DOWNLOAD PDF BMC REMEDY MIGRATOR GUIDE

Chapter 1 : Migration to ServiceNow from BMC Remedy

Use the information in the following sections to locate content in the online documentation that was previously provided in PDF format. In many cases, the content has been distributed among several sections in the BMC Remedy Action Request (AR) System space, depending on the task being performed.

BMC Remedy to ServiceNow migration is something that a lot of companies are already doing, but the transition from Remedy to ServiceNow needs to be a well-thought-out process. In this blog post, we will explain in a brief manner why you need to migrate to ServiceNow and how to do it without getting too technical! The usual reasons given are the complex processes involved, business disruption caused due to a negative impact on daily operations and costs involved in purchasing a new system and customizing it and so on. After that comes the biggest hurdle â€" employee buy-in and training. If the new ITSM is too complex to use and the workflows have not been designed for the new system, the transition can end up a disaster. On the upside, a smooth migration to ServiceNow helps organizations reduce their operating costs, eliminate complex and redundant processes and even the employees can manage their tasks more efficiently. There are tools that can help companies migrate from Remedy or any other ITSM system to ServiceNow while making sure that there is no impact to the daily operations, and retain historical data without loss of data. It is a powerful ITSM tool and is capable of much more but it does not work out-of-the-box. Your existing workflows probably will not work the way you expected in ServiceNow. This is because ServiceNow is a new system designed for the cloud. Most companies have workflows designed for legacy systems that run on-premises. Once you have factored in all these challenges, the migration process itself can be divided broadly into these four steps. You need to document all the important components of your current ITSM tool or organization. You have to cover up the all dependencies with the help of team members and arrange a meeting with the coordinator of each component that you want to migrate. Another thing that you have to keep in mind is getting the credentials of both tools. We need to integrate Remedy to ServiceNow in order to carry out the migration. Discover In this step, all you have to do is check both tools with their components. Implement In this implementation step, you will need to set up the path of source to destination. ServiceNow has a default feature that will take care of mapping for source and destination. All you need to do is set up the map of the file or data from source to destination. You can get the source from the very first step which has already been set up in the prepare documents step. Transform map is also a very useful feature of ServiceNow that can help you a lot in the migration process. Operate and Transform After implementation you need to operate the functionality which has been implemented earlier for the migration process. The flow of execution will be handled by operating and transforming the process. You can migrate the components and data from one ITSM legacy to ServiceNow by the help of customization and that customization will do the transforming or migration of one system to another system. You can also set up the scheduler to manage the data migration to ServiceNow whenever you want. Nihar Sharma is a technical analyst at Softweb Solutions. Subscribe to latest updates by Email Receive occasional updates on our evolving perspectives on digital strategy, brand, marketing, and user experience: Get in touch with us!

Chapter 2 : R2S Data Migration Guidelines â€" ITSM Bridge

Using BMC Remedy Migrator to gather the differences between several servers, different people used their personal computers to work in parallel and to avoid each one spending a long time retrieving the objects in Migrator, is is possible to have this done one time and share the cached objects across different computers to save time?

The PagerDuty Default User Email must be a valid email address of a user that exists in both PagerDuty and Remedy, their email must be the same in both locations. Yes, once the Remedy configuration steps are completed, you can simply create a new extension within PagerDuty for each service you want to connect to Remedy. Yes, you can map a single Support Group to multiple services within PagerDuty. How many Remedy companies can I integrate with PagerDuty? By default, only one company in Remedy can be configured for the integration. Can I enabled auto-assignment to individuals in Remedy? No, auto-assignment must be disabled in order for the integration to function properly. What is the Mid-Tier server variable you use in the integration guide? Mid-Tier represents your Remedy Web server. What is the ARServer variable you use in the integration guide? ARServer represents your Remedy App server. Does my PagerDuty user in Remedy need any special permissions? Yes, the PagerDuty user account in Remedy should have administrative privileges. Does the default account in our configuration form also need administrative privileges? No, only the PagerDuty default account needs administrative privileges; the default you place in your configuration form can be a regular user. Should all of my support staff in Remedy have user accounts in PagerDuty? Yes, if any support staff members do not have user accounts in PagerDuty and they take action on the incident, the synchronization between the two systems will break. How is the assigned group selected for an incident? During configuration, each service in PagerDuty is mapped to a support group in Remedy, this mapping is then used to determined which support group is assigned to an incident. How are priorities selected? Priority is based on the urgency selected in PagerDuty. How does PagerDuty communicate with Remedy? During configuration, several extensions will be configured in PagerDuty, these essentially act as webhooks that are fired when a change happens to the configured service. How does Remedy call the PagerDuty executable? During configuration, the location of the executable is specified. Next, filter guides are used to configure the HPD Help Desk form to execute the executable under certain conditions.

