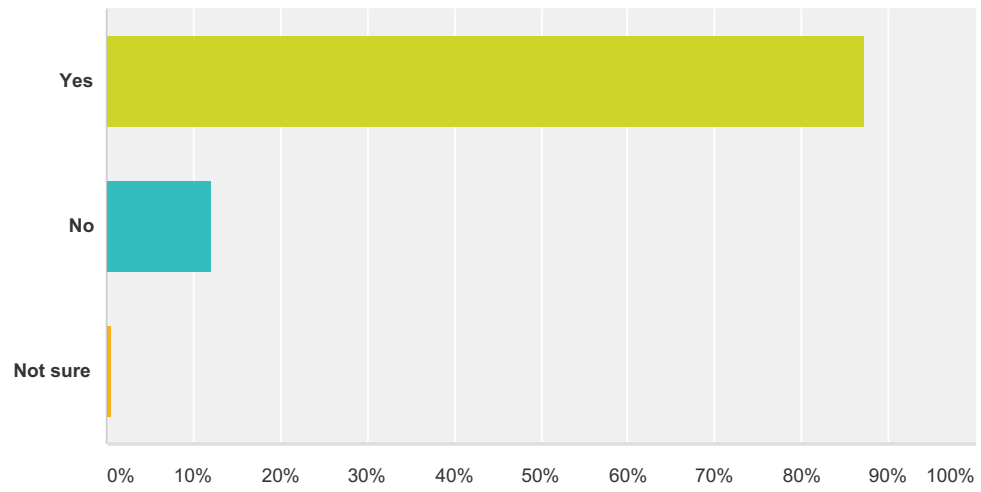


Q1 Is your organization a current subscriber of the InCommon Certificate Service?

Answered: 166 Skipped: 0



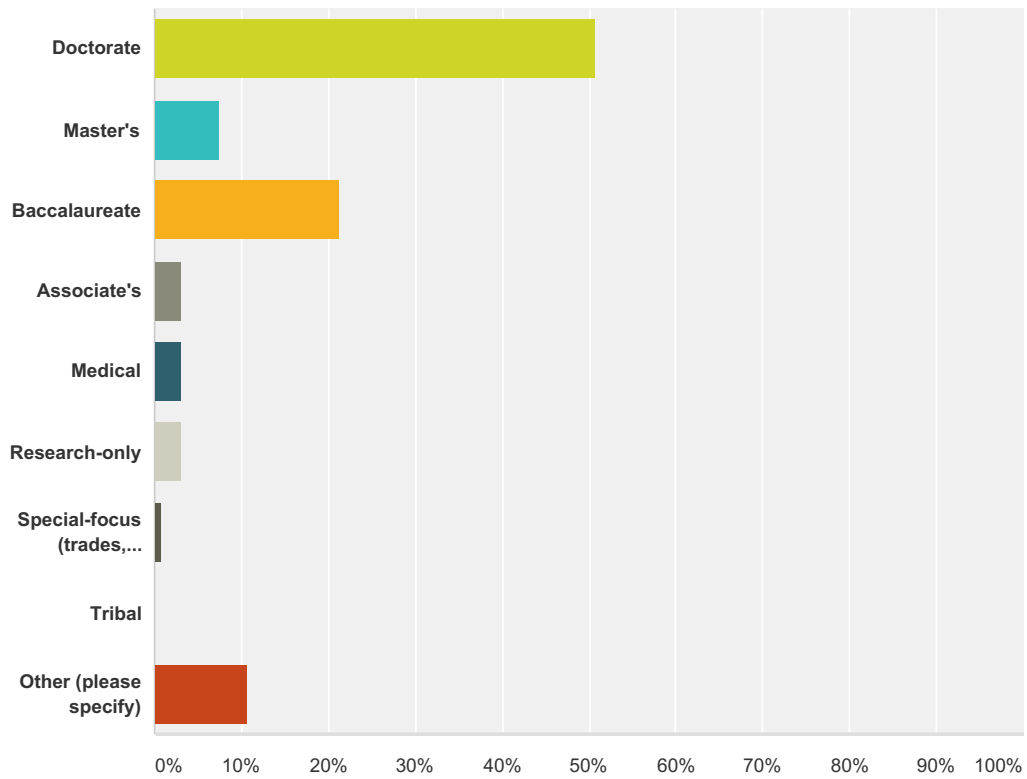
Answer Choices	Responses
Yes	87.35% 145
No	12.05% 20
Not sure	0.60% 1
Total	166

Q2 Please provide the name of your institution, if you wish (survey responses will not be made public).

Answered: 100 Skipped: 66

Q3 What is the general classification of your institution?

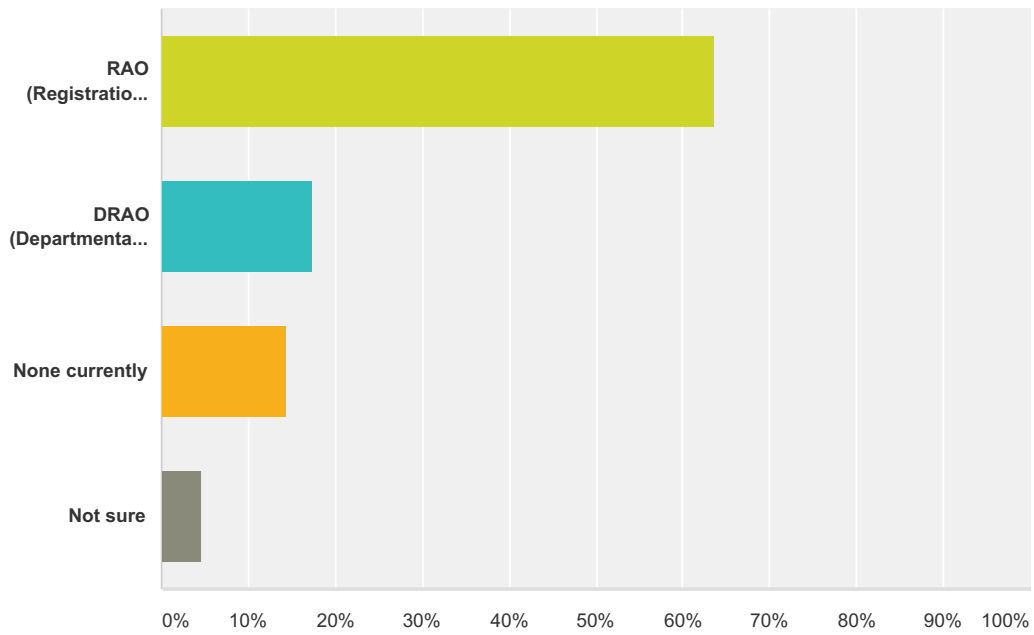
Answered: 132 Skipped: 34



Answer Choices	Responses
Doctorate	50.76% 67
Master's	7.58% 10
Baccalaureate	21.21% 28
Associate's	3.03% 4
Medical	3.03% 4
Research-only	3.03% 4
Special-focus (trades, theological, music, etc)	0.76% 1
Tribal	0.00% 0
Other (please specify)	10.61% 14
Total	132

Q4 What is your "role" in the certificate manager system, if any?

