
NMAI Collections Information System and Public Computing

Exhibit 300: Capital Asset Plan and Business Case Summary Part I: Summary Information And Justification

Section A: Overview [Edit](#)

1. Date of submission: **Sep 8, 2008**
2. Agency: **452**
3. Bureau: **00**
4. Name of this Capital Asset: **NMAI Collections Information System and Public Computing**
5. Unique Project (Investment) Identifier: **452-00-01-02-01-1002-00**
6. What kind of investment will this be in FY2010? **Operations and Maintenance**
7. What was the first budget year this investment was submitted to OMB? **FY2002**
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 investment reported here is a set of commercial systems that align NMAI with the SI Enterprise Architecture. This investment enables a broad range of knowledge management and digital asset management capacities that provide automated information, processes, and procedures to steward collections (objects and media), Web content, NMAI public contacts, and to provide appropriate information to the American people visiting its museums through interactive exhibit technologies and Interactive Learning and Resource Centers (ILC) and the Internet. The integrated management of information resources enables NMAI to repurpose and reuse information for public programs, education, publications, research, exhibits, and administrative functions.**
9. Did the Agency's Executive/Investment Committee approve this request? **yes**
 - a. If "yes," what was the date of this approval? **Jul 31, 2008**
10. Did the Project Manager review this Exhibit? **yes**
11. Contact information of Program/Project Manager?

Name **DucPhong Nguyen**

Phone Number **301-238-1563**

E-mail **nguyend@si.edu**

- a. What is the current FAC-P/PM (for civilian agencies) or DAWIA (for defense agencies) certification level of the program/project manager? **Waiver Issued**
 - b. When was the Program/Project Manager Assigned? **Apr 4, 2005**
 - c. What date did the Program/Project Manager receive the FAC-P/PM certification? If the certification has not been issued, what is the anticipated date for certification? **Jan 1, 1901**
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?
 2. If "yes," will this investment meet sustainable design principles?
 3. If "yes," is it designed to be 30% more energy efficient than relevant code?
13. Does this investment directly support one of the PMA initiatives? **yes**
- Expanded E-Government**
- a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? **Provides public access to knowledge-based information resources.**
14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) **no**
- a. If "yes," does this investment address a weakness found during a PART review?
 - b. If "yes," what is the name of the PARTed program?
 - c. If "yes," what rating did the PART receive?
15. Is this investment for information technology? **yes**

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance) **Level 1**
17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance) **(1) Project manager has been validated as qualified for this investment**
18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4-FY 2008 agency high risk report (per OMB Memorandum M-05-23)? **no**
19. Is this a financial management system? **no**
- a. If "yes," does this investment address a FFMI compliance area?
 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 FY2010 funding request for the following?
- Hardware **22**
- Software **9**
- Services **67**
- Other **2**
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? **n/a**
22. Contact information of individual responsible for privacy related questions:

Name **Marsha Shaines**
 Phone Number **202-633-5106**
 Title **General Counsel**
 E-mail **shainesm@si.edu**

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? **yes**
 24. Does this investment directly support one of the GAO High Risk Areas? **no**

Section B: Summary of Spending

1.

	PY-1 and earlier	PY 2008	CY 2009
Planning:	1.321	0	0
Acquisition:	7.75	0	0
Subtotal Planning & Acquisition:	9.071	0	0
Operations & Maintenance:	3.707	1.317	1.317
TOTAL:	12.778	1.317	1.317
Government FTE Costs	10.202	2.713	2.794
Number of FTE represented by Costs:	69	29	29

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 FY2009 President's budget request, briefly explain those changes:

