Dear Sir, Madam,

Please find below a suggestion for the tiers, Appendix B.

Tier 3: Repeatable

Suggestion: replace with the following title:
Tier 3: Consistency

Reason: the term repeatable is more open for interpretation what is repeatable and what that level means. Additionally, it confuses with a lower maturity level used in some other frameworks such as the COBIT control framework (level 2).

Suggestion: replace the formulation "is considered", with "is included" for Tier 3.
This better informs the intention of what is meant at this Tier.
(To consider leaves it more open to do or not do something; to include means that is part of a process, so also a reason not to do something will be documented and this practice adds to consistent performance at this Tier 3.

In the descriptions, consistency is the key characteristic in Tier 3.

Best regards, Raymond Kleijmeer