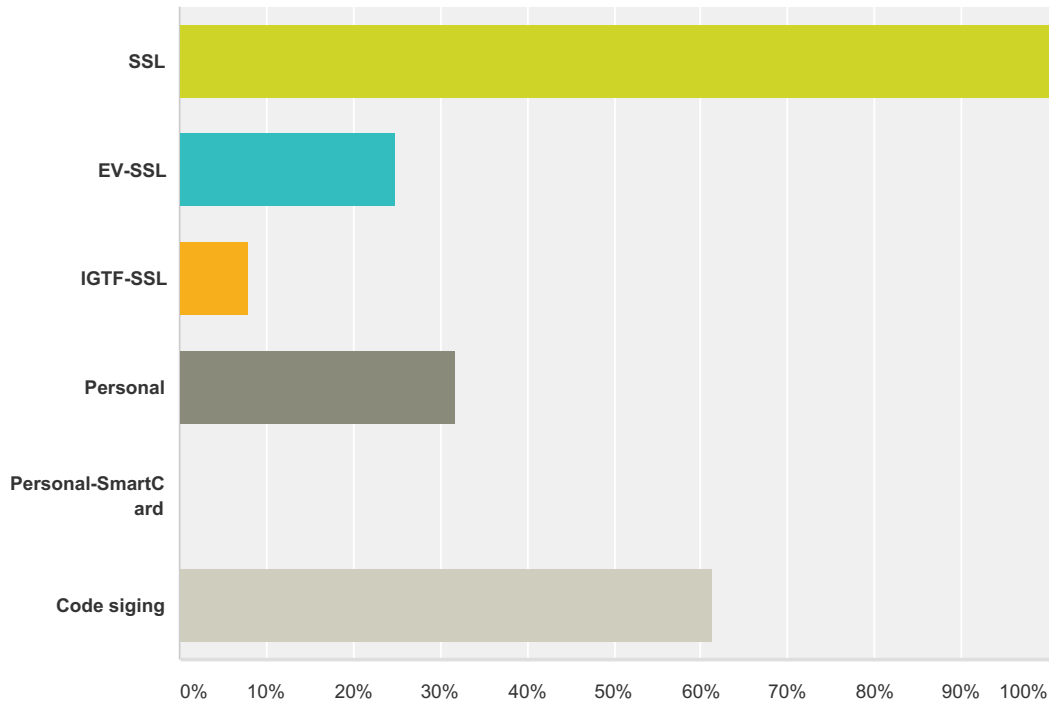
Answered: 132 Skipped: 34



Answer Choices	Responses
RAO (Registration Authority Officer)	63.64% 84
DRAO (Departmental Registration Authority Officer)	17.42% 23
None currently	14.39% 19
Not sure	4.55% 6
Total	132

Q5 Which types of certificates do you have deployed? Please check all that apply.

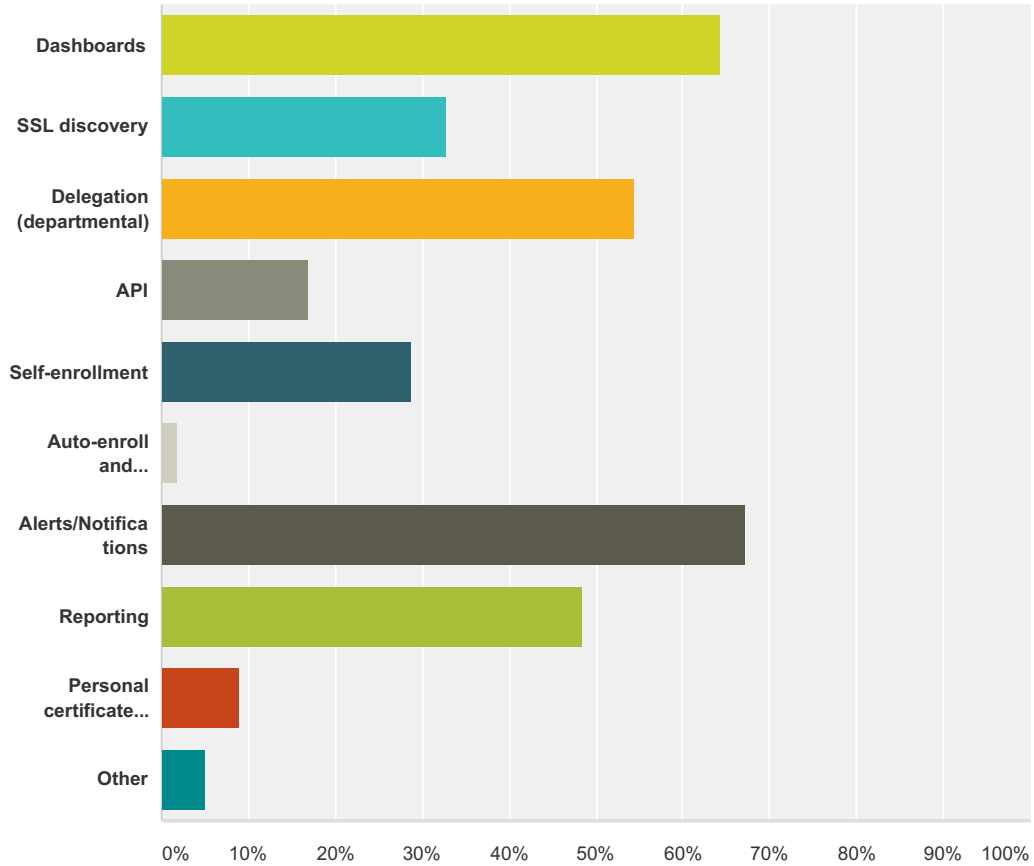
Answered: 101 Skipped: 65



Answer Choices	Responses	Count
SSL	100.00%	101
EV-SSL	24.75%	25
IGTF-SSL	7.92%	8
Personal	31.68%	32
Personal-SmartCard	0.00%	0
Code signing	61.39%	62
Total Respondents: 101		

Q6 Which features of the InCommon Certificate Service are you using? Please check all that apply.

