Priority Explanations				
Level	Description	Example	Target Response Time	Target Resolution Time
Priority 1	Outage of College-wide services Classroom technology issues preventing the class from proceeding Faculty, staff, and students are unable to access core services	College, Campus, or Building Outage Major service down (email, network, telecommunications, enterprise systems, and Contact Center) High-threat security breach Classroom technology issues while class is in progress Unable to log in to network	Response within 15 minutes	Within 4 hours If an immediate fix is not available to resolve a classroom issue, a temporary workaround will be provided.
Priority 2	Standard hardware and software issues	Office or lab computer not booting Printer is not working Telephone is not working Monitor(s) not working Mouse and/or keyboard not working Web browser not working SJC approved software not working	Response within 1 hour.	Within 1 business day If the equipment cannot be replaced on-site, then it will be replaced (excluding printers). If the replacement is not in stock, a temporary solution will be provided while the replacement is ordered. Please see 8.2.6 in the SLA for the target resolution time.
Priority 3	Security Incidents / Stolen Equipment	Virus on SJC issued computer Phishing Email (received or responded to) SJC issued laptop stolen Personal device with SJC data stored lost or stolen	Response within 4 hours	Within 1 business day Stolen laptops will be wiped as soon as ITS is notified of the theft.

Priority 4	New Hire Accounts, Job Transfer, and Employee Permissions	Create new account Employee privilege change	Response within 4 hours	Within 2 business days
Priority 5	Software Installation	Requests for approved software listed in Appendix A Installation of new software once purchased	Response within 4 hours	Installation of approved standard software - within 2 business days Installation of software that requires a purchase of a license - within 15 business days
Priority 6	Hardware Requests Office Relocations	Installment of IT-related equipment and services in offices or classrooms Relocate SJC issued computer and peripherals to approved location	Response within 1 business day	Installation of approved in-stock standard equipment - within 3 business days Customer self-service orders for minor non-stock equipment below $750 - within 3 business days Order & Installation of non-stock major equipment over $750 ordered through Purchasing - within 15 business days Order, evaluation, and installation of approved non-standard equipment that is not classified as a project - 90 business days

Priority 7	Disable System Accounts for Exiting Employees Public Information Request	Disable full-time and part-time accounts (network and enterprise system application accounts) Equipment Recovery Requests received by the Public Information Office	Response within 1 business day	Accounts will be disabled on the date specified on the EPAF. Equipment assigned to the exiting employee will be picked up after the employee has left the College Public Information Requests will be completed no later than the date specified in the request
Priority 8	Projects Instructional Requests Media Event Requests and Guest Accounts	A project is temporary (non-standard) and produces a unique product, service, or objective. You can learn more about our project methodology by visiting www.sanjac.edu/pmo AV equipment request for class or event Mobile Wireless request for event AV equipment training Requests for Guest Accounts to be set up on computers for an upcoming event	Response within 1 business day	PMO will review and evaluate project request. If approved, it will be added to the project request list within 2 business days Media requests will be added to media calendar within 2 business day

Service Level Summary - Support Services Summary

Service	Priority Level	Service Level Notes
User & system accounts- staff & faculty		
Create account (AD, Banner, email, VPN access)	4	
Modify account	4	Subject to approval
Exiting employee EPAF (Disable Account)	7	
Reset password - staff & faculty AD accounts	1	
User & system accounts- students		
Reset password - student accounts - SJC Computer	1	
Reset password - student accounts - SOS	1	
Reset password - student accounts - Student email	1	
Reset password - student accounts - Blackboard	1	
Reset password - student accounts - on line application	1	
Email		
Request new email service (distribution lists, rights)	4	Subject to approval
Repair email service (Complete Outage)	1	
Repair email service (For individual or small group issues)	2	
Request spam filtering	3	
Computers & servers		Refer to tab '3 - Computers & Servers' for service level details
Repair computers - level 1 (hardware, software assessment, end user knowledge issues)	2	
Repair computers - level 2 (desktop setup, cleanup (viruses), directory mapping, email account issues, printer IP & password setup)	2	
Request laptop checkout	6	
Printer, copier & scanners		Refer to tab '4 - Printers, Copiers & Scanners' for service level details
Assess printer issues & recommend solutions	2	
Assess copier issues & recommend solutions	2	
Assess scanner issues & recommend solutions	2	
Request printer supplies for ILC labs	6	
Mobile devices		Refer to tab '5 - Mobile Devices' for service level details
Request access to College email from mobile device	5	
Request access to virtual desktop on mobile device	5	
Cabling & network		Refer to tab '6 - Cabling & Network Devices' for service level details
Repair cabling	6	
Repair wireless access points	6	
Repair network switches	6	Subject to available inventory
Request new cabling	6	Subject to approval
Request mobile wireless access points	6	Subject to available inventory
Telephone		
Repair telephone or account	2	
Request additional telephone or account	6	Subject to approval
Add or change telephone account	6	Subject to approval
Audio visual		Refer to tab '8 - AV equipment' for service level details
Repair projectors	6	
Repair projection screens	6	
Repair speakers	6	
Repair podiums	6	
Repair document Camera	6	
Repair videoconferencing equipment	6	
Request videoconferencing support	8	
Request event support (excluding video recording)	8	
Request Live Stream event support	8	Subject to approval
Request open lab support	8	
Request end user support for equipment	8	
Check out AV equipment	8	
Blackboard		
Request Blackboard technical support	2	
Banner		
Request Banner technical support - Finance	5	
Request Banner technical support - Student	5	
Request Banner technical support - Financial Aid	5	
Request Banner technical support - HR/Payroll	5	
Request Banner technical support - Advancement	5	
Request technical support - ID Management	5	
Request technical support - Imaging	5	
Request technical support - Publication Builder	5	
Request technical support - PeopleAdmin	5	
Request technical support - Touchnet	5	
Request technical support - Emergency Notification	5	

Request technical support - Barnes & Noble	5	
Website		
Request website technical support	5	
Reports		
Request report or data extract technical support	7	Subject to approval
Software		Refer to tab '9 - Software' for service level details
Request packaged software technical support (deployment)	5	
Request approved software on employee computer	5	
Request custom software technical support	5	Subject to approval
Desktop image maintenance	5	
Desktop image deployment	5	
Data and storage		
Request additional file storage	6	Subject to approval
Request recovery of lost files	2	
Security		
Request investigation (Research existing log files)	3	Subject to approval
Request investigation (Collect / Gather new data)	3	
Projects		
New IT project requests	8	Subject to approval
Customer care		
Respond to escalated customer service issues	2	
Training and support		
Assess customer training & support needs	8	
Maintain online knowledge base (TechSupport.sanjac.edu)	8	Subject to approval
Procurement and Asset		
Request facilities move (incl. desktop, av deployments)	6	
Request non-standard software	5	
Request employee primary computer	6	
Request employee non-primary device	6	
Request new, or change to, lab/classroom technology	6	
Request pricing estimates for standard technology	6	
Request IT purchase approval	6	
Request IT asset pickup/recycle	6	
Report lost/stolen IT asset	3	

Service Level Summary - User Account Standards

◆ = special request and subject to approval (red diamond)

In the table below: ◆ = standard; 🔴 = special request and subject to approval (shown red in original).

