

Ultimate Guide for Migration from ServiceNow Express to Enterprise



INTRODUCTION

As per IDC's 2015 report¹, the overall spending in the ICT sector will reach USD 3.8 trillion.

With such a steep growth comes the need for Information Technology Infrastructure Systems and Frameworks which can allow IT managers to monitor and control the IT services so that they can provide a quality output and meet the customer expectations.

ITSM adoption is more than just a technology project or process change. It is a combination of various factors such as long-term vision, combined working of all the stakeholders, committed team, streamlined processes, technology implementation, strong governance structure, and strong commitment from management. A successful ITIL implementation has the capability to transform services, operations, and outcomes across all the business functions it touches.

Over the last several years, ServiceNow has been one of the most popular IT Asset Management Systems available in the market. Big brands² like Yale University, Swiss Re, Careworks, Career Education, NetApp, The University of Sydney, Red Hat, South WestWater, have already adopted ServiceNow for service automation, better service delivery, and drive IT transparency and integration.

In Nov 2014, ServiceNow launched ServiceNow Express to provide rapid deployment of IT Service Management for SMBs and small businesses. Over a period, with the growth of the organization and maturity of IT services, for those companies which feel the need to migrate their ServiceNow Express implementation to the full-fledged ServiceNow Enterprise implementation, there is a complete flexibility to do so. In this paper, let us have a look at the difference between the two platforms, key considerations for migration, and the recommended process for migration.

INTRODUCTION TO SERVICENOW EXPRESS

Launched in Nov 2014, ServiceNow Express is specifically targeted to small businesses and SMBs which are looking for a highly standardized solution. The need of small businesses for rapid deployment of an IT management solution is well addressed by ServiceNow Express. It offers ready made process templates and definitions and requires minimal configuration.

While offering the ease of use, mobile compatibility, and speed of deployment, ServiceNow Express offers all the key functionalities required to better run the IT function. It offers IT managers a centralized view of all service requests and enables them to fulfill them in a more efficient manner.

Following are some of the key functions offered by ServiceNow Express -

- ▶ Automation – With Incident, problem and change automation, IT managers can quickly assign and resolve the tickets and fix recurring issues.
- ▶ Asset Management – With a centralized view of all the assets, their performance, and their issues, IT team managers can record and track the assets in a better way.
- ▶ Visual Task Boards – With an easy-to-use drag-and-drop interface, IT managers can easily assign the work, change priorities, add tasks, and better collaborate with the team.
- ▶ Powerful Reporting – With one-click reporting, IT managers can quickly report the performance across various metrics to the stakeholders and demonstrate the value of IT to business leaders.

With pre-configured workflows, more than 150 templates and codeless business rules, ServiceNow Express enables companies to get started with their ITSM initiatives immediately.

ServiceNow Express is a lot less expensive than ServiceNow Enterprise. It is ideal for businesses with less than 1,000 employees. Companies which are comfortable adopting "out-of-box" ITIL processes without much customization find ServiceNow Express a viable solution.

INTRODUCTION TO SERVICENOW ENTERPRISE

Launched in 2003, ServiceNow Enterprise is specifically targeted at large enterprises, which are looking for an ITSM solution which will eventually eliminate the need for some full-time staff through effective automation. Enterprise is a highly-customizable solution which bends to fit the unique processes of each organization.

ServiceNow Enterprise provides the organizations solutions for management and automation of services across departments. It creates a single system of record for IT, helps in automating the manual tasks, helps in process standardization, and also helps in consolidation of legacy systems.

ServiceNow Enterprise offers a wide array of IT service management tools and applications, each offering a variety of features and capabilities. The core products include solutions for IT Service Automation Applications, Project Portfolio

Management, IT Business Management, Shared Service Applications. The ServiceNow service automation platform also helps in information sharing among existing applications or even building of custom applications.

ServiceNow Enterprise is a lot more expensive than ServiceNow Express. It is ideal for businesses with more than 1,000 employees.

DIFFERENCE BETWEEN SERVICENOW EXPRESS AND SERVICENOW ENTERPRISE

While ServiceNow Express offers a wide variety of functionality to help smaller organizations get started immediately, there are a few things which are missing from the Express edition of ServiceNow, as compared to ServiceNow Enterprise.

Some of the primary limitations of ServiceNow Express are –

No Scripting

Scripting is one of the most complex features of Enterprise. Express offers ready made, templates, workflows and business rules. While the UI policies, business rules can be configured, there is absolutely no scripting support. This puts a limitation on adding advanced business rules, advanced conditions, UI scripts, client scripts, and scripted ACLs.

No Additional Functionality

With Express, you cannot purchase additional functionality such as HR Management, Field Services, Facilities Management, Service Mapping, Orchestration, Configuration Automation, Cloud Provisioning, among others.

No Workflow Engine

Although mentioned as workflows, basically only the Execution Plans are available with ServiceNow Express. The Execution plans are nothing but ordered sets of sequential and parallel activities which sit behind the catalog and deliver the service as per the request. Organizations with complex request fulfillment processes find this as a major limitation of Express.

No Customizable CMS

Express does not offer a CMS portal. The catalog needs to be accessed from the regular web interface. The look and feel of the web interface is less customizable and may not match with the other web properties of the organization.

