**Technical Reference Model – Austin Fire Department**

| **Technology** | **Area** | **Category** | **AFD** |
| --- | --- | --- | --- |
| Application Technology | Application and Web Server Software | Application Server Software | ColdFusion |
| QlikView |
| PHP |
| FDM RMS |
| TriTech CAD |
| Web Server Software | IIS (Internet Information Services) |
| Application Testing Software | Debugging Test Tools | CF Eclipse |
| Delphi |
| SP Designer |
| Function Testing Tools |  |
| Load and Performance Testing Tools |  |
| System Testing Tools |  |
| Unit Testing Tools | CF Eclipse |
| Development Tools | Analysis, Design and Modeling | DB Workbench |
| Maestro (Postgre SQL) |
| InfoPath |
| QlikView Desktop |
| Visio/SmartDraw |
| MS Management Studio |
| MS Publisher |
| Application Development Tools | CF Eclipse |
| Delphi |
| FDM RMS Win6 |
| SP Designer |
| Dreamweaver |
| Formsite |
| Requirements Management | MS Office |
| SharePoint |
| Software Change and Configuration Management Tools | Beyond Compare |
| WinMerge |
| Git |
| VSS (archive only) |
| Web Authoring Tools | Dreamweaver |
| Drupal |
| CF Eclipse |
| Integration Software | Device Integration |  |
| Enterprise Service Bus (ESB) |  |
| Service Registry |  |
| SOA Governance |  |
| Software Engines | Business Process Management Engines |  |
| Business Rules Engines |  |
| Geographic Information System (GIS) Engines | ESRI ArcGIS |
| Search Engines | SharePoint |
|  |
| Collaboration and Electronic Workplace | Collaboration Software | Computer Based Training (CBT) | Adobe Connect |
| ACC Blackboard |
| Content Management | SharePoint |
| Electronic Messaging | Spark |
| Email and Calendaring | Outlook 2013 |
| Process and Schedule Synchronization |  |
| Real Time and Team Collaboration | SharePoint |
| Trello |
| OneNote |
| Shared Whiteboard |  |
| Unified Messaging |  |
| Productivity Software | Accounting and Finance | Excel/VBA |
| QlikView (reporting) |
| Case Management | SharePoint |
| Magic |
| AMANDA |
| Salesforce CRM |
| Desktop Publishing | MS Publisher |
| Adobe Presenter |
| Adobe Creative Suite |
| Enterprise Faxing | Xerox |
| RightFax |
| File Manager and Viewer | SharePoint |
| FileZilla |
| 7Zip |
| Adobe Acrobat |
| PowerDMS |
| Graphics Design Software | Adobe Creative Suite |
| Miscellaneous Productivity Tools and Utilities | Snagit |
| SmartDraw |
| Fences |
| Xenu Link Sleuth |
| Multimedia Software | Camtasia |
| Adobe Creative Suite |
| Standard Office Suite | MS Office 2013 |
| Surveys | Survey Monkey |
| PowerDMS |
| Web Browsers | Internet Explorer |
| Google Chrome |
| Frontmotion Firefox |
| Enterprise Architecture | Employment | Application |  |
| Framework |  |
| Information Management Technologies | Business Intelligence and  Data Warehouse Platforms | Business Intelligence Platforms | QlikView |
| Dashboard/Scorecard Tools | QlikView |
| Data Analytics (Statistical Analytics, Prediction, and Modeling) | SPSS Statistics |
| QlikView |
| Data Mining Tools | DB Workbench |
| QlikView |
| Data Warehouses | FireBird |
| PostgreSQL |
| SQL Server |
| Access |
| Excel |
| SharePoint |
| Geospatial Tools | QlikMaps |
| ArcGIS |
| Unstructured Data/Natural Language Processing |  |
| Web Reporting Tools | Piwik (future) |
| Data Integration | Data at Rest |  |
| Data in Motion (Common Message Terminology and Semantics) |  |
| Data Synchronization | Excel/VBS |
| Delphi |
| Database Replication and Clustering |  |
| Extract, Transform, Load (ETL) | QlikView |
| Delphi |
| Data Management | Columnar DBMS |  |
| Database Connectivity | ODBC Connections |
| Database Related Management Tools | DB Workbench |
| MS Management Studio |
| Object Oriented DBMS |  |
| Relational DBMS | Firebird |
| MS SQL |
| FDM RMS |
| Postgres SQL |
| Network and Telecommunications | End User Computer Devices | Hardened Laptops | Panasonic |
| Dell |
| Mobile Hardware | iPad |
| iPhone |
| Galaxy Tablet |
| Personal Computers (PCs) | Dell Workstations/Laptops |
| SurfacePro |
| Transport | Cabling | BICSI |
| Local/Campus Area Network (LAN/CAN) | Cisco/Meraki |
| Brocade |
| Wide Area Network (WAN) | Adva-City Owned Fiber |
| AT&T Connections (if FS not on GATTN) |
| Avaya Equipment |
| TimeWarner Cable |
| Wireless and Mobile Networks | Aircards | Sprint |
| Verizon |
| AT&T |
| Cellular Networks | AT&T (Public Safety) |
| Verizon (Public Safety) |
| AT&T (AVL-Public Safety) |
| Verizon (AVL) |
| Pagers | USA Mobility |
| Public WiFi | Cisco WAP |
| Meraki WAP |
| Radio | P25 |
| Motorola |
| Satellite |  |
| Secure WiFi | Cisco WAP |
| Platforms and Storage | Cloud Services/Virtualization | Cloud Technologies |  |
| Virtualization Software | VMWare |
| Operating Systems | Desktop/Laptop | Windows 7, 8, 10 LTSB |
| Mainframe |  |
| Mobile Device | Android |
| iOS |
| Server | Windows Server |
| Storage | Long Term Back-up | GBak |
| EMC Networker |
| VEEAM |
| Operational Recovery | EMC Networker |
| VEEAM |
| Zerto |
| Production | EMC Networker |
| VEEAM |
| System Management Tools | Logging | Splunk |
| Network Performance Optimization | Microsoft SCCM |
| Trend Antivirus |
| SolarWinds Suite |
| VMware vRealize Operations |
| VMware vRealize Log Insight |
| Arkin |
| Patch Management | WSUS |
| Mircrosoft SCCM |
| System Management | Network Infrastructure | Load Balancing and Failover | F5 Big IP |
| Network Name and Address | InfoBlox/Windows DNS |
| BIND DNS (Internet Connectivity) |
| Switching and Routing | Cisco (Data Center) |
| Brocade (Fire Stations) |
| ADVA (COATTN) |
| System Management Tools | Alert Management | SolarWinds |
| Application Management | SolarWinds SAM |
| Asset Management and Work Order |  |
| Data Center Automation Software | VM Ware |
| V Realize Automation |
| Disaster Recovery | VEEAM |
| Zerto |
| Monitoring | Solar Winds NPM |
| Solar Winds SAM |
| Remote Desktop Management | MS RDP |
| MS SCCM Remote Tool  DameWare |
| System Change and Configuration Management | MS SCCM |
| Splunk |