## Exhibit 300: Part I: Summary Information and Justification (All Capital Assets)

**I.A. Overview**

| | |
|---|---|
| **1. Date of Submission:** | 8/4/2006 |
| **2. Agency:** | Department of Justice |
| **3. Bureau:** | Federal Bureau of Investigation |
| **4. Name of this Capital Asset:** | FBI Integrated Automated Fingerprint Identification System (IAFIS) |
| **5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)** | 011-10-01-04-01-2615-00 |
| **6. What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 should not select O&M. These investments should indicate their current status.)** | Mixed Life Cycle |
| **7. What was the first budget year this investment was submitted to OMB?** | FY2001 or earlier |

**8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:**

The Integrated Automated Fingerprint Identification System (IAFIS) is a rapid, electronic fingerprint identification and criminal history system that responds to law enforcement agencies within two hours and to authorized civil agencies within 24 hours. Prior to the IAFIS, fingerprint identification was a manual, labor-intensive process which took weeks or months to complete. The IAFIS provides identification, image exchange, and criminal history services to more than 80,000 law enforcement agencies and qualified civil agencies. The IAFIS is internationally recognized as the biometric system leader and contains the largest fingerprint repository in the world. The IAFIS was deployed in July 1999 based on 12-year old technology. The IAFIS is operating satisfactorily at this time; however, due to increased demand for new and existing services continual upgrades are necessary. Workload projections for FY2008 are expected to exceed 168,000 fingerprint submissions per day. The current IAFIS design capacity is 170,000 per day. The following IAFIS enhancements are planned for FY2008: (1) additional system capacity due to increased fingerprint submissions; (2) additional system capacity related to processing of flat fingerprint submissions in support of the Department of Homeland Security' need to expedite fingerprint processing at Ports of Entry; (3) the automation manual processes related to update of criminal history records to streamline and improve existing services and offer new services. Additionally, four regularly scheduled IAFIS Builds occur each year for defect correction and system enhancements. Requests for change to the IAFIS baseline may be initiated internally or externally at the request of contributing agencies. Congressional mandates, such as, the USA PATRIOT Act of 2001, the Enhanced Border Security and Visa Entry Reform Act of 2001, the DOJ Entry/Exit Border Security Proposal, propose new applications for the fingerprint-based identification services provided by the FBI's IAFIS. To achieve the goals outlined in these Acts and Proposals, enhancements to existing IAFIS functions and the development of new IAFIS related capabilities are required.

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|---|---|
| **9. Did the Agency's Executive/Investment Committee approve** | Yes |

| | |
|---|---|
| **this request?** | |
| **a. If "yes," what was the date of this approval?** | 5/19/2006 |
| **10. Did the Project Manager review this Exhibit?** | Yes |
| **11. Contact information of Project Manager?** | |
| **Name** | |
| Kimberly Del Greco, FBI | |
| **Phone Number** | (304) 625-2400 |
| **Email** | kjdelgreco@fbi.net |
| **12. Has the agency developed and/or promoted cost effective, energy efficient and environmentally sustainable techniques or practices for this project.** | Yes |
| **a. Will this investment include electronic assets (including computers)?** | Yes |
| **b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)** | No |
| **1. If "yes," is an ESPC or UESC being used to help fund this investment?** | No |
| **2. If "yes," will this investment meet sustainable design principles?** | No |
| **3. If "yes," is it designed to be 30% more energy efficient than relevant code?** | |
| **13. Does this investment support one of the PMA initiatives?** | Yes |
| **If "yes," check all that apply:** | Human Capital, Expanded E-Government |
| **13a. Briefly describe how this asset directly supports the identified initiative(s)?** | IAFIS supports Expanded E-Government by facilitating (horizontal) federal and (vertical) federal, state, local, and tribal, and international real-time information sharing. IAFIS reduces redundancy by eliminating the daily receipt of myriads of hard-copy fingerprint cards that had to be processed by a large fingerprint and criminal history examination staff. IAFIS supports the Management of Human Capital; as IAFIS capabilities increase, FBI reassigns staff to citizen-centered customer services |
| **14. Does this investment support a program assessed using** | No |

| | |
|---|---|
| the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) | |
|   a. If "yes," does this investment address a weakness found during the PART review? | No |
|   b. If "yes," what is the name of the PART program assessed by OMB's Program Assessment Rating Tool? | |
|   c. If "yes," what PART rating did it receive? | |
| 15. Is this investment for information technology? | Yes |
| If the answer to Question: "Is this investment for information technology?" was "Yes," complete this sub-section. If the answer is "No," do not answer this sub-section. | |
| For information technology investments only: | |
| 16. What is the level of the IT Project? (per CIO Council PM Guidance) | Level 2 |
| 17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance): | (4) Project manager assigned but qualification status review has not yet started |
| 18. Is this investment identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)? | No |
| 19. Is this a financial management system? | No |
|   a. If "yes," does this investment address a FFMIA compliance area? | No |
|     1. If "yes," which compliance area: | |
|     2. If "no," what does it address? | |
|   b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52 | |
| | |
| 20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%) | |
| Hardware | 30 |
| Software | 30 |
| Services | 40 |

**Other**

| 21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? | No |
|---|---|

**22. Contact information of individual responsible for privacy related questions:**

**Name**

Kelley, Patrick W

| **Phone Number** | 202-324-8067 |
|---|---|
| **Title** | Deputy General Counsel/Senior Privacy Official |
| **E-mail** | Patrick.Kelley@ic.fbi.gov |
| 23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? | No |

**I.B. Summary of Funding**

**Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The total estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.**

| Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions) | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | PY - 1 and Earlier | PY 2006 | CY 2007 | BY 2008 | BY + 1 2009 | BY + 2 2010 | BY + 3 2011 | BY + 4 and Beyond | Total |
| Planning | | | | | | | | | |
| Budgetary Resources | 13.259 | 4.589 | 2.257 | 2.323 | | | | | |
| Acquisition | | | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Budgetary Resources | 740.882 | 4.457 | 9.527 | 1.879 | | | | | |
| Subtotal Planning & Acquisition | | | | | | | | | |
| Budgetary Resources | 754.141 | 9.046 | 11.784 | 4.202 | | | | | |
| Operations & Maintenance | | | | | | | | | |
| Budgetary Resources | 131.931 | 25.254 | 18.562 | 19.744 | | | | | |
| TOTAL | | | | | | | | | |
| Budgetary Resources | 886.072 | 34.3 | 30.346 | 23.946 | | | | | |
| Government FTE Costs | | | | | | | | | |
| Budgetary Resources | 629.09 | 84.631 | 86.027 | 88.028 | | | | | |
| Number of FTE represented by Costs: | 11.061 | 1.211 | 1.211 | 1.211 | | | | | |

**Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.**

**2. Will this project require the agency to hire additional FTE's?**  No

**a. If "yes," How many and in what year?**

**3. If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes:**

The summary of spending has changed due to the out years at that time (FY07 and beyond) being based on estimates and information available at that time. The current update is based on the FY07 ITRM project list that has been approved by management and has received applied funding to the projects to go forward in FY07. At this time, the O&M funding has been reduced based on funding availability and the acquisition and planning being more accurately based on actual projects that were submitted and approved to go forward.

