



# San Francisco Unified School District

ScrewDrivers® was able to resolve San Francisco Unified School District's (SFUSD) print management and security issues.

## The Situation




Similar to schools and school systems across the country, SFUSD must manage electronic student records in a secure and accurate manner. To accomplish this, SFUSD developed a homegrown client-server Student Information System (SIS), consisting of a Microsoft Access-based client and SQL Server back-end. To help control IT costs and ensure access to the SIS, the client component was deployed on Windows Terminal Servers.

## The Challenge




Student grades, attendance, and related records are entered into the SIS manually by administrative personnel in each school. Principals, guidance counselors and other authorized staff members use the system to retrieve student records and generate periodic reports. Unfortunately, getting these reports to print was often impossible before installing ScrewDrivers. When the Systems Architect and Server Operations Manager for SFUSD, first inherited the legacy system, schools in the district were forced to wait for up to a week for support due to the time and effort associated with each call. "On average, each support call meant losing an admin for a half day – between troubleshooting the issue and round-trip drive," noted the Systems Architect. "With all the travel, this only allowed us to resolve about three calls a day it was literally all we were doing."

Along with gaining control over printing problems, SFUSD needed a more efficient way to deliver user-specific desktops to school personnel. By limiting user access to required SIS capabilities, the district could better ensure the confidentiality of student data and reliability of its servers. As it evaluated options for enhancing server management, SFUSD considered implementing Citrix Meta-Frame. This option was ruled out based on the cost and complexity.

## Specs

-  60,000 students
-  160 schools
-  Windows Terminal Servers
- SQL Server back-end

## Benefits

-  More secure environment
-  Better end user experience
-  Reduced support effort and cost



## Problem Solved

### The Evaluation

SFUSD's Systems Architect and the support staff took a look at ScrewDrivers as a solution to the seemingly never-ending print problems. After some testing, they found that ScrewDrivers was exactly what they needed; it ended the challenge of installing and managing print drivers on the District's Terminal Servers, eliminated downtime associated with spooler crashes, and gave the support team time for solving other problems and designing new applications for the future.

*"We were plagued with print jobs that simply crippled the functionality of our operations. After installing ScrewDrivers, our printing issues reduced to zero, giving us time for researching new ways of expanding our use of Terminal Servers.*

*- Servers Operations Manager*

*"I much prefer the 'just works' of ScrewDrivers.*

*- Systems Architect*

### The Solution

Although network security was not a huge issue in relative comparison to the existing print problems, their security was still not up to par. Once ScrewDrivers successfully solved their printing issues, SFUSD was ready to lock down their servers. SFUSD's legacy system used NT4 user profiles to lock down servers, proving to be both problematic and inefficient. Implementing ScrewDrivers let administrators easily configure different user environments throughout the school district – a step taken mainly to allow access to only approved applications and application versions. By using Tricerat's products rather than group policies, the staff saved significant time and money bypassing the testing and verification process.