



## ServicePoint 5 upgrade delayed

### **The ServicePoint software upgrade has been postponed until at least early 2012.**

Most importantly, this delay is because the new system requires user's computers to be fairly up-to-date. We want to give organizations participating in Minnesota's HMIS time to upgrade the computers they use for HMIS data entry and reporting, if necessary. According to our recent end-user survey, most of you already have adequate computers and upgrading today would cause no problems. However, that still leaves too many of you with potential problems. If you have not already done so, [please complete the computer survey now](#).

In order to ensure that every computer will successfully run ServicePoint 5, it's very important that *all* HMIS users [complete the computer survey](#). We will contact you if there is *any* concern that your computer will have trouble with ServicePoint 5.

### **Why upgrade at all, given the costs associated with computer upgrades?**

Basically, our current version of ServicePoint is getting old. It relies on slower technology that makes it harder for its creator, Bowman Systems, to update it in a manner that meets our needs. In contrast, ServicePoint 5 is built for speed and uses newer technology that will allow Bowman to continue to enhance the software for the foreseeable future.

### **A few other key points related to the upgrade are:**

- We have heard directly from ServicePoint administrators that have upgraded in other states. The general verdict: most end-users have up-to-date computers and really like ServicePoint 5; those with old computers, however, are struggling.
- Delaying allows for a smoother transition in the many reports we've developed in the Advanced Reporting Tool (ART), as well as a better training experience for end-users.

Thanks to everyone who has helped in the process so far and for your continued patience. We will keep you updated through this newsletter as our upgrade plans develop. Please contact [Wilder](#) with any questions or concerns.

### **ServicePoint 4 trainings:**

ServicePoint 4 new-user and refresher trainings will be available on a regularly scheduled basis again, starting in April. Please let [Wilder](#) know if you have training needs in your area and we will do our best to accommodate you. For more information, check the [HMIS events calendar](#).

### Spotlight

[Resource for discounted computers](#)

### Report due dates

- OEO HPRP: April 5, 2011
- St. Louis HPRP: April 5, 2011

[TechSoup](#) is a non-profit organization that supplies discounted computer hardware and software for non-profits. Joining is free and members have access to a variety of donated and discounted [products](#) and information.

- St. Paul HPRP: April 5, 2011
- DHS Youth: April 15, 2011
- ESGP: April 29, 2011
- LTH: May 3, 2011

**HELPLINE**  
651-280-2780  
1-800-328-2972  
[hmis@wilder.org](mailto:hmis@wilder.org)  
[www.hmismn.org](http://www.hmismn.org)



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Wilder Research | Wilder Center | 451 Lexington Parkway North | St. Paul | MN | 55104