Migration to BMC Remedy IT Service Management (Asset Management, Service Desk, Change Management, and Service Level Management) version 7.0

You are ready to migrate to BMC's new IT Service Management (ITSM) suite, version 7. How should you approach the upgrade?

The release of 7.0 has created significant interest amongst the customer base and many customers have been awaiting this tool to begin the migration process. As an initial step to assist in the migration process and ensure a good migration success rate, BMC offers customers the opportunity to **consult BMC Professional Services or a qualified BMC partner. What do you need to know prior to beginning the migration of your current production system?...**

Version 7 of ITSM is an unprecedented release for BMC in that we have made a significant **leap forward in architecture and functionality in this solution**. As a result, this migration is **an exception from BMC's typical upgrade process,** but please be assured that it **is** BMC's intention to return to our typical upgrade path post this migration. However, due to the nature of the migration and implementation of version 7.0, BMC wants to ensure that all our customers are in the position to achieve a successful migration. This migration tool is not a typical upgrade, in that it is **more about the process of implementing version 7, understanding the planning,** and **less about the actual software utility**.
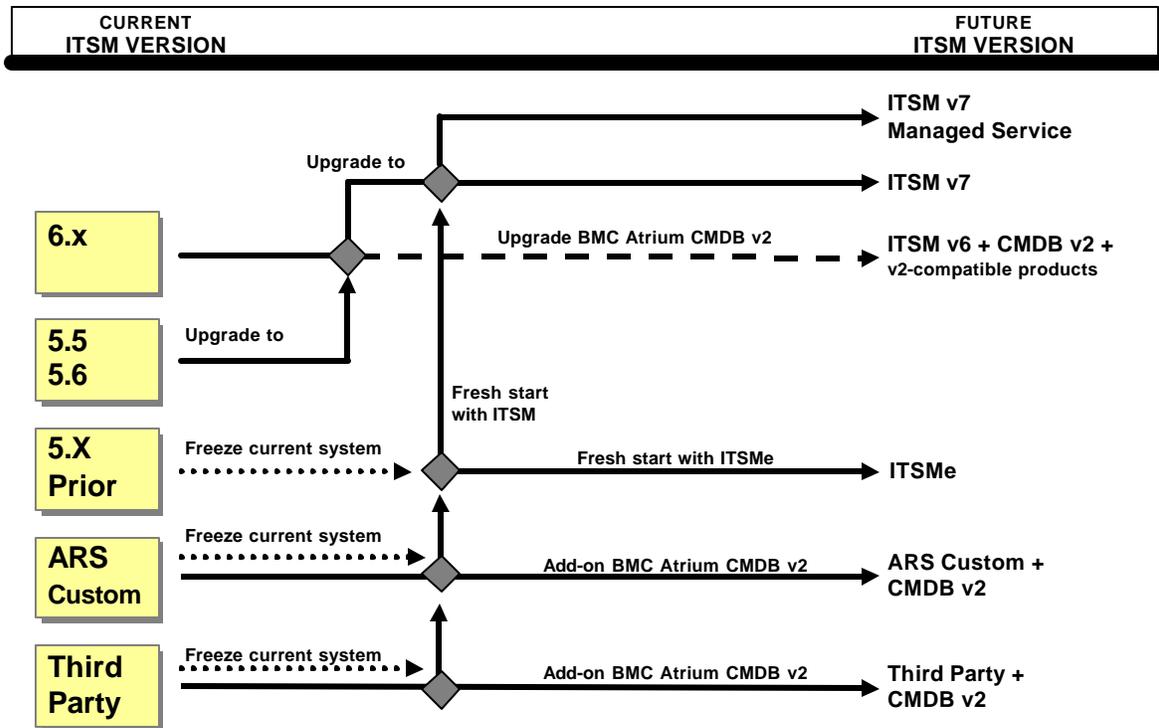
BMC wants to assist with the thought preparation, pre-planning activities, business process considerations or reconsiderations, etc. required prior to running the actual migration utilities. Once decisions have been made regarding the best migration approach, your review of existing business processes and what data will be migrated, this migration utility will assist with the transfer of the data from your old system to version 7. This migration may be an appropriate time to take advantage of an opportunity to re-engineer your operational processes in support of your business processes.

One benefit of contacting BMC Professional Services and/or a qualified BMC Partner is that BMC Professional Services has developed a Sure Start package offering a proven implementation methodology. Similarly, our approved partners have their own methodologies. Both will have tools to assist in the migration process.

Items for consideration prior to beginning the migration:

- o **Starting Point:**
  What is my starting point? i.e. what version are you starting from? The tools will focus on ITSM versions 6.0, 5.6 and 5.5. Customers on previous versions need to either migrate to one of these versions first….or move directly to 7.0 via a manual migration
- o **Customizations.**
  Have we done a Gap Analysis of how many customizations are still relevant to version 7?
- o **Integrations.**
  They will need to be addressed to work with version 7.
- o **Staging Environment:**
  Do I have an adequate staging area available for planning, developing and testing activities?
- o **Training:**
  Have we provided adequate training to our users, not only in the applications, but in ITIL processes?
- o **ITIL/Process maturity level?**

o **Approach:**

    o **Migration Tool "In-place"**
- **Install version 7.0 on top on your current system**
- **Let the migration tool guide you through the steps to complete upgrade**

    o **Freeze (**Freeze old system while starting fresh with v7, Fresh installation of v7(with select data))
- **Put the current system in read only mode**
- **Build the new system**
- **Refer back to the old system as an archive**

    o **Start Afresh**
- **Build the new system**
- **Migrate latest data to the new system**
- **Switch over to the new system**

    o **Phased Migration** (Phased implementation of v7 apps, while simultaneously running existing system until switch-over time)
- **Build the new foundation and first application**
- **Keep old systems live until replaced by new applications**
- **Gradually phase out old applications**

CURRENT ITSM VERSION		FUTURE ITSM VERSION

6.x — Upgrade to → ITSM v7 Managed Service / ITSM v7 / Upgrade BMC Atrium CMDB v2 → ITSM v6 + CMDB v2 + v2-compatible products

5.5 5.6 — Upgrade to

Fresh start with ITSM

5.X Prior — Freeze current system → Fresh start with ITSMe → **ITSMe**

ARS Custom — Freeze current system → Add-on BMC Atrium CMDB v2 → **ARS Custom + CMDB v2**

Third Party — Freeze current system → Add-on BMC Atrium CMDB v2 → **Third Party + CMDB v2**

More detailed information is available to guide you in your migration decisions by contacting the Migration Team at <u>migrate2itsm7@bmc.com</u>