Service	Student	Employee (full time)	Employee (part time)	Contractor	Department	Alumni	Guest	Service Level Notes
General								
Secured access to the College network	◆	◆	🔴	🔴	◆			
Wireless access	◆	◆	◆	◆	◆		◆	Wireless access available in limited areas. Refer to campus map on website for locations.
Internet access	◆	◆	◆	◆	◆		◆	Internet available through secured and open guest access
Telephone & extension number		◆	🔴	🔴	◆			
Assigned computer		◆	🔴	🔴	◆			One desktop or laptop with docking station per individual
Use of computers in open labs & classrooms	◆	◆	◆	🔴	◆			
Virtual Desktop	◆	◆	🔴	🔴	🔴			Stoneware desktop accessed from College website. VDI provided to departments subject to funding.
Office 365	◆	◆	🔴	🔴	🔴			
Outlook email account		◆	🔴	🔴				
Outlook web access (OWA)		◆	🔴	🔴				
Smartphone access to Outlook email		◆	🔴	🔴				
Secured Juniper VPN access		◆	🔴	🔴	🔴			
5GB file storage H Drive		◆	🔴	🔴				
250MB file storage H Drive	◆							
File storage G Drive		◆	◆	🔴	🔴			Standard allocation = 20GB. Additional space allocation requests subject to approval.
Student Online Services (SOS)	◆	◆	🔴	🔴	◆			
Access to Banner		◆	🔴	🔴	◆			
Access to printers	◆	◆	🔴	🔴	◆			
Access to photocopiers	◆	◆	🔴	🔴	◆			
Access to scanners	◆	◆	🔴	🔴	◆			
For PC Users (college provided equipment)								
College Supported Windows OS	◆	◆	🔴	🔴	◆			
Internet Explorer	◆	◆	🔴	🔴	◆			
Microsoft Office Suite	◆	◆	🔴	🔴	◆			Word, Excel, Powerpoint, Access, Publisher, Groove, InfoPath, OneNote, Tools
Windows Media Player	◆	◆	🔴	🔴	◆			
Adobe Acrobat Reader	◆	◆	🔴	🔴	◆			
Microsoft System Center Endpoint Protection	◆	◆	🔴	🔴	◆			
For Apple Mac Users								
College Supported Macintosh OS	◆	◆	🔴	🔴	◆			
Safari	◆	◆	🔴	🔴	◆			
Microsoft Office Suite	◆	◆	🔴	🔴	◆			Entourage, Excel, Powerpoint, Word

Service Level Summary - Computers & Servers

Product	Manufacturer	Target resolution time for purchase & install	Target resolution time for repairs	Funded by ITS	Special Request	ITS Installation	3rd Party Installation	ITS Technical Support	3rd Party Technical Support	ITS User Support	3rd Party User Support	Not Supported	Service Level Notes
Computers													*One computer per employee only.*
Desktop - Dell Optiplex GX 7xx	Dell	30 days	5 days	◆		◆		◆	◆	◆			Replaced every 5 years.
Desktop - Dell Optiplex GX 3xx 9xx	Dell	30 days	5 days	◆		◆		◆	◆	◆			Replaced every 5 years.
Desktop - Dell Precision Wks 380 xxx	Dell	60 days	5 days		◆	◆		◆	◆	◆			Replaced every 5 years. Subject to approval.
Desktop - iMAC	Apple	30 days	5 days	◆	◆	◆		◆	◆	◆			Replaced every 4 years. Subject to approval. Expect delays in delivery.
Desktop - MAC Pro	Apple	30 days	5 days	◆	◆	◆		◆	◆	◆			Replaced every 4 years. Subject to approval. Expect delays in delivery.
Laptop - Dell Latitude E6420 E6 series	Dell	30 days	5 days	◆		◆		◆	◆	◆			Replaced every 3 years.
Laptop - Dell Latitude E6320 E7 series	Dell	30 days	5 days	◆	◆	◆		◆	◆	◆			Replaced every 3 years.
Laptop - Dell Precision M4600 Mobile workstation	Dell	60 days	5 days	◆	◆	◆		◆	◆	◆			
Laptop - Dell Tablet, Venue Pro	Dell	60 days	5 days	◆	◆	◆		◆	◆	◆			
Laptop - MAC Book Pro	Apple	60 days	5 days	◆	◆	◆		◆	◆	◆			Replaced every 4 years. Subject to approval. Expect delays in delivery.
FXxxx Dell/WYSE terminal	Dell	30 days	5 days	◆	◆	◆		◆	◆	◆			Replaced every 5 years. Installed only in classrooms, labs and open labs.
Virtual													
Virtual Desktop - Stoneware	Stoneware	1 day	5 days	◆		◆		◆	◆	◆			Access to desktop provided via MySanJac on College's website.
Virtual Desktop - VDI	VMWare	30 days	5 days	◆	◆	◆		◆	◆	◆			Subject to approval. Expect delays in delivery.
Virtual Desktop - Desktop Streaming	Dell	30 days	5 days	◆	◆	◆		◆	◆	◆			Replaced every 5 years. Installed only in classrooms, labs and open labs.
Servers													
Physical servers	Dell or Sun	60 days	5 days	◆	◆	◆		◆	◆				Subject to funding approval. Most requests can be fulfilled through virtual servers.
Virtual servers	VMWare	1 day	1 day	◆	◆	◆		◆	◆	◆			Subject to availability of storage and funding availability.

