Tools Evaluation Procedure

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Information Classification

☐	Public
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1. Introduction

All tools proposed to be used in projects/organization are evaluated for applicability. The Tools Review Committee coordinates for evaluating tools on request and recommends for specific use.

1.1 Objective(s)

Maintain 'approved tools list' of all the tools which are used in organization.

Evaluate tools before use in project/organization to ensure suitability and applicability.

Verify for any malicious code in the tool Scope.

The process is applicable for project specific tools, product specific tools used for engineering, engineering support and project management activities and tools used at organization level**.**

The procedure applies to all mentioned stakeholders working for Trianz products and services**.**

1.2 Definitions/Acronyms/Abbreviations

Word/Acronym/Abbreviation	Definition/Description
TRC	Tools Review Committee (Consists of IT Managers and CIO/CISO)
ATL	Approved Tools List

PM	Project Manager
Tools	Commercial or open source, included products like dlls, system libraries, APIs etc.
ISDPA	InfoSec and Data Privacy Assurance
PMP	Project Management Plan
COTS	Commercial – Off The Shelf
CIO	Chief Information Officer
Tool Evaluation Team	A group of people involved in the evaluation of a tool (the evaluation team may vary from one tool evaluation to the other)
CISO	Chief Information Security Officer

1.3   Roles and Responsibilities

Role	Responsibility	Internal/External
CIO	To provide necessary approvals by consensus	Internal
TRC Coordinator (IS Manager)	Coordinate evaluation of tools based on requests raised Updating & maintenance of ATL Continuously monitor upgrades to approved tools list & propose	Internal

	upgraded tools for use in the organization	
Requestor	Raise a request for tools evaluation Provide inputs required for evaluation Provide feedback based on tools usage	Internal
Tool evaluation team	Evaluate tools based on criteria identified Provide recommendations for use based on evaluation	Internal
InfoSec and Compliance	Publish Approved Tools List in Pulse/Blue Book	Internal
IS Operations	Maintain Approved tool list and keep updated Provide minimum one resource from IT for tool evaluation Participate in periodical review of ATL Maintain tools repository	Internal

