

# 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

National Student Loan Data System (NSLDS II Reengineering)

#### 1.2 Initiative Description

The National Student Loan Data System (NSLDS) is a comprehensive and centralized repository of information for Title IV recipients and their loans, Pell grants, Lenders, Guaranty Agencies, Servicers and Schools. The system has evolved since 1994 with functions to fulfill the following additional requirements:

- Student Aid Eligibility
- Cohort Default Rate
- Student enrollment tracking
- Audit and program reviews
- Research and policy development
- Budget formulation and execution
- Loan Transfer Tracking
- GA and lender payment reasonability
- Financial aid history
- Student transfer monitoring

This business case addresses the need for the NSLDS II Reengineering phase to:

- Reduce FSA operating costs associated with NSLDS.
- Improve financial integrity.
- Improve quality and usability of NSLDS information, benefiting the Department and other NSLDS users in the financial aid community.
- Balance FSA data needs with burdens placed on the financial aid community.
- Improve usability of NSLDS data repository through new tools.
- Efficient use of data resources available within FSA and from the financial aid community.

The reengineering efforts will be multiphased, and will provide the following capabilities:

- Replatforming
- Enrollment Outsourcing
- Common Record Extension
- Financial Partner Data Feed Reengineering
- FFEL Fetch Analysis

#### 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	Harry Feely	FSA	202-377-3377
Program Manager	Harry Feely	FSA	202-377-3377
Project Sponsor	FSA Management Council	FSA	202-377-3377
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:  
\_\_\_\_\_

Major functions include:

- Student Aid Eligibility
- Cohort Default Rate
- Student enrollment tracking
- Audit and program reviews
- Research and policy development
- Budget formulation and execution
- Loan Transfer Tracking
- GA and lender payment reasonability
- Financial aid history
- Student transfer monitoring

### 2.2 Business Problem or Opportunity and Causing Conditions

Currently, NSLDS is hampered by some challenges related to discrepancies between the quality and timeliness of NSLDS data and the system of record, and the operating costs of NSLDS. The reengineering phase (NSLDS II) presents the following opportunities:

- Reduce operational costs by 25-50%
- Establish a modernized technical platform to provide program-wide data warehousing capabilities
- Increase timeliness of data exchanges between FSA and lenders, servicers, and Guarantors

### 2.3 Existing Systems

The current comprehensive repository is called the National Student Loan Data System (NSLDS) and it runs on a legacy IBM mainframe, using DB2 databases.

### 2.4 Solution Impact

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

- 1) The Solution impact of the NSLDS system is that it is the sole repository for Title IV recipients and their loans, Pell grants, Lenders, Guaranty Agencies, Servicers and Schools, making the system the focal point to house the functions listed in 2.1.
- 2) The NSLDS reengineering initiative is dependent on legacy and modernized interfaces including CSFB (Common Servicing for borrowers), DLSS (Direct Loan Servicing System), COD (Common Origination and Disbursement) and Consistent Answers systems (demographic data) which is scheduled to go –live approximately at the same time with NSLDS.
- 3) The stakeholders for this Initiative will be:
  - FSA and other federal agencies (OMB, GAO) – will be able to use accurate data for budget forecasting, policy analysis, at a lower operating cost. Additionally, will be able to maintain the centralized repository at a lower operating cost.
  - Financial partners (GAs, lenders, and servicers)
  - Schools and students – they will receive more accurate information on student aid tracking, eligibility.

4) Applicable stakeholders to the future phases of work have been involved in planning and discussing the initiative.

5) N/A

## 2.5 Business Process Reengineering

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

This business case addresses the need for the NSLDS II Reengineering phase to address the following functions:

- Student Aid Eligibility
- Cohort Default Rate
- Student enrollment tracking
- Audit and program reviews
- Research and policy development
- Budget formulation and execution
- Loan Transfer Tracking
- GA and lender payment reasonability
- Financial aid history
- Student transfer monitoring

The following business processes will be reengineered to support FSA's target vision:

- **Direct Access** to provider systems for transaction-based support, such as determining student aid eligibility. This business process will increase timeliness of data exchanges between FSA and other agencies
- **Data Marts** with end-of-period data, aggregated to support analytics, such as Cohort Default Rates. This business process will contribute to reducing operational costs. NSLDS Reengineering efforts will cover creation of new data marts as they relate to NSLDS analytical and operational reporting capabilities only. The complementary relationship between NSLDS and the data marts is envisioned to continue between the NSLDS replacement system (NSLDS II) and the consolidated data mart. The strategy for the integration of the two efforts is currently underway to ensure that non-redundant, complementary business objectives are achieved, per the data mart integration effort.
- **Common Record** extensions needed to support the Direct Access strategy. This business process will aid FSA in establishing a modernized uniform technical platform to provide program-wide data warehousing capabilities.