Service Level Summary - Printers, Copiers and Scanners

Product	Manufacturer	Target resolution time for purchase & install	Target resolution time for repairs	Funded by ITS	Special Request	ITS Installation	3rd Party Installation	ITS Technical Support	3rd Party Technical Support	ITS User Support	3rd Party User Support	Not Supported	Service Level Notes
Printers, copiers & scanners													
Laserjet Printers	HP	30 days	5 days		◆	◆		◆	◆	◆			No replacement period specified. Subject to approval. Cartridges not provided.
Laserjet Printers - Banner	HP	30 days	5 days		◆	◆		◆	◆	◆			No replacement period specified. Subject to approval.
Scanners - Desktop	Fujitsu (preferred), HP	30 days	5 days		◆	◆		◆	◆	◆			No replacement period specified. Subject to approval.
Scanners - High Performance Banner	Kodak, Fujitsu	30 days	5 days		◆	◆		◆	◆	◆			No replacement period specified. Subject to approval.
Photocopiers	Konica	60 days	5 days		◆							◆	Photocopiers are provided through Purchasing Department.
Plotters, large format printers	HP, Epson	60 days	5 days		◆								

Service Level Summary - Smartphones

Product	Manufacturer	Target resolution time for purchase & install	Target resolution time for repairs	Funded by ITS	Special Request	ITS Installation	3rd Party Installation	ITS Technical Support	3rd Party Technical Support	ITS User Support	3rd Party User Support	Not Supported	Service Level Notes
Smartphones													
Smartphones with Exchange Active Sync	Any	5 days	5 days					◆					ITS only supports devices with Exchange Activesync. (Calendar, mail)

Service Level Summary - Network Access Standards

Product	Manufacturer	Target resolution time for purchase & install	Target resolution time for repairs	Funded by ITS	Special Request	ITS Installation	3rd Party Installation	ITS Technical Support	3rd Party Technical Support	ITS User Support	3rd Party User Support	Not Supported	Service Level Notes
Network Access Standards													
Cabling	NetworkCablingServices (NCS)	30 days	5 days	◆	◆	◆		◆	◆				ITS only funds cabling request for instructional facilities.
Wireless access points	Aruba	30 days	5 days	◆	◆	◆		◆	◆	◆			Wireless device purchases must be approved by ITS. Subject to available funding.
Network devices - switches / hubs	Juniper	60 days	1 day	◆	◆	◆		◆	◆	◆			Network device purchases must be approved by ITS. Subject to available funding.

Service Level Summary - Facility AV Standards

Product	Service Level Notes
Tier 1 Classroom (base system)	
Ceiling mounted projector	
Projectable whiteboard or Manual projection screen	
Speakers	
Push Button Media Link Controller	
Wall mounted connections	
- VGA	
- HDMI	
- Audio	
Tier 1 Plus Classroom (New Standard as of 1/2/2016)	
Ceiling mounted projector	
Projectable whiteboard or Manual projection screen	
Speakers	
Push Button Media Link Controller	
Micro PC installed in Lectern	
Document Camera (optional)	
Inspiration Lectern - connections on lectern top	
- VGA	
- HDMI	
- Audio	
- Data	
- Electrical	
Tier 2 Classroom	
Ceiling mounted projector	
Projectable whiteboard or Manual projection screen	
Speakers	
Enhanced Audio system	
Media Manager Podium	
- Push Button media controller	
- Computer	
- Document Camera (optional Visualizer)	
- Auxiliary plugins	
- USB	
- HDMI	
- Audio	
Tier 3 Classroom	
All of Tier 2 Classroom with changes	
- Touch panel control system	
- Additional Ceiling Mounted Projector for dual display	
- Projectable Whiteboard or electronic screen	
- High Resolution Document Camera	
- Enhanced audio system w/speech reinforcement & DSP/AEC	
Small Conference Rooms - Level 1	
Ceiling mounted projector	
Projectable whiteboard or Fixed Frame screen	
Speakers	
Table-top teleconferencing unit	
Push Button Media Link Controller	
Table Cubby with	
- HDMI	
- Audio	
- Two unswitched AC power outlets	
- Two RJ-45 data connections	
Medium Conference Rooms - Level 2	
Ceiling mounted projector or LED TV	
Projectable whiteboard or Fixed Frame screen (Not required with TV)	
Speakers	
Table-top teleconferencing unit	
Credenza / millwork rack	
Media appliance with wireless conection capability	
Optional physical codec Video Conferencing	
Push Button Media Link Controller	
Table Cubby with	
- HDMI	
- Audio	
- Two unswitched AC power outlets	
- Two RJ-45 data connections	
Legacy Installations - Standard prior to 2011	
0.5 Classroom (in retrofitted instructional areas Prior to 2011)	
Ceiling mounted projector	
Manual projection screen	
Speakers	
Podium	
- Computer	
- VCR/DVD	
- Document Camera	
- Auxiliary plugins	
Level 1 Classroom (in Interactive Learning Centers)	
2 x ceiling mounted projectors	
2 x electronic projection screens	
Speakers	
Podium	
- Touch screen interface to control in-room equipment	
- Computer with DVD	
- VCR	
- Document Camera	
- Satellite feed capability	
- Auxiliary plugins	
Level 2 Classroom (in Interactive Learning Centers)	
2 x ceiling mounted projectors	
2 x electronic projection screens	
Speakers	
Podium	
- Touch screen interface to control in-room equipment	
- Computer with DVD	
- VCR	
- Document Camera	
- Satellite feed capability	
- Auxiliary plugins	
Laptop plug in capability at student seating	
Level 3 Classroom (in Interactive Learning Centers)	
2 x ceiling mounted projectors	
2 x electronic projection screens	
Speakers	
Podium	
- Touch screen interface to control in-room equipment	
- Computer with DVD	
- VCR	
- Document Camera	
- Satellite feed capability	
- Auxiliary plugins	
Computer located at student seating	
Level 4 Classroom (in Interactive Learning Centers)	
2 x ceiling mounted projectors	
2 x electronic projection screens	
Speakers	
Podium	
- Touch screen interface to control in-room equipment	
- Computer with DVD	
- VCR	
- Document Camera	
- Satellite feed capability	
- Auxiliary plugins	
Laptop plug in capability at student seating	
Videoconferencing capability	