1.4 Prerequisites

1.4.1   Resource

Members with the ability to use and evaluate a tool
Evaluation copy of the tool
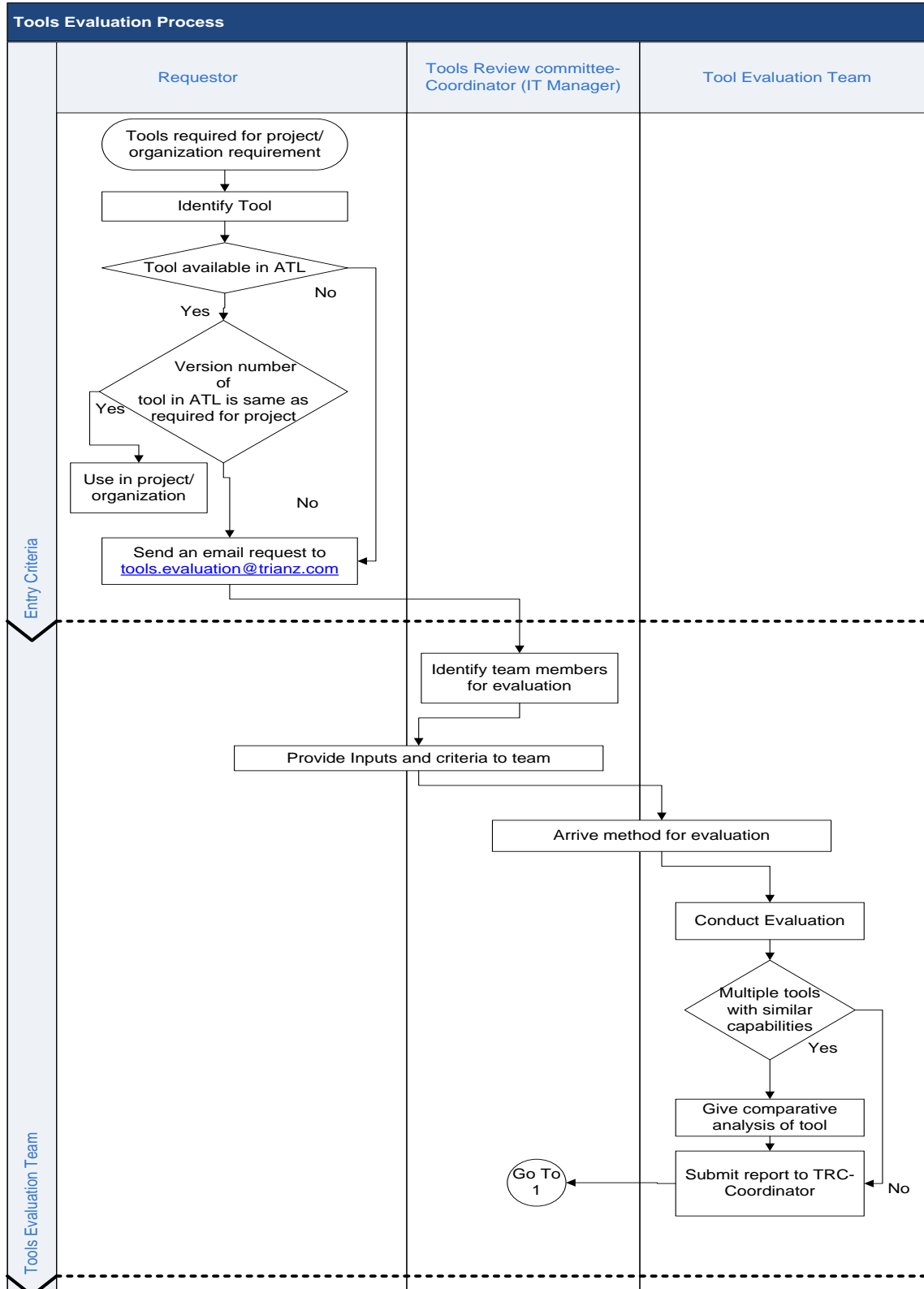
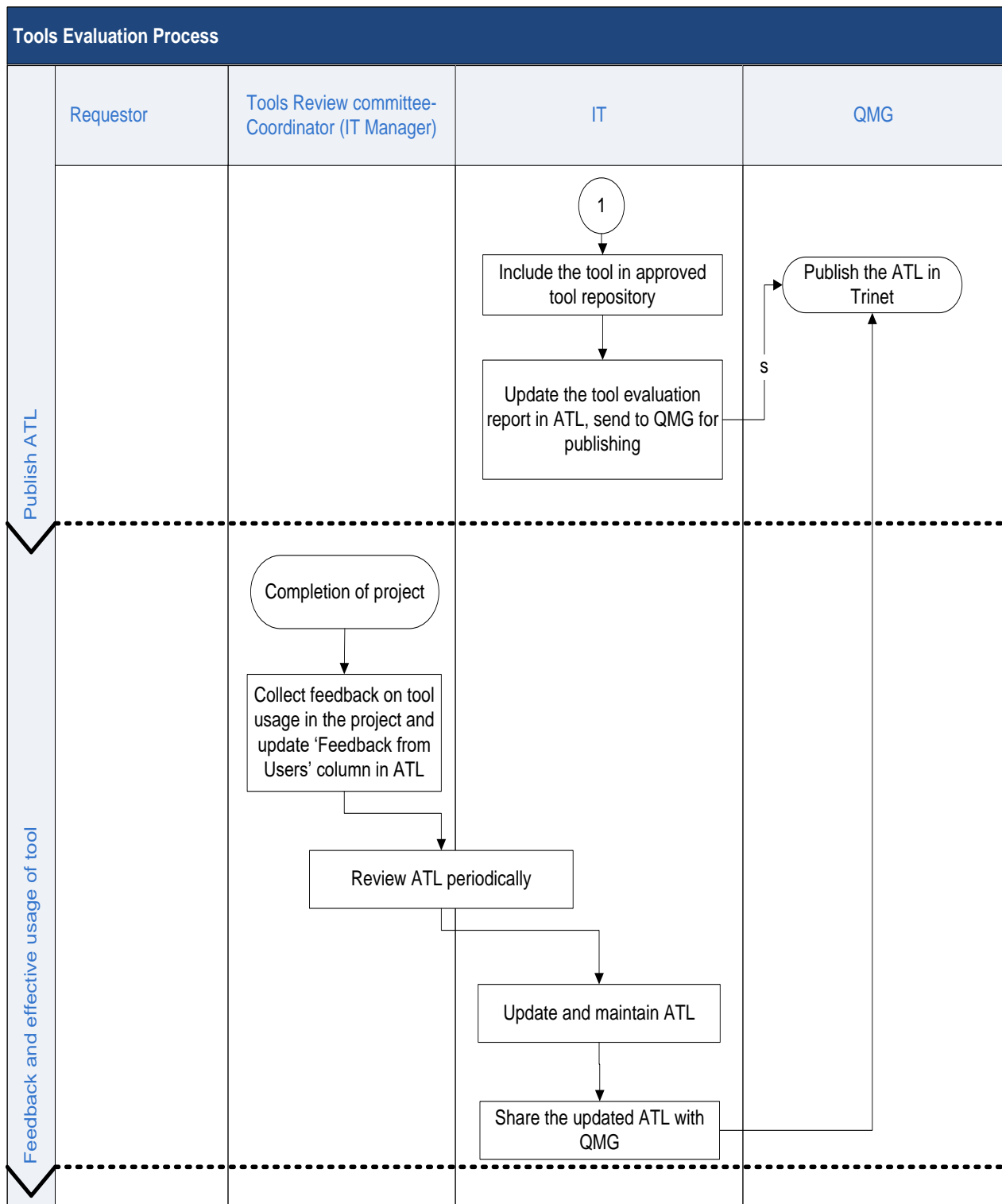Documentation or write-up on the tool