**I.C. Acquisition/Contract Strategy**

**1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.**

**Contracts/Task Orders Table:**

Contracts/Task Orders Table

**2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:**

| 3. Do the contracts ensure Section 508 compliance? | Yes |
|---|---|
|   a. Explain why: | N/A |
| 4. Is there an acquisition plan which has been approved in accordance with agency requirements? | Yes |
|   a. If "yes," what is the date? | 7/28/1999 |
|   b. If "no," will an acquisition plan be developed? | |
|     1. If "no," briefly explain why: | |

**I.D. Performance Information**

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

| Performance Information Table 1: | | | | | |
|---|---|---|---|---|---|
| Fiscal Year | Strategic Goal(s) Supported | Performance Measure | Actual/baseline (from Previous Year) | Planned Performance Metric (Target) | Performance Metric Results (Actual) |

| 2004 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | A 16.82% increase was realized over the existing FY03 baseline of 6,095,496. | 95 % Percent of electronic ten print criminal transactions completed within two hours. | For FY 2004, 94.5% of electronic ten print criminal transactions were completed within two hours. |
|---|---|---|---|---|---|
| 2004 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | A 17.06% increase has been realized over the existing FY 03 baseline of 5,737,424 | 99 % Percent of electronic ten print civil transactions completed within twenty-four hours. | For FY 2004, 99.0% of electronic ten print civil transactions were completed within twenty-four hours. |
| 2004 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | A 145% increase was realized over the existing FY 03 baseline of 281,743 | 90% Percent of DHS remote search requests transactions completed within ten minutes. | For FY 2004, 96.0% of DHS remote search requests were completed within ten minutes. |

| 2005 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | A 15.28% increase was realized over the existing FY04 baseline of 7,120,872 | 95% Percent of electronic ten print criminal transactions completed within two hours. | For FY 2005, 96.7% of electronic ten print criminal transactions were completed within two hours. |
|---|---|---|---|---|---|
| 2005 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | A 20.06% increase was realized over the existing FY04 baseline of 6,716,619 | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | For FY 2005, 99.0% of electronic ten print civil transactions were completed within twenty-four hours. |
| 2005 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | A 61.40%% increase was realized over the FY04 baseline of 691,001. | 90% Percent of DHS remote search requests transactions completed within ten minutes. | For FY 2005 97.6% of DHS remote search requests were completed within ten minutes. |

| 2006 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | FY05 existing baseline 8,209,631 | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|---|---|---|---|---|---|
| 2006 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | FY05 existing baseline is 8,064,230 | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2006 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | FY05 existing baseline is 1,115,298 | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

| 2007 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|---|---|---|---|---|---|
| 2007 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2007 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

| 2008 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|---|---|---|---|---|---|
| 2008 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2008 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

| 2009 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|------|------|------|------|------|------|
| 2009 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2009 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the fair an | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

| 2010 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|------|------|------|------|------|------|
| 2010 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2010 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

| 2011 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|------|------|------|------|------|------|
| 2011 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2011 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

| 2012 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Increase the completion of electronic ten print criminal transactions within two hours to 95% or more. | | 95% Percent of electronic ten print criminal transactions completed within two hours. | |
|------|------|------|------|------|------|
| 2012 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Establish the completion of electronic ten print civil transactions within twenty-four hours to 99% or more. | | 99% Percent of electronic ten print civil transactions completed within twenty-four hours. | |
| 2012 | 1.0 Prevent terrorism and promote the nation's security. 2.0 Enforce federal laws and represent the rights and interests of the American people 3.0 Assist state, local, and tribal efforts to prevent or reduce crime and violence 4.0 Ensure the Fair and Efficient Operation of the Federal Justice System | Maintain 90% or above of DHS remote search requests completed within 10 minutes. | | 90% Percent of DHS remote search requests transactions completed within ten minutes. | |

**All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.**

| Performance Information Table 2: | | | | | | | |
|---|---|---|---|---|---|---|---|
| Fiscal Year | Measurement Area | Measurement Category | Measurement Grouping | Measurement Indicator | Baseline | Planned Improvement to the Baseline | Actual Results |

**I.E. Security and Privacy**

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system/s to ensure IT security and privacy requirements and costs are identified and incorporated into the overall lifecycle of the system/s.

Please respond to the questions below and verify the system owner took the following actions:

| | |
|---|---|
| 1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment: | Yes |
|    a. If "yes," provide the "Percentage IT Security" for the budget year: | 4.26 |
| 2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment. | Yes |

| 3. Systems in Planning - Security Table: | | | |
|---|---|---|---|
| Name of System | Agency/ or Contractor Operated System? | Planned Operational Date | Planned or Actual C&A Completion Date |
| IAFIS | Contractor and Government | 12/3/2006 | 11/20/2006 |

| 4. Operational Systems - Security Table: | | | | | | |
|---|---|---|---|---|---|---|
| Name of System | Agency/ or Contractor Operated System? | NIST FIPS 199 Risk Impact level | Has C&A been Completed, using NIST 800-37? | Date C&A Complete | What standards were used for the Security Controls tests? | Date Complete(d): Security Control Testing | Date the contingency plan tested |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| IAFIS | Contractor and Government | | Yes | 5/16/2006 | FIPS 200 / NIST 800-53 | 2/17/2006 | 4/20/2006 |

**5. Have any weaknesses related to any of the systems part of or supporting this investment been identified by the agency or IG?**