Service Level Summary - Classroom AV Equipment Standards

Legend: ◆ = black diamond, ● = red diamond

Product	Manufacturer	Target resolution time for purchase & install	Target resolution time for repairs	Funded by ITS	Special Request	ITS installation	3rd Party Installation	ITS Technical Support	3rd Party Technical Support	ITS User Support	3rd Party User Support	Not Supported	Service Level Notes
Projectors													
Ceiling mounted projectors - classrooms	Hitachi, Sony, NEC	30 days	5 days	◆	●	●	◆		◆	◆			Purchase subject to approval & funding availability.
Ceiling mounted projectors - offices or Conference Room	Hitachi, NEC	30 days	5 days	◆	●	●	◆		◆	◆			Purchase subject to approval & funding availability.
Ceiling mounted projectors - auditoriums	Hitachi, Sony, NEC, Christy, Ducane	60 days	5 days	◆	●	●	◆		◆	◆			Purchase subject to approval & funding availability.
Ceiling mounted projectors - portable (carts)	Hitachi, Sony	30 days	5 days		●	●	◆		◆	◆			Purchase subject to approval & funding availability.
Televisions LED/Plasma													
Classrooms (ITV)	Sony, Sharp	60 days	5 days	◆	●		◆		◆	◆			Purchase subject to special approval
Offices or Conference Rooms	Sony, Sharp	60 days	5 days	◆	●		◆		◆	◆			Purchase subject to special approval
Auditoriums					●		◆			◆			Purchase subject to special approval
Digital Signage	LG	60 days	5 days	◆	●		◆			◆			Purchase subject to special approval
Projection screens													
Projection screen - classrooms electronic	DaLite Advantage Electrol	60 days	10 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Projection screen - classrooms manual	DaLite, Draper	30 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Projection screen - Conference Rooms electronic	DaLite Advantage Electrol	60 days	10 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Projection screen - Conference Rooms manual	DaLite, Draper	30 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Projection screen - Conference Rooms Fixed Frame	DaLite, Draper	30 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Speakers													
Speakers - classrooms	Extron, JBL, PC Speakers	30 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Speakers - offices	PC Speakers	30 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Speakers - auditoriums		30 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Speakers - portable (carts)	PC Speakers	30 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Podiums													
Podiums - classrooms	Spectrum	60 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Podiums - auditoriums	Various	60 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
A/V Controllers													
Classrooms	AMX, Extron, Crestron	60 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Conference Rooms	AMX, Extron, Crestron	60 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Auditoriums	AMX, Extron, Crestron	60 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Peripheral Equipment													
Presentation Remote	Keyspan												
Wireless Keyboard	Wireless Computing, Kensington, Logitech	30 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Document Camera	ELMO, Aver, WolfVision	30 days	5 days	◆	●	●	◆		◆				Purchase subject to approval & funding availability.
Videoconferencing Equipment													
Videoconferencing - classrooms	Polycomm	60 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Videoconferencing - offices or Conference Room	Polycomm	60 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Videoconferencing - Auditoriums	Polycomm	60 days	5 days	◆	●		◆		◆				Purchase subject to approval & funding availability.
Videoconferencing - offices webcams	Logitech, Microsoft, Harman	30 days	5 days	◆	●	●							

Service Level Summary - Software

Product	Manufacturer	Department	Technical Support	Limited Support	College User Training	Service Level Notes
3M Coding	3M Innovation	Heatlh Science		◆		
A+ Core Hardware and OS Technologies	ComputerPrep	CPD, CIS		◆		
AbacusLaw	AbacusLaw	Legal Assistant		◆		
Abby Fine Reader	Abbyy Software House	Educational Technology		◆		
AC Circuits Challenge	ETCAI Products	Air Conditioning Technology		◆		
ACT!	Sage	All		◆		
Adam media Pro	A.D.A.M	Heatlh Science		◆		
Adam Muscular	A.D.A.M	Heatlh Science		◆		
Administrative Office Management	Thomson	Heatlh Science		◆		
Adobe Acrobat Professional	Adobe	All	◆		◆	
Adobe Acrobat Reader	Adobe	All	◆		◆	
Adobe After Effects	Adobe	All	◆			
Adobe Animate	Adobe	All	◆			
Adobe Air	Adobe	All		◆		
Adobe Audition	Adobe	All	◆			
Adobe Bridge	Adobe	All	◆			
Adobe Captivate	Adobe	Educational Technology	◆			
Adobe Creative Cloud	Adobe	All	◆			
Adobe Creative Suites	Adobe	All	◆			
Adobe Digital Editions	Adobe	All	◆			
Adobe Dreamweaver	Adobe	All	◆			
Adobe eLearning Suite	Adobe	Educational Technology	◆			
Adobe Flash Builder Premium	Adobe	All	◆			
Adobe Flash Player	Adobe	All	◆			
Adobe Flash Player Projector	Adobe	All	◆			
Adobe Gaming SDK	Adobe	All	◆			
Adobe Illustrator	Adobe	All	◆			
Adobe InCopy	Adobe	All	◆			
Adobe InDesign	Adobe	All	◆			
Adobe Lightroom	Adobe	All	◆			
Adobe Master Collection	Adobe	All	◆			
Adobe Media Encoder	Adobe	All	◆			
Adobe Muse	Adobe	All	◆			
Adobe Photoshop	Adobe	All	◆			
Adobe Photoshop Elements	Adobe	All	◆			
Adobe Photoshop Lightroom	Adobe	All	◆			
Adobe Prelude	Adobe	All	◆			
Adobe Premier Pro	Adobe	All	◆			
Adobe Project Felix	Adobe	All	◆			
Adobe Scout	Adobe	All	◆			
Adobe Shockwave	Adobe	All	◆			
Adobe Skin onOne Software mask Pro	Adobe	CIS		◆		
Adobe SpeedGrade	Adobe	All	◆			
Adobe Story	Adobe	All	◆			
Adobe SVG View	Adobe	All	◆			

Adobe Web Premium	Adobe	All	◆		
Advanced Grapher	Alentum Software	Math		◆	
Alfred's Music Series	Alfred Publishing	Music		◆	
Alice	Alice	All		◆	
Alien Skin products	AlienSkin	CIS		◆	
American Speechsounds	Speech Communications	ESOL		◆	
Amicus Attorney V+	Gavel & Gown Software	Legal Assistant		◆	
Anathomy & Physiology Revealed	McGraw Hill	Heatlh Science		◆	
Anatomy and Physiology	Wiley Visual Library	Heatlh Science		◆	
Apple Loops for Soundtrack	Apple	Music		◆	
Arc Catalog	GIS Education Solutions	Geography, Research		◆	
Arc Explorer	GIS Education Solutions	Geography, Research	◆		
Arc Map	GIS Education Solutions	Geography, Research	◆		
Arc Toolbox	GIS Education Solutions	Geography, Research	◆		
Arc View	GIS Education Solutions	Geography, Research	◆		
Arduino	Arduino	Industrial Technology	◆		
Astronomy Software	CLEA	Astronomy		◆	
Audacity	SourceForge.net	Educational Technology		◆	
AutoAudit	Paisley Consulting	Internal Audit		◆	
Autodesk AutoCAD	Autodesk	Engineering Drafting	◆		
Autodesk Civil	Autodesk	Engineering Drafting	◆		
Autodesk DGW True Viewer	AutoDesk	All	◆		
Autodesk Design Review	Autodesk	Engineering Drafting	◆		
Autodesk DWG Viewer	AutoDesk	All	◆		
Autodesk Revit	Autodesk	Engineering Drafting	◆		
Avery CD/DVD labeling software	Avery Dennison	individual		◆	
Aveva	Vantage	Engineering Drafting	◆		
AxCrypt	Axantum.com	All		◆	
Axiom	Axiom	HR	◆		
B.A.G.S. FMC Emulator	B.A.G.S.	Career Pilot Tech		◆	
Banner	Sungard	All	◆		◆
Basic Circuits Challenge	ETCAI Products	Air Conditioning Technology		◆	
Biopac	Biopac	Heatlh Science		◆	
Blackboard	Blackboard	All	◆		
Blender	Blender.org	All		◆	
Blumen	Compansol	ITS, Marketing		◆	
Board of Registry Study Guide	American Society of Clinical Pathologists	Heatlh Science		◆	
Borland CPP Builder	Borland	CIS		◆	
Building Reading Comprehension	Queue	English		◆	
Building Reading Skills	Queue	English		◆	
Business Law	Pearson	Heatlh Science		◆	
Business Plan Pro	Palo Alto Software	Small Business Development		◆	
C++	Borland	CIS		◆	
CADWorx	Intergraph	Engineering Drafting		◆	
Calculating Drug Dosages	F.A. Davis	Heatlh Science		◆	
CamStudio	CamStudio.org	All		◆	
Camtasia	TechSmith	All Faculty	◆		◆
Cancer Registry Management	AHIMA	Heatlh Science		◆	

