

What problem does it solve? _____
What pain does it relieve? _____

Connection

Is a connection to the internet required in order for the device to operate? _____
If not, how easy is it to remove the connection? _____

Security

Is data encrypted? _____
Does this device require authentication to gain access? _____
Are there unsecured debug (or other) ports? _____
Are over-the-air updates provided? _____
Are those managed securely? _____
Does the device have its own unique key? _____

Privacy

Who owns data? _____
Do you (or will you) sell the data? _____
To whom will the data be sold? _____
If I own the data, how can I access it? _____
Do you comply with GDPR? _____
Have you self-certified with Privacy Shield? _____

Service

Do I own the device? _____
How is support handled?
 I'm on my own _____
 We repair for free during warranty _____
 We charge for repairs _____
Under what circumstances can my usage be cut off? _____
What is the benefit to me of the service and charge? _____

Ease of use

How is on-boarding done? _____
Can updates be rolled back if they fail? _____