

# 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 26<sup>th</sup>. 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

Common Services for Borrowers – Direct Loan Consolidation Reengineering

### 1.2 Initiative Description

Currently, Federal Student Aid (FSA) has three separate systems to manage its loan servicing functions. These are: Direct Loan Servicing System (DLSS), Debt Management and Collections System (DMCS), and Direct Loan Consolidation System (DLCS). The Common Services for Borrowers (CSFB) initiative will reengineer these three areas in order to achieve one, seamless business solution. The result will drive operations efficiency, reduce unit cost, and improve customer satisfaction through integrated business processes.

The Students Channel envisions that Common Services for Borrowers will improve the management of student aid obligations through efficient use of timely and accurate information, common functions, and shared data. This vision supports FSA's organizational objectives to lower unit costs, increase employee satisfaction, and increase customer satisfaction.

The project will streamline, consolidate, and modernize a number of common functions within the Office of Student Credit Management to deliver significant improvements in managing student aid obligations. Figure 1 illustrates this concept. The challenge for this project will be to confirm these areas of commonality, identify opportunities for improvement, and implement the changes necessary to make this vision a reality.

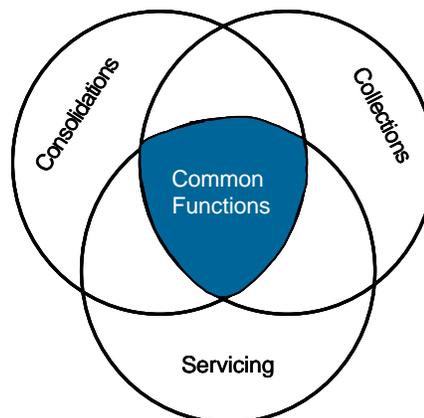


Figure 1 – Common Business Functions

This business case covers the Direct Loan Consolidation Reengineering phase of Common Services for Borrowers. Loan Consolidation is a servicing function within Student Loan, allowing borrowers to consolidate multiple

Direct/FFEL loans into one, single loan. This phase of the initiative will reengineer business processes to reduce the time it takes to consolidate a loan, replatform from the current mainframe solution, and integrate with current servicing and collection projects.

In order to achieve this vision, the program will implement a phased approach, with management checkpoints following each phase. The phased approach has been adopted because of the scope of change, the complexity of the systems and processes involved, and the need to integrate with other Modernization initiatives within and across Channels.

The following phases are anticipated:

CSB 1.1 Collections (DMCS Reengineering)

CSB 1.2 Direct Loan Consolidation Re-engineering

CSB 1.3 Loan Servicing

CSB 1.4 Common Integration

**1.3 Initiative Type**

Business Process Support System  
     Financial Management System       \_\_\_  
     Non-Financial Management System   \_\_\_

Program Delivery System  
     Financial Management System       \_\_\_  
     Non-Financial Management System   \_X\_

IT Infrastructure                   \_\_\_  
 IT Services                       \_\_\_  
 General Office Automation       \_\_\_

**1.4 Contact Information**

	Name	Principal Office	Phone Number
Project Manager	Denise Leifeste	FSA	(202) 377-3293
Program Manager	Sybil Phillips	FSA	(202) 377-3206
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 Common Services for Borrowers system will enable FSA customers to have a seamless business experience when servicing their student loans. More specifically, the loan consolidation reengineering effort will allow for a more efficient consolidation of loans, with less manual processing and a lower default rate due to the modernization and integration of the consolidation system with the other Common Services functions.

### 2.2 Business Problem or Opportunity and Causing Conditions

FSA is required to provide loan consolidation services to borrowers, to allow them to consolidate multiple loans into one, single direct loan. The current consolidation process takes 30-45 days per loan, and is very manually labor intensive. The opportunities for FSA are to reduce the time it takes to consolidate a loan and to reduce the operations costs by making the process more efficient.

### 2.3 Existing Systems

The current Direct Loan Consolidation System (DLCS) is run on an IBM Mainframe. The current Loan Consolidation function also uses call centers that interact with lenders, guaranty agencies and schools, in order to obtain loan balances.

### 2.4 Solution Impact

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

(1) This initiative impact will simplify the existing business processes within Direct Loans.  
(2) The goal is to remove manual intensive interaction between customer service representatives and holders of existing loans. The reengineered Direct Loan Consolidation System will integrate with the two other reengineering phases discussed in Section 1.2, Common Services for Borrowers and DMCS Reengineering, in order to provide an integrated solution for business transaction processes. In addition, it will integrate with the Consistent Answers for Customers solution, providing enterprise-wide consolidation customer interaction across the entire organization.

(3) (4) The stakeholders for this initiative will be:

- Borrowers – they will be able to consolidate their loans faster.
- Schools, Guaranty Agencies, Banks – there will be less demand for information from the holders of the loans.
- FSA – through realizing the unit cost goals of the organization.

