



Unicenter ServicePlus Service Desk Staff Augmentation for Apollo Group Inc.

Customer Profile

Apollo Group, Inc. has been providing higher education programs to working adults for over 25 years. Apollo Group, Inc., operates through its subsidiaries The University of Phoenix, Inc., Institute for Professional Development, The College for Financial Planning Institutes Corporation, and Western International University, Inc. The consolidated enrollment in its educational programs makes it the largest private institution of higher education in the United States. It offers educational programs and services at 90 campuses and 150 learning centers in 39 states, Puerto Rico, Calgary, and Vancouver.

Problem Statement

- Various web client interface modification as per Apollo Group customer's requirement. Java script and html modification.
- Modifying the default auto backfill functionality as per client requirement.
- TEXT API modification
- Schema modification – new and existing fields.
- SPEL code – ID Converter function to be used in TEXT API.
- Menu bar customization
- Window close on Submit only for Request, Change and Issue instead of edit screen.

Technology Used

- Unicenter ServicePlus Service Desk 6.0
- Unicenter ServicePlus Dashboard
- MS Windows 2003 Server
- MS SQL Server 2000 SP2
- MS IIS 5.0

Rolta Solution

After completing a Requirements Analysis with the client, the Rolta consultant completed each task successfully after thorough testing. The task solution conforms to CA best practices. Major tasks performed during the project include:

- Menu bar customization with different menu display for Administrators and Analysts.
- Schema modification
- Added a new field called z_catview in Change category to detail screen of Admin client and used the same in Data partition to show different category list for different users.
- Disabled backfill functionality in Change request detail and made the affected end user field to get filled from scratch pad instead of Requestor.
- Created Stored query to display today's scheduled change order.
- Created keywords for custom fields in TEXT API configuration file and used the same to generate tickets using command line prompt.
- Wrote Spel code to convert string to ID for the custom fields and used the method as the converter in TEXT API configuration file.
- Close the main window on Submit (Java script customization).

Benefits of the Solution

- Administrators have more menu options than Analysts.
- Create tickets in command prompt or email using custom fields (TEXT API).
- All tasks done successfully as per the client requirements.