

Comment and Scoring Checklist for Item Backups

- Comment provides meaningful, actionable feedback.**

A strength comment provides one concise opening statement or “nugget” about a beneficial process or results area that the applicant should maintain or build on. An opportunity for improvement (OFI) comment provides one concise statement or “nugget” about a process or results area that the applicant may need to address in order to move to the next level of maturity. The comment conveys only one main idea.
- Comment addresses the relevant evaluation factor *or* factors (ADLI or LeTCI).**

The comment uses ADLI or LeTCI to clearly articulate areas of strength or to provide insights on areas in which maturity may be enhanced (e.g., deployment to most critical groups, lack of cycles of refinement of processes critical to a key factor, integration of a process throughout functional areas of an organization, lack of results in key areas, or lack of segmentation in results for critical groups).
- Comment is relevant to this applicant.**

The comment relates specifically to the applicant (i.e., it is connected to the key factors) and is not just some generic observation.
- Examples in the comment support the main idea.**

One or two examples from the application support the “nugget” by showing the applicant instances of strength or opportunity.
- Results comments cite key data.**

Results comments include a few examples of key data. The rationale field may include additional supporting data.
- Data are correct.**

All figures cited, processes named, and results included are correct, in both the comment and the rationale, as checked against the application.
- Scoring reflects the content of the comments.**

From a holistic standpoint, the range and score reflect the relative significance of the comments (i.e., content and significance of bolded comments) and are most descriptive of the organization’s achievement level for the item. For example, the scoring range for the item would likely be 50–65% if comments indicate that overall requirements are addressed; processes are mostly deployed; evaluation, improvement, and some organizational learning are demonstrated; and alignment is observed. See the Scoring Guidelines within the Criteria and note whether your comments address the basic, overall, or multiple Criteria requirements.
- Scoring reflects the balance of the comments.**

A total of around six comments are distributed in a way that reasonably reflects the score. For example, a score of 45% may reflect three strengths and three OFIs of equal weight, while a score of 70% may include four major strengths and two OFIs addressing a specific aspect of a multiple requirement. Strict ratios are not required. Instead, a reasonable distribution should reflect the score and the content of the comments. More mature organizations with higher scores may benefit from additional comments, while fewer comments may be more appropriate for less mature organizations. In both cases, the scoring will still reflect the balance of the comments.