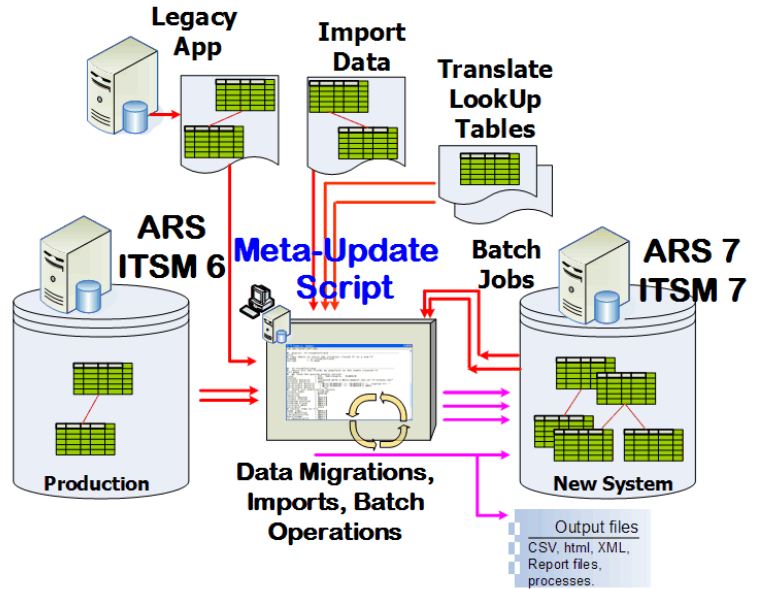




# Meta-Update Fact Sheet August 01, 2010

## Challenge

- The ITSM suite, like many ARS applications, uses data fields as references within its tables and in its foundation data.
- **These are undocumented.**
- Moving sets of records from environment to environment, loading new records from CSVs, or performing data maintenance and analysis operations, require that these reference fields be looked up and changed.
- Moving bespoke applications across versions requires inordinate time and efforts.
- All other tools – bar the API - move complete records not allowing these reference values to be changed.



## Meta-Update Benefits

- Only **Meta-Update** offers a quick way to automate these types of operations!
- With **Meta-Update**, you script API level data operations in mere minutes.
- Data transformations and lookups can use CSV-like files, ARS or SQL queries. Values can be split using regular expressions.
- Meta-Update jobs, once scripted, can be run over and over again.
- Automating ARS data functions are orders of magnitudes easier.

## Meta-Update

- Uses the ARS API and runs at API speeds.
- Enables your ARS developer to perform complex scripting **without any programming knowledge at all** using the ARS language he already speaks.

### Pays for itself with a single file import or batch operation.

- ❖ **No** perl, Java, VB, c API work at all.
- ❖ **No** temporary import forms and complicated merge filters.
- ❖ **Easy**, single file, script maintenance.

"We had a mammoth task of migrating 400+ companies from ITSM 5.5 to ITSM 7.1. Initially this task looked very complicated as the 5.5 system was highly customized and the migration into mismatched schemas looked impossible. 1500 SLAs for these customers added to the complications.

"But when we started evaluating Meta-Update, we saw some light. We can now migrate SLAs, implement complicated transformation rules, stamp mapping values by looking up external configuration files, read from multiple servers, etc. Best part is that once Meta-Update scripts are done and tested, you can repeat it for any number of times.

I recommend Meta-Update for all those who want the flexibility of a scripting language to handle bulk ARS data."

Data Migration Manager, Logica UK, after his off-shore team successfully implemented data migration scripts from ITSM 5.5 to ITSM 7.

### **Meta-Update: A simple flexible, effective way of using the ARS Data API.**

## Contact Information

München, Deutschland  
Calgary, Canada

**Ben Chernys**  
Senior Software Architect  
**Software Tool House Inc**

Web: [www.softwaretoolhouse.com](http://www.softwaretoolhouse.com)

Email: [Ben.Chernys@softwaretoolhouse.com](mailto:Ben.Chernys@softwaretoolhouse.com)

Mobile: +49 171 380 2329 .de GMT+ 1

Phone: +1 403 240 4377 .ca GMT - 6



# Fixed Price ITSM Data Migrations

August 01, 2010

## Challenge

- ITSM data migrations are next to impossible to achieve. They are complex and time-consuming to automate, error prone, require scarce, expensive, non-ARS resources.
- The reference fields and forms in ITSM 7 are not documented at all!

