

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

eCampus Based

1.2 Initiative Description

In FY2001 an initiative was set forth to reduce the cycle time of application processing for institutions, reduce risk from aging systems, increase Federal Student Aid (FSA) staff access to data and analysis capabilities, provide institutions and servicers with an alternative submission option for the Fiscal Operations Report and Application to Participate (FISAP) file, and increase maintainability while reducing cost. It brought the Campus Based (CB) application into today's technology, realizing the vision of the FSA Modernization, by moving it off of the mainframe scheduled for retirement, and providing efficient interaction with other relational database systems (Financial Management System (FMS), Common Origination & Disbursement (COD), etc.).

This business case outlines the plan for continued operations and maintenance of this new eCampus Based (eCB) system that provides a user-friendly web-based FISAP to the Schools, is much simpler to update and maintain than the existing mainframe based system, and provides for a much more efficient environment for the CB staff to perform their jobs, provides better support to our customers, and provides scalability.

1.3 Initiative Type

Business Process Support System
 Financial Management System __X__
 Non-Financial Management System ____

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	Milton Thomas	FSA	(202) 377-3182
Program Manager	Richard Coppage	FSA	(202) 377-3174

Project Sponsor	Jane Holman	FSA	(202) 377-4322
Contracting Officer	Richard Galloway	FSA	(202) 377-3611
Contracting Officer's Representative	Richard Coppage	FSA	(202) 377-3174

2.0 Business Process

2.1 Business Process Support

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

This project provides a system for managing and processing application data for the Campus-Based program. It offers a simplified process to local educational agencies for the application and award of grants and Perkins loans from the Department. This system replaces the former manual way of applying for and receiving grants, thereby reducing redundancies in data capture and trimming the layers involved in decision-making therein.

2.2 Business Problem or Opportunity and Causing Conditions

One of the Performance Based Organization (PBO) goals was to change the method in which FSA collected and retained data. The eCampus Based initiative replaced an outdated, slow system with an Oracle relational database in accordance with the PBO.

2.3 Existing Systems

FISAP on the Web

Provides School/Institutional Users the ability to submit the FISAP over the web. The site allows school users to enter and save FISAP data, view real-time validation edits, access self-service reports, and submit information to the Department. This information is stored in an Oracle 8i RDBMS version 8.1.6. The FISAP on the Web site has been in production for nearly seven months. The URL for the site is <http://cbfisap.sfa.ed.gov>.

Administrative Functionality for the CB Staff

Provides FSA's Campus-Based Staff a web interface to manage annual FISAP processes through data analysis modules, award amount calculations, reporting and communications tools. This includes access to current submitted data and prior year data from the Oracle database. The target date for release of the Admin Site into production is currently mid June of 2002. The projected URL for this site is <http://cbfisap.sfa.ed.gov/admin/adminWelcome.jsp>.

2.4 Solution Impact

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

1. N/A (this is an implemented initiative with no enhancements)
2. N/A (this is an implemented initiative with no enhancements)
3. Schools, the primary customer of the eCampus Based initiative, are the direct beneficiaries. Refer to Section 4.7, Benefits, for customer related benefits of this initiative.
4. N/A (this is an implemented initiative with no enhancements)
5. N/A (this is an implemented initiative with no enhancements)

2.5 Business Process Reengineering

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

The results of this initiative's business process reengineering efforts include a more timely FISAP application process for schools, the ability to easily extract information from the database for analysis and a more user-friendly application.

2.6 Mandatory Requirement

This initiative supports the Department's responsibility for meeting the dates documented in the Higher Education Act Master Calendar.

This initiative supports the PBO goal to change the method in which FSA collects and retains data. The eCampus Based initiative replaced an outdated, slow system with an Oracle relational database in accordance with the PBO goal.

This initiative also supports the Government Paperwork Elimination Act by providing an electronic process for preparing and submitting grant applications.

2.7 Consequence of Not Funding the Initiative

- Lack of funding would impede compliance with the Higher Education Act (HEA).
- Failure to maintain the system would dramatically reduce planned financial aid to schools, thus indirectly effecting the disbursement of financial aid to students.