Section D: Performance Information

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2008	Increased Public Engagement	Customer Results	Access	Increase the number of electronic records in CIS	379,380 (as of FY 2006)	100 % processing of new acquisitions resulting in no backlog	Added 8064 electronic records to system
2008	Increased Public Engagement	Customer Results	Access	Increase the number of electronic images in CIS	556,299 (as of FY 2004)	100% processing of new digital images	Uploaded into system 15,805 digital images

						resulting in no backlog	
2008	Increased Public Engagement	Customer Results	Access	Determine standard for collection-level cataloging in Photo Archives and implement	0	Process 50% of collection-level records in Photo Archives	Did not meet PRM
2008	Increased Public Engagement	Customer Results	Access	Digitize ethnohistoric images and object photos (130,000 items) from Photo Archives	27,000 (# of migrated scans + new ones by end of FY 06)	5,000 additional ethnohistoric images or object photos scanned	Uploaded into system 5,159 additional scans ethnohistoric images or object photos.
2008	Strengthened Research	Technology	Data Standardization or Tagging	Cleanup electronic records to meet minimum cataloging standards	Unknown quantity of records meet minim	Bring 5,000 additional electronic records to minimum cataloging standards.	Between 200,000 to 365,000+ records have met minimum cataloging standards
2008	Enhanced Management Excellence	Processes and Activities	Privacy	Digitize & attach to CIS paper-based rights/deeds of gift	250 paper-based rights/deeds attached	Attach 250 additional paper-based rights/deeds	Did not meet PRM
2008	Enhanced Management Excellence	Processes and Activities	Productivity	Digitize and attach to CIS paper-based Repatriation related forms and documents	0	Attach 250 paper-based Repatriation related forms and documents	Did not meet PRM
2008	Strengthened Research	Mission and Business Results	Cultural and Historic Preservation	Enhancement of migrated object records in new CIS with further research	23,613 records enhanced during FY07	5,000 additional records enhanced with data from Research databases, additional Repatriation case reports and Exhibit research	Unit has enhanced 8680 records with Collection History data, 1446 of which contain more indepth information as preparation for the Collections Information on the Web.

2008	Increased Public Engagement	Customer Results	Response Time	Increase responses to collections information queries	5,000 queries annually	Respond to a minimum of 5,500 queries	Unit has responded to more than 5500 queries.
2008	Enhanced Management Excellence	Technology	Customer Satisfaction	Increase staff access and use of CIS	50 accounts	Increase the number of total accounts to 60	System currently has 73 accounts
2008	Increased Public Engagement	Customer Results	Access	Produce internet site with 5,000 records and images for collections objects and images	0	Produce internet site with 5,000 records and images for collections objects and images	Unit is in testing phase of a collections information on the web site that will hold up to 5,000 records and images for collections objects and images.
2008	Strengthened Research	Technology	Data Standardization or Tagging	Implement database functionalities for data standardization	1	Implement 5 of 6 remaining geographical site info; materials; techniques; object ID and organizations	Unit has implemented remaining geographical site info; material; techniques; organizations . Standardization for Object ID is underway.
2009	Increased Public Engagement	Customer Results	Access	Increase the number of electronic records in CIS	383,582 as of 8/1.	100% processing of new acquisitions resulting in no backlog	TBD
2009	Increased Public Engagement	Customer Results	Access	Increase the number of electronic images in CIS	570,367 (As of 8/1/2008)	100% processing of new digital images resulting in no backlog	TBD
2009	Increased Public Engagement	Customer Results	Access	Enhance Internet site with additional records and images for collections	Internet site with 5,000 records and images	Enhance Internet site with 5,000 additional records and images	TBD

				objects and images			
2009	Strengthened Research	Mission and Business Results	Cultural and Historic Preservation	Enhancement of migrated object records in CIS with further research	8,680 records enhanced during FY07	5,000 records enhanced with further research data	TBD
2009	Enhanced management excellence	Processes and Activities	Productivity	Improve training and documentation for usage of CIS	Outdated manual and general training for one type of user	Improve manual to be NMAI-specific and design trainings for specific types of users	TBD
2009	Enhanced management excellence	Technology	Technology Improvement	Improve technical documentation for CIS	Outdated and/or non-existent technical documentation for the CIS	Update at least one SDLC required documentation	TBD
2010	Increased Public Engagement	Technology	Access	Increase the number of electronic records in CIS	383,582	100% processing of new acquisitions resulting in no backlog	TBD
2010	Increased Public Engagement	Customer Results	Access	Increase the number of electronic images in CIS	570,367	100% processing of new digital images resulting in no backlog	TBD
2010	Increased Public Engagement	Customer Results	Access	Enhance Internet site with additional records and images for collections objects and images	Internet site with 5,000 records and images	Enhance Internet site with 5,000 additional records and images	TBD
2010	Strengthened Research	Mission and Business Results	Cultural and Historic Preservation	Enhancement of migrated object records in new CIS with further research	8,680	5,000 records enhanced with further research data	TBD
2010	Enhanced Management	Processes and	Compliance	Implement auditing		Semi-annual review and	TBD