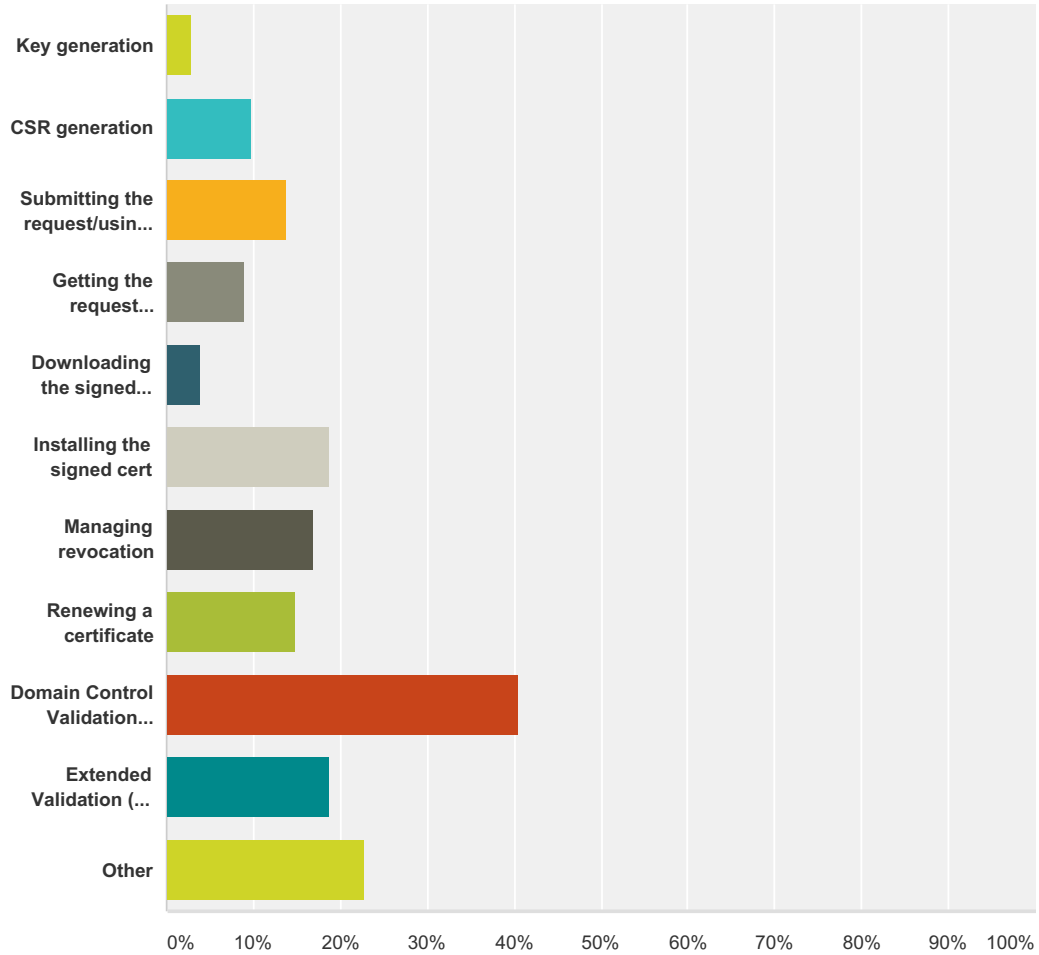
Answered: 101 Skipped: 65



Answer Choices	Responses	Count
Dashboards	64.36%	65
SSL discovery	32.67%	33
Delegation (departmental)	54.46%	55
API	16.83%	17
Self-enrollment	28.71%	29
Auto-enroll and auto-install	1.98%	2
Alerts/Notifications	67.33%	68
Reporting	48.51%	49
Personal certificate escrow	8.91%	9
Other	4.95%	5
Total Respondents: 101		

Q7 What is the most challenging part of certificate lifecycle management in your experience with the InCommon Certificate Service? Please choose your top three (or less).

Answered: 101 Skipped: 65



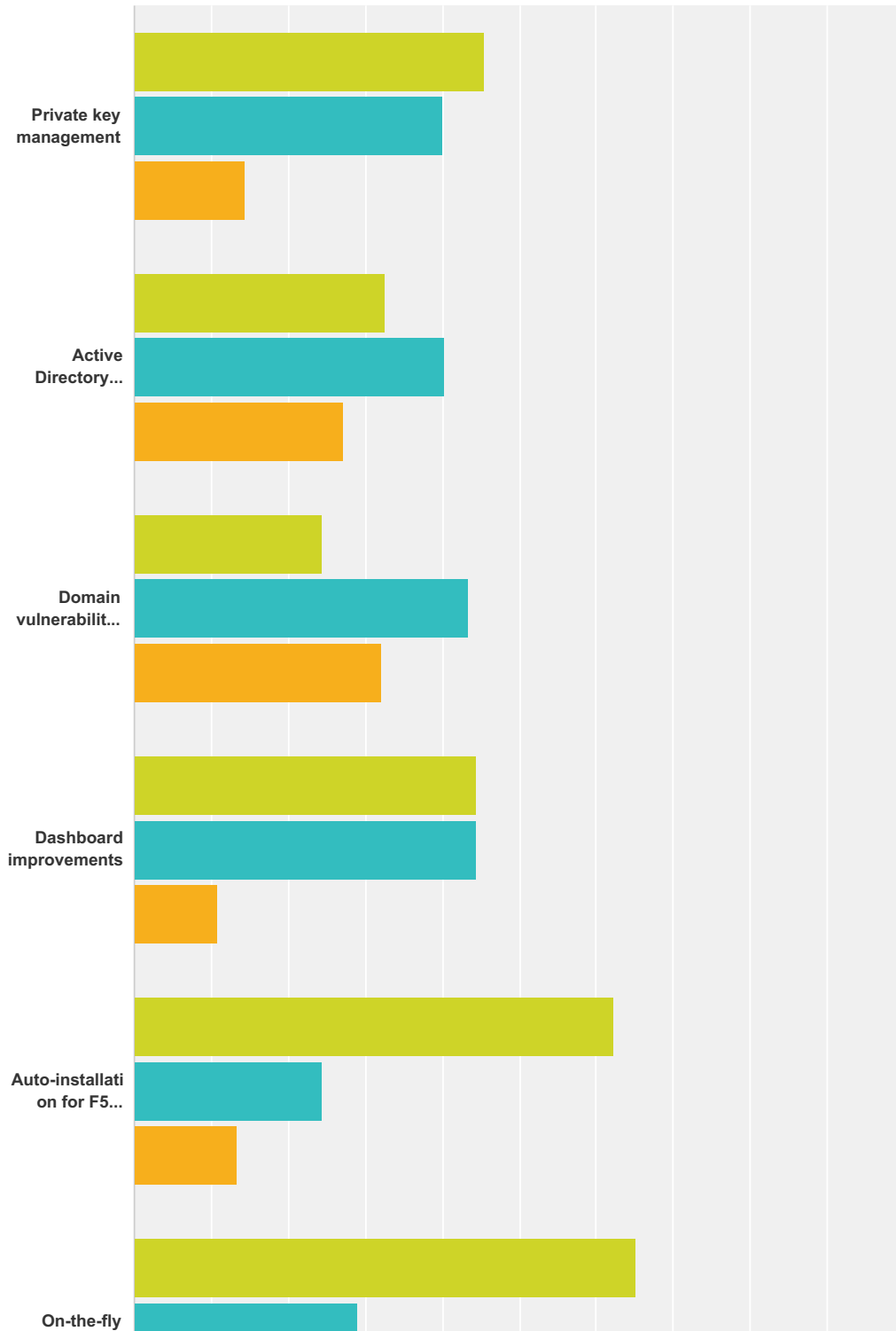
Answer Choices	Responses
Key generation	2.97% 3
CSR generation	9.90% 10
Submitting the request/using the CM tool	13.86% 14
Getting the request approved	8.91% 9
Downloading the signed request	3.96% 4
Installing the signed cert	18.81% 19
Managing revocation	16.83% 17
Renewing a certificate	14.85% 15