   **a. If "yes," have those weaknesses been incorporated agency's plan of action and milestone process?**

**6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?**

   **a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.**

**7. How are contractor security procedures monitored, verified, validated by the agency for the contractor systems above?**

FBI personnel operate the system in conjunction with support contractors that are on-site at the CJIS Division. The contractors receive an annual security awareness briefing in conjunction with the FBI briefings. All security incidents are reported to the CJIS Chief Security Officer. The COTR is responsible for assuring the security requirements and procedures identified in the contracts are adhered to by the contractors through site visits and performance reviews. The COTR is supported in this endeavor by the ISSM, ISSO and other CJIS Contract Administration Office staff members who review all contract modifications. Security-specific requirements are included as part of the Statements of Work to ensure contractors are aware of their responsibilities. Additionally, for those contractors who work at an off-site location, an In-Plant Security Plan is required. This Plan is verified by FBI personnel prior to the contractors beginning work on an FBI project. Site visits are also performed on an annual basis to ensure the security requirements remain in effect.

| 8. Planning & Operational Systems - Privacy Table: | | | | | |
|---|---|---|---|---|---|
| Name of System | Is this a new system? | Is there a Privacy Impact Assessment (PIA) that covers this system? | Is the PIA available to the public? | Is a System of Records Notice (SORN) required for this system? | Was a new or amended SORN published in FY 06? |
| IAFIS | No | Yes. | Yes. | Yes | No, because the existing Privacy Act system of records was not substantially revised in FY 06. |

**I.F. Enterprise Architecture (EA)**

**In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.**

| | | |
|---|---|---|
| **1. Is this investment included in your agency's target enterprise architecture?** | | Yes |
| a. If "no," please explain why? | | |

| | | |
|---|---|---|
| **2. Is this investment included in the agency's EA Transition Strategy?** | | Yes |
| **a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.** | | Integrated Automated Fingerprint Identification System |
| b. If "no," please explain why? | | |

**3. Service Reference Model (SRM) Table:**

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

| Agency Component Name | Agency Component Description | Service Domain | FEA SRM Service Type | FEA SRM Component | FEA Service Component Reused Name | FEA Service Component Reused UPI | Internal or External Reuse? | BY Funding Percentage |
|---|---|---|---|---|---|---|---|---|
| | | Back Office Services | Data Management | Extraction and Transformation | | | No Reuse | 1 |
| | | Back Office Services | Data Management | Loading and Archiving | | | No Reuse | 1 |
| | | Business Analytical Services | Analysis and Statistics | Forensics | | | No Reuse | 10 |
| | | Customer Services | Customer Preferences | Alerts and Notifications | | | No Reuse | 10 |
| | | Customer Services | Customer Relationship Management | Call Center Management | | | No Reuse | 2 |
| | | Customer Services | Customer Relationship Management | Customer Feedback | | | No Reuse | 2 |
| | | Customer | Customer | Partner | | | No Reuse | 2 |

| | | Services | Relationship Management | Relationship Management | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Digital Asset Services | Document Management | Classification | | | No Reuse | 1 |
| | | Digital Asset Services | Document Management | Document Conversion | | | No Reuse | 1 |
| | | Digital Asset Services | Document Management | Document Imaging and OCR | | | No Reuse | 1 |
| | | Digital Asset Services | Document Management | Document Referencing | | | No Reuse | 1 |
| | | Digital Asset Services | Document Management | Document Revisions | | | No Reuse | 1 |
| | | Digital Asset Services | Document Management | Indexing | | | No Reuse | 1 |
| | | Digital Asset Services | Document Management | Library / Storage | | | No Reuse | 5 |
| | | Digital Asset Services | Knowledge Management | Categorization | | | No Reuse | 5 |
| | | Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | | | No Reuse | 5 |
| | | Digital Asset Services | Knowledge Management | Information Retrieval | | | No Reuse | 5 |
| | | Digital Asset Services | Knowledge Management | Information Sharing | | | No Reuse | 10 |
| | | Digital Asset Services | Knowledge Management | Knowledge Capture | | | No Reuse | 10 |
| | | Digital Asset Services | Knowledge Management | Knowledge Distribution and Delivery | | | No Reuse | 10 |
| | | Digital Asset Services | Records Management | Digital Rights Management | | | No Reuse | 1 |
| | | Digital Asset Services | Records Management | Document Classification | | | No Reuse | 2 |
| | | Digital Asset Services | Records Management | Document Retirement | | | No Reuse | 1 |
| | | Digital Asset Services | Records Management | Record Linking / Association | | | No Reuse | 5 |

| | | Process Automation Services | Tracking and Workflow | Case Management | | | No Reuse | 5 |
|---|---|---|---|---|---|---|---|---|
| | | Process Automation Services | Tracking and Workflow | Process Tracking | | | No Reuse | 2 |

**Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.**

**A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.**

**'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.**

**Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.**

| 4. Technical Reference Model (TRM) Table: |
|---|
| To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment. |

| FEA SRM Component | FEA TRM Service Area | FEA TRM Service Category | FEA TRM Service Standard | Service Specification (i.e. vendor or product name) |
|---|---|---|---|---|
| Extraction and Transformation | Component Framework | Business Logic | Platform Dependent | HP/UX Version 11I |
| Call Center Management | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Knowledge Distribution and Delivery | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Digital Rights Management | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Alerts and Notifications | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |

| | | | | |
|---|---|---|---|---|
| Process Tracking | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Case Management | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Classification | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Record Linking / Association | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Document Classification | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Document Retirement | Component Framework | Business Logic | Platform Dependent | SCITools Understand for C++ |
| Document Referencing | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Information Retrieval | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Information Mapping / Taxonomy | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Categorization | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Knowledge Distribution and Delivery | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Knowledge Capture | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Digital Rights Management | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Forensics | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Process Tracking | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Case Management | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Document Imaging and OCR | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Document Revisions | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Library / Storage | Component | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |

| | Framework | | | |
|---|---|---|---|---|
| Document Conversion | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Indexing | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Classification | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Record Linking / Association | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Document Classification | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Document Retirement | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Loading and Archiving | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Extraction and Transformation | Component Framework | Business Logic | Platform Independent | Aware WSQ Compression Version 2.35 (64-bit) |
| Call Center Management | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Document Referencing | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Information Retrieval | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Information Mapping / Taxonomy | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Categorization | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Knowledge Distribution and Delivery | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Knowledge Capture | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Forensics | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Alerts and Notifications | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Process Tracking | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |

| | | | | |
|---|---|---|---|---|
| Case Management | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Document Imaging and OCR | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Document Revisions | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Library / Storage | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Document Conversion | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Indexing | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Record Linking / Association | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Document Classification | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Document Retirement | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Loading and Archiving | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Extraction and Transformation | Component Framework | Business Logic | Platform Independent | Gimpel FlexeLint Version 8.0 |
| Call Center Management | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Document Referencing | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Information Retrieval | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Information Mapping / Taxonomy | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Categorization | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Knowledge Distribution and Delivery | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Knowledge Capture | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Digital Rights | Component | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |

| Management | Framework | | | |
|---|---|---|---|---|
| Forensics | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Alerts and Notifications | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Process Tracking | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Case Management | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Document Imaging and OCR | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Document Revisions | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Library / Storage | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Document Conversion | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Indexing | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Classification | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Record Linking / Association | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Document Classification | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Document Retirement | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Loading and Archiving | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Extraction and Transformation | Component Framework | Business Logic | Platform Independent | HP C/ANSI C Developer's Bundle for HP UX 11.00 |
| Call Center Management | Component Framework | Business Logic | Platform Independent | HP Development Kit for Java Version C.01.18.04 |
| Digital Rights Management | Component Framework | Business Logic | Platform Independent | HP Development Kit for Java Version C.01.18.04 |
| Alerts and Notifications | Component Framework | Business Logic | Platform Independent | HP Development Kit for Java Version C.01.18.04 |
| Classification | Component | Business Logic | Platform Independent | HP Development Kit for Java Version C.01.18.04 |

| | Framework | | | |
|---|---|---|---|---|
| Information Retrieval | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Knowledge Distribution and Delivery | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Knowledge Capture | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Process Tracking | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Case Management | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Record Linking / Association | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Document Classification | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Document Retirement | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Loading and Archiving | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Extraction and Transformation | Component Framework | Business Logic | Platform Independent | Open source PERL Version 5.0 |
| Call Center Management | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Document Referencing | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Information Mapping / Taxonomy | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Categorization | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Knowledge Distribution and Delivery | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Knowledge Capture | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Forensics | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Alerts and | Component | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |

| Notifications | Framework | | | |
|---|---|---|---|---|
| Process Tracking | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Case Management | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Document Imaging and OCR | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Document Revisions | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Library / Storage | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Document Conversion | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Indexing | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Record Linking / Association | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Document Classification | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Document Retirement | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Loading and Archiving | Component Framework | Data Management | Database Connectivity | Oracle Net8 Release 8.1.5 |
| Knowledge Distribution and Delivery | Component Framework | Presentation / Interface | Static Display | Hyper Text Markup Language (HTML) ¿ supported by HP-UX 11i. |
| Process Tracking | Component Framework | Presentation / Interface | Static Display | Hyper Text Markup Language (HTML) ¿ supported by HP-UX 11i. |
| Case Management | Component Framework | Presentation / Interface | Static Display | Hyper Text Markup Language (HTML) ¿ supported by HP-UX 11i. |
| Record Linking / Association | Component Framework | Presentation / Interface | Static Display | Hyper Text Markup Language (HTML) ¿ supported by HP-UX 11i. |
| Document Classification | Component Framework | Presentation / Interface | Static Display | Hyper Text Markup Language (HTML) ¿ supported by HP-UX 11i. |
| Document Retirement | Component Framework | Presentation / Interface | Static Display | Hyper Text Markup Language (HTML) ¿ supported by HP-UX 11i. |
| Call Center Management | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |

| | | | | |
|---|---|---|---|---|
| Partner Relationship Management | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Customer Feedback | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Referencing | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Categorization | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Digital Rights Management | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Forensics | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Alerts and Notifications | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Case Management | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Library / Storage | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Indexing | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Classification | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Record Linking / | Component | Security | Supporting Security | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |

| Association | Framework | | Services | |
|---|---|---|---|---|
| Document Classification | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Component Framework | Security | Supporting Security Services | Secure Shell (SSH) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Referencing | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Information Mapping / Taxonomy | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Categorization | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Knowledge Distribution and Delivery | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Knowledge Distribution and Delivery | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Digital Rights Management | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Forensics | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Process Tracking | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Case Management | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Document Imaging and OCR | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Document Revisions | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Library / Storage | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Document Conversion | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Indexing | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Classification | Service Access and | Access Channels | Collaboration / | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version |

| | Delivery | | Communications | B.04.20.00 |
|---|---|---|---|---|
| Record Linking / Association | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Document Classification | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Document Retirement | Service Access and Delivery | Access Channels | Collaboration / Communications | Electronic Mail (E-mail) ¿ supported by HP OpenMail Client version B.04.20.00 |
| Call Center Management | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Partner Relationship Management | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Customer Feedback | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Knowledge Distribution and Delivery | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Digital Rights Management | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Alerts and Notifications | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Process Tracking | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Case Management | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Classification | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Record Linking / Association | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Document Classification | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Document Retirement | Service Access and Delivery | Access Channels | Web Browser | Mozilla Firefox version 5.0 and higher |
| Document Referencing | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Information Mapping / Taxonomy | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Categorization | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |

| | | | | |
|---|---|---|---|---|
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Digital Rights Management | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Forensics | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Process Tracking | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Case Management | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Document Imaging and OCR | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Document Revisions | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Library / Storage | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Document Conversion | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Indexing | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Classification | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Record Linking / Association | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Document Classification | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Document Retirement | Service Access and Delivery | Service Requirements | Legislative / Compliance | Security achieved through physical, procedural, and personnel policies and practices. |
| Call Center Management | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Partner Relationship Management | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Customer Feedback | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Document Referencing | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Information Mapping | Service Access and | Service Transport | Supporting Network | Domain Name System (DNS) - supported by HP-UX 11i |

| / Taxonomy | Delivery | | Services | |
| --- | --- | --- | --- | --- |
| Categorization | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Knowledge Capture | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Digital Rights Management | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Forensics | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Alerts and Notifications | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Document Imaging and OCR | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Document Revisions | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Library / Storage | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Document Conversion | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Indexing | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |
| Loading and Archiving | Service Access and Delivery | Service Transport | Supporting Network Services | Domain Name System (DNS) - supported by HP-UX 11i |