	nt Excellence	Activities		policy and procedures to meet SI accountability policy		update of audit policy and procedures	
2010	Enhanced Management Excellence	Technology	Technology Improvement	Improve technical documentation for CIS	Outdated and/or non-existent technical documentation for the CIS	Update at least one SDLC required documentation	TBD

Section F: Enterprise Architecture (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. - **National Museum of the American Indian Collections Information System (NMAI CIS)- Group Reservations & Event Management: NMAI - Digital Asset Management (DAM) System (SI Collaborative Project)- Interactive Learning Centers: NMAI - Interactive Exhibits- Contact Management- Metadata Repository- NMAI Web site**
 - b. If "no," please explain why?
3. Is this investment identified in a completed and approved segment architecture? **no**
 - a. If "yes," provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect. For detailed guidance regarding segment architecture codes, please refer to <http://www.egov.gov/>. **017-000**

4. Service Component Reference Model (SRM) Table :							
Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component	Service Component Reused		Internal or External Reuse?	BY Funding Percentage
				Component Name	UPI		
Ungerboeck Business Event Management System COTS product	Provides sales service to the end customer	Customer Relationship Management	Call Center Management			Internal	3
Exert Contact Management System COTS product	Provides analysis of the organizations customers	Customer Relationship Management	Customer Analytics			No Reuse	3

Exert Contact Management System COTS product	Provides contact and profile management	Customer Relationship Management	Contact and Profile Management			No Reuse	3
Exert Contact Management System COTS product	Allows customers to join listservs and mailing lists	Customer Preferences	Subscriptions			No Reuse	3
Exert Contact Management System COTS product	Allows customers to be contacted in relation to a subscription or service of interest	Customer Preferences	Alerts and Notifications			No Reuse	3
Intranet	On-line help is available on the web.	Customer Initiated Assistance	Online Help			Internal	3
Exert Contact Management System COTS product	Allows customers to sign up for a service on their own initiative	Customer Initiated Assistance	Self-Service			No Reuse	3
Ungerboeck Business Event Management System COTS product	Provides electronic enrollment for services	Customer Initiated Assistance	Reservations / Registration			Internal	3
Internet / Intranet	NMAIs web site provides multi-lingual support	Customer Initiated Assistance	Multi-Lingual Support			Internal	3
Internet / Intranet	An on-line user support application is available.	Customer Initiated Assistance	Assistance Request			Internal	3
Ungerboeck Business Event Management System COTS product	Supports scheduling	Customer Initiated Assistance	Scheduling			Internal	3
KE EMu and Artesia COTS products	Tracks the business cycle processes relating to transactions management.	Tracking and Workflow	Process Tracking			Internal	3
KE EMu and Artesia COTS	Supports tagging and	Content Management	Tagging and Aggregation			Internal	3

products and Meta Data Repository custom developed system	aggregating sets of records						
KE EMu COTS product	Supports retrieval of records in a user-specified order.	Document Management	Indexing			Internal	3
KE EMu COTS product	Can sort and classify records based on nearly any field.	Document Management	Classification			Internal	3
KE EMu and Artesia COTS products and Meta Data Repository custom developed system	Supports multiple searching mechanisms on any field in the database.	Knowledge Management	Information Retrieval			Internal	3
KE EMu and Artesia COTS products and Meta Data Repository custom developed system	Supports many to many relationships between records and across modules (object to object, object to party, object to collecting site, object to transaction, etc).	Knowledge Management	Information Mapping / Taxonomy			Internal	3
KE EMu and Artesia COTS products and Meta Data Repository custom developed system	Supports the use of documents and data in a multi-user environment for use by an organization and its stakeholders.	Knowledge Management	Information Sharing			Internal	3
KE EMu and Artesia COTS products and Meta Data Repository custom developed system	Supports various thesauri for data classification.	Knowledge Management	Categorization			Internal	3