InCommon Certificate Service Survey

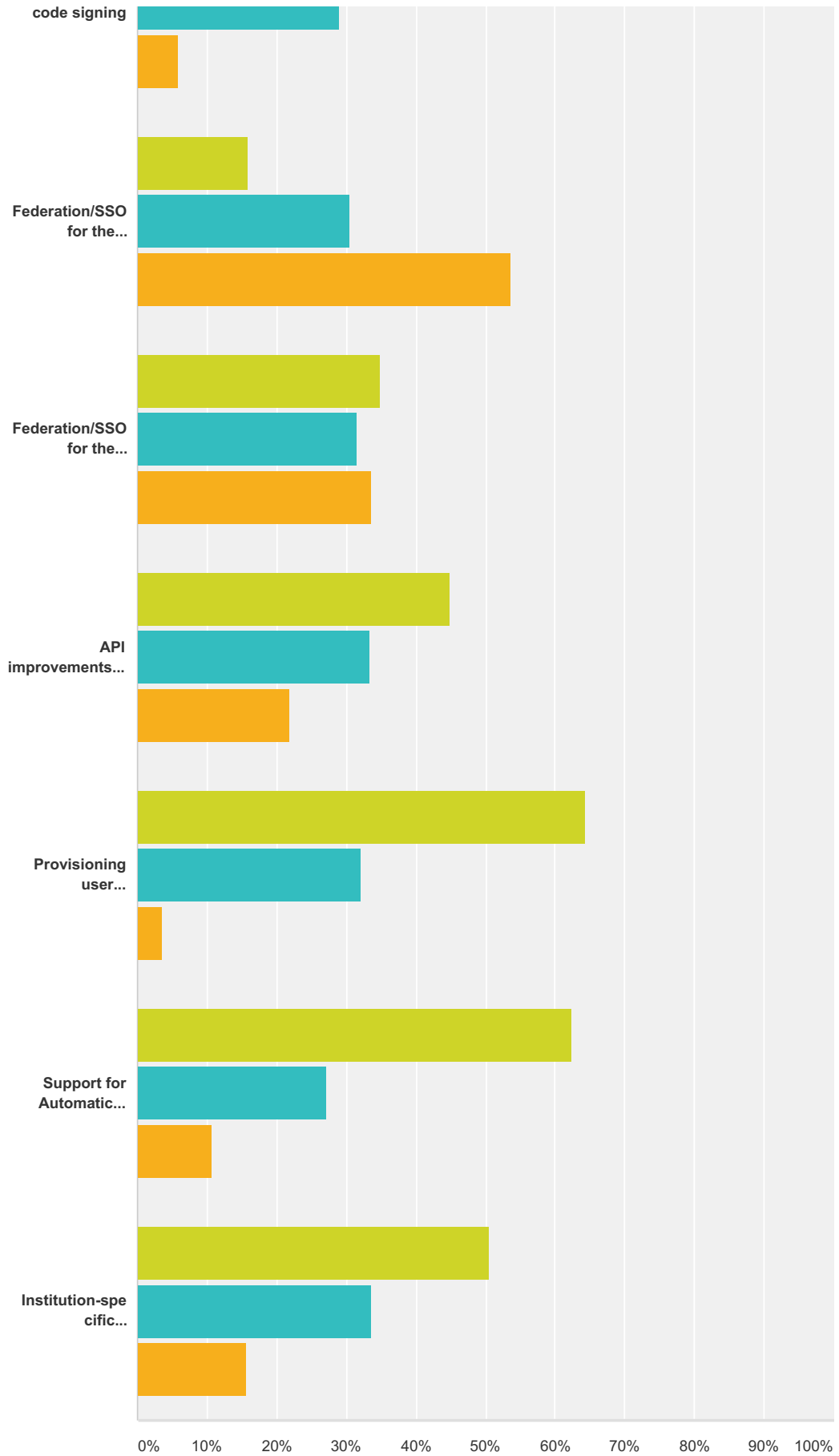
Domain Control Validation (DCV)	40.59%	41
Extended Validation (EV) agreement	18.81%	19
Other	22.77%	23
Total Respondents: 101		

Q8 It may be possible to make several potential enhancements to the InCommon Certificate Service. Using a scale of "low," "medium," and "high," please rate the value you place on each of the potential enhancements.

Answered: 96 Skipped: 70



InCommon Certificate Service Survey



Legend: Yellow-Green, Teal, Orange

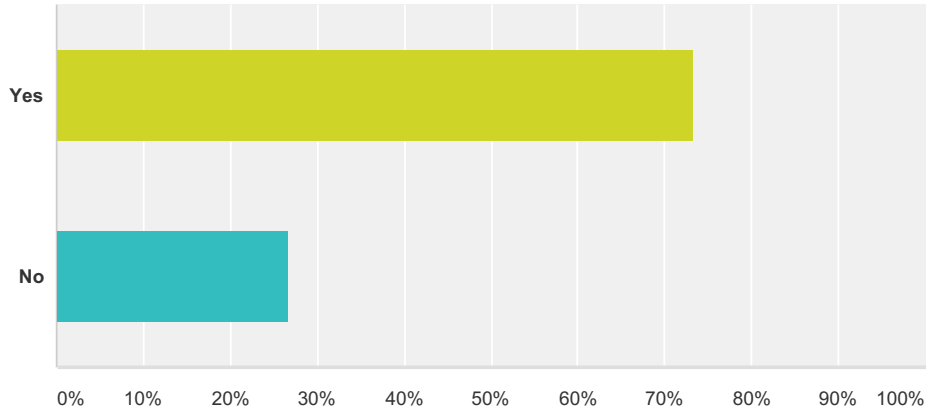
InCommon Certificate Service Survey

Low
 Medium
 High

	Low	Medium	High	Total
Private key management	45.56% 41	40.00% 36	14.44% 13	90
Active Directory integration	32.61% 30	40.22% 37	27.17% 25	92
Domain vulnerability and weakness analyzer	24.44% 22	43.33% 39	32.22% 29	90
Dashboard improvements	44.57% 41	44.57% 41	10.87% 10	92
Auto-installation for F5 BIG-IP and Citrix NetScaler	62.22% 56	24.44% 22	13.33% 12	90
On-the-fly code signing	65.12% 56	29.07% 25	5.81% 5	86
Federation/SSO for the Certificate Manager system (RAO/DRAO access)	15.79% 15	30.53% 29	53.68% 51	95
Federation/SSO for the Certificate Manager system for User Certificate self-enrollment	34.78% 32	31.52% 29	33.70% 31	92
API improvements (additional fields/functions)	44.83% 39	33.33% 29	21.84% 19	87
Provisioning user certificates to hardware tokens	64.37% 56	32.18% 28	3.45% 3	87
Support for Automatic Certificate Management Environment (ACME)	62.35% 53	27.06% 23	10.59% 9	85
Institution-specific local/untrusted CA (for private domains, etc)	50.56% 45	33.71% 30	15.73% 14	89

Q9 Have you ever needed and contacted support for the InCommon Certificate Service?

