

How to avoid delays in getting your CCTM Award

The aim of this document is to provide you with some crucial information which should help you to obtain the CCTM award when you expect to, especially if you are aiming to be presented with your CCTM award at a specific event. To find more details on CCTM always visit www.cctmark.gov.uk

ICD (Information Assurance Claims Document)

The ICD is the most important document when it comes to the testing of your product or service so it needs to be right. Experience shows, that there can be several iterations of this, going between vendor and test lab, before it is ready to be submitted to the Secretariat with your application. These iterations take time especially if you have not allocated internal resources. We advise that you allow 5 days for initial creation and 10 days for updating. You can reduce the risk of such iterations by reducing the number and complexity of the claims. Please remember that your Test Lab may charge for this service or may not start the work until a contract is in place. The time taken for this has not been included in these estimates.

Other Documentation

At the same time as your ICD is being written you will need to gather your Product documentation (including configuration, user guides, other certificates etc.) and up to date marketing material. It is important that this is for the exact version of the product you will be specifying in your application.

1. CCTM Application Form	2. IA Claims Document (ICD)
3. Purchase Order (for Registration Fee)	4. Company logo in EPS and JPG
5. Marketing Literature	6. User or Administration Guides

Completing your application

Once you have all the documentation together you need to complete and submit your application, this will involve raising a PO. This can take time if your finance department is in another country. Factor this in. The process at the Secretariat cannot start until all documents and PO have been received.

Claims Review

Before your product or service actually starts the formal test process, the ICD and relevant documentation (User or administration Guides, Marketing literature) is reviewed by the Decision Authority (DA) as to whether your approach can be accepted for claims testing. It is likely the DA will make comments or ask for clarification, which will result in further iterations of the ICD or your product documentation. This can add up to 10 days for each iteration. Working with a Test lab in the initial stages of developing your ICD should reduce the iterations required at this stage, as the test labs have experience of what may or may not be acceptable by the DA.

Claims Testing

The claims testing should take up to 20 working days but over a 30 days elapsed timescale, but a test laboratory is best placed to advise on this. To minimise delay ensure the product has already been fully tested in house – do not submit alpha/beta versions.

Test Review

After testing, the Test Laboratory will submit the Test Report, Test Report Summary and revised ICD. The DA will review these documents and may make recommendations which may mean that the documentation has to be amended to address the issues raised, which can add up to 10 more days.

Obtaining the CCTM Award

When your product has successfully completed testing and has successfully obtained the CCTM there is still quite a lot to do before this can be formally announced. The ICD and test report summary has to be prepared for publication on the CCTM website. If appropriate a press release has to be prepared by you and approved by CESG, certificates have to be ordered, so it can take another 10 workings days before a formal announcement that you have achieved the goal and have been awarded the CCTM award.

Public Events If you are aiming to obtain the CCTM award at a forthcoming NIAF/CIPCOG or other event then CESG recommend that you allow at least 10-12 weeks to achieve this.