

Your ITSM migration checklist

Step by step considerations when migrating your ITSM solution



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Step 1

Initial planning



Evaluate where you are now

- Consider your current tool configuration, is it being used for, what should it be used for, what are all the integration points and how are they working.

Think about where you want to be

- This is an opportunity to rebrand and showcase the services you are providing.
- Think about the interface that you will be making available to your users, what message do you want to present, what URLs will you have to make it intuitive.
- Think about the backlog of functionality you've wanted to roll out, mobile applications, AI, Chat technology, improved security and ensure your new tool will meet these needs.
- You may want to have a secure cloud architecture where access is only available via secure corporate devices.

Corporate Security

- As you move from on-premise to cloud technologies anticipate concerns about the security of the new solution.
- You may want to have a secure cloud architecture where access is only available via secure corporate devices.

Step 2

Detailed Planning

Now that your initial planning has led you to a decision to move to the cloud you might spend a bit more time planning to hit the ground running with your new cloud partner. This should include:

- Reviewing and documenting all integrations
- Ensuring security requirements are understood and the solution you are considering exceeds these
- Start the honest evaluation of your ITSM data – what is good, what is bad (but maybe usable with some clean up) and what is beyond redemption.



Step 3

Getting to it



Environments established

- Your ITSM platform provider will immediately provision your new environments, typically including Test and Production environments. This will include configuration of secure authentication using technologies such as SAML.

Planning workshops

- Meet with the project team in planning workshops to detail the migration approach, what is coming “as is”, what is coming with clean up and what is being left behind.

Build activities

- During this stage you will configure the service cloud environment ready for use. You will establish processes for copying data, with or without clean up as well as adding the new data and configurations that you want in the new solution. You will also establish fresh configurations for all the integrations that you want to bring to the cloud. While integrations used to be a fairly big concern 10 years ago, with modern technology there are seldom significant challenges in configuration integrations in the cloud.
- This stage will include testing, training and corporate communications.

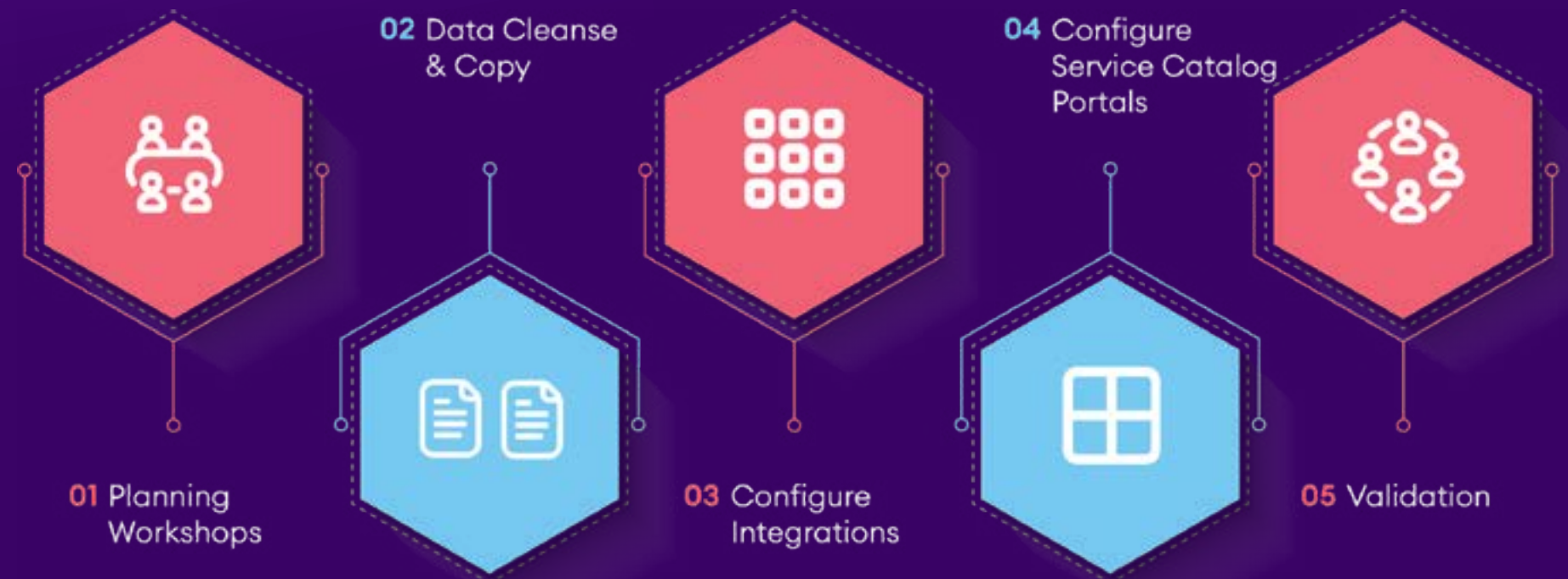


Step 4

Product cut over

Your build is complete, and you are ready to go! Activate authentication, update users to point to the new URL, disable the legacy tool and your migration is complete!

Summary of steps



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Global brands trust IFS assyst to automate complex business processes easily without fuss.

We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Our modern service management technology lets you automate service delivery and support so your customers get what they need fast, and you can focus on building the future of your organization. IFS assyst is uniquely easy to buy, set up, use, and upgrade. Whether you're in IT, HR, Facilities, Finance, or any other team that provides services to customers and employees, IFS assyst puts service management technology within your reach.

Our process automation takes the boring out of everyday tasks, allowing you to focus on work that matters.

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IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations.

Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector.

Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://www.ifs.com).

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