Name	Company	Department				
Cardiovascular System	Medi-SIM	Heatlh Science		◆		
CDX Classroom Toolkit	CDX Global	Automotive		◆		
Celtx	Celtx	All		◆		
Certiport Lockdown Browser	Certiport	All		◆		
ChemDraw	Cambridgesoft	Chemistry		◆		
ChemSketch	ACD/Labs	Chemistry		◆		
Childcare Manager	Personalized Software	Child Care	◆			
Chrysler Tool Organization	Chrysler	Automotive			◆	
Cisco Curriculum	Cisco	CIS		◆		
Cisco Packet Tracer	Cisco	CIS		◆		
CLEA Astronomy Software	Gettysburg.edu	Sciences		◆		
Click and design	CD Stomper	individual		◆		
Clinical Simulation in Repiratory Care	Lindsey Jones	Heatlh Science		◆		
Codeblocks	Sourceforge	CIS		◆		
Coding	3M	Nursing		◆		
Calabrio Monitoring and Recording	Calabrio	u		◆		
ColdFusion	Adobe	ITS, Marketing		◆		
Color Design	Pivot Point	Cosmetology		◆		
Compass ESL	ACT	Testing	◆			
Complete Course TOEFL test	Longman	English		◆		
Comprehensive A.D.A.M Scholar Series	A.D.A.M	Heatlh Science		◆		
Compulink	Advantage Software	Physical Therapy		◆		
ConEst Intellibid	ConEst	Industrial Technology		◆		
Contract Assistant	Blueridge Software	Purchasing		◆		
Course Labs	Course Labs	CIS		◆		
Creo	PTC	Engineering Drafting		◆		
Craft of Literature	Pearson Longman	English		◆		
Crazy Talk	Reallusion			◆		
Crystal Reports	Business Objects	Foundation	◆			
CS Gold	CBORD	IT, Library, HR		◆		
CS_Solutions	CBORD	IT, Library, HR		◆		
CSM Supervisor	Avaya			◆		
CSMi SportsWare	CSMi	Athletics		◆		
Cute PDF Writer	CutePDF	All	◆			
CyberLink Power DVD						
Cyberpad	Adesso	Educational Technology		◆		
Daniel Orifice Flow Calculator	Emerson	Industrial Technology			◆	
Dark GDK	Microsoft	CIS		◆		
DatLink				◆		
Data Studio	Pasco	Physics		◆		
DC Circuits Challenge	ETCAI Products	Air Conditioning Technology		◆		
Debutes	Concept Media	Heatlh Science		◆		
DeepFreeze	Faronics	IT	◆			
DeltaV Digital Automation System	DeltaV	Automotive		◆		
Dev C++	BloodshedSoftware	CIS		◆		
Developing Writing Skills	Queue	English		◆		
Deux Mondes				◆		
Dexter	ATR	Automotive		◆		

Name	Publisher	Category				
Diet Analysis+	Thompson Delmar Learning	Heatlh Science		◆		
Digital Juice	Digital Juice, Inc.	Educational Technology		◆		
Diploma	Brownstone	Psychology	◆			
Diplomas on Demand	ScripSafe	Registrar, Admissions	◆			
Direct Loan Tools	US Department of Education - FSA	Financial Aid		◆		
DirectX SDK	Microsoft	CIS		◆		
Discovering Art	Discovering Art	Art		◆		
Discovery Pro Cosmetology School Software	America's Software Corporation	Cosmetology		◆		
Distillation Simulator FOPT	Simulations Solutions, Inc.	Sciences		◆		
Doceri	Doceri	All		◆		
Donor	Softline	Foundation	◆			
Dosage Calculations	AccuNet	Heatlh Science		◆		
Dosages and Solutions	Mosby	Heatlh Science		◆		
DPGraph	DPGraph	Math, Physics		◆		
Dragon NaturallySpeaking Preferred	ScanSoft	Special Populations	◆			
DreamDraper	Evan Marsh Designs	Drama, Art		◆		
Dropbox	Drpobox	All		◆		
DSS 100 for Windows	Simtronic Corporation	Process Technology	◆			
Duxbury Braille Translator	Duxbury Systems	Special Populations	◆			
DWG TrueView	Autodesk	All		◆		
Eclipse SDK	Eclipse	CIS		◆		
eCopy Desktop	eCopy, Inc.	Administrative, SACS prep	◆			
EdConnect				◆		
EDL Quantum J, K, L, M	EDL	English		◆		
eInstruction CPS for Powerpoint				◆		
eInstruction Examview				◆		
eLearning	Borland	CIS		◆		
Elementary Statistics using Excel	Mario F. Triola	individual		◆		
Elvis	NI	Heatlh Science		◆		
Emission Gas Analyzer	Automotive test Solutions	Automotive		◆		
EndNote	EndNote	Geology		◆		
Endocrine System	Medi-SIM	Heatlh Science		◆		
Entre Amis 3/e	Houghton Mifflin Software	Foreign Languages		◆		
EPA-608 Certification				◆		
EPS File Viewer		All		◆		
Escan Software	Automotive Test Solutions	Automotive		◆		
eTrust				◆		
ExamViewPro	Thomson	individual	◆			
ExercisePro	BioEX Systems.Inc	Physical Education		◆		
Exploration of Physical Science	Physics Curriculum and Instruction	Physics		◆		
Exploration of Physics	Physics Curriculum and Instruction	Physics		◆		
ExPressIT	Pressit	individual		◆		
F.E.A.R. Combat	Vivendi Games	CIS		◆		
FAA TestPrep	Gleim Publictions, Inc.	Career Pilot Tech		◆		
FAA/AKDT GS8S	FAA/Dantes	Career Pilot Tech		◆		
FAD-Ancillary	FA Davis	Heatlh Science		◆		
Filezilla	Filezilla-Project	individual		◆		
Final Cut Pro	Apple	Art, Marketing		◆		