Chapter 3 : Multi-Cloud Migration - BMC Software

In addition to server objects, BMC Remedy Migrator can transfer data entries from one or more BMC Remedy AR System forms. You can select single, multiple, or searched sets of data. You can migrate data immediately or save your migration in a script to be run later.

This version requires administrator level access to your Service Now instance. We recommend that you use this migration tool on a non-production instance for first use. If using with a production instance we recommend that you take a full back-up of all foundation data prior to migration. In the unlikely event that you need to restore to a pre-migration state, you should have a reliable data backup to restore from; 2. No more than 50, case records should be migrated in a single execution run. You can use the Source Count button on the Source Filtering tab on each mapping to check the record selection total then modify the Filter By Query if necessary to reduce the record count. If you are migrating data into a domain separated instance and you want all the source data to be migrated to a single domain then the you must connect to the target instance using a user which belongs to the same domain in step 6 below implementation Notes Step 1: This will improve the performance of the data migrations for large data sets. Create a non-Admin ServiceNow user account for running migrations. Check that you have the latest version of Java installed on your local machine; you can download the latest version from here: Uncertified version which requires Admin user access and gives full access to create new data mappings or custom fields. Complete the fields on the new project connection window: Remedy Target Server Type: Enter the username and password user created in step 2 for certified version or admin user for Full version Step 7: Use the test buttons to test connectivity, then click on the Save Authentication check-boxes to save the login-details; click on Create to create the project. You must have network access to your Service Now instance from your client machine over web-services. By default web-services uses network port to connect. You must also have network access to your Remedy server. Review the table mappings to ensure they meet your requirements. For security reasons, passwords cannot be migrated from Remedy to Service Now. However, the source field and password fields on the User record in Service Now are set to the encrypted text from the legacy password to ensure that the user account is created securely. If necessary, this can be emailed to the user when the record is created. When the user logs in to Service Now for the first time they are forced to set a new password. Review and modify if necessary; On mapping 9 Employees role itil: Users are given Service Now roles that are based on the functional roles defined for each user in Remedy. There are 33 mapped values defined against the temporary variable field called Snow Functional Role. Review these and modify or disable if necessary; On mapping 12 Model Category: Model Categories are based on the Product Catalog in Remedy. The category value is then used to support the product model migration mapping Review both mappings and modify or disable if necessary; Consult the Product User Guide under the Help Menu or visit the customer support portal at https: Select Execute from the Project Menu then enter values for the following: You can use the Source Count button on the Source Filtering tab on each mapping to check the record selection total then modify the query if necessary to reduce the record count. Click Execute and confirm execution when prompted. Post Migration Activities 1. The progress of the migration is displayed in a separate window at the bottom of the screen. After migration is complete, open the migration report from the Report menu to view details of which records were migrated for each table mapping. Supplementary Notes Due to restrictions on access to Group records in Service Now, this table is populated using a direct update method which is not currently certified by Service Now. There is no import set or transform map for this table. Jira is the registered trademark of Atlassian. Other names may be trademarks of their respective owners.

Chapter 4 : BMC Remedy Integration Guide | PagerDuty

How to install and use AR Migrator. Skip navigation. Products. Developers Partners For "How to use it" please refer to BMC Remedy Migrator guide