The current consolidation functions are outsourced to EDS, and they will be involved in the planning and development of the reengineering solution.

(5) Changes to the requirements for outstanding loan balances will require extensive work with the loan community

in the planning, development and operations of this initiative. Reengineering the current business process will impact the Operating Partner that is currently performing the Loan Consolidation function and may require a new organization structure and corresponding training for all staff.

### **2.5 Business Process Reengineering**

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

The major reengineering around the Direct Loan Consolidation effort is focused around how to improve efficiency of certifying outstanding loan balances and payoffs. The initiative will initially focus on base lining the As-Is process flows. Then, identifying opportunities for improving efficiency, defining the To-Be process flows, and finally, the actions required achieving the To-Be state.

### **2.6 Mandatory Requirement**

The mandatory requirement, as part of the Title IV program, under the Higher Education Act, as amended, is to provide a loan servicing function for Direct Loan consolidation service for borrowers. The existing system meets this requirement and this initiative is planning to meet the same requirement.

### **2.7 Consequence of Not Funding the Initiative**

If this effort is not funded, the following are the consequences FSA faces:

1. May not meet the Unit Cost Reduction target.
2. May not achieve the Customer Satisfaction goals in this area.
3. Will not provide a fully integrated business solution within Common Services for Borrowers.
4. Will be required to extend legacy operating contract beyond expiration dates.

## **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 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 Leverage the contributions of community-and faith-based organizations to increase the effectiveness of Department programs.
- Objective 6.7 By becoming a high performance, customer-focused organization, earn the President's Quality Award.

None of the Above

### 3.3 Strategic Plan Strategies Supported

### **Strategic Objective 6.1**

- **Update and integrate financial systems.** We will implement a new financial system capable of producing timely and reliable financial data and reconcile systems to the general ledger.
- **Prepare financial statements to provide leading data on Department performance.** The Department will create quarterly financial statements to track financial performance against agreed upon budgets.
- **Analyze data to reduce fraud.** The Department will create data analysis capabilities within financial and program management systems and will refer any cases of suspected fraud to the Inspector General's office.
- **Review existing internal controls and implement changes where necessary.** These efforts will include processes for monitoring and holding grantees, contractors, guarantors and lenders accountable and closing open audit recommendations.
- **Increase the use of performance-based contracting.** Contractors will be held accountable to objective performance criteria.

### **Strategic Objective 6.3**

- **Identify and obtain needed skills.** The Department will continue its efforts to identify core work competencies and develop and implement strategies to close skills gaps. We will encourage managers to utilize all the tools at their disposal to recruit and hire highly qualified individuals.
- **Improve employee performance and accountability.** The Department will help to ensure high employee performance and accountability by improving management training in these areas and by strengthening the Department's employee performance appraisal system and related processes. Managers will be given the freedom to manage and will be held accountable for results. A new award system will be developed that will provide recognition and bonuses to individuals and teams who do outstanding work related to the strategic plan.
- **Improve core processes related to human capital management.** The Department will re-engineer key human capital processes and ensure that it has the resources to assist the Department in addressing its human capital challenges. Specifically, we will revamp our hiring system so that managers may bring on high quality employees in a timely fashion. We will delayer the bureaucracy.
- **Improve the use of competitive sourcing.** The Department will identify new opportunities for competitive sourcing in order to augment the organization's capabilities.

### **Strategic Objective 6.4**

- **Create an efficient and integrated delivery system.** We will use new technologies and integrate systems by eliminating, consolidating, and redesigning the thirteen current legacy systems to improve service, cut costs and reduce the improper payment of student aid funds.
- **Improve program monitoring.** The Department will strengthen financial management and internal controls so that relevant, timely information is available to manage day-to-day operations. We will improve technical assistance and increase program monitoring.

### 3.4 Quality Indicators

This initiative is currently in its initial planning phase, thus key quality indicators are currently undefined and at a high level. Specific targets will be determined as the initiative planning is further determined. Projected quality indicators include:

- A reduction in the default rate for FY03 and FY04, by improving the skip tracing capabilities and proactively managing the *portfolio*. This significantly minimizes the number of loan borrowers defaulting on their loans as well as facilitating management's flexibility in reporting and decision-making, through the ability to have a detailed view across the entire portfolio.
- Reduction in unit cost at both the FSA and the Federal Government levels.
- An increase in the collection rate of defaulted loans, while also taking into consideration the need to balance both the reduction in the default rate and the increase in collection rate to prevent any adverse effects one endeavor may have on the other.
- Assessment methods will be determined at a later date to adequately measure customer satisfaction with the use of current systems, such as EBP, aimed at facilitating their loan borrowing and payment experience.

## 4.0 Technology Initiative

### 4.1 Initiation Date

The start date for the initial phase of Requirements determination and Design is expected to be June 30, 2002.