Final Draft	Final Draft	Drama		◆		
Finale	MakeMusic	Music	◆			
Fish Trek - An Adventure in Articles	University of Michigan Press	English		◆		
Flight Simulator 98	Microsoft	Flight		◆		
FLV Player		All		◆		
Focus on Grammar	Longman	English		◆		
FourWinds				◆		
Fundamental Concepts and Skills for Nursing	Saunders	Heatlh Science		◆		
Fundamentals of Medical Assisting	Saunders	Heatlh Science		◆		
Game Maker	Mark Overmars	CIS		◆		
Garmin Trainer	Garmin			◆		
GAX				◆		
GED Test Prep	Steck & Vaughn	CPD		◆		
General Motors Service Information	General Motors	Automotive		◆		
Geographic Calculator	Blue Marble Geographics	Geography		◆		
Geographic Transformer	Blue Marble Geographics	Geography		◆		
Gerontological Nursing	Pearson	Heatlh Science		◆		
GIMP	GIMP.org			◆		
GMetrix SMS	Gmetrix	IT		◆		
GNS flight simulator	Garmin	Career Pilot Tech		◆		
Google Earth	Google	All	◆			
Google Picasa	Google	All		◆		
Google SketchUp	Google	Drama		◆		
Grade Machine	Misty City	individual		◆		
GradeQuick	Jackson	individual		◆		
Grammar 3D	Heinle & Heinle	English		◆		
Grammar Guide Shortcut				◆		
Gradience Time Clock	TimeClock Plus	Cosmetology		◆		
Graphing Calculator for Windows	Pacific Tech	Math		◆		
Graphire	Wacom	Educational Technology		◆		
Great Wall Chinese	Great Wall Chinese	All	◆			
GRTD				◆		
GTSA Aviation Simulator	GTSA	Career Pilot Tech		◆		
Hair Design	Pivot Point	Cosmetology		◆		
Hair Sculpture	Pivot Point	Cosmetology		◆		
Heart & Lung Sounds	Delmar	Heatlh Science		◆		
Heat	Front Range Solutions	IT	◆			
Honda Interactive Network Update - Acura	Honda	Automotive	◆			
Honda Interactive Network Update - Honda	Honda	Automotive	◆			
Honda PACT Training Centers	Honda Diagnostic Systems	Automotive	◆			
Honda Symbol Scanner	Honda Diagnostic Systems	Automotive	◆			
Horizon	Horizon	Library		◆		
HTML Validator	AI Internet Solutions	CIS		◆		
IDEA software	CaseWare Iea Inc.	Internal Audit		◆		
IEXpress	Claritas	Research		◆		
iLife	Apple	Art	◆			
IMPAC	Medical Registry Services	Heatlh Science	◆			
Impatica	Impatica	Educational Technology		◆		current version does not work with Windows 7

Name	Publisher	Subject			
Improving Reading Skills		English		◆	
InfraRecorder				◆	
Inspiration	Inspiration Software	Special Populations		◆	
Intergrated Accounting for Payroll Accounting				◆	
Intelibid	ConEst	Electrical Technology	◆		
Interactive Calculus	Primal Pictures	Heatlh Science		◆	
Interactive Foot & Ankle	Primal Pictures	Heatlh Science		◆	
Interactive Hand	Primal Pictures	Heatlh Science		◆	
Interactive Hip	Primal Pictures	Heatlh Science		◆	
Interactive Knee	Primal Pictures	Heatlh Science		◆	
InterActive Physiology	A.D.A.M Benjamin/Cummings	Heatlh Science		◆	
Interactive Shoulder	Primal Pictures	Heatlh Science		◆	
Interactive Spine	Primal Pictures	Heatlh Science		◆	
Interactive Training for Eye Care Excelence	JCAHPO Learning Systems	Vision Care Technology		◆	
Intergraph	CADWorks	Drafting		◆	
InterWrite CPS	eLearning	Educational Technology	◆		◆
Interwrite for Schoolpads / Workspace	eLearning	Educational Technology	◆		◆
InterWrite Response	Interwrite	Educational Technology	◆		◆
IQSystem	Certiport	CPD	◆		
Isolist				◆	
ITIL ICT Infrastructure Management	Office of Government Commerce	IT		◆	
ITIL Service Delivery	Office of Government Commerce	IT		◆	
ITIL Service Support	Office of Government Commerce	IT		◆	
ITunes	Apple	All		◆	
Java SDK				◆	
Jaws for Windows	Freedom Scientific	Special Populations		◆	
JBuilder				◆	
JCreator	Pearson	CIS		◆	
Jing				◆	
JoinIn on Turning Point	Thomson	Faculty/Educational Technology		◆	
K-Lite Codec		All		◆	
Keyboarding Pro	South-Western	Business		◆	
Kodak EasyShare	Kodak	individual		◆	
Koyote Video Converter					
Kronos	Kronos	Police, Maintenance		◆	
Lab Sim A+ Essentials	Thomson	CIS		◆	
LabSim A+ IT Technicians	Thomson	CIS		◆	
LabSim for A+ Core Hardware	Thomson	CIS		◆	
LabSim for A+ Operating Systems Technologies	Thomson	CIS		◆	
Labstats		All		◆	
Laerdal SimViewer	Laerdal	HSC		◆	
LANsurveyor	Neon Software	IT		◆	
Learn to Speak English	The Learning Complany	English		◆	
Learning to Program with Alice	Prentice Hall	CIS		◆	
Level A for TABE	Skill Assessments Modules	English		◆	
Lightwave 3D	NewTek	Drama		◆	
Lightwright 4	City Theatrical Inc.	Drama		◆	
Literature Tutor		English		◆	

