

Information Technology (IT) Initiative Business Case Responses for BYs 2003 & 2004

Please type your responses in the white answer blocks provided and return the electronic copy of this document to Treva Lutes by April 26th. Please do not modify the shaded rows of the table. These rows contain special codes that we will use to populate a database automatically.

1.0 General Background

1.1 Initiative Name

FAFSA 8.x

1.2 Initiative Description

The primary objectives for redesigning the Free Application for Student Aid (FAFSA) on the Web are to leverage industry best practices to improve usability and accessibility by customers, integrate the FAFSA on the Web with the Students Portals and other Portals through enhanced authentication services, and enhance performance of the web application during peak periods of FAFSA submissions. The continuous areas of focus are:

- Usability & Accessibility by providing:
 - Pre-population of the student information into the FAFSA application
 - Post-population of student information into other applications (i.e. XAP)
 - Increase edit validations for the FAFSA on the web application by implementing 100% of the CPS edit checks into the FAFSA on the web application
- Integration
 - Integration into the Students Portal to provide easy access to FAFSA status and SAR
 - Integration with the single sign-on initiative
 - Integration with other authentication services (i.e. school pin)
 - Integration with the implementation of the XML Common Record including the ISIR block, COD block and Servicing block
- Technical Capacity
 - Enhance the technical infrastructure and application performance to support peak FAFSA submission periods
 - Analysis of telephony options to support the collection of FAFSA information (similar to the telephone short form by the IRS)

Integration with applications such as XAP will allow the pre-population of student information from the XAP college admission application into the FAFSA application, as well as post-population of student information from the FAFSA application into the college admission application allowing applicants/customers the ability to enter key applicant information one time. Integration with the Students Portal will provide quick access to FAFSA status and the SAR report. Integration with other authentication services such as using the school pin id to access FAFSA.

Enhancing the FAFSA on the web CPS edit validations from 75% validation to 100% validation will allow the verification and on-line validation of all required application data while the applicant/customer is on-line filling out the application. This will assist the customer in ensuring that all required applicant data is entered in the correct format and validated on-line prior to submitting the application. This will expedite the processing of the FAFSA application.

The FY2004 part of this initiative will include the investigation and potential implementation of a FAFSA solution

similar to the internet-based technologies provided by Intuit and shown in their products like Turbo Tax. The FY2004 solution is in the very early conceptual stages and has not fully outlined scope or business capability.

1.3 Initiative Type

Business Process Support System
 Financial Management System _____

 Non-Financial Management System ___X___

Program Delivery System
 Financial Management System _____

 Non-Financial Management System _____

IT Infrastructure _____

IT Services _____

General Office Automation _____

1.4 Contact Information

	Name	Principal Office	Phone Number
Project Manager	Nina Colon	FSA	202-377-3384
Program Manager	Jeanne Saunders	FSA	202-377-3246
Project Sponsor	Jennifer Douglas	FSA	202-377-3200
Contracting Officer	Janet Scott	FSA	202-377-3377
Contracting Officer's Representative	Carol Seifert	FSA	202-377-3506

2.0 Business Process

2.1 Business Process Support

- Grants
- Evaluation
- Research
- Information
- Dissemination
- Enforcement
- Resource
- Management & Administration
- Loans
- Other: _____

The FAFSA 8.x will continue to provide access to federal aid loan applications. Information collected from the FAFSA includes basic student information, attendance, financial information, parent information and school choice.

2.2 Business Problem or Opportunity and Causing Conditions

Opportunity

The current FAFSA process treats all applicants the same regardless of income level. The FAFSA EZ solution scheduled for FY2002 will create process and technology changes that will enable applicants whose income levels meet specified criteria to apply for aid using a FAFSA EZ format that requires a smaller number of responses.

Enhancing the FAFSA on the web CPS edit validations from 75% validation to 100% validation will allow the verification and on-line validation of all required application data while the applicant/customer is on-line filling out the application. This will assist the customer in ensuring that all required applicant data is entered in the correct format and validated on-line prior to submitting the application. This will expedite the processing of the FAFSA application.

2.3 Existing Systems

The current application available is FAFSA on the Web Release 6.0 for the 2001 – 2002 school year. This application is available on the web site with the following URL – <http://www.fafsa.ed.gov>.