### 4.2 Initiative Deployment / Implementation Date

The implementation phase is anticipated to immediately follow and conclude by September 30, 2004.

### 4.3 Initiative Phase

Under Development  
 Maintenance Only  
 Maintenance with Enhancements

### 4.4 Initiative Scope

The following is the scope for this initiative:

- Business Requirements
- Developing As-Is and To-Be Process Flows
- Functional Design
- Technical Design
- Test Plan/Expected Results
- Actual Results

### 4.5 Assumptions, Constraints, and Dependencies

1. Assumptions:
  - Following the analysis phase, the solution will be designed, developed and delivered through a shared-in-savings approach.
  - The Consolidation Reengineering project will deliver a business solution, not just hardware and software.
  - The current business rules can change around the loan balance certification.
2. Constraints:
  - The approval of external communication to change loan balance certification is a constraint the initiative faces. The team will work with FSA Financial Partners early to reach a common agreement on what is planned.
  - A key constraint is the expiration of the current operating contract on 03/31/03.
3. Dependency on other initiatives:
  - Close coordination will be required with the Consistent Answers, Common Services for Borrowers, and DMCS Reengineering projects.

#### **4.6 Outstanding Issues**

None

#### **4.7 Benefits**

Benefits in completing this initiative are:

- An increase in Efficiency through a streamlined process.
- Improved Customer Satisfaction through reduction in time need to consolidate a loan.
- Reduction in cost through removing a manually intensive process.
- Increased employee satisfaction through empowering management with flexible reporting, decision, and predictive modeling tools.

**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**

TBD

**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)	Modernized Integrated System	FY2003 \$2,000,000 FY2004 \$5,000,000	See Section 4.7	Will require significant business, technical, and organizational changes
Alternative 2	Do Nothing	\$0	\$0	No Unit Cost Reduction in Area; No Improvement in Customer Satisfaction
Alternative 3	Enhance existing system	TBD	TBD	Continues siloed approach to service delivery. Smaller cost reduction and customer satisfaction improvements.
Alternative 4				

Modernized Common Services for Borrowers Integrated System incorporating reengineered Direct Loan Consolidation System

## 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)

The initiative product support plan will be determined at a later date.

### 5.3 Section 508 Compliance

(Accessibility)

- (1) Hardware and Software will be part of this initiative.
- (2) N/A
- (3) Once hardware and software for this initiative are determined, the Assistive Technology team will review both for its Section 508 compliance.

### 5.4 Government Paperwork Elimination Act (GPEA)

(Business Process Support and Program Delivery Systems only)

- (1) Initiative will look at providing options such as consolidating correspondences with borrowers.
- (2) By streamlining the process, it will allow borrowers to send these correspondences electronically and therefore reduce/eliminate paper correspondence.
- (3) OMB Control Number planned in FSA FY2001 GPEA Report

### 5.5 Information Management

(Business Process Support and Program Delivery Systems only)

- (1) DLCS will most likely have to collect loan balance from lenders/Guaranty Agencies in order to consolidate those loans any pay them off to the lenders.
- (2) TBD
- (3) TBD

### 5.6 Privacy

- (1) The current system has a Privacy Act published in the Federal Register. The project team will review forms and determine whether updates are required or not.
- (2) TBD

### 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.**

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

**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.**

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

**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.**

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

**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.**

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

**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.**

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

**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.**

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

## 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	Organizational disruption caused by functional mergers	Medium	High	Change management activities will be included in the project plans.
Project Resources (Financial, Personnel, etc.)	Resource shortages	Low	Medium	Proactive project management will seek to identify possible shortages prior to occurrence
Project Management	N/A	N/A	N/A	N/A
Business	Inability to change business practices	Medium	High	Will work with Financial Partners to develop and communicate a win-win solution for FFEL community and DL borrowers
Data/Information	Incomplete or inaccurate data	Medium	Medium	Data validation and clean-up tasks will be included in project plans
Application	N/A	N/A	N/A	N/A
Technology/Infrastructure	N/A	N/A	N/A	N/A
Security	TBD	TBD	TBD	TBD
Privacy	TBD	TBD	TBD	TBD

### 6.2 Operational Performance Measures

Operational performance measures definitions currently in progress and will be determined at a later date based on quality indicators determined in section 3.4.

### 6.3 General Acquisition Strategy

- (1) Currently a single contract is planned.
- (2) This initiative will be contracted as a Firm Fixed Price with the FSA Modernization Partner
- (3) Contract incentives are unknown at this time. Depending on the type of contract executed to operate a modernized Common Services for Borrowers initiative that will include a modernized Direct Loan Consolidation System, incentives may be included.
- (4) Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)
- (5) General Contract information is as follows:

**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

**Period of Performance:** Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)

- (6) N/A
- (7) N/A
- (8) N/A
- (9) N/A
- (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