KE EMu and Artesia COTS products and Meta Data Repository custom developed system	Facilitates collection of data and information.	Knowledge Management	Knowledge Capture			Internal	3
KE EMu and Artesia COTS products, Meta Data Repository custom developed system, Intranet and Internet	Supports data extraction into other media to share with staff, researchers, and the public.	Knowledge Management	Knowledge Distribution and Delivery			Internal	3
KE EMu and Artesia COTS products	Supports many to many relationships between records and across modules (see above).	Records Management	Record Linking / Association			Internal	2
KE EMu COTS product	Has numerous indexed fields to group similar records logically.	Records Management	Document Classification			Internal	3
KE EMu and Artesia COTS products	Has fields to record rights to both objects and their surrogate images.	Records Management	Digital Rights Management			Internal	3
Crystal Reports COTS product	CIS interfaces with Crystal Reports report writing software that supports creation of reports incorporating graphics and charts.	Visualization	Graphing / Charting			Internal	1
Artesia COTS product	Supports creation and conversion of electronic images.	Visualization	Imagery			Internal	3
Artesia COTS product	CIS supports storage of digital and	Visualization	Multimedia			Internal	3

	multimedia files that link to RCIS records.						
Crystal Reports COTS product	CISs multiple search facilities allow ad hoc retrieval of data sets for reporting.	Reporting	Ad Hoc			Internal	1
KE EMu and Crystal Reports COTS products	CIS provides users with standardized reports for auditing, user statistics, etc.	Reporting	Standardized / Canned			Internal	3
Meta Data Repository custom developed system	Support the maintenance and administration of data that describes data.	Data Management	Meta Data Management			Internal	3
KE EMu and Artesia COTS products	CIS can be populated from external data	Data Management	Loading and Archiving			Internal	3
KE EMu and Artesia COTS products and Meta Data Repository custom developed system	CIS and Meta Data Repository support the classification of data	Data Management	Data Classification			Internal	3
KE EMu and Artesia COTS products	Support the listing and specification of available assets	Asset / Materials Management	Asset Cataloging / Identification			Internal	3
KE EMu and Artesia COTS products	Support the movement and assignment of assets	Asset / Materials Management	Asset Transfer, Allocation, and Maintenance			Internal	3
KE EMu, Artesia, Exert, and Ungerboeck Business Event Management System, COTS products and Meta Data Repository	User system and application servers support identification and Authentication	Security Management	Identification and Authentication			Internal	3

custom developed system							
KE EMu, Artesia, Exert, and Ungerboeck Business Event Management System, COTS products and Meta Data Repository custom developed system	User system and application servers support management of permissions for logging onto a computer or system	Security Management	Access Control			Internal	3
Ungerboeck Business Event Management System COTS product	Group Reservations provides shared calendaring functions.	Collaboration	Shared Calendaring			Internal	3
KE EMu and Artesia COTS products and Meta Data Repository custom developed system	CIS, Meta Data Repository support query-based retrieval of records.	Search	Query			Internal	3

5. Technical Reference Model (TRM) Table:

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification
Access Control	Component Framework	User Presentation / Interface	Static Display	HTML
Access Control	Component Framework	User Presentation / Interface	Static Display	CIS application(s)
Access Control	Component Framework	User Presentation / Interface	Static Display	Ungerboeck application
Access Control	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Access Control	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Access Control	Service Access and Delivery	Access Channels	Other Electronic Channels	Ungerboeck client
Access Control	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Active Directory

Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	CIS
Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	DAM
Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Alice
Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Exert
Access Control	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Ungerboeck
Access Control	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Access Control	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Access Control	Service Platform and Infrastructure	Database / Storage	Database	SQL Server
Access Control	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Access Control	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Access Control	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Access Control	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Access Control	Service Platform and Infrastructure	Delivery Servers	Application Servers	Ungerboeck
Access Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Access Control	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Ad Hoc	Component Framework	User Presentation / Interface	Static Display	Crystal Reports application
Ad Hoc	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Ad Hoc	Service Access and Delivery	Access Channels	Other Electronic Channels	Crystal Reports client
Ad Hoc	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Ad Hoc	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Ad Hoc	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Alerts and Notifications	Component Framework	User Presentation / Interface	Static Display	HTML
Alerts and Notifications	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Alerts and Notifications	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Alerts and Notifications	Service Access and Delivery	Service Transport	Service Transport	TCP/IP

Alerts and Notifications	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Alerts and Notifications	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Alerts and Notifications	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Alerts and Notifications	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Asset Cataloging / Identification	Component Framework	User Presentation / Interface	Static Display	HTML
Asset Cataloging / Identification	Component Framework	User Presentation / Interface	Static Display	CIS application(s)
Asset Cataloging / Identification	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Asset Cataloging / Identification	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Asset Cataloging / Identification	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Asset Cataloging / Identification	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Asset Cataloging / Identification	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Asset Cataloging / Identification	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Asset Cataloging / Identification	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Asset Cataloging / Identification	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Asset Transfer, Allocation, and Maintenance	Component Framework	User Presentation / Interface	Static Display	HTML
Asset Transfer, Allocation, and Maintenance	Component Framework	User Presentation / Interface	Static Display	CIS application(s)
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Asset Transfer, Allocation, and Maintenance	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia

Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Asset Transfer, Allocation, and Maintenance	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Assistance Request	Component Framework	User Presentation / Interface	Static Display	HTML
Assistance Request	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Assistance Request	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Assistance Request	Service Access and Delivery	Delivery Channels	Internet	Internet
Assistance Request	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Assistance Request	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Assistance Request	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Call Center Management	Component Framework	User Presentation / Interface	Static Display	Ungerboeck application
Call Center Management	Service Access and Delivery	Access Channels	Other Electronic Channels	Ungerboeck client
Call Center Management	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Call Center Management	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Call Center Management	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Call Center Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Call Center Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Categorization	Component Framework	Data Interchange	Data Exchange	XML
Categorization	Component Framework	User Presentation / Interface	Static Display	HTML
Categorization	Component Framework	User Presentation / Interface	Static Display	CIS application
Categorization	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Categorization	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Categorization	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Categorization	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Categorization	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Categorization	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer

Categorization	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Categorization	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Categorization	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Categorization	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Categorization	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Categorization	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Categorization	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Categorization	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Classification	Component Framework	User Presentation / Interface	Static Display	CIS application
Classification	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Classification	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Classification	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Classification	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Classification	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Classification	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Contact and Profile Management	Component Framework	User Presentation / Interface	Static Display	HTML
Contact and Profile Management	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Contact and Profile Management	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Contact and Profile Management	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Contact and Profile Management	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Contact and Profile Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Contact and Profile Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Contact and Profile Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Customer Analytics	Component Framework	User Presentation / Interface	Static Display	HTML
Customer Analytics	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer

Customer Analytics	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Customer Analytics	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Customer Analytics	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Customer Analytics	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Customer Analytics	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Customer Analytics	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Data Classification	Component Framework	Data Interchange	Data Exchange	XML
Data Classification	Component Framework	User Presentation / Interface	Static Display	HTML
Data Classification	Component Framework	User Presentation / Interface	Static Display	CIS application
Data Classification	Component Framework	User Presentation / Interface	Static Display	DAM application
Data Classification	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Data Classification	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Data Classification	Service Access and Delivery	Access Channels	Other Electronic Channels	DAM client
Data Classification	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Data Classification	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Data Classification	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Data Classification	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Data Classification	Service Platform and Infrastructure	Database / Storage	Database	MS SQL Server
Data Classification	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Data Classification	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Data Classification	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Data Classification	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Data Classification	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Data Classification	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Digital Rights Management	Component Framework	User Presentation / Interface	Static Display	HTML

