**InCommon Certificate Service Survey**

*Initial Analysis of responses*

Conclusions from open-ended questions (see other Word doc)

* EV process improvement needed
* Support improvement, including contact clarity, Forum/KB
* SSO/federation
* Improved reporting (and customization of reporting)
* Improved filtering in CM
* API improvements (additional fields, functions, and performance)
* Better documentation/webinars (some didn't know about features, some found web info confusing, etc.)
* CM Improvements (notifications, filtering, Chrome, bugs, status, etc.)
* Communications:
	+ Roadmap/Upgrades/etc.
	+ service status/notifications
* Local CA/certs option (to replace functionality lost when private certs were banned by CAB Forum)
* Less expensive options
* Security concerns?
* Wildcard certs with SANs

Conclusions from other (non-open-ended) questions

* 20 non-subscribers responded to the survey
* Not many small schools responded
* Surprising number using code-signing certs
* Many using delegation (and it is a nice feature of CCM)
* DCV is a near-universal pain point
* EV is a pain point (25 claim they use it and 19 reported it as a trouble point)
* Top new features:
	+ AD integration
	+ Domain vulnerability/weakness analyzer
	+ Fed/SSO
	+ API improvements
* Top Support Issues:
	+ Submitting the request using CM
	+ Getting the request approved
	+ Bugs/Outages in CM
	+ DCV
	+ Delegation
* Most used support methods:
	+ Email Comodo support
	+ Comodo support website
	+ Email InCommon support
	+ Searched docs
	+ Email cert-users list
* Good history with support resolution of cases (69 of 72 positive)
* Good satisfaction for reliability and availability (92 of 95 positive)
* Lesser, but still decent, satisfaction for CM (web interface) - 76 of 95 positive
* Pretty good satisfaction with features (85 of 95 positive)