

Product Name	Level of Support	Costs	Students, Faculty, Staff	Description/Licensing/Provider/Support Group/	Source/Version	Patch Method
Able	Limited	None	Library Staff	Library of Congress provided	Law Library software	Self-patched; Library
Adobe Creative Cloud (CC) ++ (incl	Full	\$150	All	Annual license; free for students	Licensed through Academic Technologies	Endpoint Management tools
Adobe Document Cloud	Full	\$50	All	Annual license; free for students	Licensed through Academic Technologies	Endpoint Management tools
Adobe Flash/Oracle Java	*Limited	None	All	Browser enhancement tools	Used by some applications	Self-patched
Adobe Sign	Limited	Free	Faculty-/Staff	Enterprise e- signature service	Duke provided software	Self-patched
Aleph/ARC	Full	None	Library Staff	Duke provided service	Law Library software	Self-patched; Library
Bigfix, Casper, & CM12	Full	None	Academic Technolog	Endpoint management tool	Duke provided software	Endpoint Management tools
Bitlocker/FileVault	Full	None	All	Encryption software	Academic Technologies provided software	Endpoint Management tools
Box.com	Full	None	All	File collaboration storage	Duke provided software	Endpoint Management tools
Camtasia	Limited	\$169	Library Staff	Annual license	Law Library software	Self-patched; Library
Cisco Jabber	Full	None	All	Instant messaging tool (IM or chat)	Duke provided software	Endpoint Management tools
Crowdstrike	Full	None	Faculty / staff/ITSO	Endpoint security tool.	Duke provided software	Self-patched
DADD	Limited	None	Alumni/Staff	Donor management	Duke provided software	Duke Development provides client updates
Ditto	Full	SS	All	Wireless presentation tool	Academic Technologies provided software	Self-patched
Dropbox	*Limited	Basic - free	All	Document collaboration tool	User requested software	Self-patched
Drupal	Limited	None	Staff	Web content management software	Licensed through Academic Technologies	Duke Security patched
Duo/Multifactor Authentication (M	Full	None	All	Tool used to protect your identity	Duke provided software	Self-patched
EBB	Full	None	Students/Staff	Exam software	Licensed through Academic Technologies	Self-patched
Eduroam, Dukeblue, & DukeOpen \	Full	None	All	Wi-Fi Tools	Duke provided software	Endpoint Management tools
ePrint	Full	None	All	Tool for student printing	Duke provided software	Endpoint Management tools
Filezilla/WinSCP	*Limited	None	All	Tool used to move files across platforms	Site download	Self-patched
Illiad/Relais	Full	None	Library Staff	Duke provided service	Law Library software	Self-patched; Library
iTunes	Full	None	All	Apple music tool	Apple's App Store	Self-patched

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LastPass Premium	Full	None	All	Password management tool.	Duke provided software	Self-patched
LC Easy	Limited	None	Library Staff	One time purchase	Law Library software	Self-patched; Library
Lexis/Westlaw	Limited	None	All	Library staff	Duke Law Library provided software	Self-patched
LibCal	Limited	None	Staff	Study Rooms scheduler	Law Library software	Maintained through Duke University Library
Mac OS X	Full	None	All	Apple's device operating system	Current version: Mojave	Endpoint Management tools
MacroExpress	Limited	\$\$	Library Staff	Windows automation macro utility	Law Library software	Self-patched; Library
Mail Merge (Word)	*Limited	None	Staff	Batch document tool	Academic Technologies provided software	Endpoint Management tools
Microsoft Remote Desktop	Full	None	All	Access to your office computer	Requested through Academic Technologies	Endpoint Management tools
Mindmeister	Limited	Free	All	Online capture mapping tool	Licensed through Academic Technologies	Self-patched
MS Office 2019	Full	None	All	Microsoft's productivity software	Duke provided software	Endpoint Management tools
MS OneDrive for Business	*Limited	None	All	Microsoft's cloud-based storage	Duke provided software	Endpoint Management tools
OCLC Connexion	Limited	None	Library Staff	Duke provided service	Law Library software	Self-patched; Library
Office 365	Full	None	All	Microsoft's productivity service	Duke provided software	Endpoint Management tools
Panopto	Full	None	All	Classroom capture software	Duke provided software	Endpoint Management tools
Prezi	Limited	\$\$	Faculty-Staff	Presentation software	Annual license	Self-patched
Python	Limited	None	All	General programming and statistical software	Site download	Self-patched
Qualtrics	Full	None	Faculty-Staff	A free survey tool	Duke provided software	Self-patched
R	Limited	None	All	Statistical software	Site download	Self-patched
Sakai	Full	None	All	Course management tool	Duke provided software	Self-patched
SAP (work.duke.edu)	Limited	None	Faculty/Staff	Tool to manage personal information	Duke provided software	Self-patched
ScreenConnect	Full	None	All	Remote control tool	Duke provided software	Endpoint Management tools
Seatgen	Limited	\$\$	Faculty/staff	Seating chart software	Licensed through Academic Technologies	Self-patched

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SISS/DukeHub	Limited	None	All	Portal for student data	Duke provided software	Browser based
Skype	*Limited	None	All	Video conferencing software	Licensed through Academic Technologies	Self-patched
Stata++	Limited	\$\$	Faculty-Staff	Statistical software	Requested through Academic Technologies	Self-patched
Sublime Text	Limited	None	All	Text editor	Site download	Self-patched
Sympa (email lists)	Full	None	All/OIT	Mailing list tool	Duke provided software	Self-patched
Tableau	Limited	Free for faculty	All	Data visualization software tool	Duke provided software	Self-patched
UMDPrint 2.2	Limited	None	Library Staff	Spine labeling tool	Law Library software	Self-patched; Library
User Requested Software	Limited	Various	Faculty/staff	Requires approval/review before purchase	Device and OS dependent	Self-patched
VPN (Cisco AnyConnect)	Full	None	All	A secure connection over a public networks	Duke provided software	Endpoint Management tools
Web Browsers – Firefox, Safari, Chrome	Full	None	All	Web browsers	Chrome, Firefox, and Safari	Endpoint Management tools
WebEx	Full	None	All	A web conferencing tool	Duke provided software	Self-patched
Windows 10	Full	None	All	Microsoft's devices' operating system	Current versions Windows 10/1809	Endpoint Management tools
Word Perfect X9	Limited	\$133 per license	Faculty	Academic Services staff	Licensed through Academic Technologies	Self-patched
Zoom	Full	None	All	A video conferencing tool	Duke provided software	Endpoint Management tools
Zotero	Limited	None	All	Bibliography/Reference management software	Site download	Self-patched