Digital Rights Management	Component Framework	User Presentation / Interface	Static Display	CIS application(s)
Digital Rights Management	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Digital Rights Management	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Digital Rights Management	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Digital Rights Management	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Digital Rights Management	Service Platform and Infrastructure	Database / Storage	Storage	EMC
Digital Rights Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Digital Rights Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Digital Rights Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Digital Rights Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Digimarc
Digital Rights Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Document Classification	Component Framework	User Presentation / Interface	Static Display	CIS application
Document Classification	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Document Classification	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Document Classification	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Document Classification	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Document Classification	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Document Classification	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Graphing / Charting	Component Framework	User Presentation / Interface	Static Display	HTML
Graphing / Charting	Component Framework	User Presentation / Interface	Static Display	Crystal Reports application
Graphing / Charting	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Graphing / Charting	Service Access and Delivery	Access Channels	Other Electronic Channels	Crystal Reports client
Graphing / Charting	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Graphing / Charting	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Graphing / Charting	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS

Graphing / Charting	Service Platform and Infrastructure	Delivery Servers	Application Servers	Crystal Reports
Graphing / Charting	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Identification and Authentication	Component Framework	User Presentation / Interface	Static Display	HTML
Identification and Authentication	Component Framework	User Presentation / Interface	Static Display	CIS application(s)
Identification and Authentication	Component Framework	User Presentation / Interface	Static Display	Ungerboeck application
Identification and Authentication	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Identification and Authentication	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Identification and Authentication	Service Access and Delivery	Access Channels	Other Electronic Channels	Ungerboeck client
Identification and Authentication	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Active Directory
Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	CIS
Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	DAM
Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Alice
Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Exert
Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	Ungerboeck
Identification and Authentication	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Identification and Authentication	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Identification and Authentication	Service Platform and Infrastructure	Database / Storage	Database	SQL Server
Identification and Authentication	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Identification and Authentication	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Identification and Authentication	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Identification and Authentication	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Identification and Authentication	Service Platform and Infrastructure	Delivery Servers	Application Servers	Ungerboeck
Identification and Authentication	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Identification and Authentication	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire

Imagery	Component Framework	User Presentation / Interface	Static Display	HTML
Imagery	Component Framework	User Presentation / Interface	Static Display	DAM application
Imagery	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Imagery	Service Access and Delivery	Access Channels	Other Electronic Channels	DAM client
Imagery	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Imagery	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Imagery	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Imagery	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Imagery	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Indexing	Component Framework	User Presentation / Interface	Static Display	CIS application
Indexing	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Indexing	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Indexing	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Indexing	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Indexing	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Indexing	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Information Mapping / Taxonomy	Component Framework	Data Interchange	Data Exchange	XML
Information Mapping / Taxonomy	Component Framework	User Presentation / Interface	Static Display	HTML
Information Mapping / Taxonomy	Component Framework	User Presentation / Interface	Static Display	CIS application
Information Mapping / Taxonomy	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Information Mapping / Taxonomy	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Information Mapping / Taxonomy	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Information Mapping / Taxonomy	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Information Mapping / Taxonomy	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Information Mapping / Taxonomy	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer

Information Mapping / Taxonomy	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Information Mapping / Taxonomy	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Information Mapping / Taxonomy	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Information Mapping / Taxonomy	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Information Mapping / Taxonomy	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Information Mapping / Taxonomy	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Information Mapping / Taxonomy	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Information Mapping / Taxonomy	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Information Retrieval	Component Framework	User Presentation / Interface	Static Display	HTML
Information Retrieval	Component Framework	User Presentation / Interface	Static Display	CIS application
Information Retrieval	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Information Retrieval	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Information Retrieval	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Information Retrieval	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Information Retrieval	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Information Retrieval	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Information Retrieval	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Information Retrieval	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Information Retrieval	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Information Sharing	Component Framework	Data Interchange	Data Exchange	XML
Information Sharing	Component Framework	User Presentation / Interface	Static Display	HTML