| Call Center Management | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
|---|---|---|---|---|
| Partner Relationship Management | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Customer Feedback | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Document Referencing | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Information Retrieval | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Information Mapping / Taxonomy | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Categorization | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Knowledge Capture | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Digital Signature Management | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Forensics | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Alerts and Notifications | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Document Imaging and OCR | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Document Revisions | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Library / Storage | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Document Conversion | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Indexing | Service Access and | Service Transport | Supporting Network | HP OpenView GlancePlus/UX Pak for S800 11.00 |

| | Delivery | | Services | |
|---|---|---|---|---|
| Classification | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Loading and Archiving | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Extraction and Transformation | Service Access and Delivery | Service Transport | Supporting Network Services | HP OpenView GlancePlus/UX Pak for S800 11.00 |
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3) - supported by HP-UX 11i |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3) - supported by HP-UX 11i |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3) - supported by HP-UX 11i |
| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3) - supported by HP-UX 11i |
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3) - supported by HP-UX 11i |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Message Access Protocol/Post Office Protocol (IMAP/POP3) - supported by HP-UX 11i |
| Call Center Management | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Partner Relationship Management | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Customer Feedback | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Referencing | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Retrieval | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |

| Categorization | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
|---|---|---|---|---|
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Digital Rights Management | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Forensics | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Alerts and Notifications | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Library / Storage | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Indexing | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Service Access and Delivery | Service Transport | Supporting Network Services | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Extraction and | Service Access and | Service Transport | Supporting Network | Internet Protocol (IP) ¿ supported by HP-UX 11i and Cisco IOX. |

| Transformation | Delivery | | Services | |
|---|---|---|---|---|
| Call Center Management | Service Access and Delivery | Service Transport | Supporting Network Services | Lightweight Directory Access Protocol (LDAP) ¿ supported by HP-UX 11i. |
| Partner Relationship Management | Service Access and Delivery | Service Transport | Supporting Network Services | Lightweight Directory Access Protocol (LDAP) ¿ supported by HP-UX 11i. |
| Customer Feedback | Service Access and Delivery | Service Transport | Supporting Network Services | Lightweight Directory Access Protocol (LDAP) ¿ supported by HP-UX 11i. |
| Alerts and Notifications | Service Access and Delivery | Service Transport | Supporting Network Services | Lightweight Directory Access Protocol (LDAP) ¿ supported by HP-UX 11i. |
| Document Referencing | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Information Retrieval | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Categorization | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Forensics | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Library / Storage | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Indexing | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |

| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
|---|---|---|---|---|
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Extraction and Transformation | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Mail Transfer Protocol (SMTP) - supported by HP-UX 11i and Cisco IOX. |
| Call Center Management | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Partner Relationship Management | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Customer Feedback | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Referencing | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Alerts and Notifications | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) ¿ supported by HP-UX 11i and Cisco IOX. |
| Categorization | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Digital Rights Management | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Forensics | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Service Access and | Service Transport | Supporting Network | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i |

| | Delivery | | Services | and Cisco IOX. |
|---|---|---|---|---|
| Library / Storage | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Indexing | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Extraction and Transformation | Service Access and Delivery | Service Transport | Supporting Network Services | Simple Network Management Protocol (SNMP) - supported by HP-UX 11i and Cisco IOX. |
| Call Center Management | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Partner Relationship Management | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Customer Feedback | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Document Referencing | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Information Retrieval | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Categorization | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |

| Digital Rights Management | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
|---|---|---|---|---|
| Forensics | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Alerts and Notifications | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Library / Storage | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Indexing | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Record Linking / Association | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Document Classification | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Extraction and Transformation | Service Access and Delivery | Service Transport | Supporting Network Services | Transport Control Protocol (TCP) - supported by HP-UX 11i and Cisco IOX. |
| Case Management | Service Access and Delivery | Service Transport | Supporting Network Services | Vendor/Simple Network Management Protocol (SNMP) Product that performs this function. |
| Information Retrieval | Service Interface and Integration | Integration | Middleware | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Call Center | Service Interface | Integration | Middleware | BEA Tuxedo Gateway Runtime Version 8 |

| Management | and Integration | | | |
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| Digital Rights Management | Service Interface and Integration | Integration | Middleware | BEA Tuxedo Gateway Runtime Version 8 |
| Alerts and Notifications | Service Interface and Integration | Integration | Middleware | BEA Tuxedo Gateway Runtime Version 8 |
| Classification | Service Interface and Integration | Integration | Middleware | BEA Tuxedo Gateway Runtime Version 8 |
| Document Referencing | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Information Retrieval | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Information Mapping / Taxonomy | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Knowledge Distribution and Delivery | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Knowledge Capture | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Forensics | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Process Tracking | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Case Management | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Document Imaging and OCR | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Document Revisions | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Library / Storage | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Document Conversion | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Indexing | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Record Linking / Association | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Document Classification | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |

| Document Retirement | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
|---|---|---|---|---|
| Loading and Archiving | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Extraction and Transformation | Service Interface and Integration | Integration | Middleware | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Document Referencing | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Information Retrieval | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Information Mapping / Taxonomy | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Knowledge Distribution and Delivery | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Knowledge Capture | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Forensics | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Process Tracking | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Document Imaging and OCR | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Document Revisions | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Library / Storage | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Document Conversion | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Indexing | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Record Linking / Association | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Document Classification | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Document Retirement | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Loading and | Service Interface | Integration | Middleware | Workhorse Client Version 5.2b |

| Archiving | and Integration | | | |
|---|---|---|---|---|
| Extraction and Transformation | Service Interface and Integration | Integration | Middleware | Workhorse Client Version 5.2b |
| Knowledge Distribution and Delivery | Service Interface and Integration | Integration | Middleware | Workhorse Version 5.2b |
| Process Tracking | Service Interface and Integration | Integration | Middleware | Workhorse Version 5.2b |
| Case Management | Service Interface and Integration | Integration | Middleware | Workhorse Version 5.2b |
| Record Linking / Association | Service Interface and Integration | Integration | Middleware | Workhorse Version 5.2b |
| Document Classification | Service Interface and Integration | Integration | Middleware | Workhorse Version 5.2b |
| Document Retirement | Service Interface and Integration | Integration | Middleware | Workhorse Version 5.2b |
| Document Referencing | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Information Mapping / Taxonomy | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Categorization | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Knowledge Distribution and Delivery | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Knowledge Capture | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Forensics | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Process Tracking | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Case Management | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or |