Title	Company	Department				
LiveScribe	LiveScribe	All		◆		
LiveType Data	Apple	Art		◆		
Living with Art	Living	Art		◆		
Logger Pro	Vernier	Physics		◆		
Long Hair Design	Pivot Point	Cosmetology		◆		
Luminis LDI for e-Learning	SCT	IT		◆		
Macromedia Authorware Web Player				◆		
MAC OS X Xcode Tools	Apple	IT		◆		
MAC OS X Server	Apple	IT		◆		
MAC OS X Server - Admin Tools	Apple	IT		◆		
MAC OS X Server - Install DVD	Apple	IT		◆		
MAC OS X Tiger	Apple	IT		◆		
MAGpie				◆		
Maple	Maplesoft	Math	◆			
Mastering English Grammar	Queue	English		◆		
Mathplayer		Math		◆		
Math Type	Design Science, Inc.	Math	◆			
Mathematica	Wolfram Research	Math		◆		
MathLab		Math		◆		
MathPro Explorer - Elementary Algebra	Allen. R. Angel	Math		◆		
Maxima Mathematics	Sourceforge	Math		◆		
Medical - Surgical III	Medi-SIM	Heatlh Science		◆		
Medical Insurance	Medical Insurance	Heatlh Science		◆		
Medical Surgical Nursing	Mosby	Heatlh Science		◆		
MediGraph	MediGraph Software	Heatlh Science		◆		
Medisoft - Advanced Accounting	Perse Technologies	Heatlh Science		◆		
MFC - ATL Trace Tool	MFC	CIS		◆		
Micro Focus Server Express	Merant	IT		◆		
Micro Focus NetExpress	Merant	IT		◆		
MicroLab	MicroLAB	Chemistry		◆		
MicroPacePro	South-Western	Business		◆		
MicroSim Competence Management System	Laerdal	Heatlh Science		◆		
MicroSim Inhospital	Laerdal	Heatlh Science		◆		
MicroSim License Server	Laerdal	Heatlh Science		◆		
Microsoft Visual C++	Microsoft	CIS		◆		
Microsoft Visual C++ Error Lokup	Microsoft	CIS		◆		
Microsoft Visual C++ Express	Microsoft	CIS		◆		
Microsoft Visual C++ Remote Debugger	Microsoft	CIS		◆		
Microsoft Visual FoxPro	Microsoft	CIS		◆		
Microsoft Visual InterDev	Microsoft	CIS		◆		
Microsoft Visual J++	Microsoft	CIS		◆		
Microsoft Visual Studio.Net	Microsoft	CIS		◆		
Microsoft Flight Simulator	Microsoft	Career Pilot Tech		◆		
Microsoft Live Meeting client	Microsoft	All		◆		
Microsoft Mathematics	Microsoft	All		◆		
Microsoft MSDN library	MSDN	All	◆			
Microsoft Office (Apple)	Microsoft	All	◆		◆	
Microsoft Office Business Scorecard Manager	Microsoft	IT	◆			

Name	Publisher	Category				
Microsoft Office Pro	Microsoft	All	◆		◆	
Microsoft Office Project	Microsoft	IT	◆			
Microsoft Office Visio	Microsoft	IT	◆			
Microsoft Photo Story	Microsoft	Educational Technology	◆		◆	
Microsoft Producer	Microsoft	Educational Technology	◆		◆	
Microsoft SharePoint Designer	Microsoft	All	◆			
Microsoft Silverlight	Microsoft	CIS	◆			
Microsoft Small Business Accounting	Microsoft	Business		◆		
Microsoft SQL Enterprise	Microsoft	IT		◆		
Microsoft SQL Server (client)	Microsoft	IT		◆		
Microsoft Virtual Machine	Microsoft	IT, CIS		◆		
Microsoft Windows Enterprise	Microsoft	All	◆		◆	
Microsoft Windows Professional	Microsoft	All	◆			
Milady's Master Educator	Thomson Learning	Cosmetology		◆		
Millikan	Millikan	Physics		◆		
Millix				◆		
Minitab				◆		
Mindomo	Mindomo.com	Math		◆		
MindManager Pro	Mindjet	Educational Technology		◆		
Monitoring and Recording Services	Calabrio	Tech Support, Call Center	◆			
Mosaicos - Spanish as a World Language	Mosaicos	Foreign Languages		◆		
Mozilla Firefox	Mozilla	individual		◆		
Mr Sid Viewer	Mr Sid	IT		◆		
MSDN Library for MS Visual Studio				◆		
Music Games	Alfred Publishing	Music		◆		
Musica Practica	Musica Practica	Music		◆		
MyDVD	Sonic DigitalMedia	All		◆		
MyITLab	MyITLab	CIS	◆			
MyMathLab	MyMathLab	Math	◆			
National Electrical Estimator	Craftsman	Electrical Technology		◆		
NaturalReader		All		◆		
NBC Learn Offline Player		All		◆		
NCLEX Review	Lippincott	Heatlh Science		◆		
NCLEX-RN Success	Lippincott	Heatlh Science		◆		
Nero Ultra Edition	Nero	All		◆		
New Interchange	Cambridge University Press	English		◆		
NikonView	ArcSoft	individual		◆		
NOOKstudy	Barnes & Nobles	All		◆		
Normal Pregnancy, Labor, Birth and Newborn Assessment	Medi-SIM	Heatlh Science		◆		
Norton TestMaker	MicroTest III	History		◆		
Notepad++						
Nursing Care of High Risk Maternity	Medi-SIM	Heatlh Science		◆		
Nutrition manager	Personalized Software	Heatlh Science		◆		
OHST prep	OHST	Heatlh Science		◆		
Omni - Intelligent 24/7 Network Analysis Platform	OmniPeek Enterprise	IT		◆		
Omnipage Pro	Nuance	individual		◆		
On Screen Takeoff 3 / QuickBid 4		All		◆		
OnDemand5	Mitchell	Automotive		◆		

Software	Vendor	Department				
One-x Agent	Avaya	All	◆			
Oracle Client	Oracle	IT	◆			
Organic Chemistry	Falcon Software, Inc.	Chemistry		◆		
PacketTracer	Cisco	IT, CIS		◆		
Panaboard	Panasonic	All		◆		
PaperPort	Scansoft	individual		◆		
Paperwise	Paperwise	Maintenance	◆			
Parallax	Paralalx	Electrical Technology		◆		
Parscore Network	Scantron	Heatlh Science	◆		◆	
Partest Network	Scantron	Heatlh Science	◆		◆	
ParTEST Online	Scantron	Heatlh Science	◆		◆	
PASCO Capstone				◆		
PAX Service Equipment	Hunter Engineering Company	Automotive		◆		
PayForPrint ClientSouth	PayForPrint	Library, IT		◆		
Payroll Accounting		Business		◆		
PDF Converter	Nuance	individual		◆		
Peachtree - Complete Accounting	Sage Software Inc.	Business	◆			
Peak Simple	SRI	Chemistry	◆			
Pedometer		All		◆		
Pedriatric Nursing	Medi-SIM	Heatlh Science		◆		
People Skills	Pivot Point	Cosmetology		◆		
Perky Duck				◆		
Perm Design	Pivot Point	Cosmetology		◆		
Pharmacology	Medi-SIM	Heatlh Science		◆		
Pharmacy Mangement Software	DAA Enterprises, Inc.	Pharmacy		◆		
Photo Story 3 for Windows		All		◆		
Phi Theta Kappa software - eMembers_install.exe	Phi Theta Kappa software	Phi Theta Kappa club		◆		
Pivot Point	Pivot Point	Cosmetology		◆		
PLATO Interactive Mathematics	Plato Learning Inc.	Math		◆		
Polar	Polar Electro	Physcical Education		◆		
Polycom PVX	Polycom	IT		◆		
PowerDVD	Cyberlink	All		◆		
Practice Web Dental	Practice-Web Inc.	CPD		◆		
Primal 3D Anatomy	xenoMED	Heatlh Science		◆		
Print Master Platinum	Broderbund	individual		◆		
PrintKey 2000	WareCentral	All		◆		
Printshop	LSR Publishing Group	CPD		◆		
PrintShop Deluxe 22	Broderbund	individual	◆			
Pro Tools LE	Digidesin	Art		◆		
Process and Power Simulations	Simulations Solutions, Inc.	Process Technology		◆		
Process Technology	Systran	Process Technology		◆		
Project CLEA				◆		
Prodoc	ProDoc, Inc.	Legal Assistant	◆			
Puddy				◆		
PVCS Professional	Merant	IT		◆		
PyScripter				◆		
Python	Python	CIS		◆		
Quark XPress	Quark	individual	◆			