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 Improve reading achievement for all students.
- Objective 2.2 Improve math and science achievement for all students.
- Objective 2.3 Improve the performance of all high schools.
- Objective 2.4 Improve teacher 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 of Education.
- 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 Close the college participation and graduation gaps between low-income and minority students and their peers.
- Objective 5.2 Strengthen accountability among 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 within the Department and its programs and management and internal controls.
- Objective 6.2 Improve the strategic development of the Department's human capital.
- Objective 6.3 Manage information technology resources, using e-gov, to improve service to our customers and partners.
- Objective 6.4 Continue to modernize the Student Financial Assistance system and reduce the high-risk status of Title IV programs.
- Objective 6.5 Achieve budget and performance integration in order 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 5.2

Strengthen accountability among postsecondary institutions.

- **Refine the Title II accountability section.**
Build on the successes of the HEA's Title II reporting system for teacher preparation programs and make it more effective. Continue to work with the Congress, the states and institutions in standardizing data definitions and elements. Also, consider refining the current institutional ranking system so that it provides better information to the public and policymakers on the performance of institutions of higher education in preparing their graduates to pass state licensure assessments.
- **Create a reporting system on retention and completion that is useful for state accountability**

systems.

Work with the Congress, the states and institutions to expand the current student retention and completion reporting system for institutions of higher education so that data are available by race, gender, ethnicity and federal aid recipient versus non-federal aid recipient.

Strategic Objective 5.3

Establish effective funding mechanisms for postsecondary education.

- **Investigate postsecondary funding strategies.**
Assemble a study group of financial aid experts, financial officers of postsecondary institutions, parents, students and OPE/OFSA staff to make recommendations for achieving cost efficiencies and cost reductions at postsecondary education institutions, as well as reducing unmet need and borrower indebtedness.
- **Improve the efficiency of the Title IV aid process.**
Work with the Office of FSA to improve the efficiency of the Title IV Aid process.

Strategic Objective 6.1

Develop and maintain financial integrity within the Department and its programs and management and internal controls.

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

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

Quality Indicators for this initiative are based on meeting the Congressionally mandated deadlines from the HEA master calendar:

- FISAP to School – August 1st
- Schools submit FISAP – October 1st
- FISAP edits to Schools – November 15th
- School edits Confirmed – December 15th
- Tentative Awards – February 1st
- Final Awards – April 15th

4.0 Technology Initiative

4.1 Initiation Date

October 1, 2002

4.2 Initiative Deployment / Implementation Date

September 30, 2003

4.3 Initiative Phase

Under Development
 Maintenance Only
 Maintenance with Enhancements

4.4 Initiative Scope

Work services include:

- Maintenance services required on the network.
- Maintenance services required on the hardware.
- Maintenance services required on the software applications that are covered by the maintenance contract.

Maintenance work products will include but is not limited to:

- Daily Operations of the System including: monitoring system, executing system checks, processing data, identifying errors, trouble shooting and applying fixes.
- Yearly Revision of System including: making year sensitive changes to online tool, changing FISAP calculations per new regulations, adding new records, changing fields where mandated by policy changes and new initiatives and updating documentation.

4.5 Assumptions, Constraints, and Dependencies

1. Federal government plans to continue providing federal student aid to students. Additionally, it is assumed the Higher Education Act (HEA), as amended, will not change. As a result, the Department is still responsible for meeting the dates documented in the HEA master calendar.
2. The major constraint that stands in the way of successful implementation of this initiative is the allocation of funds for FY03-04.
3. This initiative is not dependent upon another initiative.

4.6 Outstanding Issues

None.

4.7 Benefits

The benefits of maintaining the eCampus Based initiative are:

- Timely disbursement of financial aid to schools, thus improving disbursement time of aid to students
- Provides efficient environment for CB staff to perform their job
- Scalability
- Provides increased support to customers
- Provides increased maintainability while reducing costs
- Increased access to data and analysis capabilities

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)				
Alternative 2				
Alternative 3				
Alternative 4				

N/A – initiative has already been implemented.