| | | | | more APIs. APIs are also provided by third party vendors. |
|---|---|---|---|---|
| Document Imaging and OCR | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Document Revisions | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Library / Storage | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Indexing | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Record Linking / Association | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Document Classification | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Document Retirement | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Loading and Archiving | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Extraction and Transformation | Service Interface and Integration | Interface | Service Description / Interface | Application Program Interfaces (API). - vendors of most operating system software and device firmware embedded in IAFIS have included one or more APIs. APIs are also provided by third party vendors. |
| Categorization | Service Interface and Integration | Interface | Service Description / Interface | Remote Procedure Call (RPC) - supported by HP-UX 11i |
| Categorization | Service Interface and Integration | Interface | Service Description / Interface | Workhorse Client Version 5.2b |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Categorization | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Knowledge Capture | Service Platform | Database / | Database | AJAX MAssive Storage System (AMASS)version 0.02 |

| | and Infrastructure | Storage | | |
|---|---|---|---|---|
| Forensics | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Indexing | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Database | AJAX MAssive Storage System (AMASS)version 0.02 |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Database | HP ServiceGuard RAC Extension Version A.11 |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Database | HP ServiceGuard RAC Extension Version A.11 |
| Case Management | Service Platform and Infrastructure | Database / Storage | Database | HP ServiceGuard RAC Extension Version A.11 |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Database | HP ServiceGuard RAC Extension Version A.11 |
| Document Classification | Service Platform and Infrastructure | Database / Storage | Database | HP ServiceGuard RAC Extension Version A.11 |
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Database | HP ServiceGuard RAC Extension Version A.11 |
| Forensics | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Information Retrieval | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |

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|---|---|---|---|---|
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Knowledge Capture | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Case Management | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Indexing | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Document Classification | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Extraction and Transformation | Service Platform and Infrastructure | Database / Storage | Database | Oracle Database Enterprise Edition Version 9i |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Database | Oracle Real Application Clusters Version 9i |
| Document Classification | Service Platform and Infrastructure | Database / Storage | Database | Oracle Real Application Clusters 9i |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Database | Oracle Real Application Clusters Version 9i |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Database | Oracle Real Application Clusters Version 9i |

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|---|---|---|---|---|
| Case Management | Service Platform and Infrastructure | Database / Storage | Database | Oracle Real Application Clusters Version 9i |
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Database | Oracle Real Application Clusters Version 9i |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Information Retrieval | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Categorization | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Knowledge Capture | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Forensics | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Case Management | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Indexing | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Document | Service Platform | Database / | Database | Oracle RMAN Version 9i |

| Classification | and Infrastructure | Storage | | |
|---|---|---|---|---|
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Extraction and Transformation | Service Platform and Infrastructure | Database / Storage | Database | Oracle RMAN Version 9i |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Information Retrieval | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Categorization | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Knowledge Capture | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Forensics | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Case Management | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Indexing | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Document Classification | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |

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|---|---|---|---|---|
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Extraction and Transformation | Service Platform and Infrastructure | Database / Storage | Database | Oracle Version 9i |
| Categorization | Service Platform and Infrastructure | Database / Storage | Database | OracleDatabase Enterprise Edition Version 9i |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Information Retrieval | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Categorization | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Knowledge Capture | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Digital Rights Management | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Forensics | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Indexing | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Classification | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Extraction and Transformation | Service Platform and Infrastructure | Database / Storage | Storage | HP StorageWorks 2200mx Optical Jukebox MO-CD |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Agent Version 8.4x |

| Digital Rights Management | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Agent Version 8.4x |
|---|---|---|---|---|
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Agent Version 8.4x |
| Classification | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Agent Version 8.4x |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Client Version 8.4x |
| Digital Rights Management | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Client Version 8.4x |
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Client Version 8.4x |
| Classification | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager Client Version 8.4x |
| Digital Rights Management | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager RADC Version 8.4x |
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager RADC Version 8.4x |
| Classification | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager RADC Version 8.4x |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Storage | LSI Logic Corp SANtricity Storage Manager RDAC Version 8.4x |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Information Retrieval | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Categorization | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Knowledge Capture | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Digital Rights | Service Platform | Database / | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |

| Management | and Infrastructure | Storage | | |
|---|---|---|---|---|
| Forensics | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Case Management | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Indexing | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Classification | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Document Classification | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Extraction and Transformation | Service Platform and Infrastructure | Database / Storage | Storage | Network File System (NFS) ¿ supported by HP-UX 11i. |
| Call Center Management | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Document Referencing | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Information Retrieval | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Categorization | Service Platform | Database / | Storage | Storage Area Network (SAN) from Brocade 12000 switches |

| | and Infrastructure | Storage | | |
|---|---|---|---|---|
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Knowledge Capture | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Digital Rights Management | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Alerts and Notifications | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Process Tracking | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Case Management | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Document Revisions | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Library / Storage | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Document Conversion | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Indexing | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Classification | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Record Linking / Association | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Document Retirement | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Loading and Archiving | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Extraction and Transformation | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Forensics | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Document Imaging and OCR | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |
| Document Classification | Service Platform and Infrastructure | Database / Storage | Storage | Storage Area Network (SAN) from Brocade 12000 switches |

| Process Tracking | Service Platform and Infrastructure | Delivery Servers | Application Servers | LSI Hard Disk Drive 4600 and 5600 |
|---|---|---|---|---|
| Document Classification | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle 9i Application Server Enterprise Edition Version 9i |
| Case Management | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition 9i |
| Call Center Management | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition Version 9i |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition Version 9i |
| Alerts and Notifications | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition Version 9i |
| Process Tracking | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition Version 9i |
| Record Linking / Association | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition Version 9i |
| Document Retirement | Service Platform and Infrastructure | Delivery Servers | Application Servers | Oracle Application Server Enterprise Edition Version 9i |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Feature Co-Processor Boards (FCP) version 5.2 Bundled in HP Superdome 32000 |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Feature Co-Processor Boards (FCP) version 5.2 Bundled in HP Superdome 32000 |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | HP Random Access Memory (RAM) Bundled with HP SD32000 |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | HP Random Access Memory (RAM) Bundled with HP SD32000 |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | HP Random Access Memory (RAM) Bundled with HP SD32000 |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI /Hard Disk Drive 4600 and 5600 |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Categorization | Service Platform | Hardware / | Embedded Technology | LSI Hard Disk Drive 4600 and 5600 |

