

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

POSTSECONDARY EDUCATION PARTICIPANTS SYSTEM (PEPS).

1.2 Initiative Description

PEPS is Federal Student Aid's management information system of all organizations that have a role in administering student financial aid and other Higher Education Act programs. PEPS maintains eligibility, certification, demographic, financial, audit and default rate data about Schools, Lenders and Guarantors participating in the Title IV programs. PEPS is used by FSA, Office of Postsecondary Education (OPE), Office of Inspector General (OIG), General Accounting Office (GAO), Guarantors, State Departments of Education, Regional and National Accreditors, and State Licensing Agencies. In addition, PEPS is available to any other portion of the Department of Education.

The purpose of this initiative is to provide maintenance (enhancement and software deficiency correction) and operations support to PEPS. PEPS is currently scheduled to be retired in FY04; however this is pending final contract negotiations for Consistent Answers for Customers. This business case does include maintenance costs after the scheduled retirement of PEPS, as the retirement of PEPS is pending final cost analysis for the Consistent Answers for Customers initiative. The Consistent Answers SIS cost and contract agreements are scheduled to conclude the middle of June 2002, at which point the maintenance costs for PEPS can be confirmed.

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	Rana O'Brien	FSA, Title IV Delivery, PEPS Director	202-377-4312

Program Manager	Jane Holman	FSA, Title IV Delivery Manager	202-377-4322
Project Sponsor	Kay Jacks	FSA, Schools Channel Manager	202-377-4322
Contracting Officer	Rich Galloway	FSA	202-377-3611
Contracting Officer's Representative	John McGonigal	FSA	202-377-4315

2.0 Business Process

2.1 Business Process Support

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

- **Information Dissemination:** PEPS is a management information system for FSA and the rest of ED, as well as outside educational partners. PEPS also provides Title IV Delivery Systems with eligible schools information by sending files of data to different systems.
- **Enforcement:** 90% of PEPS deals with oversight of schools, lenders and guarantors.

2.2 Business Problem or Opportunity and Causing Conditions

To provide changes to PEPS to comply with regulatory changes to FSA oversight, regulatory changes required by Default Management regulations, changes required by OMB in FSA's collection of foreign and domestic school data, and changes required by regulation to other activities supported by PEPS. These changes are necessary in order for PEPS to support the work of FSA and the education community nationwide that uses PEPS.

2.3 Existing Systems

PEPS is currently a fully developed management information system which supports those entities noted in 1.2 and 2.2.

1. PEPS interfaces with the Common Origination and Disbursement System (COD), the National Student Loan Data System (NSLDS), Direct Loan, Loan Origination and by extension to Direct Loan Servicing and Recipient Financial Management System (RFMS) (which feeds to the Central Processing System).
2. PEPS website posts weekly a file containing the same information as above, except Stop Pay/Monitoring information or detailed School default rate information.

2.4 Solution Impact

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

- (1) N/A.
- (2) N/A.
- (3) Direct beneficiaries include each of the systems mentioned in number one above (these systems will be fed a daily school file). In addition, servicers (such as Sallie Mae), guarantee agencies and state governments use the weekly posts on the PEPS website in order to find Title IV schools or to verify if a school is eligible for Title IV funds.
- (4) Integrated systems, such as COD, often request enhancements to the PEPS system that would be funded under this business case.
- (5) N/A.

2.5 Business Process Reengineering

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

N/A

2.6 Mandatory Requirement

Because PEPS is the repository of school, lender, guarantor and servicer information concerning ED eligibility of same, as well as oversight of all, PEPS has been developed to meet all existing regulatory and legislative requirements governing those entities and is updated to meet those that arise. Case management and Financial Partners provide the requirements for the system based off of related regulatory and legislative mandates.

PEPS incorporates the requirements from the Higher Education Act related to oversight of schools, lenders, guarantors and servicers.

2.7 Consequence of Not Funding the Initiative

PEPS is the management information system for FSA that contains school, lender, guarantor, and servicer eligibility, Title IV certification, and oversight data of these entities. If this request was not funded, FSA would not be able to continue to maintain and operate PEPS. This would be disastrous to the mission of ED. FSA would not be able to capture either its initial review of schools' applications or its oversight of them. Financial Partners would not be able to do the same with lenders, guarantors and servicers. PEPS stores the day to day work and deliberations concerning schools, lenders, guarantors, and servicers. In addition, there are many outside agencies, such as lenders or state governments that use PEPS to find Title IV schools. If PEPS were no longer continued, these agencies would have no other way to determine which schools were Title IV eligible.