Name	Publisher	Category				
Quick And Easy				◆		
QuickBooks	Intuit	individual	◆			
QuickTime		All		◆		
Rack2filer				◆		
Radiologic Physics	Mosby	Physics		◆		
RandomWare				◆		
RapidTyping Tutor				◆		
Reading Ladder Diagrams				◆		
ReadOn	Steck&Vaugn	English		◆		
RealPlayer		All		◆		
Reasoning Skills	Queue	English		◆		
Refrigeration Technology	Delmar	Air Conditioning Technology		◆		
Remote Desktop client	Apple	all		◆		
Respiratory Software	C&S Solutions	Heatlh Science		◆		
Resume Deluxe	Winway	Career and Employment Center		◆		
Right Answers	RightAnswers., Inc.	Enterprise		◆		
Rosetta Stone - English	Rosetta Stone	ESOL	◆			
Roxio Creator Plus	Sonic Solutions	individual		◆		
RX30		Pharmacy		◆		
Salon Fundamentals	Pivot Point	Cosmetology		◆		
Salon Success	Pivot Point	Cosmetology		◆		
SAM				◆		
SAS	SAS	Research		◆		
Scansoft Converter	Scansoft	individual		◆		
SCILab	SCIlab.org	Math		◆		
Scientific Notebook	Mac Kichan	Science		◆		
Screenpresso				◆		
SCT ODS	SCT	IT		◆		
Second Life	Second Life	Educational Technology		◆	◆	
Secure Exam Browser	Software Secure	Testing		◆	◆	
Secure Exam Browser	THEA	Testing		◆		
SelfTest	Kaplan	individual		◆		
Shipping Assistant	USPS	All		◆		
Sierra Desktop App				◆		
Simtronics				◆		
SimuAir	SimuTech	Air Conditioning Technology	◆			
SimuGas	SimuTech	Air Conditioning Technology	◆			
SimuPump	SimuTech	Air Conditioning Technology	◆			
SimuRefr	SimuTech	Air Conditioning Technology	◆			
Sky Globe				◆		
Skype				◆		
Smartboard				◆		
SlowBlast	World Wide Woodshed	Music		◆		
Snagit	TechSmith	Educational Technology	◆		◆	
SnipIt	Snipit	All		◆		
SoftChalk Lesson Builder	SoftChalk	All	◆		◆	
SoftMed	SoftMed Systems, Inc.	Heatlh Science		◆		
SonicRecordNow	Sonic DigitalMedia	individual		◆		

Software	Publisher	Subject		◆		
SolidWorks				◆		
Sony AcidPro	Sony	Music		◆		
Sound Organizer				◆		
Sourceforge Maxima				◆		
Spanish Partner	McGraw Hill	Foreign Languages		◆		
SPSS	SPSS	Research		◆		
SSHSecure Shell Client	SSH	IT		◆		
Starmobile				◆		
STARS Online	STARS	Foundation		◆		
Stedman's Medical Dictionary	Lippincott	Heatlh Science		◆		
Storyline				◆		
Summation Blaze LG Gold	Legal Technologies	Legal Assistant		◆		
SuperScript	Visual	Pharmacy		◆		
Systran	CBT	Process Technology		◆		
TaxACT	McGraw-Hill	Business		◆		
TDMS	ETS	Testing		◆		
Teacher Toolbox	AbleSoft	individual		◆		
TeachScape Assessment	TeachScape	All		◆		
Terrain Navigator Pro	MapTech	Geography		◆		
TestGen	Tamarac Software	individual		◆		
TestOut				◆		
TextBridge Pro	ScanSoft	individual		◆		
THEA Secure Browser				◆		
The Power of ProDoc	ProDoc, Inc.	Legal Assistant		◆		
Thomson Prometric Prealgebra 3e	Thomson	Math		◆		
TI Connect				◆		
TI Navigator	Texas Instruments	Math		◆		
TI-Smartview	Texas Instruments	Math		◆		
Tight VNC				◆		
Toast with Jam	Roxio	Art		◆		
TOAD		IT		◆		
TOEFL test Student CD ROM	Longman	English		◆		
Touchnet Voice System	Touchnet	English		◆		
Touchnet Web Check	Touchnet	Enterprise		◆		
Trigonometry Challenge	ETCAI Products	Math		◆		
TurboStats	TurboStats	Physical Education		◆		
Turning Point				◆		
Tutortrac	Redrock Software	All		◆		
UDK Unreal		CIS		◆		
Universal Imaging Utility	Binary Research International, Inc.	IT		◆		
Urinalysis - Tutor	Lippincott	Heatlh Science		◆		
VCE Wong Essentials of Pediatric Nursing	Hockenberry	Heatlh Science		◆		
VectorWorks	VectorWorks	Drama		◆		
Virrtual Clinical Excursions	Elsevier Inc.	Heatlh Science		◆		
Virtual Medication Safety for Technicians				◆		
Virtual Pharmacy Externship for Technicians				◆		
Virtual TI Calculator				◆		
Virtual Inventory Management for Technicians				◆		

Vision	Netstop	Enterprise		◆		
Vista tn3270 Emulator	Tom Brennam Software	CIS		◆		
Visual AccountsMate	Softline	Foundation		◆		
Visualization - Division Visual	PTC	Engineering Drafting		◆		
Visualization - ProductView Client	PTC	Engineering Drafting		◆		
VitalSim	Laerdal	Heatlh Science		◆		
VLC media Player	VLC	individual		◆		
VMWare Workstation	VMWare	IT		◆		
WASP	WASP Barcode Technologies	IT		◆		
Web Focus Developer Studio	Information Builders	All		◆	◆	
Who's Next	Who's Next	Counclers	◆			
WinPlot	Peanut Software	individual		◆		
Winway Resume				◆		
WinPlot	WinPlot	All		◆		
Wireshark	Sourceforge	IT		◆		
WSFTP	WSFTP	individual		◆		
WYSIWYG	Cast Software	Drama		◆		
Zoom-Office	ABISee Inc.	Special Populations		◆		
ZoomText	Ai Squared	Special Populations	◆			