

Addressing Sensitive Data Concerns

DATA COLLECTION FOR ANALYTICS

The Compuware **Value Improvement Program** is an exclusive, evidence-based customer program designed to help you qualify, quantify and increase the value you derive from Compuware solutions. To perform valuable analytics that help you understand how Compuware's products can be better leveraged and to provide you with industry comparatives, the VIP collects data and presents an analysis of your staff's tool usage.

To this end, we do not collect any business data, meaning the data forming IP, production application data or personal data. The VIP simply collects Compuware product usage statistics. Compuware remains committed to safeguarding your business data and continues to take appropriate steps to ensure its protection.

While Compuware does not collect personally identifiable information (PII), we do collect company-assigned user IDs. Should your company consider user IDs to be sensitive, we can leverage one of the methods below to mask and protect them.

PROTECTING USER IDs

User IDs 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 user ID, customers may choose to mask or hide them during a VIP engagement.

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





Method 1: Masking User IDs

Masking replaces a user ID 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 user ID to the masked user ID. Masking is implemented by Compuware upon customer request.

Method 2: Hiding User IDs

Compuware can also hide user IDs 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 user IDs.

Details (Anonymized)
Confidential Information governed by NDA

Compuware Value Improvement Program

CUSTOMER NAME | SITE ID | COLLECTION PERIOD | LPAR

Customer: **COMPUWARE**
Collection Period: 2014/10/18 - 2014/10/26

Collection Days: 8
Business Days: 5

Combined Utilization

User	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

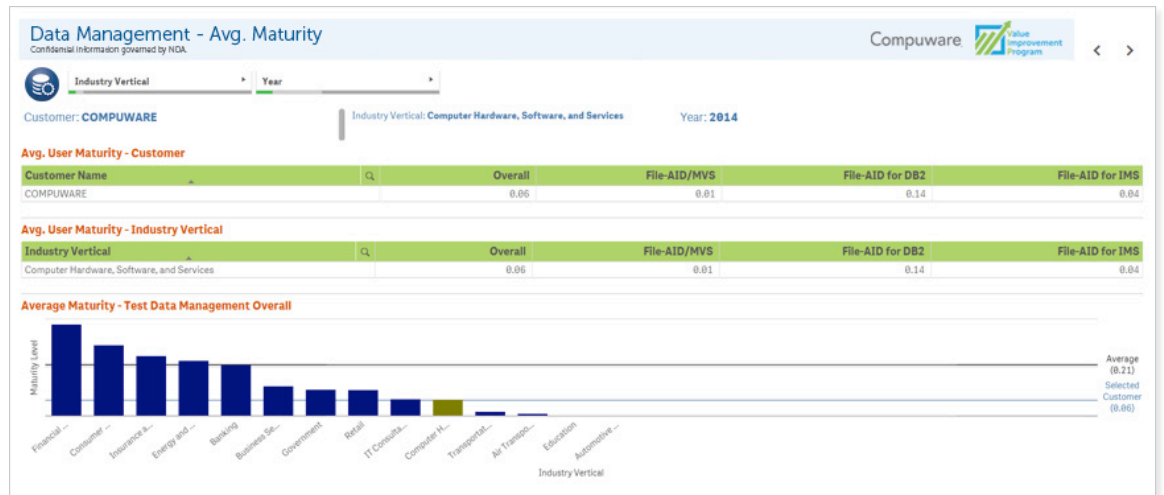
PROTECTING DATA USED IN INDUSTRY COMPARISON REPORTS

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

Compuware’s comparison report was designed with customer identity protection in mind so identifying information is never shared with other clients. While real usage statistics are the basis of the report, statistics are always aggregated and hence disassociated from customer names or user IDs in an industry grouping.



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 can 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 maintaining compliance with data privacy laws and only collects usage statistics to help customers improve through VIP analyses.

If your data privacy concern is not covered here, please contact your local Compuware Technical Account Manager or Account Consultant so 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/value-improvement-program.

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