| | and Infrastructure | Infrastructure | Devices | |
|---|---|---|---|---|
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600 |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600. |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600. |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600. |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600. |

| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600. |
|---|---|---|---|---|
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Hard Disk Drive 4600 and 5600. |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Document | Service Platform | Hardware / | Embedded Technology | LSI Redundant Array of Independent Disks (RAID) 4400 |

| Retirement | and Infrastructure | Infrastructure | Devices | |
|---|---|---|---|---|
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | LSI Redundant Array of Independent Disks (RAID) 4400 |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |

| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
|---|---|---|---|---|
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Embedded Technology Devices | Random Access Memory (RAM) Bundled in HP SD32000 |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Cisco 1400 (FDDI) |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Cisco 1400 (FDDI) |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Cisco 1400 (FDDI) |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Cisco 1400 (FDDI) |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Cisco 1400 (FDDI) |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Cisco 1400 (FDDI) |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ Supported by HP-UX 11i and Cisco IOX. |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Digital Rights | Service Platform | Hardware / | Local Area Network | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |

| Management | and Infrastructure | Infrastructure | (LAN) | |
|---|---|---|---|---|
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |

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| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX. |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) ¿ supported by HP-UX 11i and Cisco IOX.. |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Ethernet (100bt) supported by HP-UX 11i and Cisco IOX. |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |

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| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Fibre Channel Protocol ¿ supported by Cisco IOX. |
| Extraction and | Service Platform | Hardware / | Local Area Network | Fibre Channel Protocol ¿ supported by Cisco IOX. |

| Transformation | and Infrastructure | Infrastructure | (LAN) | |
|---|---|---|---|---|
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
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| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
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| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG- R and HP-UX 11i and Cisco IOX. |

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| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG-R |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG-R and HP-UX 11i and Cisco IOX |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG-R and HP-UX 11i and Cisco IOX. |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | NetOpticsEthernet Repeater Gigabit-SX OM5555GIG-R and HP-UX 11i and Cisco IOXand HP-UX 11i and Cisco IOXand HP-UX 11i and Cisco IOX |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
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| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
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| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Local Area Network (LAN) | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |

| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
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| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Network Interface Card (NIC) Bundled in HP SD32000 |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Network Devices / Standards | Virtual LAN (VLAN) provided by Cisco IOS release 11.0 and higher. |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | ImagClear F5000 high-volume fingerprint card scanner |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | ImagClear F5000 high-volume fingerprint card scanner |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | ImagClear F5000 high-volume fingerprint card scanner |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | ImagClear F5000 high-volume fingerprint card scanner |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | ImagClear F5000 high-volume fingerprint card scanner |
| Document | Service Platform | Hardware / | Peripherals | ImagClear F5000 high-volume fingerprint card scanner |

| Retirement | and Infrastructure | Infrastructure | | |
|---|---|---|---|---|
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
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| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
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| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
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| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Peripherals | Xerox Printer Phaser 4500 or equivalent |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP A500 Server |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP A500 Server |
| NEW | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP A500 Server |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP A500 Server |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP A500 Server |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP A500 Server |
| Call Center Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP rp3440 Servers |
| Partner Relationship Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP rp3440 Servers |
| Customer Feedback | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP rp3440 Servers |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP rp3440 Servers |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP rp3440 Servers |
| Document Referencing | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Information Retrieval | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Knowledge Distribution and | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |

| Delivery | | | | |
|---|---|---|---|---|
| Knowledge Capture | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Digital Rights Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Forensics | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Alerts and Notifications | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Process Tracking | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Case Management | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Document Imaging and OCR | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Document Revisions | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Library / Storage | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Document Conversion | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Indexing | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Record Linking / Association | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Document Classification | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Document Retirement | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Loading and Archiving | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Extraction and Transformation | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | HP Superdome Model SD32000 |
| Categorization | Service Platform and Infrastructure | Hardware / Infrastructure | Servers / Computers | IBM Rational ClearCase Version 3.2 and higher |
| Process Tracking | Service Platform | Hardware / | Servers / Computers | IBM Rational ClearCase Version 3.2 and higher |

| | and Infrastructure | Infrastructure | | |
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| Document Referencing | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
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| Digital Rights Management | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Forensics | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Alerts and Notifications | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
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|  |  |  | Management |  |
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| Classification | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Record Linking / Association | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Document Classification | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Document Retirement | Service Platform and Infrastructure | Software Engineering | Software Configuration Management | IBM Rational ClearCase Version 3.2 and higher |
| Document Referencing | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Information Retrieval | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
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| Digital Rights Management | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Forensics | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
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| Process Tracking | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
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| Document Conversion | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Indexing | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Classification | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Record Linking / Association | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Document Classification | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Document Retirement | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Extraction and Transformation | Service Platform and Infrastructure | Software Engineering | Test Management | Security and Access Control Testing ¿ supported by internal development and test practices. |
| Loading and Archiving | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP Superdome Model SD32000 |
| Document Referencing | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Information Retrieval | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Information Mapping / Taxonomy | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Categorization | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Knowledge Distribution and Delivery | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Knowledge Capture | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Digital Rights Management | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Forensics | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Alerts and Notifications | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Process Tracking | Service Platform | Support Platforms | Platform Dependent | HP/UX Version 11I |

| | and Infrastructure | | | |
|---|---|---|---|---|
| Case Management | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Document Imaging and OCR | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Document Revisions | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Library / Storage | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Document Conversion | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Indexing | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Classification | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Record Linking / Association | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Document Classification | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Document Retirement | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |
| Extraction and Transformation | Service Platform and Infrastructure | Support Platforms | Platform Dependent | HP/UX Version 11I |

**Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications**

**In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.**

**5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?**   No

   **a. If "yes," please describe.**

**6. Does this investment provide the public with access to a government automated information system?**   No

| a. If "yes," does customer access require specific software (e.g., a specific web browser version)? | |
|---|---|
| 1. If "yes," provide the specific product name(s) and version number(s) of the required software and the date when the public will be able to access this investment by any software (i.e. to ensure equitable and timely access of government information and services). | |

