created with a fine-point drawing device, such as a stylus.*[9]	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Audio Note Ability to record vocal notes.	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

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[9]

https://support.evernote.com/ics/support/KBAnswer.asp?questionID=1824&hitOffset=100+88+87+82+81+9+6+5+4+3&docID=13867

File Attachments Can other files be attached to the note file?	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
OCR – Optical Character Recognition[10]		
	Rating:	Rating:

6.15 E-portfolio Specific Features

Features	*<Insert Plan 1 name>*	*<Insert Plan 2 name>*
Abilities: allows users to record skills, competencies and other attributes (free text and official descriptions) required for the purposes of assessment, accreditation or validation	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Achievements: allows users to describe achievements, or include copies of official documents as evidence of achievement (e.g. certificates, transcripts)	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Action plans: allows users to create action plans designed to help them achieve a particular outcome or goal	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

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[10] *Optical character recognition, usually abbreviated to OCR, is the mechanical or electronic translation of scanned images of handwritten, typewritten or printed text into machine-encoded text.*
http://en.wikipedia.org/wiki/Optical_character_recognition

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Activities: allows users to record any significant event or experience, normally directly related to their personal or professional development (e.g. workshop or training course attendance, conference presentation, or project involvement	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Meetings: allows users to record details/outcomes of significant meetings with others, such as tutors, careers advisers, or fellow students	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Thoughts: allows users to record journal entries, structured reflections, significant incidents, ideas or notes.	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Activity log: allows users to bring together items (e.g. meeting, activities, thoughts etc) they would like to use to demonstrate activity during a given period	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
CV Builder: allows users to create an (multiple) electronic CV by drawing upon information already entered	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
E-portfolio presentation: allows users to present evidenced-based stories about themselves, their work, or about their learning and development	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

Publish work: allows users to publish the stories about themselves for assessment, mentoring, group projects and sharing items through control access to tutors or peers	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Self-evaluation: allows users to audit their current knowledge, skills and abilities, so they can record and evidence progress towards Graduate Attributes or professional standards or competencies	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:
Tags: allows users to identify assets as belonging to a particular group or theme (e.g. employment)	Yes/No (delete as applicable)	Yes/No (delete as applicable)
	Rating:	Rating:

7 Evaluation Summary Space

Summarise findings and evaluate match to requirements.

	<Insert Plan 1 name>	*<Insert Plan 2 name>*
Company Viability		
	Rating:	Rating:
Technical Requirements		
	Rating:	Rating:
Cost Per User, Storage and Service Level Guarantees		
	Rating:	Rating:
Security Concerns		
	Rating:	Rating:
Privacy Concerns		
	Rating:	Rating:
Intellectual Property and Ownership of Data Concerns		
	Rating:	Rating:
Administrative Control		
	Rating:	Rating:
File Storage Features		
	Rating:	Rating:
Social Networking Features		
	Rating:	Rating:
Video Conferencing/Video Calling Features		
	Rating:	Rating:
Web Page Wiki Features		
	Rating:	Rating:
Time Management Features		

	Rating:	Rating:
Blogging Features		
	Rating:	Rating:
Document Editing Features		
	Rating:	Rating:
Messaging Features		
	Rating:	Rating:
Note Taking Features		
	Rating:	Rating:
CONCLUSION		