



## *USPSD Migration at Pinellas County School Board*

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### **Customer Profile**

- The Division of Technology at Pinellas County School Board is responsible for acquiring, maintaining and supporting a wide array of technology within the school district including the student data collection system, campus wide networks, student transportation and support for all of the administrative and academic computer systems.
- The client was currently using Service Desk 5.5 as its help desk software and wanted to migrate to USPSD 6.0. A key requirement was to allow the transportation department to use the same instance of software and contact information while separating all tickets.
- The implementation was to comprise of two identical Service Desk servers installed on Windows 2003 Server machines. One server would be used as a primary and the other as an emergency failover box.

### **Problem Statement**

- First, a new installation of USPSD 6.0 had to be set up and all the customizations and data from the current production machine were moved over.
- The client did not necessarily want to separate contact information between departments as they had the same set of users. Yet they wanted to have separate tickets and separate notifications and SLA's set up for both departments.
- Contact and Asset data was constantly changing and had to be uploaded daily into the system from an external source.

### **Challenges Addressed**

- The amount of customizations on the production machine required a careful data migration process.
- The client help desk center was not very process driven, and a lot of processes had to be created before they could begin using the product effectively.
- The Client required form modifications and numerous schema changes (addition of new database fields) to link asset (bus-routes) information and contact (student) records.

### **Benefits of the Solution**

- By using Requests for one department and Issues for another we were able to ensure that each department has its own isolated set of SLA's, notifications, and ticket history while still accessing the same contact records.
- Special automated scripts ensure that new contact, asset and organizational data are uploaded into the system at non-peak hours.
- Customized SPEL function allows for auto-assignment of certain issues depending on both category and location.
- System Service Level Agreements (SLA's), work shifts (24 hr/regular) and events provide notification at pre-specified time intervals to avoid breaking agreements with customers.