Automate the migration from one Service Manager environment to another

The Cireson Lifecycle Management app is a must-have for any successful migration and long-term implementation of Microsoft Service Manager, helping organizations automate the migration process for the entire lifecycle of their Service Manager environment.

- Migrate from Service Manager 2012 to Service Manager 2016, reducing manual workload by over 70%
- Control data promotion by selecting management packs & components to move from testing and staging, through to development and production
- Shorten the time to release updates to the organization
- Standardize processes to adhere to industry best practices
- Quickly and easily realign your production and development environments
- Consolidate multiple environments into a single environment for reduced administrative overhead
- From lifecycle approach through development, testing, and staging through to production, the Lifecycle Management app greatly reduces manual migration efforts including cleanup and modification, while helping ensure data integrity.
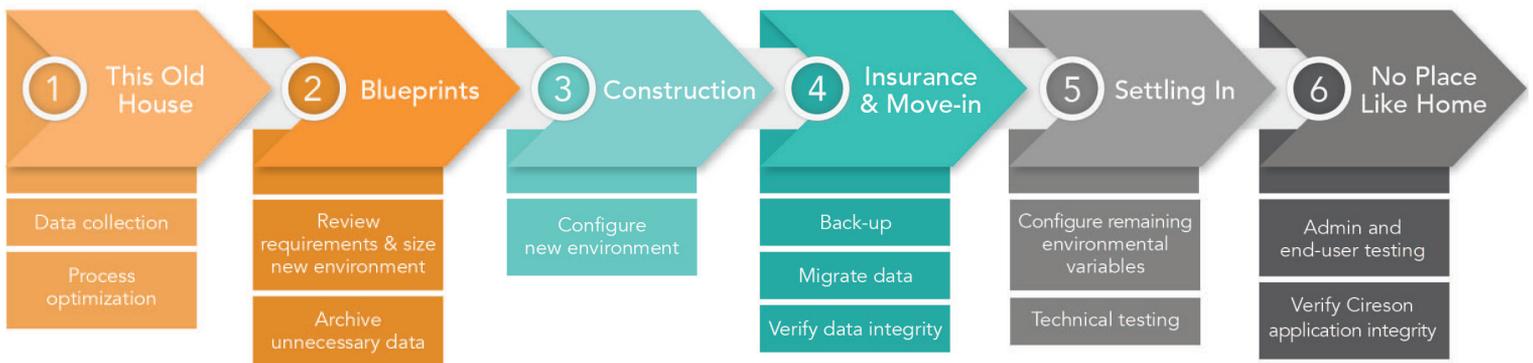
Instead of an 'all or nothing' approach, this app lets you choose what data, configurations, and objects to migrate (including parent/child work items, related objects and runbook data) for a truly configurable experience.

REDUCE MANUAL CLEANUP AND MODIFICATION

PROMOTE STANDARDIZATION AND CONSISTENCY BETWEEN ENVIRONMENTS

ENSURE DATA INTEGRITY

A fully managed *'Fresh Start'* Service Manager migration includes six phases:

1 This Old House	2 Blueprints	3 Construction	4 Insurance & Move-in	5 Settling In	6 No Place Like Home
Data collection	Review requirements & size new environment	Configure new environment	Back-up	Configure remaining environmental variables	Admin and end-user testing
Process optimization	Archive unnecessary data		Migrate data	Technical testing	Verify Cireson application integrity
			Verify data integrity		

When moving environments, we recommend a managed Migration with the Cireson Services Team to provide a cohesive, automated experience. From planning, implementation, movement and testing to system-wide training, our team of System Center experts will help ensure your organization has the tools and knowledge to deploy and migrate environments in the future with ease.

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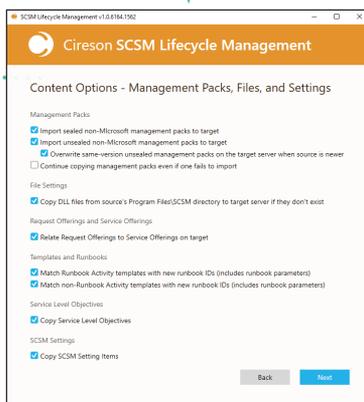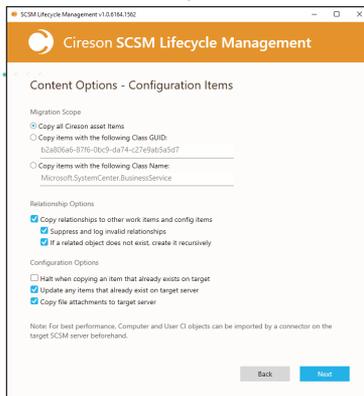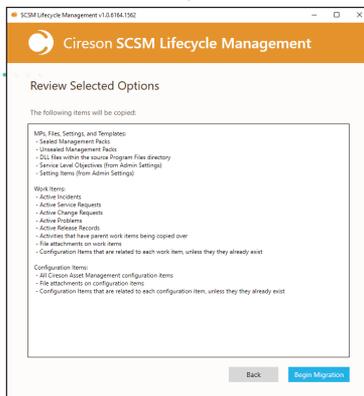# Lifecycle Management App

Step 1 ....

