

DHS | Licensing and Permitting Salesforce Vlocity Upgrade



ABOUT

The Indiana Department of Homeland Security (DHS) Services Gateway on the Salesforce Platform needed to be upgraded to the newest version of Salesforce's Vlocity package to maintain compliance with regularly scheduled automatic upgrades and prepare for a future migration to the Public Sector Solutions package.

CHALLENGE

DHS recently implemented an automated system for inspections and permitting of fireworks retailers, lifts and amusement rides. Plans are underway for adding other inspection and permitting types to this system, but the Salesforce platform must be updated prior to the start of system development. Timing the upgrade is critical to the success of the next phase of the project.

SOLUTION

DHS engaged IOT's Salesforce Center of Excellence (CoE) for analysis and recommendations for upgrading their Salesforce platform. The decision was made for DHS to collaborate with the IOT Salesforce CoE and a Salesforce architect to upgrade the platform to the most recent version of Vlocity to prepare for the eventual upgrade to the Public Sector Solutions package.

RESULTS

The DHS Salesforce platform was successfully upgraded and is now ready for the upgrade to the Salesforce Public Sector Solutions package at the discretion of DHS. The upgrade was transparent to users of the system and was deployed efficiently without error.