FSA's standard Information Technology Architecture (ITA) based on the Sun platform for WebSphere and IHS. Efforts are also performed in an HP environment at the VDC.

2.4 Solution Impact

(If this is an implemented initiative with no enhancements, then address item (3) only)

1. Impact on Organizational Functions and Business Processes:
 - Increase electronic channel volume from 75% to 95%, decreasing paper based costs.
 - Decreases call center volume through the adoption of electronic self-service capability. By implementing 100% on-line edit validation you decrease the number of customer calls to the call centers.
2. Impact on Other IT Initiatives:
 - FAFSA EZ
 - Integration with the implementation of the XML Common Record including the ISIR block, COD block

- and Servicing block
- Integration with the Students Portal
- Integration with Consistent Answers web enabled customer interaction self-service functions

3. Stakeholders:

- Students and parents
- School financial aid administrators
- High School Counselors
- Students Channel Call Centers (1-800-4FedAid)

4. User Involvement:

- Increased customer satisfaction and decreased costs by providing applicants with multiple channels to apply for aid (paper, web, phone interactive voice-response (IVR)).

5. Any training projects will be included in the project plan

2.5 Business Process Reengineering

(Applies only to New Business Process Support and Program Delivery Systems)

The business process reengineering efforts of the FY2002 FAFSA EZ solution will support this initiative. The FY2002 FAFSA EZ efforts are currently under development; results of reengineering efforts are not yet known. At the present time, no additional business process reengineering efforts are required for this initiative.

2.6 Mandatory Requirement

- Information Technology Management Reform Act of 1996 (P. L. 104-106, §§5001-5703) and Section 508 of the Rehabilitation Act of 1973 as amended (42 U.S.C. § 794d), which establishes goals for improving the efficiency and effectiveness of ED's operations and delivery of services to the public through the best use of information technology. The requirement suggests the initiative.
- This initiative will also support the Government Paperwork Elimination Act. This project provides a cost-effective means of implementing and deploying electronic versions of business process transactions by building infrastructure to support electronic transactions. This initiative will continue to build upon non-paper capabilities for completing FAFSA applications and therefore continuing to increase the adoption rate for electronic application. As more applicants use the non-paper capabilities, there will continue to be a reduction on the paperwork processed by FSA.
- E-Government Act of 2001 requires using Internet technology to enhance citizens' access to Government information and services.

2.7 Consequence of Not Funding the Initiative

If this effort is not funded, the following consequences will exist for FSA:

1. Unit cost reduction targets may not be achieved by moving more applicants / customers to electronic channels. Operational redundancies between the FAFSA application and the CPS system will still exist. Target goal of moving from current 75% to 95% electronic volume.
2. Customer satisfaction goals may not be achieved without implementing 100% edit validation on the FAFSA application. Target goal of this initiative is to provide better electronic capabilities to all Students by increasing the accuracy of the FAFSA application by implementing 100% on-line validation. Currently 40% of all FAFSA applications have to be corrected after submission.
3. Access to aid awareness will not be provided to low-income segments of the U.S. population. Provides the ability to offer electronic self-service capabilities to all student income levels.

3.0 Strategic Alignment

3.1 OMB E-Government Initiative Alignment

- Consolidated Health Information
- Disaster Assistance and Crisis Response
- E-Authentication
- E-Grants
- E-Payroll/HR
- E-Training
- E-Travel
- E-Vital
- Electronic Records Management
- Eligibility Assistance Online
- Expanding Electronic Tax Products for Businesses
- EZ Tax Filing
- Federal Asset Sales
- Federal Enterprise Architecture
- Geospatial Information One Stop
- Integrated Acquisition Environment
- Integrated Human Resources/e-Clearance
- International Trade Process Streamlining
- One Stop Business Compliance Information
- Online Access for Loans
- Online Rulemaking Management
- Recreation One Stop
- Recruitment One Stop
- USA Services
- Wireless Public Safety Interoperable Communications – Project SAFECOM
- None of the Above

3.2 Mission Alignment

- Goal 1: Create a Culture of Achievement

- Objective 1.1 Link federal education funding to accountability for results.
- Objective 1.2 Increase flexibility and local control.
- Objective 1.3 Increase information and options for parents.
- Objective 1.4 Encourage the use of scientifically based methods within federal education programs.