Answered: 101 Skipped: 65

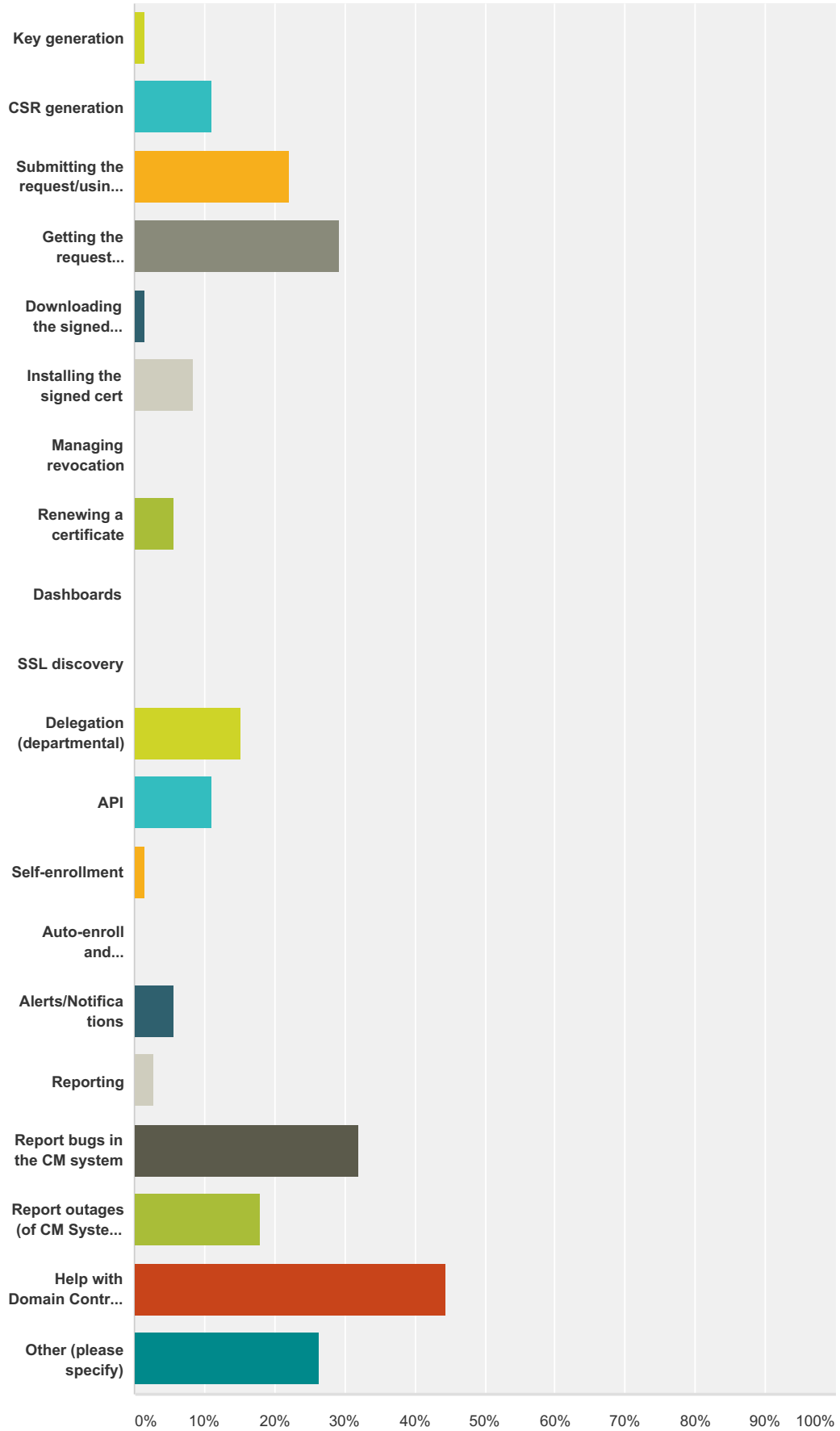


Answer Choices	Responses	
Yes	73.27%	74
No	26.73%	27
Total		101

**Q10 In which area did you need support
(please choose all that apply)**

Answered: 72 Skipped: 94

InCommon Certificate Service Survey

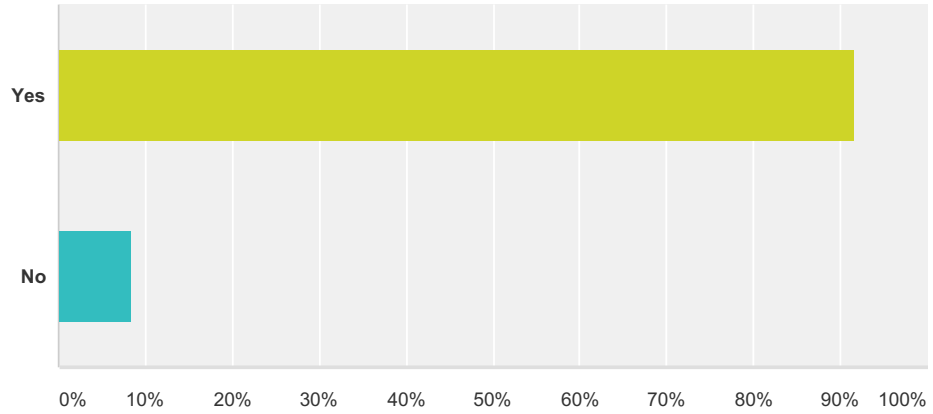


InCommon Certificate Service Survey

Answer Choices	Responses	
Key generation	1.39%	1
CSR generation	11.11%	8
Submitting the request/using the CM tool	22.22%	16
Getting the request approved	29.17%	21
Downloading the signed request	1.39%	1
Installing the signed cert	8.33%	6
Managing revocation	0.00%	0
Renewing a certificate	5.56%	4
Dashboards	0.00%	0
SSL discovery	0.00%	0
Delegation (departmental)	15.28%	11
API	11.11%	8
Self-enrollment	1.39%	1
Auto-enroll and auto-install	0.00%	0
Alerts/Notifications	5.56%	4
Reporting	2.78%	2
Report bugs in the CM system	31.94%	23
Report outages (of CM System, OCSP, etc)	18.06%	13
Help with Domain Control Validation (DCV)	44.44%	32
Other (please specify)	26.39%	19
Total Respondents: 72		

Q11 When requesting support for the InCommon Certificate Service, did you feel like you knew where to look for support?