## Exhibit 300: Part II: Planning, Acquisition and Performance Information

**II.A. Alternatives Analysis**

**Part II should be completed only for investments identified as "Planning" or "Full Acquisition," or "Mixed Life-Cycle" investments in response to Question 6 in Part I, Section A above.**

In selecting the best capital asset, you should identify and consider at least three viable alternatives, in addition to the current baseline, i.e., the status quo. Use OMB Circular A- 94 for all investments, and the Clinger Cohen Act of 1996 for IT investments, to determine the criteria you should use in your Benefit/Cost Analysis.

| 1. Did you conduct an alternatives analysis for this project? | Yes |
|---|---|
| a. If "yes," provide the date the analysis was completed? | 1/1/2000 |
| b. If "no," what is the anticipated date this analysis will be completed? | |
| c. If no analysis is planned, please briefly explain why: | |

| 2. Alternative Analysis Results: |
|---|
| Use the results of your alternatives analysis to complete the following table: |

| Send to OMB | Alternative Analyzed | Description of Alternative | Risk Adjusted Lifecycle Costs estimate | Risk Adjusted Lifecycle Benefits estimate |
|---|---|---|---|---|
| True | 1-Steady State | O&M with necessary changes | 99.857 | 0 |
| True | 2-Technology | Replacement of EOL equipment with next generation | 177.300 | 0 |

| | Refreshment | servers, etc., and added capabilities | | |
|---|---|---|---|---|
| | | | | |
| | | | | |

### 3. Which alternative was selected by the Agency's Executive/Investment Committee and why was it chosen?

As previously stated, ongoing efforts, both operations and maintenance and system refreshments are required in the short term to keep IAFIS operationally effective. CJIS will proactively pursue these efforts until Next Generation Identification is fully implemented.

### 4. What specific qualitative benefits will be realized?

By funding the O&M and the TR of the IAFIS, the government has delayed system obsolesce. By continually refreshing the existing system, the government has avoided the major investment of new system development and has monopolized the Government returns on investments for the IAFIS at a cost savings estimated at $54,000,000.


**II.B. Risk Management**


**You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.**

| **1. Does the investment have a Risk Management Plan?** | Yes |
|---|---|
| **a. If "yes," what is the date of the plan?** | 8/26/2005 |
| **b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?** | No |

**c. If "yes," describe any significant changes:**

No change.

| **2. If there currently is no plan, will a plan be developed?** | |
|---|---|
| **a. If "yes," what is the planned completion date?** | |
| **b. If "no," what is the strategy for managing the risks?** | |
| | |

### 3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule:

IAFIS investment risks are mitigated through a combination of sound systems engineering techniques as well as technical, schedule, and cost margins built into the program baselines. These risks are mitigated by an extensive metrics program across all operational IAFIS critical performance measures that are designed to detect performance or reliability problems that could potentially divert critical resources (staff, funding, or test facility time) from the investment program.

The IAFIS life cycle cost estimate reflects anticipated growth in service capacity and processing requirements based on fully-analyzed historical trends and known or anticipated growth requirements. The resulting cost estimates reflect the need for increases in processing and storage capacity. The risks associated with life-cycle cost may be manifested as unanticipated growth in user submissions, new public law, changes in the cost of information technology hardware and software, or unexpected technical obsolescence of the current system components. However, most cost risks are accommodated through continually re-phasing and/or re-base lining of existing projects. The IAFIS investment schedule reflects planned and anticipated project requirements to accommodate planned obsolescence and known increases in system capacity. Schedule risk for these projects consists of allowable access to the IAFIS test environment and the inherent technical risk of the investment. While the scheduling of the IAFIS test environment is performed months in advance, scheduling risk cannot be fully mitigated due to the unpredictable nature of priority operation and maintenance (O&M) testing tasks. This risk is partially mitigated by the use of robust system development laboratories but cannot be totally eliminated. Additionally, some investment schedule slack time is used to allow investment projects to "schedule around" O&M pop-up test requirements. The inherent technical risk of the IAFIS investment projects manifests itself as a schedule risk. When delays occur and due to the integration of the testing schedule, the schedule slip of the end-product is magnified. This compounded schedule risk is partially mitigated through planning for adequate schedule margin on the technical effort, flexible use of the system design laboratory for testing requirements, and priority scheduling of the IAFIS test environment.

**II.C. Cost and Schedule Performance**

| **1. Does the earned value management system meet the criteria in ANSI/EIA Standard-748?** | No |
|---|---|

**2. Answer the following questions about current cumulative cost and schedule performance. The numbers reported below should reflect current actual information. (Per OMB requirements Cost/Schedule Performance information should include both Government and Contractor Costs):**

| **a. What is the Planned Value (PV)?** | 0 |
|---|---|
| **b. What is the Earned Value (EV)?** | 0 |
| **c. What is the actual cost of work performed (AC)?** | 0 |
| **d. What costs are included in the reported Cost/Schedule Performance information (Government Only/Contractor Only/Both)?** | Contractor and Government |
| **e. "As of" date:** | |
| **3. What is the calculated Schedule Performance Index (SPI= EV/PV)?** | 0 |
| **4. What is the schedule variance (SV = EV-PV)?** | 0 |
| **5. What is the calculated Cost Performance Index (CPI = EV/AC)?** | 0 |

| 6. What is the cost variance (CV=EV-AC)? | 0 |
|---|---|
| 7. Is the CV% or SV% greater than +/- 10%? (CV%= CV/EV x 100; SV%= SV/PV x 100) | No |
|   a. If "yes," was it the? | |
|   b. If "yes," explain the variance: | |
|   c. If "yes," what corrective actions are being taken? | |
| | |
|   d. What is most current "Estimate at Completion"? | 0 |
| 8. Have any significant changes been made to the baseline during the past fiscal year? | No |
| 8. If "yes," when was it approved by OMB? | No |

**Comparison of Initial Baseline and Current Approved Baseline**

| Milestone Number | Description of Milestone | Initial Baseline | | Current Baseline | | | | Current Baseline Variance | | Percent Complete |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Planned Completion Date | Total Cost (Estimated) | Completion Date | | Total Cost | | Schedule (# days) | Cost | |
| | | | | Planned | Actual | Planned | Actual | | | |
| 1 | IAFIS | | | | | | | | | 0% |
| **Project Totals** | | | | | | | | | | |