- Goal 2: Improve Student Achievement

- Objective 2.1 Ensure that all students read at grade level by the third grade.
- Objective 2.2 Improve math and science for all students.
- Objective 2.3 Improve the performance of all high school students.
- Objective 2.4 Improve teacher and principal quality.

- Goal 3: Develop Safe Schools and Strong Character

- Objective 3.1 Ensure that our nation's schools are safe and drug-free and that students are free of alcohol, tobacco, and other drugs.
- Objective 3.2 Promote strong character and citizenship among our nation's youth.

- Goal 4: Transform Education into an Evidence-Based Field

- Objective 4.1 Raise the quality of research funded or conducted by the Department.
- Objective 4.2 Increase the relevance of our research in order to meet the needs of our customers.

- Goal 5: Enhance the Quality of and Access to Postsecondary & Adult Education

- Objective 5.1 Reduce the gaps in college access and completion among student populations differing by race/ethnicity, socioeconomic status, and disability while increasing the educational attainment of all.
- Objective 5.2 Strengthen accountability of postsecondary institutions.
- Objective 5.3 Establish effective funding mechanisms for postsecondary education.
- Objective 5.4 Strengthen Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal College and Universities.
- Objective 5.5 Enhance the literacy skills of American adults.

- Goal 6: Establish Management Excellence

- Objective 6.1 Develop and maintain financial integrity and management and internal controls.
- Objective 6.2 Improve the strategic management of the Department's human capital.
- Objective 6.3 Manage information technology resources, using e-gov, to improve service for our customers and partners.
- Objective 6.4 Continue to modernize the Student Financial Assistance programs and reduce their high-risk status.
- Objective 6.5 Achieve budget and performance integration to link funding decisions to results.
- Objective 6.6 By demonstrating management excellence, receive the prestigious President's Quality Award.

None of the Above

3.3 Strategic Plan Strategies Supported

Strategic Objective 6.3

Manage information technology resources, using e-gov, to improve service to our customers and partners.

- **Provide customers the opportunity to conduct business with the Department on-line.**
Implement productivity improvements through implementation of e-gov applications, customer relationship management, supply chain management or knowledge management best practices.
- **Ensure security of the IT infrastructure.**
Periodically update and validate the General Support Systems and Major Application inventory. For each GSS and MA, assure a current risk assessment and security plan and that certification and accreditation is in place.
- **Reduce partners' data reporting burden.**
Minimize burden on our partners by reducing the number of information collections addressing similar issues. We will collect data once and use it in many ways. We will consolidate our data collections and data storage. With our stakeholders and customers, collaboratively build and publish data standards, including consensus data elements and definitions. The enterprise architecture will be structured to meet business needs.
- **Complete enterprise architecture.**
Create a business focused enterprise architecture that describes long term information system requirements and prioritizes IT business needs based on Strategic Plan goals and objectives.

Strategic Objective 6.4

Continue to modernize the Student Financial Assistance system and reduce the high-risk status of Title IV programs.

- **Create an efficient delivery system.**
Use new technologies and system integration for improving service, cutting costs, improving systems, minimizing noncompliance and default rates, and reducing the improper payment of student aid funds.
- **Improve program monitoring.**
Strengthen financial management and internal controls so that relevant, timely information is available to manage day-to-day operations. Assure balance between school technical assistance and program monitoring.

3.4 Quality Indicators

This initiative is in the planning stage. Quality indicators will be defined as this initiative is further scoped. Projected quality indicators include:

- Increased number of student aid applicants
- Number of FAFSA application data errors
- Integration with the Students portal
- Integration with XAP and other school portals
- Integration with the implementation of the XML Common record

4.0 Technology Initiative

4.1 Initiation Date

October 01, 2002

4.2 Initiative Deployment / Implementation Date

Phase 1: July 31, 2003
Phase 2: September 30, 2004

4.3 Initiative Phase

Under Development
 Maintenance Only
 Maintenance with Enhancements

4.4 Initiative Scope

Major work products included in the initiative scope are as follows:

- Analysis of voice automation/recognition systems
- Electronic application acceptance system
- Application validation system
- Decision-making workflow system
- Report generation system
- Application acceptance notification system
- Financial management integration module
- ITA support, and performance testing

Work services will follow the software development lifecycle.

