AMIGO for Remedy ITSM

"Success through proper planning"

Key Benefits

» Best Practices documentation to help plan the upgrade

» Checklist to create holistic Upgrade Plan

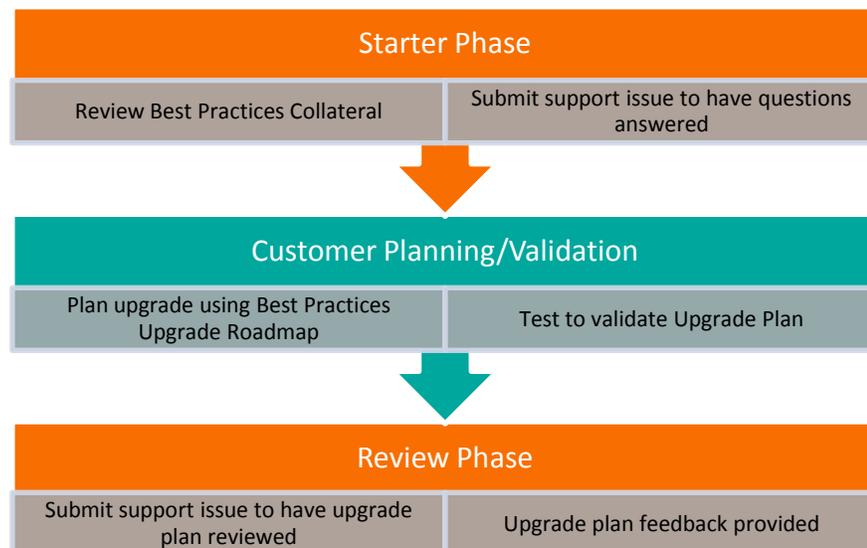» Support review of upgrade plan

Business Challenge

The Remedy ITSM Suite comprises multiple components along with any customizations and integrations unique to your environment. Upgrade activities are performed once in several years and may take multiple iterations before the final upgrade is completed in production.

BMC Customer Support Solution

The Assisted MIGration Offering program is designed to assist customers with the planning of their Remedy ITSM Suite upgrade - "Success through proper planning". As upgrades are done infrequently, careful planning is vital for a successful upgrade. The upgrade is more than just running the installers, but taking a holistic approach to ensure success the first time. The upgrade plan can then be used to iteratively upgrade development, quality assurance, user acceptance test, and production environments.

The AMIGO program has two phases, a starter phase and a review phase. The following is an overview of the process after which the upgrade is performed.

Starter Phase	
Review Best Practices Collateral	Submit support issue to have questions answered

Customer Planning/Validation	
Plan upgrade using Best Practices Upgrade Roadmap	Test to validate Upgrade Plan

Review Phase	
Submit support issue to have upgrade plan reviewed	Upgrade plan feedback provided

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Bring IT to Life

Starter Phase

Best Practices collateral is reviewed. This contains links to product documentation, upgrade plan roadmap and sample upgrade templates. Based on the configuration of your environment the collateral is used to create an upgrade plan. Support will answer questions you may have regarding the collateral. The written upgrade plan is created based on validation testing in your environment.

Review Phase

The completed upgrade plan is provided and is reviewed by support. Any feedback is provided and any questions are answered.

General Tips for Successful Upgrade

» Invest time in planning your upgrade leveraging AMIGO collateral to help

» Ensure that upgrades have been tested holistically prior to GO Live

» Utilize BMC Professional Services to help with end to end planning and execution of your upgrade

For More Information

To learn more please visit AMIGO for Remedy ITSM