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.
- 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 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 within the Department and its programs 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

Objective 1.1 Link federal education funding to accountability for results:

Provide technical assistance. The Department will offer technical assistance for states to help them develop robust school accountability systems that fulfill the requirements of the *No Child Left Behind* Act. These systems must include rigorous academic standards, annual assessments in reading and mathematics in grades three through eight, real accountability for schools and greater options for parents.

Publish a national education performance report. The Department will publish an annual report detailing each state's progress over time on a number of K-16 performance indicators. These indicators will be drawn from the student achievement reporting requirements of *No Child Left Behind*, as well as other existing data sources.

Create performance-based grants. Within upcoming reauthorizations, the Department will work with Congress to transform formula-based state grants into performance-based grants that award bonuses to states for significant progress and impose sanctions for lack of results.

Support Department programs that work. We will provide an annual list, in conjunction with our GPRA annual performance report and budget submission to Congress, of Department programs that have and have not demonstrated effectiveness in terms of outcomes and propose reforming or eliminating ineffective programs. Effectiveness will be determined by program performance indicators or through rigorous program evaluations.

Objective 5.2 Strengthen accountability of postsecondary institutions.

Refine the Title II accountability system. We will build on the successes of the Higher Education Act's Title II reporting system for teacher preparation programs and make it more effective. The Department will continue to work with Congress, the states and institutions in standardizing data definitions and elements. (See objective 2.4 for more details about our strategies to boost teacher quality and improve teacher preparation.)

Create a reporting system on retention and completion that is useful for state accountability systems. The Department will work with 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, disability, and federal-aid recipient status. We will work to include community colleges in the system, but will allow indicators of completion that include transfer rates to four-year colleges (and do not penalize institutions for serving part-time students).

Objective 5.3 Establish effective funding mechanisms for postsecondary education.

Investigate postsecondary funding strategies. The Department will assemble a study group of financial aid experts, financial officers of postsecondary institutions, college presidents, trustees, parents, students and Department 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. The Department will work to improve the efficiency of the Title IV aid process through streamlining requirements, reducing data burden and simplifying programs.

Objective 5.4 Strengthen Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal Colleges and Universities

Offer technical assistance for planning, implementation, and evaluation. The Department will improve efforts to assist Historically Black Colleges and Universities (HBCUs), Hispanic Serving Institutions (HSIs) and Tribal Colleges and Universities (TCUs) in long-term financial planning, capacity-building and institutional sustainability.

Assist in promoting the technology infrastructure of institutions serving low-income and minority students. We will focus guidance to HBCUs, HSIs and TCUs on developing a 21st century technology infrastructure.

Collaborate with HBCUs, HSIs and TCUs on K-12 improvement efforts. The Department will involve these institutions in professional development and teacher preparation opportunities related to *No Child Left Behind*.

Objective 6.1 Develop and maintain financial integrity and management and internal controls.

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.

Objective 6.3 Manage information technology resources, using e-gov, to improve services for our customers and partners.

Encourage customers to conduct business with the Department on-line. The Department will implement productivity improvements through implementation of e-gov applications, customer relationship management, supply chain management and knowledge management best practices, while at the same time protecting the privacy of our customers.

Ensure security of the IT infrastructure. We will periodically update and validate the General Support Systems (GSS) and Major Applications (MA) Inventory. For each GSS and MA, assure a current risk assessment and security plan and that certification and accreditation are in place.

Reduce our partners' data reporting burden. The Department will minimize burden on our partners and improve the quality of federal data by implementing a performance-based data management initiative. 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, we will collaboratively build and publish data standards, including consensus data elements and definitions. The enterprise architecture will be structured to meet business needs. (See Objective 1.2 for more on this topic.)

Complete enterprise architecture. The Department will 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.

Objective 6.4 Modernize the Student Financial Assistance 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

PEPS will develop and implement those enhancements that assist FSA in meeting its objectives and goals. PEPS has standards the developer must meet for requirements, code, screens, and reports. PEPS also has standards the developer must meet for unit testing, and standards for user acceptance testing.

4.0 Technology Initiative

4.1 Initiation Date

1992

4.2 Initiative Deployment / Implementation Date

1995

4.3 Initiative Phase

- Under Development
 Maintenance Only
 Maintenance with Enhancements

4.4 Initiative Scope

The major work products will be (1) software enhancements required by regulations, legislation, policy changes, (2) software deficiency corrections as needed, and (3) operations support.

Maintenance, enhancements, and operation of PEPS occurs due to any of the following events:

- Enhancements necessary for COD or any legacy system to continue operations.
- Changes are continually made due to federal regulatory, policy changes, etc.
- New development is often created with the annual default cycle.