## ☑ With Meta-Update, we offer fixed price, Anything to ARS / ITSM migrations.

- ❖ **Even** if the old or new ITSM systems are highly customised.
- ❖ **No** ARS Server Changes required at all.

### ➤ INITIAL CONSULT

The **Initial Consult** serves as

- an introductory meeting of those involved.
- a first look-at the data in an effort to cost the migration.

The **Initial Consult** allows us to offer you a fixed price **Migration Plan** which details a set of milestones and fixed payments. The **Initial Consult** is charged at a daily rate.

### ➤ FIXED PRICE

What could be better than a committed price? **No cost overruns! Guaranteed!**

With **Meta-Update**, we are so confident that we can implement migrations with **any** data transformation and cleaning requirements, that we can offer this service at a guaranteed price.

**Because of fixed-price, milestone-based payments, you are in complete control!**

### ➤ DATA SUMMARY

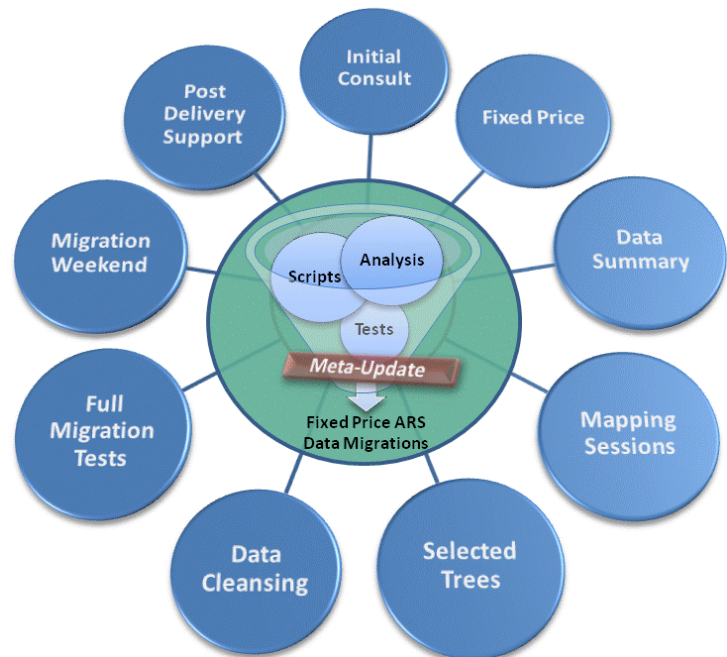
The **Data Summary** delivers spreadsheets and documents outlining the tables and data you have and that will be migrated.

This document evolves to list source and target mappings and data cleansing and look up rules.

### ➤ MAPPING SESSIONS

Customer selected **Record Trees** are brought over **in advance** using default transformation rules.

The customer is encouraged to select a series of ITSM 6, CMDB 1.1, records. These – **and all their related records** – are brought over.



Mapping sessions are held with the source and target ARS data in view. Value changes can be made in situ, seeing the results by pressing Refresh on the ARS Tool.

**Meta-Update** processes lists of records, and, for each, processes any number of queries and updates on different forms. This lets us migrate, say, 10 ITSM 6 HPD Cases, and generate the 20 to 40 records in ITSM 7 required for each **in a few seconds**.

### ➤ MIGRATION WEEKEND

All the data is usually migrated in a weekend.

In cases where an extremely large volume of data must be migrated, the migrations can begin early and catch up jobs will be run on the migration weekend.

### ➤ POST DELIVERY SUPPORT

Records can be rerun by lists or individually after the migration. Licensing is extended so that these records may be investigated.

Your staff alter translates and rerun record specific migrations. **Meta-Update** support is given during this time.

## Contact Information

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Calgary, Canada

**Ben Chernys**  
*Senior Software Architect*  
**Software Tool House**

Web: [www.softwaretoolhouse.com](http://www.softwaretoolhouse.com)

Email: [Ben.Chernys@softwaretoolhouse.com](mailto:Ben.Chernys@softwaretoolhouse.com)

Mobile: +49 171 380 2329 .de GMT+ 1

Phone: +1 403 240 4377 .ca GMT - 6