Cireson SCSM Lifecycle Management

Migration Options

Source SCSM Server: SCSM_2012
Target SCSM Server: SCSM_2016

Migration Content
☑ Work Items
☑ Configuration Items
☑ Management Packs, files, settings, and templates

Migration Behavior
☑ Create error if extended class field doesn't exist on target
☑ Multi-threaded
☑ Use smart Type Projections to find related objects

Enumeration Value Options
○ Ignore values that do not exist on target
○ Create error if value doesn't exist on target
◉ Save new values to a custom class Management Pack on target

Log File Directory
c:\temp\log

Content Options

Step 2 ....

Cireson SCSM Lifecycle Management

Content Options - Management Packs, Files, and Settings

Management Packs
☑ Import sealed non-Microsoft management packs to target
☑ Import unsealed non-Microsoft management packs to target
☑ Overwrite same-version unsealed management packs on the target server when source is newer
☐ Continue copying management packs even if one fails to import

File Settings
☑ Copy DLL files from source's Program Files\SCSM directory to target server if they don't exist

Request Offerings and Service Offerings
☑ Relate Request Offerings to Service Offerings on target

Templates and Runbooks
☑ Match Runbook Activity templates with new runbook IDs (includes runbook parameters)
☑ Match non-Runbook Activity templates with new runbook IDs (includes runbook parameters)

Service Level Objectives
☑ Copy Service Level Objectives

SCSM Settings
☑ Copy SCSM Setting Items

Back   Next

Step 3 ....

Cireson SCSM Lifecycle Management

Content Options - Configuration Items

Migration Scope
◉ Copy all Cireson asset items
○ Copy items with the following Class GUID:
b2a806a6-87f6-0bc9-da74-c27e9ab5a5d7
○ Copy items with the following Class Name:
Microsoft.SystemCenter.BusinessService

Relationship Options
☑ Copy relationships to other work items and config items
  ☑ Suppress and log invalid relationships
  ☑ If a related object does not exist, create it recursively

Configuration Options
☐ Halt when copying an item that already exists on target
☑ Update any items that already exist on target server
☑ Copy file attachments to target server

Note: For best performance, Computer and User CI objects can be imported by a connector on the target SCSM server beforehand.

Back   Next

Step 4 ....

Cireson SCSM Lifecycle Management

Review Selected Options

The following items will be copied:

MPs, Files, Settings, and Templates:
- Sealed Management Packs
- Unsealed Management Packs
- DLL files within the source Program Files directory
- Service Level Objectives (from Admin Settings)
- Setting Items (from Admin Settings)

Work Items:
- Active Incidents
- Active Service Requests
- Active Change Requests
- Active Problems
- Active Release Records
- Activities that have parent work items being copied over
- File attachments on work items
- Configuration Items that are related to each work item, unless they already exist

Configuration Items:
- All Cireson Asset Management configuration items
- File attachments on configuration items
- Configuration Items that are related to each configuration item, unless they already exist

Back   Begin Migration

Features

❯ Export an entire environment and ensure only the necessary Management Packs are copied using intelligent comparison, dependency checking, and targeted exclusions

❯ Snapshot (cold replica) your current known configuration environment to promote consistency and standardization

❯ Copy work items by class and status including complex work items that include multi-layer nested activities

❯ Supports the Cireson Asset Management solution including Asset Management, Asset Excel, Asset Import and Asset Barcode apps

❯ Copy relationships for work items and configuration items based on certain criteria

❯ Copy additional items like runbook IDs, enumerations stored in system MPs and related objects on any object

❯ Automatically relate migrated service offerings and request offerings between two environments

❯ Easily copy Service Level objectives between two environments

❯ Automatically copy DLL files and requires Management Pack resources to the target environment

❯ Maintain a separate development environment without any need for database restorations or production resources

To use the Lifecycle Management app to automate your migration, visit Cireson.com/apps/lifecycle-management