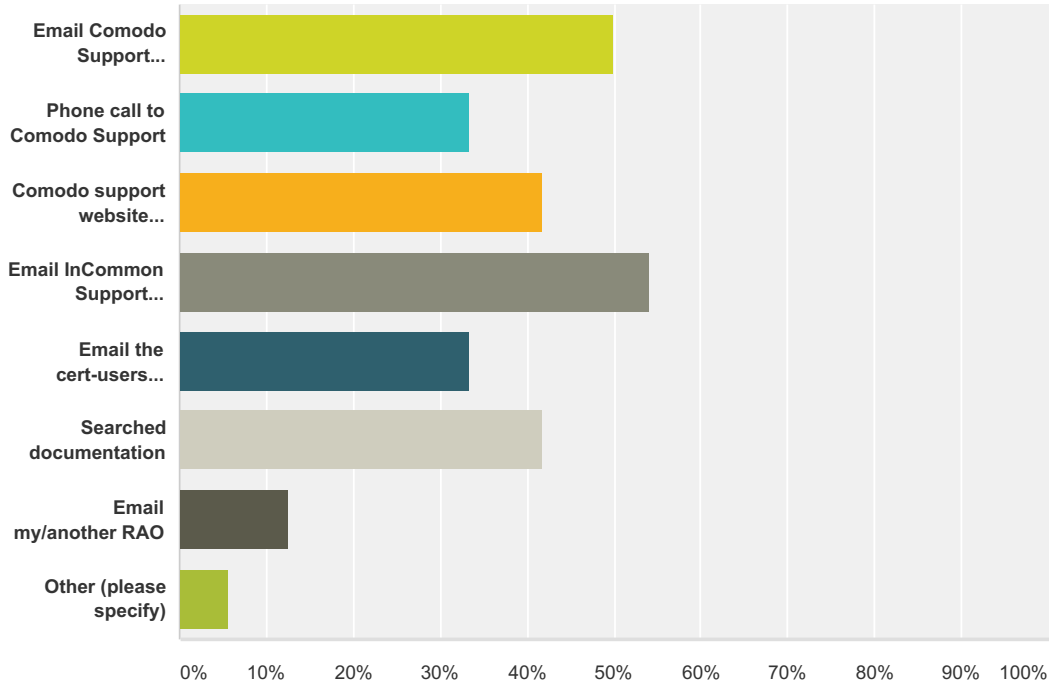
Answered: 72 Skipped: 94



Answer Choices	Responses
Yes	91.67% 66
No	8.33% 6
Total	72

**Q12 When you needed support, which method did you use to initiate contact?
Please check all that apply.**

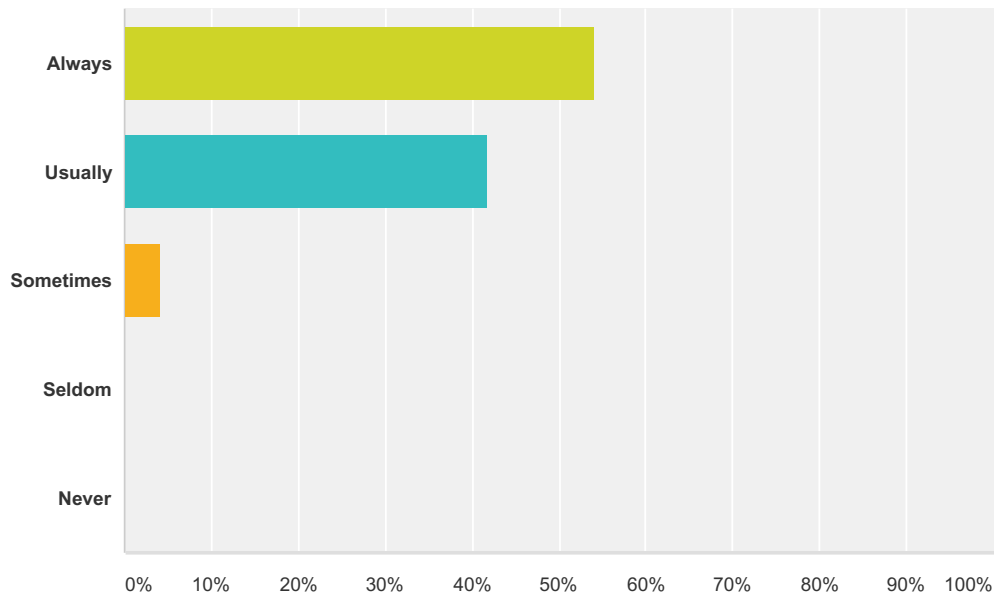
Answered: 72 Skipped: 94



Answer Choices	Responses
Email Comodo Support (support@comodo.com)	50.00% 36
Phone call to Comodo Support	33.33% 24
Comodo support website (support.comodo.com)	41.67% 30
Email InCommon Support (admin@incommon.org)	54.17% 39
Email the cert-users email list (cert-users@incommon.org)	33.33% 24
Searched documentation	41.67% 30
Email my/another RAO	12.50% 9
Other (please specify)	5.56% 4
Total Respondents: 72	

Q13 After contacting support, were your issues satisfactorily resolved?

Answered: 72 Skipped: 94



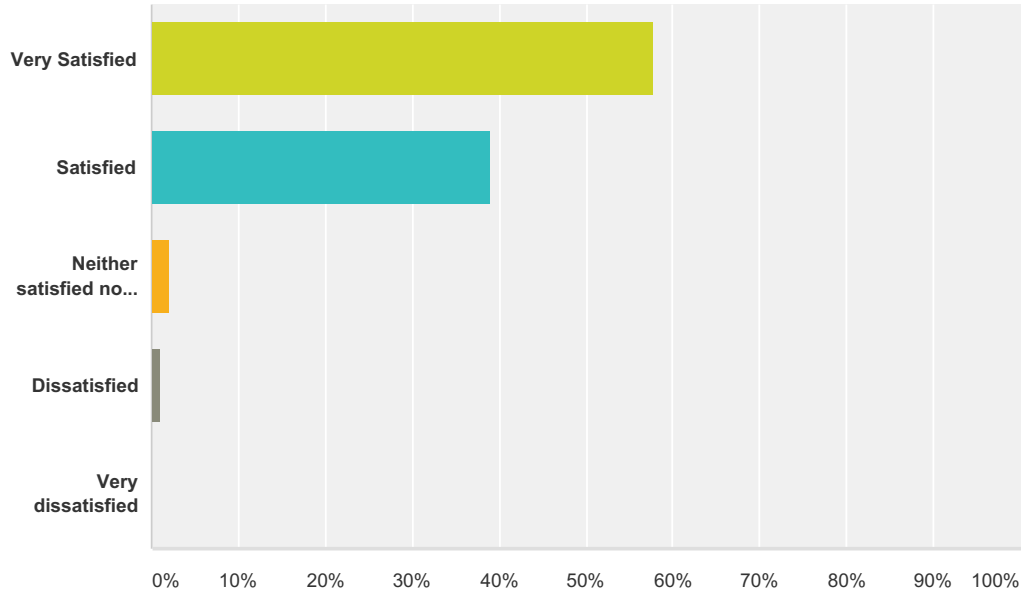
Answer Choices	Responses
Always	54.17% 39
Usually	41.67% 30
Sometimes	4.17% 3
Seldom	0.00% 0
Never	0.00% 0
Total	72