4.5 Assumptions, Constraints, and Dependencies

- (1) The assumptions are that FSA and the other PEPS users will need changes to their work processes which are required by legislation, regulations, policy changes, and responsiveness to the Secretary's new initiatives.
- (2) N/A
- (3) This application integrates and serves data to all of the applications mentioned in sections 1.2 and 2.3.

4.6 Outstanding Issues

N/A

4.7 Benefits

Allowing continuing maintenance, enhancement, and operations support for PEPS will allow work to be performed more efficiently and in a less costly way. This will provide greater access to data, better quality data for Title IV Delivery Systems and the education community nationwide which use PEPS, and therefore increased efficiency and lower costs to these entities.

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

N/A.

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)	Maintain and Enhance PEPS	\$7.3M through FY2004	Maintain data used within ED, by guarantors, State Departments of Education, Accreditors and Licensing Agencies. Enhance PEPS in order to integrate with updates to other applications.	None

Alternative 2	Do Not Maintain and Enhance PEPS	\$2.6 through FY2002	Saving of Funds	PEPS is the only system that feeds data to the above mentioned system. Without PEPS maintenance and enhancements, data would be corrupted and out of date, new applications would not be usable.
Alternative 3				
Alternative 4				

The chosen Alternative is to maintain and enhance PEPS when necessary in order to continue serving data to those who need it.

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 (PEPS is an Oracle application)

5.2 Consistency with Product Support Plan

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

PEPS is HP Hardware, Oracle Software, HP-Unix Operating System.

5.3 Section 508 Compliance

(Accessibility)

- (1) PEPS was originally deemed Non-508 Compliant by OCIO, and given a formal waiver from 508 compliancy by OCIO, based on PEPS' inception date. Since that time, PEPS has done development to make ¾ of PEPS software 508 Compliant (effective 4/30/2002). By 12/02, all PEPS software will be 508 Compliant. HP states that the HP hardware is compliant.
- (2) Since PEPS received a formal waiver from 508 compliance from OCIO, this was not required
- (3) ¾ of the Oracle software in PEPS is 508 Compliant as of 4/30/2002. By the end of 12/02, it is planned that the remaining ¼ of the software will be compliant. This will be done screen by screen, as maintenance and routine enhancements are completed.

5.4 Government Paperwork Elimination Act (GPEA)

(Business Process Support and Program Delivery Systems only)

N/A.

5.5 Information Management

(Business Process Support and Program Delivery Systems only)

- (1) PEPS collects data from domestic and foreign postsecondary institutions, 36 FFEL Guarantors (which serve the entire country), and the Audit Clearinghouse
- (2) All postsecondary institutions must be re-certified every 6 years, but may make updates whenever they wish. The 36 FFEL Guarantors submit data concerning their reviews of lenders and schools as they perform them (continuously). The Audit Clearinghouse submits audit data weekly.
- (3) Yes (for all).

5.6 Privacy

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)

05/01/2002

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.

The security plan is already created, and part b's date identifies our next update to our security plan (currently the Department's deadline). However, the date will likely change because it is dependent upon the timely completion of our risk assessment.

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

N/C for 2002

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

06/30/2002

Part 4 – c.

The June 30, 2002 requires the system security plan to be updated with our risk assessment findings. Thus, this date could change to correspond to the Department's self-assessment deadline.

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

N/C (No FSA systems have completed C&A in accordance with the new Departmental guidance.)

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

09/30/2002

Part 5 – c.

We will complete Certification and Accreditation documentation (a SSAA) in time to meet the Department's deadline, currently set for September 30, 2002.

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

N/C (No FSA systems have completed C&A in accordance with the new Departmental guidance.)

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

12/31/2002

Part 6 – c.

We plan to meet the Department's deadline, currently set for December 31, 2002

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	N/A	LOW	LOW	N/A
Application	N/A	N/A	N/A	N/A

Technology/Infrastructure	N/A	N/A	N/A	N/A
Security	N/A	LOW	LOW	N/A
Privacy	N/A	LOW	LOW	N/A

6.2 Operational Performance Measures

- (1) The performance measures for evaluating software enhancement and corrections are: Unit Testing, User Acceptance Testing at the development site, User Acceptance Testing once software is delivered to ED, and PEPS Division acceptance or rejection of software.
- (2) These activities happen continuously as opposed to on certain dates.

6.3 General Acquisition Strategy

- (1) One single contract is used
- (2) The contract includes both cost reimbursement and fixed price components
- (3) No
- (4) The contract expires August 2003, but can be extended for 5 option years beyond that date.
- (5) ED-00-PO-4117 using GS-35F-0441J. Computer Business Methods, Inc.
- (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