

Addressing Sensitive Data Concerns

DATA COLLECTION FOR ANALYTICS

Compuware remains committed to safeguarding your business data. We understand the importance of protecting your information and continue to take appropriate steps to ensure its protection. To this end we would like to specify that we do not collect any business data, meaning the data forming IP, production application data or personal data. The program simply collects Compuware product usage statistics.

The VIP requires that Compuware collect anonymous statistics to perform valuable analytics. These analytics enable us to understand how Compuware's products can be better leveraged, and to provide you with industry comparatives.

Compuware does not actively collect any Personally Identifiable Information ("PII"). Compuware does collect company-assigned UserIDs. Should your company consider UserIDs to be sensitive, this document outlines methods to mask and protect them. This document also explains how your company information is protected in industry comparison reports.





PROTECTING USERIDS

UserIDs are assigned within a customer environment, independent of Compuware, to allow access to the mainframe. Typically, they are designed to maintain anonymity. However, if a user can be reasonably identified from their UserID, customers may choose to mask or hide them during a VIP engagement.

Compuware provides two methods to protect UserIDs. First, we can mask all UserIDs as part of any usage collection process within the client's environment before the usage statistics ever leave the client site. Second, UserIDs can be hidden from view in our reporting engine.

Method 1: Masking UserIDs

Masking replaces a UserID with a number sequence before the usage statistics leave the client site. Therefore, any statistics transferred to Compuware are identified only by the masked sequence. The algorithm used to generate the sequences makes it impossible to decipher the newly created and masked IDs. Customers, however, may continue to access their own statistics by using our mapping scheme, allowing them to link the original UserID to the masked UserID.

Masking is implemented by Compuware upon customer request.

Method 2: Hiding UserIDs

Compuware is also able to simply hide the UserIDs from view during analysis visualization in its reporting engine. This method is transparent to the customer and requires only that Compuware switch to an opaque reporting scheme.

The example below shows a report after data masking is applied to hide UserID's.

Details (Anonymized)		Compuware Value Improvement Program	
CUSTOMER NAME	SITE ID	COLLECTION PERIOD	LPAR
Customer: COMPUWARE		Collection Days: 8	
Collection Period: 2014/10/13 - 2014/10/26		Business Days: 5	
Combined Utilization			
User	Q	Any	Batch
User22782	Both	Only Xpediter	
User50898	Both	Only Xpediter	
User86362	Both	Only Xpediter	
User122896	Both	Only Xpediter	
User153392	Both	Only Xpediter	
User10988	Both	Both	
User169940	Both	Both	
User170151	Both	Both	
User190712	Both	Both	
User7828	Only Abend-AID	Only Abend-AID	
User8430	Only Abend-AID	Only Abend-AID	
User42355	Only Abend-AID	Only Abend-AID	
User48864	Only Abend-AID	Only Abend-AID	
User68925	Only Abend-AID	Only Abend-AID	
User77775	Only Abend-AID	Only Abend-AID	
User85357	Only Abend-AID	Only Abend-AID	
User169735	Only Abend-AID	Only Abend-AID	
User169773	Only Abend-AID	Only Abend-AID	
User169957	Only Abend-AID	Only Abend-AID	



PROTECTING DATA USED IN INDUSTRY COMPARISON REPORTS

Industry Comparison Reports enable Compuware clients to compare their performance with other customers from the same industry.

Identifying information will never be shared with other clients. Compuware’s comparison report was designed with customer identity protection in mind. While real usage statistics are the basis of the report, the statistics are always aggregated and hence disassociated from customer name or UserID in an industry grouping.

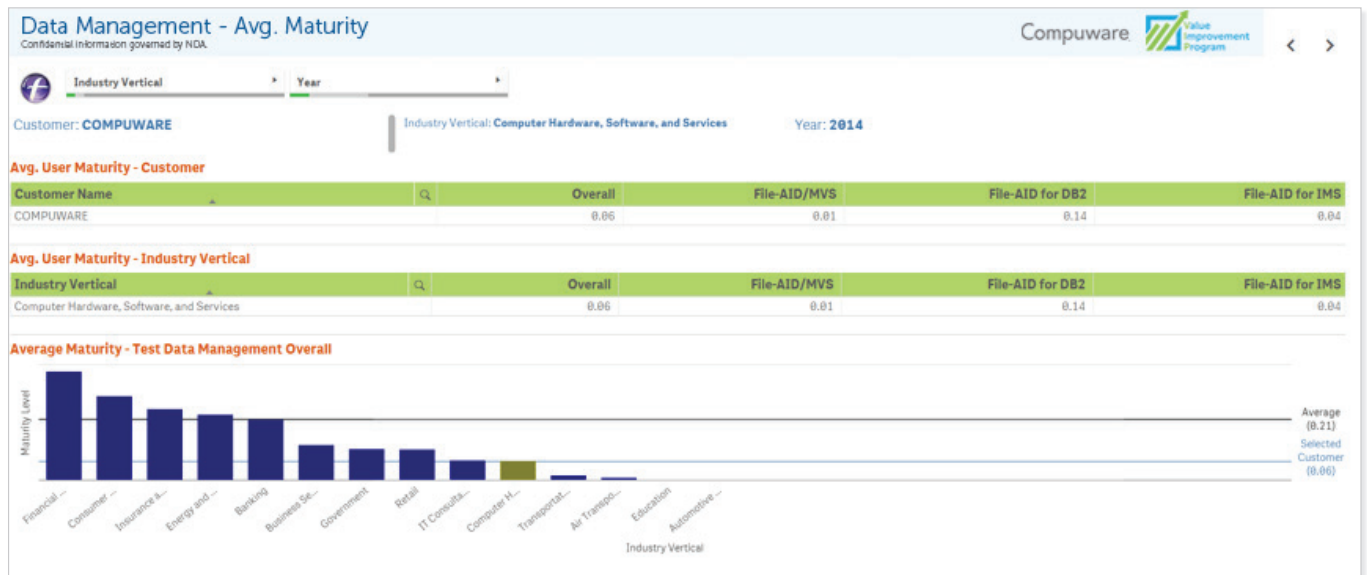
Below is an example of an industry comparison showing how Insurance A stacks up to its competitors in the “Insurance and Related Services” industry.

If a customer requests a similar industry comparison report, the report would display the customer’s maturity level relative to the industry vertical. No company is able to see another’s comparison report, only their own.

YOUR DATA PRIVACY IS OUR PRIORITY

As a trusted data privacy advisor to many IT departments around the world, Compuware is committed to its adherence to data privacy laws. As a result, we do not collect personal data but rather usage statistics. If you consider USERIDs to be personal data, then we have created the two methods outlined above to anonymize your USERIDs, thereby addressing the risk of a data breach.

Finally, we are here to help. If you have a data privacy concern that is not covered here, please contact your local Technical Account Manager or Account Consultant so that we can work with you to design and implement a solution that addresses your concerns and best suits your needs.



To learn more, visit: compuware.com/vip.

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