## 2.6 Mandatory Requirement

The NSLDS II reengineering initiative will support the following requirements:

1. The Government Paperwork Elimination Act (GPEA) suggests an infrastructure for the cost-effective employment of electronic transactions. Refer to Section 5.4.
2. The Higher Education Amendments of 1998, Sec. 483 B [20 U.S.C 1092b], established FSA as a Performance Based Organization (PBO) within the Federal Government charged with modernizing the delivery of student financial aid. The underlying goal was to improve services to millions of students and the postsecondary institutions they attend. As one of the main objectives of this designation, Congress mandated that FSA implement a common, open, integrated system for student financial aid delivery. The NSLDS II reengineering phase is being implemented to support this mandate.
3. The Higher Education Act of 1965 congressionally mandated the need for a national student data repository. NSLDS currently performs this function in conjunction with the existing data marts.

## 2.7 Consequence of Not Funding the Initiative

In the case that this Initiative is not funded, FSA will face the following consequences:

1. Gaps in data integrity and financial integrity
2. Low reusability of NSLDS data due to current legacy platforms
3. Relatively high operating costs related to NSLDS
4. Inefficient customer service due to lack of modernized analytical tools

## 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 By demonstrating management excellence, receive the prestigious President's Quality Award.

**None of the Above**

### 3.3 Strategic Plan Strategies Supported

## Strategic Objective 6.4

### Modernize the Federal Student Aid programs and reduce their high-risk status

- **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

The Quality Indicators outlined below are target post-implementation measures. In a general sense, the modernization of the NSLDS system will lead to a replatformed NSLDS database enabling easier data retrieval, data accuracy, and a reduced cost of operations. Specifically the replatforming of the database from its current legacy mainframe to a mid-range technology will facilitate an expansion of data storage capabilities and more timely data exchange between FSA and Departmental systems.

Quality Indicators	Performance Measures	Target
Scope management	# of change requests	<=10%
	# of requirements	<=10%
Product Quality	Total # of errors found during peer review	<= 0.25
	# of Defect SIRs	<=0.2
Process Quality	Quality and timeliness of reviews	>= 90%
Schedule Quality	budgeted cost of work performed	>= 90%
	schedule efficiency index	>= 90%
Effort, Management, and Cost	Cost Performance Index	>= 90%
Risk Management	total # of risks realized	<= 5%
	total # of risks	<= 5%
	risk exposure	<= 5%

During the NSLDS development phase, quality indicators focus on the timeliness of deliverables and the accuracy of those deliverables. The project also tracks Quality Performance Indicators on a monthly basis as required to be CMM-compliant (i.e. Capability Maturity Model).

## 4.0 Technology Initiative

### 4.1 Initiation Date

11/1/2002

### 4.2 Initiative Deployment / Implementation Date

9/30/2003. Multi-phased rollout with the retirement of the legacy NSLDS system in FY03.

#### 4.3 Initiative Phase

- Under Development  
 Maintenance Only  
 Maintenance with Enhancements

#### 4.4 Initiative Scope

The work products of the NSLDS Reengineering initiative are as follows:

- Replatforming
- Enrollment Outsourcing
- Common Record Extension
- FP Data Feed Reengineering
- FFEL Fetch Analysis

Work services for each phase will include:

- High level requirements
- Definition Phase
- Construction and Deployment

#### 4.5 Assumptions, Constraints, and Dependencies

1. NSLDS Assumptions:

- The reengineering initiative will receive the support of the community.
- Sequence adoption by lenders, servicers, GAs and schools for FY03 and FY04.

2. NSLDS Constraints: None

3. NSLDS Dependencies:

- Much of NSLDS's analytical and reporting capabilities will be supported by an enterprise data warehouse and data marts – some of which are in place, in progress or still in the planning stages.
- Source FSA systems (e.g. FMS, CPS, COD) will provide direct loan and grant information for transaction-based, direct access process (e.g. eligibility checks).