1.4.2   Training

Training to evaluate team members

1.5   References

Document Name
Project Initiation Process
Project Planning Process
Project Tracking Process

2. Process Flow

Tools Evaluation Process

Requestor	Tools Review committee-Coordinator (IT Manager)	Tool Evaluation Team

Entry Criteria

- Tools required for project/ organization requirement
- Identify Tool
- Tool available in ATL
  - No
  - Yes
- Version number of tool in ATL is same as required for project
  - Yes
  - No
- Use in project/ organization
- Send an email request to tools.evaluation@trianz.com

Tools Evaluation Team

- Identify team members for evaluation
- Provide Inputs and criteria to team
- Arrive method for evaluation
- Conduct Evaluation
- Multiple tools with similar capabilities
  - Yes
  - No
- Give comparative analysis of tool
- Submit report to TRC-Coordinator
- Go To 1

Tools Evaluation Process

	Requestor	Tools Review committee-Coordinator (IT Manager)	IT	QMG

Publish ATL

1

Include the tool in approved tool repository

↓

Update the tool evaluation report in ATL, send to QMG for publishing

s →

Publish the ATL in Trinet

- -

Feedback and effective usage of tool

Completion of project

↓

Collect feedback on tool usage in the project and update 'Feedback from Users' column in ATL

↓

Review ATL periodically

↓

Update and maintain ATL

↓

Share the updated ATL with QMG →

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3. Entry Criteria

Tool identified for use in a project, either at initiation or during project execution

Tool identified for use in organization

4. Inputs

Request for evaluation
Project Initiation Form
Project Plan
Approved Tools List

5. Process Description

5.1 Overview

An Approved Tools List is published in Pulse/Blue Book The ATL lists all the tools identified, evaluated and approved for use for various activities under different circumstances.

On identifying the need for a tool in a project/organization, requestor sends an email request to tools.evaluation@trianz.com providing the required details to carry out the evaluation.