4.5 Assumptions, Constraints, and Dependencies

1. Integration into the Student Portal system assumes that the PIN site will (1) be used for authentication and (2) support the additional capacity.
2. Integration with the implementation of the Common Record assume the Common Record initiative is funded and developed concurrently with FAFSA 8.x
3. Constraints that stand in the way of successful implementation include allocation of funding for FY03-04 and completion of FY02 FAFSA EZ development.

4.6 Outstanding Issues

None

4.7 Benefits

Benefits associated with completing this initiative are:

- Increased access to federal student aid, to include outreach for the population with no Internet access; both contribute to customer satisfaction
- Reduced overall unit costs by enabling the reduction in use of paper-based applications
- Paper reduction in support of GPEA
- Integration with additional FSA and non-FSA web-based systems

4.8 Crosscutting Initiative

- Entire Department
- Office for Civil Rights
- Office of Educational Research and Improvement
- Office of Elementary and Secondary Education
- Office of English Language Acquisition
- Office of Postsecondary Education
- Office of Special Educational and Rehabilitation Services
- Federal Student Aid
- Office of Vocational and Adult Education
- Office of the Chief Financial Officer
- Office of the Chief Information Officer
- Office of the General Counsel
- Office of Inspector General
- Office of Intergovernmental and Interagency Affairs
- Office of Legislation and Congressional Affairs
- Office of Management
- Office of Public Affairs
- Entities outside of the Department

4.9 Audit Finding

None

4.10 Alternatives Analysis

(This Applies Only To Initiatives Under Development or Being Implemented.)

Alternatives	Description	Total Life Cycle Costs	Benefits	Drawbacks
Alternative 1 (Selected Alternative)	FAFSA 8.x	FY2003 - \$2.25M FY2004 - \$4.25M FY2005-07 - \$750K (Operations) Total = 7.25M	Refer to Section 4.7, Benefits	N/A
Alternative 2	Do Nothing	\$0	None	No Improvement in Customer and Employee Satisfaction; No increased efficiency; May not achieve unit cost reduction target; Will not provide aid access to low income population
Alternative 3	Mobile application officers who would bring the internet application to the applicant.	Very High	Targeted outreach to specific disadvantaged audiences within the community	High cost per application; More cost effective alternatives available
Alternative 4				

The FAFSA 8.x alternative was selected as it meets the Department's goals for unit cost reductions and increased customer satisfaction. This alternative also provides outreach and aids in paperwork reduction.

5.0 Enterprise Architecture

5.1 Use of COTS/GOTS

Percentage of COTS/GOTS Components:

- 0 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%
- Not Applicable

5.2 Consistency with Product Support Plan

(Please refer to Appendix A to identify supported products and indicate non-supported products below)

This initiative is in the planning phase. Hardware and software associated are as yet unknown.

5.3 Section 508 Compliance

(Accessibility)

1. It is assumed current system is 508 compliant. Any new hardware and software comprising the initiative will be reviewed for 508 compliance.
2. N/A
3. N/A

5.4 Government Paperwork Elimination Act (GPEA)

(Business Process Support and Program Delivery Systems only)

1. This initiative is focused on establishing integration with both FSA and non-FSA web based systems.
2. The new system provides for electronic review of applications by peer reviewers. This reduces processing time and provides a tool to maintain quality control by monitoring the reviewers' progress during the review process. Additionally, this initiative will continue to build upon non-paper capabilities for completing FAFSA applications and therefore continuing to increase the adoption rate for electronic application. As more applicants use the non-paper capabilities, there will continue to be a reduction on the paperwork processed by FSA.
3. The number of respondents per transaction is approximately 12 million. OMB Control Number: 1845-0001

5.5 Information Management

(Business Process Support and Program Delivery Systems only)

1. Aid Applicants (students)
2. Annually
3. No; OMB Form 83-I, if required, will be completed prior to implementation.

5.6 Privacy

1. FAFSA currently collects student personally identifiable information.
2. It is assumed a Privacy Act Notice has been published for the current system. Any required changes as a result of FAFSA 8.x will be recommended prior to implementation.

5.7 Security

(This question applies if the initiative meets the definition of major application or general support system as defined in OMB Circular A-130.)

