

# Hamilton-Wentworth Student Transportation Services

## Operational Procedures



Title: MANAGEMENT OF DATA
Procedure: HWSTS-OP-0117-10
Adopted: September 2, 2010
Revised:

### **1.0 Scope**

It is the practice of HWSTS to make all reasonable efforts to maintain an accurate student database that is representative of the partner Boards' student databases. Regular student data downloads into the routing software and updates to TRACS are key elements of this strategy.

As part of the business continuity plan, HWSTS is also committed to ensuring that efforts are taken to protect our production servers and that regular backups of the routing software and TRACS software occur.

### **2.0 Responsibility**

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### 2.1 The Partner Boards are responsible for:

- Ensuring accurate student data is available for HWSTS in a format compatible with their routing software
- Liaising with the data centre and assisting HWSTS with any technology related issues. (partner Board providing IT support services).

### 2.2 The HWSTS Staff are responsible for:

- Retrieving the Board update files on a regular basis and ensuring they are compatible with the routing software.
- Uploading the student data files into the routing software on a regular basis
- Notifying stakeholder of any issues / challenges with respect to computer hardware or data.
- Utilizing all available tools, resources and best judgment to ensure HWSTS has the most accurate and up to date student data as possible

### 2.3 TRACS is responsible for:

- Conducting an automated upload from the routing software and providing the most current information is available for stakeholders
- Working harmoniously with HWSTS by utilizing all available tools, resources and best judgment to ensure TRACS has the most accurate and up to date student data as possible

## **3.0 Procedure**

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### **3.1 Data Collection from Partner Boards**

On a daily basis throughout the calendar year, the partner Boards student databases are setup to create a current student data file that is compatible with the HWSTS routing software. These files are available for retrieval by HWSTS staff for the purpose of updating the routing software database.

During the planning process for HWSTS (May-August), the partner Boards provide a modified file to HWSTS. This modified information reflects the student data for the following year and allows for detailed transportation planning.

### **3.2 Data Uploading into Routing Software**

Throughout the calendar year, HWSTS attempts to conduct an upload of current student data into the routing software on all business days. During the planning season and breaks in school operations such as March break, the frequency of uploads is partially dependent upon needs.

As part of the uploading procedure, the HWSTS designates retrieve the current student database from the partner Boards. These two files are then uploaded into the routing software independently through an automated procedure. The files are retrieved prior to 5:00pm and the upload occurs nightly.

### **3.3 Data Upload to TRACS**

On a daily basis, the TRACS web portal information is uploaded to reflect the most current student and routing information for all stakeholders. This upload is setup to occur automatically overnight and requires no intervention from HWSTS staff.

Periodically, HWSTS also requests that the TRACS software provider conduct mid-day TRACS uploads. This approach is utilized on a needs driven basis and generally only during the start up period when a large number of student and routing changes are occurring.

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### **3.3 Production Servers**

HWSTS currently employs two production servers. One server is exclusively dedicated for the routing software and associated backup files. The second server hosts the TRACS related software and associated files as well as some miscellaneous items. These servers are up to date and have sufficient capacity as they were purchased in 2009 (TRACS) and 2010 (Routing Software).

In an effort to align HWSTS with the partner Board's approach to housing and maintaining production servers, HWSTS's servers are located in a data centre within Hamilton. The data centre (ATRIA) provides a temperature controlled environment suitable for production servers along with redundant power supply, security access and physical proximity to the partner Board's equipment.

This off-site server location approach also contributes a level of protection from a business continuity perspective. In the event of a situation preventing HWSTS from conducting business at the current office location, staff would be able to be routed into the production servers from an alternate location.

### **3.4 Production Server Backups**

In addition to housing the HWSTS servers, ATRIA has also been commissioned to conduct dynamic daily, weekly and monthly backups for all HWSTS production servers. This backup process is automated and requires no action from HWSTS staff.

## **4.0 Definitions**

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<b>Term</b>	<b>Definition</b>
Atria	Atria is the data centre that is responsible for housing the HWSTS production servers and providing scheduled backups.
TRACS	TRACS is a custom software product that transforms routing software data into usable formats and dynamic reports for bus operators, schools and the Consortium.
HWSTS Staff	All partner Board staff designated to the Consortium to support student transportation operations
Partner Boards	The two Boards listed on the HWSTS agreement – the Hamilton-Wentworth Catholic District School Board and the Hamilton-Wentworth District School Board