



icomplaints is a web based system requiring no client side installation of any software. Consequently all processing is done on the server. This was done to minimize browser incompatibility issues, which reduces the platforms on which the system needed to be tested. Another feature that guided the overall development was emphasis on database independence. Consequently, very little processing is done via database stored procedures or database specific features.

icomplaints as a product was designed and developed to be able to appeal to a wide market audience by allowing for:

- Operating System Independence
- Database Independence
- Application Server Independence
- No client-side software installation

icomplaints was developed in Java and uses minimal application, database, or web-server specific features. The icomplaints system has been designed to meet a C2 security level and will allow for the use of SSL. The remainder of this document details the recommended system requirements. For the purpose of this document, the term small agency refers to a workforce data size of up to 50,000. Anything larger than that is referred to as a large agency.

Scope/Assumptions

- eversity will be hosted on a dedicated server. In the case of additional applications that may consume server resources, the following recommendations may not apply directly.
- The recommendations are based on employee data sizes, and divided into two broad categories—small and large. However, depending on the size of your specific agency's workforce data, the best configurations may differ slightly.

System Capabilities:

- Operating System – supports Windows 2003/2008, Solaris, Unix, and Linux.
- Database Server – supports Oracle and MS SQL Server 2005/2008
- Application Server – supports Oracle 9ias, WebSphere, WebLogic, and JBOSS.
- Web Server – works with Apache and Microsoft IIS.

Hardware Requirements

| | APPLICATION SERVER | | DATABASE SERVER | |
|--------------|------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------|
| | Minimum | Recommended | Minimum | Recommended |
| SMALL AGENCY | P4 or equivalent Processor 1 GB RAM 10 GB hard drive | P4 Processor or greater >1 GB RAM >20 GB hard drive* | P4 or equivalent Processor 1 GB RAM 20 GB hard drive | P4 Processor or greater >2 GB RAM >40 GB hard drive* |
| LARGE AGENCY | P4 or equivalent Processor 2 GB RAM 20 GB hard drive | P4 or equivalent Processor >1 GB RAM >40 GB hard drive* | P4 or equivalent Processor 2 GB RAM 30 GB hard drive | P4 or equivalent Processor >4 GB RAM >100 GB hard drive* |

Software Requirements

- Java Environment (JDK 1.4)
- Email Server – SMTP Server required for email relay

* Hard drive size depends on variables such as whether the server is used for storing uploaded data files, and will vary depending on the amount and size of employee data, and number of analyses performed.