Part 1 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 1 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 1 – c.

It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.

Part 2 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 2 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 2 – c.

It is assumed CPS will follow Department guidelines for FY2002 with regard to FAFSA security components. Once this initiative has been implemented, future years will adhere to Department guidelines.

Part 3 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 3 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 3 – c.

It is assumed CPS will follow Department guidelines for FY2002 with regard to FAFSA security components. Once this initiative has been implemented, future years will adhere to Department guidelines.

Part 4 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 4 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 4 – c.

It is assumed CPS will follow Department guidelines for FY2002 with regard to FAFSA security components. Once this initiative has been implemented, future years will adhere to Department guidelines.

Part 5 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 5 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 5 – c.

It is assumed CPS will follow Department guidelines for FY2002 with regard to FAFSA security components. Once this initiative has been implemented, future years will adhere to Department guidelines.

Part 6 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 6 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

Part 6 – c.

It is assumed CPS will follow Department guidelines for FY2002 with regard to FAFSA security components. Once this initiative has been implemented, future years will adhere to Department guidelines.

6.0 Risk and Project Management

6.1 Risk Management

Risk Category	Risk Description	Risk Probability	Risk Impact	Management Strategy
Strategic	N/A	N/A	N/A	N/A
Organizational/Change Management	N/A	N/A	N/A	N/A
Project Resources (Financial, Personnel, etc.)	Resource shortages	Low	Medium	Proactive project management will seek to identify possible shortages prior to occurrence

Project Management	1) Appropriate levels of sponsorship from FSA, Modernization Partner and Operational Partners; 2) Resource availability; 3) Key decisions cannot be made; 4) Scope creep	Low to medium	High	1) FSA sponsor(s) and Modernization Partner must require full support and participation from all key stakeholders; 2) Allow time for staffing and communicate need to FSA; 3) Modernization Partner will clearly communicate decisions required as well as timeline for resolution and FSA will identify and engage external stakeholders and adhere to rapid decision making schedule; 4) FSA will focus on scope control
Business	Disruption of current financial aid application process	Low	High	Structured testing of systems and processes, to include extensive capacity planning and testing and performance testing
Data/Information	N/A	N/A	N/A	N/A
Application	Telephony solutions are still a maturing market.	N/A	N/A	Telephony analysis will include research of other government agencies who have implemented this type of solution (i.e. IRS).
Technology/Infrastructure	N/A	N/A	N/A	N/A
Security	N/A	N/A	N/A	N/A
Privacy	N/A	N/A	N/A	N/A
6.2 Operational Performance Measures				

1. Projected performance measures include:
 - System availability, specifically during peak FAFSA submission periods
 - Edit check validation performance
 - System response time
 - Application processing time
 - Application completion time (data entry)
 - Integration success with other initiatives
2. Target dates are to be determined as part of this initiative.

6.3 General Acquisition Strategy

1. Single contract
2. Firm Fixed Price
3. No; however, the possibility of tying payment stream to adoption rates of the telephony solution is being considered.
4. Performance Period: Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)
- 5.

Ordering Agency: US Department of Education (ED), Federal Student Aid (FSA), Union Center Plaza 830 1st Street NE, Washington, DC 20004

Project: Modernization Partner

Contract Type: Blanket Purchase Agreement (BPA) under GSA Schedule 70 Contract (GS-35F-4692G) implemented using Task Orders (FP, FP Share in Savings IF, and T&M)

BPA #: ED-99-DO-0002

6-10. N/A

APPENDIX A

Hardware

Personal Computers

Primary Support

___ Compaq Professional Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

___ Professional Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

Secondary Support

___ As defined in OCIO non-standard workstation policy

Laptops

Primary Support

___ Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

___ Toshiba Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

Secondary Support

___ As defined in OCIO non-standard workstation policy

Printers

Primary Support

___ HP LaserJet 5 and newer

Secondary Support

___ HP LaserJet 4

Monitors

Primary Support

___ 17-inch or larger, capable of 1024x768 resolution

Personal Digital Assistants (PDA)

