



Fixed Price ITSM Data Migrations

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.
- Hidden, related-record reference fields and even forms within ITSM 7 are not documented at all!

Imagine

- an ITSM 6 to 7 upgrade's data migration happening flawlessly, in less time and for less cost than you had thought possible.
- Imagine coming in on Monday after the migration, and finding all your tickets as they were when you left, with all relationships and all WorkLog entries, you in a completely different set of groups, on a new application!

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

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

➤ **INITIAL CONSULT**

The **Initial Consult** serves as

- an introductory meeting of those involved.
- a 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.

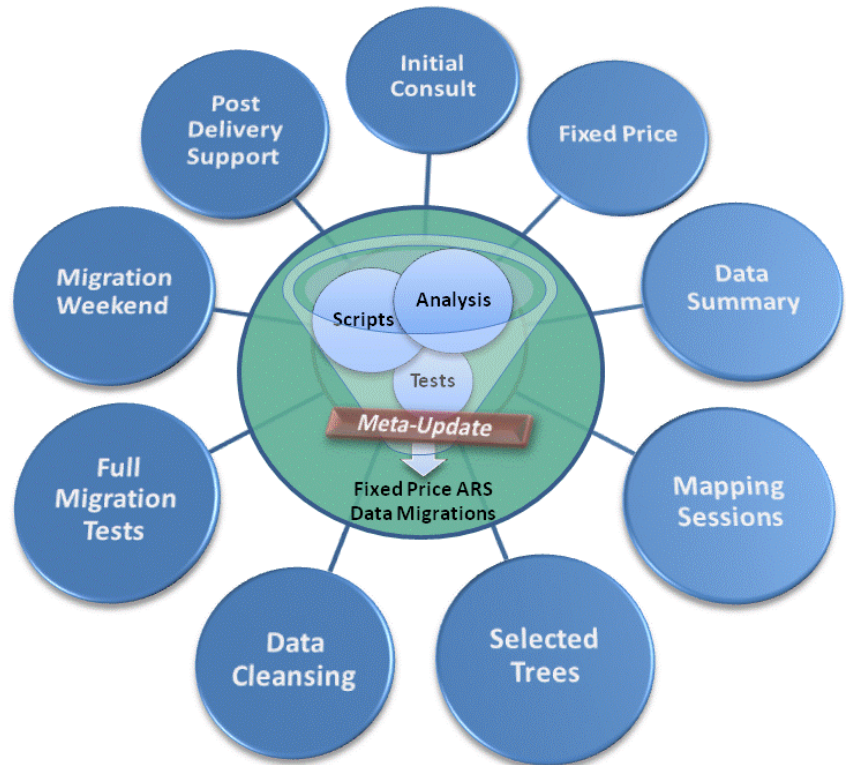
The **Initial Consult** is charged at a daily rate.

➤ **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.



"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.

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 that will be migrated.

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

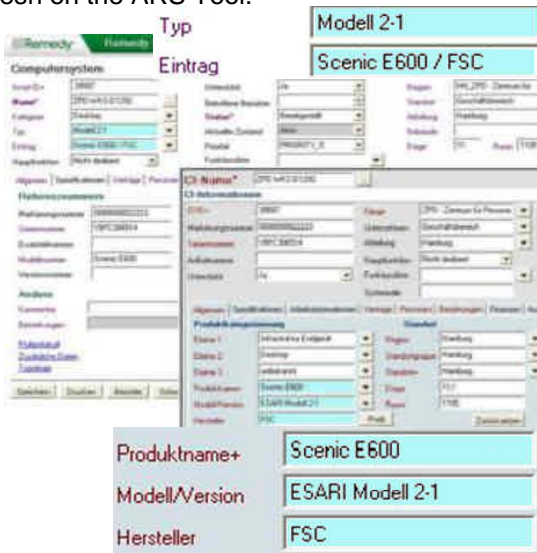
➤ **MAPPING SESSIONS**

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

The customer is encouraged to select a series of source system record “trees” such as ITSM 5 or 6 Help Desk cases, Changes, or, Assets.

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.



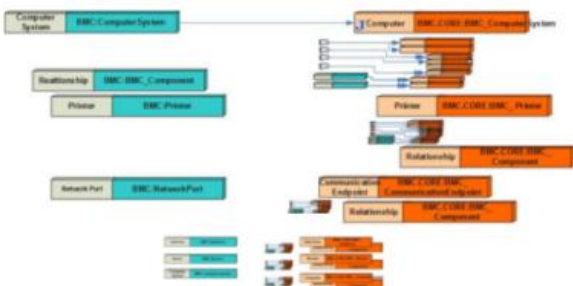
➤ **SELECTED TREES**

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**.

When we take a customer select CI over in the mapping session, we take over all its relations and all its related CIs as well as related contracts, financials, work logs, people, and so on.

Feedback is immediate.



➤ **DATA CLEANSING**

ITSM 7 requires data to be correctly referenced whereas ITSM 6 and other systems had type-in

fields for site addresses, phone numbers and other information.

To create ITSM 7 records when these values cannot be looked up requires that these values be corrected.

Meta-Update scripts have a lookup facility that can lookup and translate values using internal lists, ARS records, SQL Queries and functions, customer CSV files.



When a look up fails, logs identify the error. The correction can be added to a CSV or list and the job rerun to bring over the record.

➤ **FULL MIGRATION TESTS**

This is a migration of the complete data.

Full migration tests are used to measure the performance and completeness of the migration.

➤ **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.

When the migration is completed, customer staff working with Help Desk cases, Changes, and Assets test the migration.

On Monday morning, open Help Desk cases are in the new assignee groups and are ready to be worked on..

➤ **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 translate spreadsheets and rerun record specific migrations. **Meta-Update** support is given during this time.

Contact Information

München, Deutschland
Ben Chernys
Senior Software Architect
Software Tool House Inc

Web: www.softwaretoolhouse.com
 Email: Ben.Chernys@softwaretoolhouse.com
 Mobile: +49 171 380 2329 .de GMT+ 1