5.0 Enterprise Architecture

5.1 Use of COTS/GOTS

Maintenance initiative.

Percentage of COTS/GOTS Components:

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

Currently there are no COTS/GOTS components that support the efforts of this initiative. Although initiatives based on COTS/GOTS components are desirable, this should not be a major source of risk as this is a maintenance effort. Any risks have been mitigated at initial implementation.

5.2 Consistency with Product Support Plan

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

Hardware and software listed in Appendix A, as supported under the PSP:

Database Clients

- Oracle

Hardware and software not listed in Appendix A:

Production & Maintenance software

- Adobe Writer
- IBM Websphere
- IBM MQ Series
- Microstrategy
- JAVA

5.3 Section 508 Compliance

(Accessibility)

1. The Assistive Technology Team has reviewed the hardware and software that comprise the initiative and deemed it Section 508 compliant.
2. N/A
3. N/A

5.4 Government Paperwork Elimination Act (GPEA)

(Business Process Support and Program Delivery Systems only)

1. This initiative establishes a Web-based application system for preparing and submitting grant applications electronically, reducing application processing time.
2. These initiatives are mentioned directly in the Department's GPEA plans.
3. There are approximately 4,100 respondents per transaction. The OMB control number is 1845-0030.

5.5 Information Management

(Business Process Support and Program Delivery Systems only)

1. The eCampus Based initiative involves the collection of information from Schools.
2. Information is collected through the FISAP application process, which begins August 1st.
3. OMB Form 83-I and Supporting Statement for Paperwork Reduction Act Submissions has been completed for the data collection, and the data collection has been certified as per the Paperwork Reduction Act.

5.6 Privacy

1. This initiative does not collect or maintain personally identifiable information; all information is institutional data.
2. N/A

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)

01/15/2002

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

N/A

Part 1 – c.

N/A

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

11/19/2001

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

N/A

Part 2 – c.

N/A

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)

06/15/2002

Part 3 – c.

Initiative will follow Department guidelines for FY2002 currently set for 06/15; will continue to properly maintain documentation in accordance with Department guidelines for future years.

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)

06/30/2002

Part 4 – c.

Initiative will follow Department guidelines for FY2002 currently set for 06/30; will continue to properly maintain documentation in accordance with Department guidelines for future years.

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)

09/30/2002

Part 5 – c.

Initiative will follow Department guidelines for FY2002 currently set for 09/30; will continue to properly maintain documentation in accordance with Department guidelines for future years.

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)

12/31/2002

Part 6 – c.

Initiative will follow Department guidelines for FY2002 currently set for 12/31; will continue to properly maintain documentation in accordance with Department guidelines for future years.

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.)	1) Lack of funding by Department to maintain eCB system; 2) Ability to maintain and recruit qualified personnel to maintain initiative operations.	Minimal	High	1) Participate in annual funding process; 2) Ensure CB resources are accounted for in the FSA Human Capital and Competitive Sourcing Plan.

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	N/A	N/A	N/A	N/A
Data/Information	N/A	N/A	N/A	N/A
Application	N/A	N/A	N/A	N/A
Technology/Infrastructure	N/A	N/A	N/A	N/A
Security	Web-based security	Low	Low (institutional data only)	Following web security standards and guidelines
Privacy	N/A	N/A	N/A	N/A

6.2 Operational Performance Measures

1. The performance measure used to evaluate this initiative includes meeting the Congressionally mandated deadlines from the HEA master calendar. System performance measures are specific to the service level agreements (SLAs) negotiated with the FSA Virtual Data Center (VDC) as related to system accessibility, acceptable downtime etc.
2. N/A

6.3 General Acquisition Strategy

1. Single Blanket Purchase Agreement (BPA) contract
2. 1 active Time and Material task order, 5 active Firm Fixed Price task orders
3. Contract performance objectives are linked to meeting the HEA master calendar dates.
4. Performance period: March 29, 2001-March 20,2003.
- 5.

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

Project: eCampus Based Maintenance

Contract Type: Performance Based (GS-35F-4828H)

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