Primary Support

___ Blackberry RIM 957

___ Blackberry RIM 950

Secondary Support

___ IntelliSync

___ Microsoft ActiveSync 3.1 or newer

Software

Client Operating Systems

Primary Support

___ Windows 2000 Professional Service Pack (SP)2

Secondary Support

___ As defined in OCIO non-standard workstation policy

Office Suites

Primary Support

___ Office 2000 Service Release (SR) 1A with Word 2000, Excel 2000, PowerPoint 2000, Access 2000

Anti-Virus Software

Primary Support

___ Norton AntiVirus 2000 Corporate Edition 7.5

Communications

Primary Support

___ Citrix ICA

Secondary Support

___ Citrix Winframe

Terminal Emulation Software

Primary Support

___ Attachmate 6.5

Database Clients

Primary Support

___ Oracle 8.1.7 Client

___ Microstrategy 7

Electronic Mail Software

Primary Support

___ Outlook 2000

Internet Browsers

Primary Support

___ Internet Explorer 5.5 SP1 (128-bit encryption)

Secondary Support

___ Netscape 4.x

Helper Plug-Ins

Primary Support

___ Adobe Acrobat Reader 5.0 and newer

___ RealPlayer 8.0 Intranet

Project Management Software

Primary Support

___ Microsoft Project 2000

___ TeamMate 2000

Web/Desktop Publishing Software

Secondary Support

___ Adobe Illustrator 7.0

___ Adobe PageMaker 6.5 and newer

___ Adobe Photoshop 5.0

___ Interwoven LaunchPad

___ Macromedia Dreamweaver 2.0 and newer

___ Macromedia Fireworks 2.0 and newer

___ Macromedia FreeHand 7.0

___ Macromedia HomeSite 4.0

___ NetViz 4.0

___ Publisher 2000

Groupware

Secondary Support

___ Lotus Notes Client (all versions)

Assistive Technology Software

Primary Support

- ___ Aladdin Genie CCTV
- ___ Dragon Systems NaturallySpeaking 4.0 and newer
- ___ Freedom Scientific JAWS for Windows 3.7
- ___ Gus Word Prediction
- ___ IBM Homepage Reader 2.5 and newer
- ___ NexCom 300 TTY modem, which requires an ISA slot
- ___ NexTalk/NTS, NXI Communications NTS 3.41 and newer
- ___ ZoomText Xtra Level 2 7.04 and newer

Secondary Support

- ___ NXI Communications NexTalk for Windows
- ___ WinTalk modem

Principal Office-Specialized Applications

Primary Support

- ___ ARCHIBUS/FM-10
- ___ CARS
- ___ CCM Plus
- ___ CMIS
- ___ DACS
- ___ EDCAPS
- ___ EDICS
- ___ Folio Builder 4.2
- ___ Folio Views 4.2
- ___ HEATWEB 3.11
- ___ IAS
- ___ Method/1 GuideVersion 11
- ___ Monarch Professional 5.02
- ___ Ombusman Case Tracking System 2.0
- ___ Peer Review System
- ___ TRAINS

Secondary Support

- ___ CMTS
- ___ DLOS
- ___ Folio Views 3.11
- ___ GAPS
- ___ GPAS
- ___ IEFARS
- ___ OCR Electronic Library
- ___ OSERS Quick
- ___ PC Travel Drop Box
- ___ PEPS
- ___ PFIE
- ___ Response Phone System
- ___ SACONS
- ___ Total Access Agent

Network Operating Systems and Enterprise Software

Primary Support

- ___ Cisco IOS 12.1(5) (Router)
- ___ Cisco IOS 6.1(2) and newer (Switch)
- ___ Microsoft Exchange 5.5 SP4
- ___ Microsoft SMS 2.0 SP3
- ___ Microsoft NT Server 4.0 SP6a
- ___ Microsoft Windows 2000 Server SP2

- ___ Netscape Compass Server 3.0 (SPARC)
 - ___ Netscape Enterprise Server 3.51 (SPARC)
 - ___ Oracle 8.1.7
 - ___ Raptor Firewall with PowerVPN Version 6.5
 - ___ Solaris 2.6 (SPARC)
 - ___ SQL Server 7.0 SP5
 - ___ SQL Server 2000 SP1
 - ___ Terminal Server 4.0 SP6a
- Secondary Support*
- ___ All versions of Linux
 - ___ All versions of Lotus Notes
 - ___ Microsoft Internet Information Server 4.0 and newer
 - ___ SQL Server 6.5