External solutions (e.g. Clearinghouse, ELMNet, Meteor) are likely to be key elements of the NSLDS direct access approach to FFEL loans.

#### 4.6 Outstanding Issues

None

#### 4.7 Benefits

Benefits to implementing the NSLDS Reengineering initiative will include:

- Reduced FSA operating costs associated with NSLDS.
- Improved financial integrity.

- Improved quality and usability of NSLDS information, benefiting the Department and other NSLDS users in the financial aid community.
- Balanced FSA data needs with burdens placed on the financial aid community.
- Improved usability of NSLDS data repository through new tools.
- Efficient use of data resources available within FSA and from the financial aid community.

**Reduce Operating Costs associated with NSLDS**

Quantified Benefit (\$)	How will benefit be realized?	When will benefit be realized?
Today's cost for making a correction by NSLDS	NSLDS will be able to significantly reduce the number of data	Immediately at implementation
Guaranty agencies estimate that today's NSLDS	Reduce time and labor of customer service calls and in	Immediately at implementation
NSLDS had 30,200 calls over the last year related to	Reduction in the number of calls, which averages \$10 for each call	Immediately at implementation
<i>Assumptions</i>		
Guaranty Agencies who will use the system will be trained accordingly.		

**Increase Customer Satisfaction**

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Assumptions - None

**Increase Employee Satisfaction**

Quantified/Qualitative Benefit	How will benefit be measured/realized?	When will benefit be realized?
Reduce burden to Ombudsman office for NSLDS data correction conflicts	Reduced time, labor and system usage.	After implementation.
Employee satisfaction will increase as complaints about NSLDS accuracy and timeliness go down.	Less calls to customer service centers, more compliments to SFA about giving schools accurate data to work with.	After implementation.
Assumptions – None		

NSLDS II implementation will also enable FSA to reduce the overall operating costs of the NSLDS system. Current projected costs to operate NSLDS in FY04 range from \$11M - \$20M. It is projected that NSLDS II will require \$5M to maintain in FY2004 and onwards. Therefore the implementation of the NSLDS II business case will enable FSA to save approximately \$6-\$15M in projected future operations and maintenance costs.

**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)	Re-engineer NSLDS	\$58M (including VDC Costs)	<p>1.) Reducing the operations cost by 25-50 % in FY03 and FY04, by creating an efficient delivery system using new technologies</p> <p>2.) Improve the frequency of exchanges between NSLDS II and lenders, servicers, and GAs, by improving internal controls so that relevant timely information is available to manage day-to-day operations. Exchanges should occur at least monthly, as opposed to current quarterly exchanges</p> <p>3.) Contribute to improving customer service by measuring customer satisfaction (ACSI Index). Expectations are that ACSI Index will increase to 75 in FY03 and 76 in FY04</p>	None
Alternative 2: Remain as-is	Use the current functionality provided by NSLDS	Approx \$16-20/yr = \$112-140M for the lifecycle	No additional development cost	If it remains as is, complaints to SFA will continue, eligible students will not receive aid as quickly as possible, and NSLDS would have to maintain a very labor intensive, manual correction process. Customer service centers will continue to receive phone calls concerning the issue.

Alternative 3: Implement on a smaller scale	Implement on a smaller scale	TBD	Reduced development cost	Limit the update capability to only those data elements that affect student eligibility. Other SFA functions supported by NSLDS, such as cohort default rates, would not benefit from the new update capability.  Multiple platforms for maintenance and potentially multiple contractors to do the maintenance
Alternative 4				

Alternative 1: Reengineer NSLDS was selected because it will provide a reduction of 25-50% in operational costs and will help FSA reach its strategic goal of reducing operational costs.

## 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 is a new initiative. The most likely used products will be Informatica, a database server tool (TBD), and MicroStrategy's latest version.

### 5.3 Section 508 Compliance

(Accessibility)

1. Yes. The Assistive Technology team has deemed hardware and software (e.g. MicroStrategy – query and access tool) section 508 compliant.
2. N/A
3. N/A

**5.4 Government Paperwork Elimination Act (GPEA)**

(Business Process Support and Program Delivery Systems only)

NSLDS II is a repository of information collected from various systems of record including Guaranty Agencies, Schools and internal FSA systems including DLSS, DCS, COD, etc. The collection of this information is performed through a variety of formats, all electronic in nature. Interaction with end-users for the execution of reports, extracts and / or queries is performed through a web interface or the Student Aid Internet Gateway (SAIG). NSLDS II will also help support transition from paper to electronic exchange of Cohort Default Rate (CDR) processing over the SAIG being developed as part of the Electronic Cohort Default Rate (eCDR) initiative.