5.2 Evaluation Requirement of a Tool in a Project

The Project Manager during the planning stage identifies the tools that would be used in the project

On identifying a tool, PM refers to the ATL to check if it is already included in the ATL

If the PM has identified a different tool with the same capabilities of the tool available in the ATL, requests for a comparative evaluation to identify the tool that best fits the project requirement

If the tool is not available in the ATL, PM requests for an evaluation of the tool for use in the project

If there is an upgrade (change in version number) to the tool available in the ATL, the PM asks for an evaluation for suitability to the project

Tools used in the organization are available in the ATL will be adopted as is

PM raises an email request to the Tools Review Committee for evaluation of the tool by providing the details as required by the project

5.3 Evaluation Requirement of a Tool in the organization

On identifying a tool, Requestor refers to the ATL to check if it is already included in the ATL

If the requestor has identified a different tool with the same capabilities of the tool available in the ATL, requests for a comparative evaluation to identify the tool that best fits the organization requirement.

If the tool is not available in the ATL, Requestor requests for an evaluation of the tool for use in the organization.

If there is an upgrade (change in version number) to the tool available in the ATL, Requestor asks for an evaluation for suitability.

Tools used in the organization are available in the ATL will be adopted as is.

Requestor raises an email request to the Tools Review Committee for evaluation of the tool by providing the details as required by the organization.

5.4 Tool Evaluation

On receiving the email request for evaluation, the Tools Review Committee Coordinator identifies member (s) in the organization with the capabilities to evaluate the tool, and minimum one representative from IS Operations is mandatory in the evaluation team

Requestor and TRC Coordinator (IT Manager) provides inputs required to carry out the evaluation to the identified members

The Tool evaluation team members arrive at a method for evaluation. The requestor may be involved in identifying the evaluation method, if required.

The methods of evaluation include the Modeling and simulation, Engineering studies, Cost studies, Business opportunity studies, Surveys, Extrapolations based on prototypes, User review and comment, Testing, Judgment provided by an expert or group of experts (e.g., Delphi Method), Pugh Matrix and weighted average

- Refer: DAR guidelines for Pugh Matrix and Weighted Average Methods

IT Representative will perform security check for malicious code in tools (malicious code include viruses, worms, Trojan Horses, and attack script...etc)

Tool evaluation report will be prepared by requestor, IT team will perform security check using security tools and share the system generated results along with tool evaluation report to tool Review committee

On completion of evaluation, Tool evaluation team submits the evaluation report to the TRC Coordinator (IT Manager)

- [Refer to Tool Evaluation Report Template](#)

If there are major upgrades to the Tool released, TRC on request gets re-evaluation done to check the suitability of the upgraded tool for the project/organization and shares the report with the requestor and InfoSec and Data Privacy Assurance Team (ISDPA)

Approval authority for any tool is CISO (Chief information security officer)

- [Refer to Appendix A for General Criteria for Evaluation of a Tool](#)

5.5   Publication of ATL

The TRC Coordinator (IT Manager) provides the updated ATL to Assurance Team

Refer to Approve Tools List Template

InfoSec and Data Privacy Assurance Team (ISDPA) publishes the ATL to all the employees through Pulse/Blue Book

5.6   Feedback and Effectiveness of Tool Usage

On completion of a project, TRC coordinator (IT Manager) collects the feedback on tool usage in the project and update 'Feedback from Users' column in ATL

TRC plans for a review of the ATL and TRC Coordinator (IT Manager) updates the ATL based on the review and sends updated ATL to InfoSec and Data Privacy Assurance Team (ISDPA) for publishing in Pulse/Blue Book

6 Outputs

Tools Evaluation Report
Updated Approved Tool List

7 Exit Criteria

Publication of updated ATL

8 Related Guidelines, Templates and Checklists

Document Name
Tools Evaluation Report Template
Approved Tools List Template

9 Measurement

None

10 Standards Addressed

ISO 9001		
Clause	**Description**	
7.6	Control of monitoring and measuring devices	
CMMI		
Process Area	**Practice**	**Description**
Decision Analysis and Resolution	SG 1	Evaluate Alternatives