Information Sharing	Component Framework	User Presentation / Interface	Static Display	CIS application
Information Sharing	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Information Sharing	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Information Sharing	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Information Sharing	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Information Sharing	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Information Sharing	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Information Sharing	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Information Sharing	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Information Sharing	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Information Sharing	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Information Sharing	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Information Sharing	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Information Sharing	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Information Sharing	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Knowledge Capture	Component Framework	Data Interchange	Data Exchange	XML
Knowledge Capture	Component Framework	User Presentation / Interface	Static Display	HTML
Knowledge Capture	Component Framework	User Presentation / Interface	Static Display	CIS application
Knowledge Capture	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Knowledge Capture	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Knowledge Capture	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Knowledge Capture	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Knowledge Capture	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Knowledge Capture	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Knowledge Capture	Service Platform and Infrastructure	Database / Storage	Database	Oracle

Knowledge Capture	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Knowledge Capture	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Knowledge Capture	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Knowledge Capture	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Knowledge Capture	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Knowledge Capture	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Knowledge Capture	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Knowledge Distribution and Delivery	Component Framework	Data Interchange	Data Exchange	XML
Knowledge Distribution and Delivery	Component Framework	User Presentation / Interface	Static Display	HTML
Knowledge Distribution and Delivery	Component Framework	User Presentation / Interface	Static Display	KE Emu
Knowledge Distribution and Delivery	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Knowledge Distribution and Delivery	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client
Knowledge Distribution and Delivery	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Knowledge Distribution and Delivery	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Knowledge Distribution and Delivery	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE

Knowledge Distribution and Delivery	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Loading and Archiving	Service Access and Delivery	Access Channels	Other Electronic Channels	SQL Server client
Loading and Archiving	Service Access and Delivery	Access Channels	Other Electronic Channels	Oracle client
Loading and Archiving	Service Access and Delivery	Access Channels	Other Electronic Channels	Texpress client
Loading and Archiving	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Loading and Archiving	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Loading and Archiving	Service Platform and Infrastructure	Database / Storage	Database	SQL Server
Loading and Archiving	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Loading and Archiving	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Loading and Archiving	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Loading and Archiving	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Meta Data Management	Component Framework	Data Interchange	Data Exchange	XML
Meta Data Management	Component Framework	User Presentation / Interface	Static Display	HTML
Meta Data Management	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Meta Data Management	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Meta Data Management	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Meta Data Management	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Meta Data Management	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Meta Data Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Meta Data Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Multi-Lingual Support	Component Framework	User Presentation / Interface	Static Display	HTML

Multi-Lingual Support	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Multi-Lingual Support	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Multi-Lingual Support	Service Access and Delivery	Delivery Channels	Internet	Internet
Multi-Lingual Support	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Multi-Lingual Support	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Multi-Lingual Support	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Multimedia	Component Framework	User Presentation / Interface	Static Display	HTML
Multimedia	Component Framework	User Presentation / Interface	Static Display	DAM application
Multimedia	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Multimedia	Service Access and Delivery	Access Channels	Other Electronic Channels	DAM client
Multimedia	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Multimedia	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Multimedia	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Multimedia	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Multimedia	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell powerEdge
Multimedia	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Online Help	Component Framework	User Presentation / Interface	Static Display	HTML
Online Help	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Online Help	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Online Help	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Online Help	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Online Help	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Process Tracking	Component Framework	User Presentation / Interface	Static Display	HTML
Process Tracking	Component Framework	User Presentation / Interface	Static Display	KE Emu
Process Tracking	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer

Process Tracking	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Process Tracking	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Process Tracking	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Process Tracking	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Process Tracking	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Process Tracking	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Process Tracking	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artisia
Process Tracking	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Query	Component Framework	Data Interchange	Data Exchange	XML
Query	Component Framework	User Presentation / Interface	Static Display	HTML
Query	Component Framework	User Presentation / Interface	Static Display	KE Emu
Query	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Query	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Query	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Query	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Query	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Query	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Query	Service Platform and Infrastructure	Database / Storage	Database	MS SQL Server
Query	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Query	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Query	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Query	Service Platform and Infrastructure	Delivery Servers	Application Servers	Artesia
Query	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Query	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Record Linking / Association	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer

Record Linking / Association	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Record Linking / Association	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Reservations / Registration	Component Framework	User Presentation / Interface	Static Display	Ungerboeck application
Reservations / Registration	Service Access and Delivery	Access Channels	Other Electronic Channels	Ungerboeck client
Reservations / Registration	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Reservations / Registration	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Reservations / Registration	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Reservations / Registration	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Reservations / Registration	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Scheduling	Component Framework	User Presentation / Interface	Static Display	Ungerboeck application
Scheduling	Service Access and Delivery	Access Channels	Other Electronic Channels	Ungerboeck client
Scheduling	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Scheduling	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Scheduling	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Scheduling	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Scheduling	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Self-Service	Component Framework	User Presentation / Interface	Static Display	HTML
Self-Service	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Self-Service	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Self-Service	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Self-Service	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Self-Service	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Self-Service	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Self-Service	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Shared Calendaring	Component Framework	User Presentation / Interface	Static Display	Ungerboeck application

Shared Calendaring	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Shared Calendaring	Service Access and Delivery	Access Channels	Other Electronic Channels	Ungerboeck client
Shared Calendaring	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Shared Calendaring	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Shared Calendaring	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Shared Calendaring	Service Platform and Infrastructure	Delivery Servers	Application Servers	IIS
Shared Calendaring	Service Platform and Infrastructure	Delivery Servers	Application Servers	Ungerboeck
Shared Calendaring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge
Standardized / Canned	Component Framework	User Presentation / Interface	Static Display	Crystal Reports application
Standardized / Canned	Component Framework	User Presentation / Interface	Static Display	KE Emu
Standardized / Canned	Service Access and Delivery	Access Channels	Other Electronic Channels	Crystal Reports
Standardized / Canned	Service Access and Delivery	Access Channels	Other Electronic Channels	Crystal Reports client
Standardized / Canned	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Standardized / Canned	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Standardized / Canned	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Standardized / Canned	Service Platform and Infrastructure	Delivery Servers	Application Servers	KE
Standardized / Canned	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	SUN Sun Fire
Subscriptions	Component Framework	User Presentation / Interface	Static Display	HTML
Subscriptions	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Subscriptions	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Subscriptions	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Subscriptions	Service Platform and Infrastructure	Database / Storage	Database	SQL Serer
Subscriptions	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Subscriptions	Service Platform and Infrastructure	Delivery Servers	Application Servers	MS Windows
Subscriptions	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge

Tagging and Aggregation	Component Framework	Data Interchange	Data Exchange	XML
Tagging and Aggregation	Component Framework	User Presentation / Interface	Static Display	HTML
Tagging and Aggregation	Component Framework	User Presentation / Interface	Static Display	KE Emu
Tagging and Aggregation	Service Access and Delivery	Access Channels	Web Browser	Internet Explorer
Tagging and Aggregation	Service Access and Delivery	Access Channels	Other Electronic Channels	CIS client(s)
Tagging and Aggregation	Service Access and Delivery	Delivery Channels	Intranet	Intranet
Tagging and Aggregation	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Tagging and Aggregation	Service Interface and Integration	Interoperability	Data Format / Classification	XML
Tagging and Aggregation	Service Platform and Infrastructure	Database / Storage	Database	Oracle (XML)
Tagging and Aggregation	Service Platform and Infrastructure	Database / Storage	Database	Texpress
Tagging and Aggregation	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Tagging and Aggregation	Service Platform and Infrastructure	Delivery Servers	Application Servers	Alice
Tagging and Aggregation	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell PowerEdge

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.Gov, Pay.Gov, etc)? **yes**
- a. If "yes," please describe. **The application provides a Web site now listed on FirstGov**

Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Risk Management (All Capital Assets)

Does the investment have a Risk Management Plan? **yes**

- a. If "yes," what is the date of the plan? **Aug 4, 2006**
- b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? **no**
- c. If "yes," describe any significant changes:
- d. If there currently is no plan, will a plan be developed?
- e. If "yes," what is the planned completion date?
- f. If "no," what is the strategy for managing the risks?