Q14 What ideas do you have for improving support for the InCommon Certificate Service?

Answered: 20 Skipped: 146

Q15 Are you satisfied with the reliability and availability of the InCommon Certificate Service?

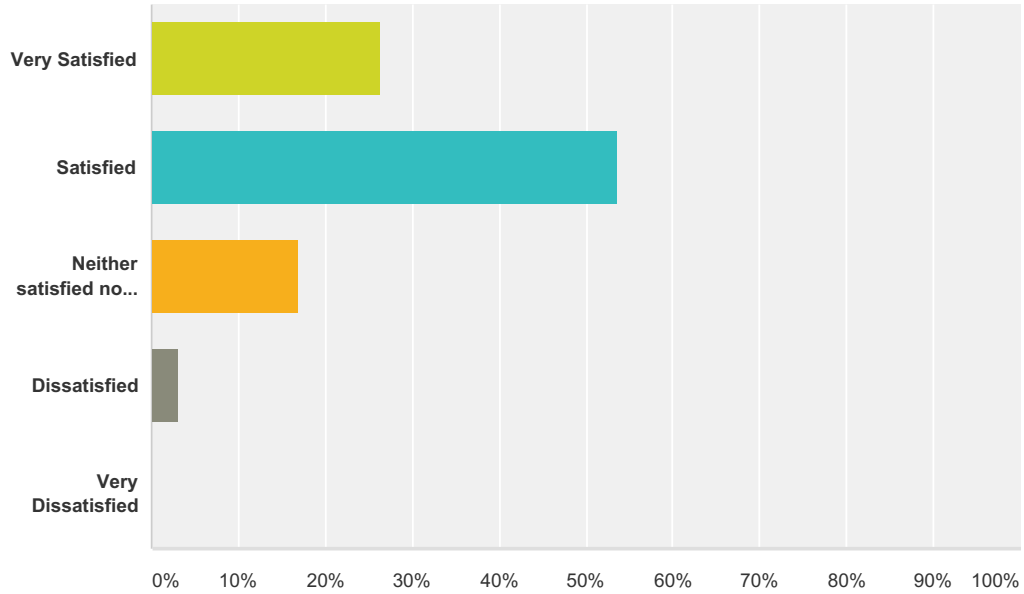
Answered: 95 Skipped: 71



Answer Choices	Responses	
Very Satisfied	57.89%	55
Satisfied	38.95%	37
Neither satisfied nor dissatisfied	2.11%	2
Dissatisfied	1.05%	1
Very dissatisfied	0.00%	0
Total		95

Q16 Are you satisfied with the InCommon Certificate Service's web interface (Comodo Certificate Manager)?

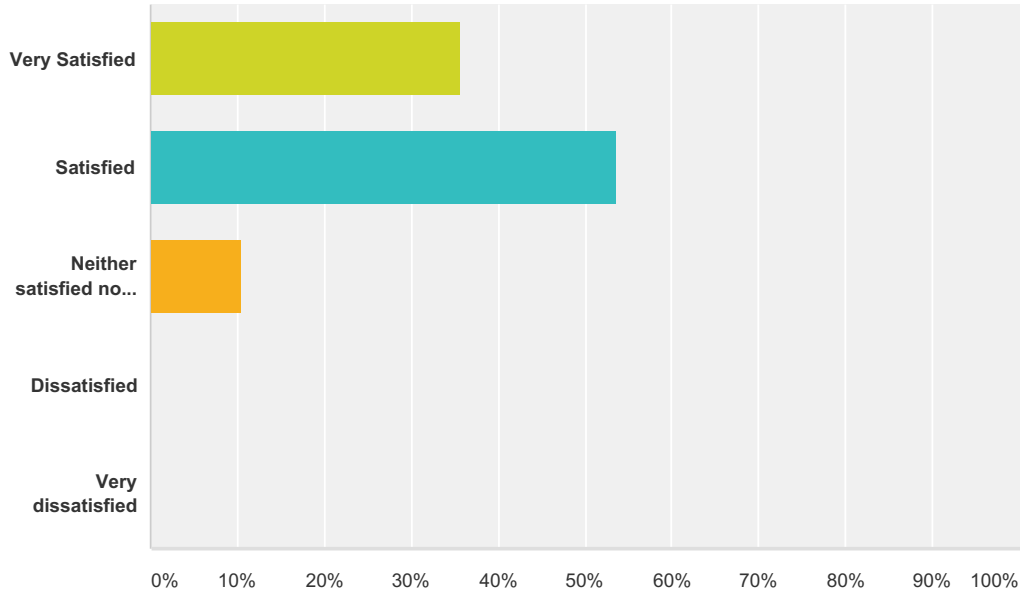
Answered: 95 Skipped: 71



Answer Choices	Responses	
Very Satisfied	26.32%	25
Satisfied	53.68%	51
Neither satisfied nor dissatisfied	16.84%	16
Dissatisfied	3.16%	3
Very Dissatisfied	0.00%	0
Total		95

Q17 In general, are you satisfied with the features of the InCommon Certificate Service?

Answered: 95 Skipped: 71



Answer Choices	Responses	
Very Satisfied	35.79%	34
Satisfied	53.68%	51
Neither satisfied nor dissatisfied	10.53%	10
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Total		95

Q18 Are there other new features you would like to see added to the InCommon Certificate Service? If so, please list them here.

Answered: 28 Skipped: 138

Q19 Do you have any other ideas for how InCommon can improve the Certificate Service, engagement with the community, communications, etc?