11 ISO Control Mapping-

Category of Control	ISO 27001:2022 Control	Document Name as per ISO 27001:2022
Technological Controls	8.18 Use of privileged utility programs	Tool Evaluation Procedure

Appendix A – General Evaluation Criteria

- Cost
- Functionality or feature coverage (against requirements from the tool)
- Vendor support/training/maintenance/upgrade
- Deployment history/references
- Multi-language support
- Deployment constraints
- Inclusion constraints (royalty/licensing requirement of included products)
- Usability
- Vulnerability Assessment (this will be done by the IT team)

Document Control

Owner:	CISO	Release ID:	TEP-PROC-0018

For Trianz Process Improvement Group (TPIG) Purpose Only

Version History

Ver. No.	Date	Author	Reviewer	Approver	Reason for Change	Change Description
0.00	10-Jan-06	Anandi			Draft	None
0.01	11-Jan-06	Anandi			Self review	Addition of RID
0.02	11-Jan-06	Anil			Review comments	
0.03	12-Jan-06	Anandi			Review by Vandana and Somenath	• Changes based on review comments
0.04	02-Feb-06	Anandi			Review by QMG	• Change of scope of process to remove business strategy tools evaluation

					• Change in Appendix – Evaluation criteria • Addition of tailoring guidelines
1.00	03-Feb-06	Anandi			Approved for release	• Baseline
1.01	03-Jun-09	Manohar			Reconstitution of Tools Review Committee	• Changes to scope
1.02	09-Jun-09	Manohar			Incorporation of review comments	• Changes to Appendix A, inclusion of a point on "Urgent Evaluation" in section 5.3
2.00	16-Jun-09	Balu Nair			Approval for baseline	• Baselined
2.01	10-May-10	Shrikanta B			Changes as per Tools evaluation committee meeting feedback	• Process Owner changed to CIO • Sec 1.4 Roles and

					Responsibilities modified • Sec 5.3 Tools Evaluation updated
3.00	20-May-10	Balu Nair			Approved for Baseline	• Baselined
4.0	15-Feb-24	Shalini	Vijaya	Srikanth	For Approval	Approved and selined
3.01	15-Mar-11	Srilakshmi			QMG Review	• Clarity is provided related to tools review committee, tools review committee coordinator and tools evaluation team • Roles & responsibilities are clearly defined for all stakeholders

						• Modified Process flowchart as per the process • Modified inconsistencies in section 5.2,5.3 and 5.4 • Included evaluation methods • Formatted the document and included new format of document classification scheme •
4.00	17-Mar-11	Srilakshmi			Request for approval	• Baselined
4.01	3-Aug-11	Sudharsana			QMG review	• Replace Owner with Management Representativ

						e in place of CIO • In Document Classification Scheme, "Retention period is 3 Years" row is removed
5.00	3-Aug-11	Sudharsana			Request for baseline	• Approved and Baselined
6.00	05-Jul-12	Srilakshmi			PCR raised by Sujit	• In 5.4 Section Tool approval authority is modified from CIO to CISO • Modified Template format of this procedure to documentation standard
7.00	08-Nov-12	Balu Nair			Standardization of Blue Book Process Assets	• Modified the template format • Changed the Logo
8.00	27-Nov-12	Yuvaraj			IA cycle 03 Findings	• Modified section 5.4 for providing clarity on preparation of tools

					evaluation report will be done by requestor and removed sharing the tools evaluation report to QMG • Modified flow chart
8.01	29-Apr-19	Balu Nair	Joshy VM			• Information classification modified • Trianz logo modified
9.0	14-May-19	Balu Nair		Ganesh Arunachala	Approved for Release	• Baselined
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13.1	16-Feb-23	Balu Nair and Asha Veeramallu	Karthik & Vijaya R		As part of Yearly Review	• Changed "Trinet" to Pulse/Blue Book • QMG is replaced with ISDPA • Formatted few places • New template change
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Thank You

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