NSLDS II does not require the use of paper for the processing or distribution of its data.

**5.5 Information Management**

(Business Process Support and Program Delivery Systems only)

1. NSLDS II operates as a central repository for data that is provided by FSA customers into other systems. The receipt of this second-hand data from external respondents depicted below:
  - Direct Loan Servicing System – direct loan information (weekly)
  - Guaranty Agency – FFELP loan information (monthly)
  - Schools – Perkins loan information
2. Time table for collection:
  - DLSS – weekly
  - GA – monthly
  - Schools – monthly
3. N/A. NSLDS II is a data warehouse that is populated with electronic transactions. NSLDS II may not directly impact paperwork reduction, but by acting as a central repository enables other FSA front-line systems and data stores to reduce their reliance on paper based transactions.

**5.6 Privacy**

1. Yes
2. A Privacy Act Notice for NSLDS has been prepared and published in the Federal Register, as required by law.

**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)

4/1/2003

**Part 1 – c.**

This will be completed 1 month prior to production readiness (refer to the System Life Cycle document for methodology)

**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)

4/1/2003

**Part 2 – c.**

IT Security Risk assessments will be completed 1 month prior to production readiness (refer to the System Life Cycle document for methodology)

**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)

4/1/2003

**Part 3 – c.**

Since most of the initiatives, including NSLDS run off the VDC platform, this initiative will inherit security compliance from the VDC. Refer to the VDC Disaster Recovery for the overall infrastructure Disaster Recovery Plan. However, system specific Security plans, configuration management, and Disaster recovery will be completed 1 month prior to production readiness (refer to the System Life Cycle document for methodology), and will meet the Department deadline currently set for June15.

**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)

4/1/2003

**Part 4 – c.**

NA, since the NIST Self-assessment relates to systems in production, and this system will not go into production until May 2003.

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

N/C

NA

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

4/1/2003

**Part 5 – c.**

This Certification and Accreditation documentation will be completed to meet the Department deadline currently set for September 30.

**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)

5/1/ 2003

**Part 6 – c.**

This initiative plans to obtain Official Accreditation and meet the Department deadline currently set for December 31.

## 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.)	N/A	N/A	N/A	N/A
Project Management	N/A	N/A	N/A	N/A
Business	N/A	N/A	N/A	N/A

Data/Information	Alignment of data feeds with other business processes will likely require financial partners to implement changes to those data feeds	Medium	If data feeds are not modified, it could lead to delays in populating the NSLDS	Plan a transition for financial partners that supports a phased transition (similar to COD's phased transition) where leading providers can upgrade while other providers can continue to interface with FSA using current processes for a period of time
Application	N/A	N/A	N/A	N/A
Technology/Infrastructure	FSA may need to make changes to its data mart technical architecture standards to support the large NSLDS data volumes	Medium	If technical architecture is not tested, it could lead to performance issues of NSLDS becoming the simplified and unified single-point system	Evaluation of technical architecture choices and constraints will be part of this NSLDS II design
Security	Given that NSLDS is a critical FSA system, it runs the risk of data being deleted or changed by unauthorized users.	Medium	High	Build controls, create security plans, risk assessments, test, certify and accredit the system with these changes.
Privacy	N/A	N/A	N/A	

## 6.2 Operational Performance Measures

### 1. NSLDS will contribute to:

- Reducing the operations cost by 25-50 % in FY03 and FY04, by creating an efficient delivery system using new technologies
- Improve the frequency of exchanges between NSLDS II and lenders, servicers, and GAs, by improving internal controls so that relevant timely information is available to manage day-to-day operations. Exchanges should occur at least monthly, as opposed to current quarterly exchanges
- Contribute to improving customer service by measuring customer satisfaction (ACSI Index). Expectations are that ACSI Index will increase to 75 in FY03 and 76 in FY04

### 2. May1, 2003

## 6.3 General Acquisition Strategy

1. Single Contract.
2. This initiative will be contracted as a Firm Fixed Price with the FSA Modernization Partner.
3. No financial incentives or performance based contracting components will be used. The contract type is 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).
4. 9/30/02. Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)
5. 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) for the Mod Partner project. BPA #:ED-99-DO-0002.
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

\_X\_ 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