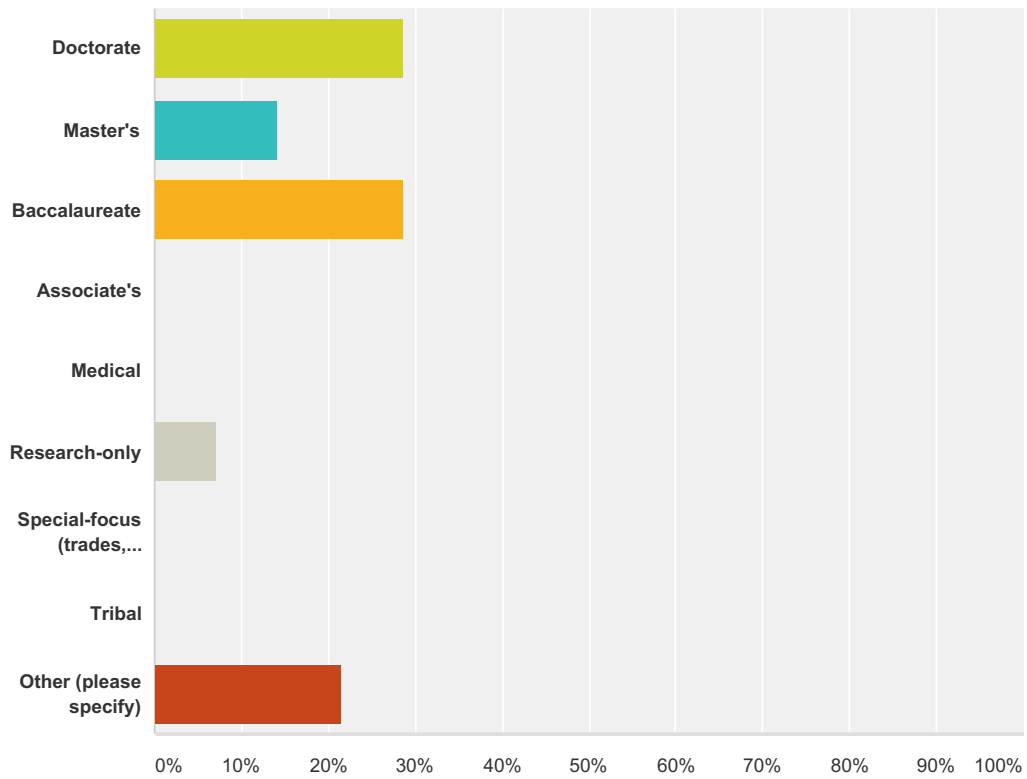
Answered: 13 Skipped: 153

Q20 Please provide the name of your institution, if you wish (survey responses will not be made public).

Answered: 13 Skipped: 153

Q21 What is the general classification of your institution?

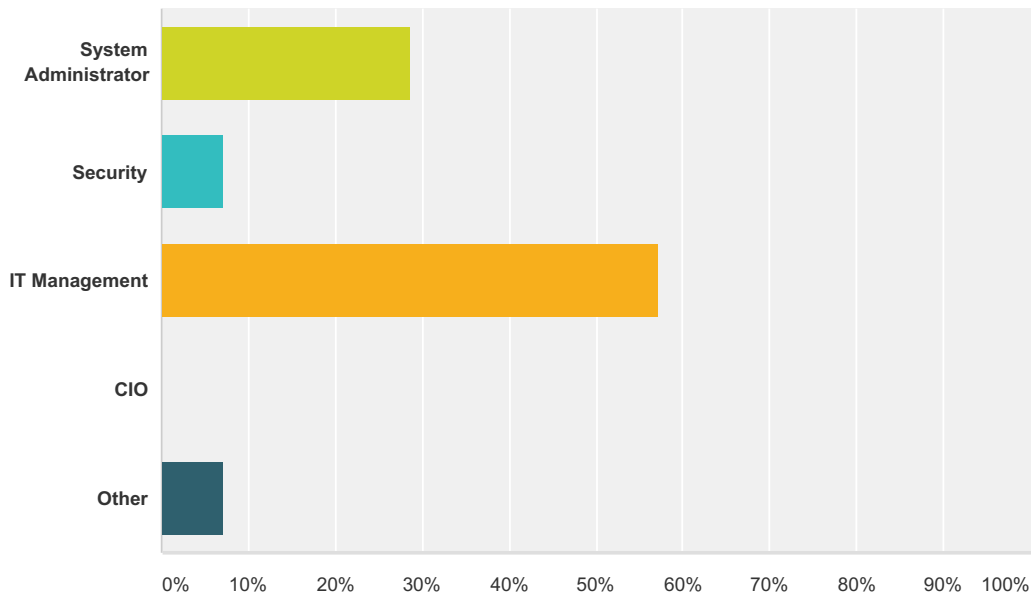
Answered: 14 Skipped: 152



Answer Choices	Responses	
Doctorate	28.57%	4
Master's	14.29%	2
Baccalaureate	28.57%	4
Associate's	0.00%	0
Medical	0.00%	0
Research-only	7.14%	1
Special-focus (trades, theological, music, etc)	0.00%	0
Tribal	0.00%	0
Other (please specify)	21.43%	3
Total		14

Q22 Please select the option that best describes your role in your institution.

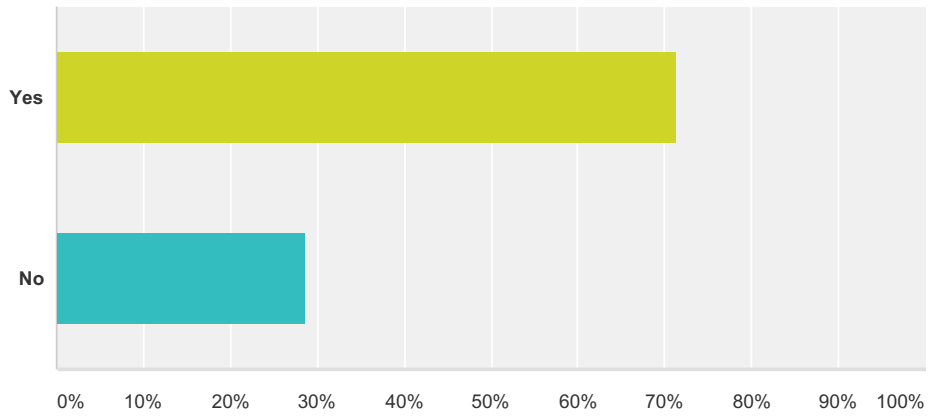
Answered: 14 Skipped: 152



Answer Choices	Responses
System Administrator	28.57% 4
Security	7.14% 1
IT Management	57.14% 8
CIO	0.00% 0
Other	7.14% 1
Total	14

Q23 Do you currently have an institutional certificate solution?

Answered: 14 Skipped: 152



Answer Choices	Responses	
Yes	71.43%	10
No	28.57%	4
Total		14

Q24 Do you have any questions about, comments on, or features desired in the InCommon Certificate Service offering that could influence your decision to subscribe in the future?

Answered: 9 Skipped: 157

Q25 Please type your email address if you would like information on subscribing to the InCommon Certificate Service.

Answered: 4 Skipped: 162