No Plugins

While Enterprise offers 360 plugins in Geneva, Express does not offer any! Even with a few which are integrated into the Management interface, there are severe limitations.





Other Missing Pieces

Express does not offer other features like bi-directional web services API integrations, custom UI actions, custom UI macros, graphical workflows, and scheduled jobs. Express also requires all changes to be made directly to production since it does not offer personal developer instances.

WHEN TO MIGRATE FROM SERVICENOW EXPRESS AND SERVICENOW ENTERPRISE

ServiceNow Express offers the excellent solution to help organizations take the first step into standardizing processes and drive visibility into the organization. With codeless configuration, Express helps organizations meet their basic needs. Over a period, organizations might feel the need for automation and complex business logic, in which case, they need to migrate to ServiceNow Enterprise. The migration preserves the existing Express configurations and data. It also allows keeping the same instance URL, core end user, and admin experience.

Some of the things which can be looked at primary indicators for the need for a more advanced service management solution are -

- ▶ The critical processes within the organization require more sophisticated workflows
- ▶ Organizations are looking to automate repetitive tasks and completely eliminate some of the manual tasks
- ▶ Organizations want to extend the IT services into areas like Project Portfolio Management, Security Operations, or Software Asset Management
- ▶ The service level agreements require multiple layers of approvals
- ▶ There is a need to closely monitor and map business services
There is a need for a more customized and personalized self-service portal which matches the other web properties of the organization

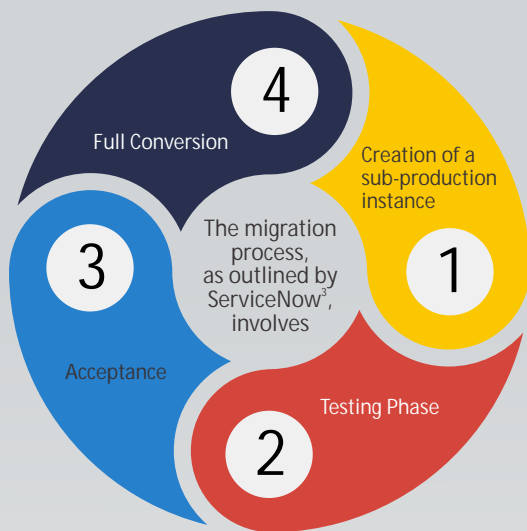
MIGRATION PROCESS OVERVIEW

ServiceNow Express to Enterprise migration is a relatively smooth process and the conversion takes less than a day to complete. The experience of the end users and technicians does not change after the migration and at the same time, it offers a more enhanced functionality to the users. All the existing configurations, instances and data are preserved during the migration so that the organizations don't need to plan for a major system migration.

It is recommended that the organizations migrating to Enterprise should review the list of plugins that they will gain access to after the conversion. The additional functionality provided by the plugins can be deployed as per the needs. ServiceNow recommends creating a roadmap of the plugins enablement along with the time lines. It is also a good practice to review and study the documentation in advance to be able to take advantage of the additional powerful features

The migration process, as outlined by ServiceNow³, involves

- ▶ Creation of a sub-production instance – ServiceNow takes a cloned copy of the ServiceNow Express production instance and creates a sub-production instance for the Enterprise Service Management platform.
- ▶ Testing Phase – Organizations get a 15-days testing phase after the instance creation. This testing phase is useful for verifying the comfort level of the users with the new system.
- ▶ Acceptance – On confirmation from the organizations that the sub-production instance is acceptable and completed, the Administrator updates the change record.
- ▶ Full Conversion – Post the scheduled full conversion and pairing of the sub-production instance, the ServiceNow Enterprise becomes available for users and they can start configuring the new features, and roll them out after validation.



KEY CONSIDERATIONS FOR SERVICENOW EXPRESS AND ENTERPRISE MIGRATION

ServiceNow recommends that organizations which are planning to migrate from Express to Enterprise should consider the following four crucial functionality areas since these areas offer more flexible, powerful, and configurable capabilities which are not offered by Express –

Approval Rules

Approval rules behave in a very peculiar manner in the Express Platform -

- ▶ They are applied to a record based on when the record is saved
- ▶ They run only when requested
- ▶ For catalog requests, they always occur first

However, in the case of the Enterprise platform, the approval rules are defined within the workflow. This allows IT managers to define nested approvals integrated into the workflows and also define approval loops. They can also define Reminder tasks to remind the approvers for action.

Because of such complexities, reconsideration of approval rules is a critical aspect of the migration process.

SLA Engine

While the Express SLA engine is purely record-based, the Enterprise platform SLA Engine offers many more features, such as the job scheduling, auto-calculation of metrics like time passed or time remaining etc. Apart from this, IT Managers can use workflows to configure additional SLA complexity.

Security

The Express platform offers fairly straightforward and simple security for create, read, update, delete (CRUD) access through the dictionary. On the other hand, the Enterprise platform uses contextual security. With contextual security, IT managers can enforce a tighter access control (ACLs). The migration from Express to Enterprise converts the CRUD settings to ACLs but the security accesses are not changed. However, the IT Managers can use the security-based plugins which are available with Enterprise platform and provide column level encryption, edge encryption, or encryption for data at rest. Enterprise platform also offers more granular options for granting access to the appropriate users.

Development Instance

Along with the production instance, the Enterprise platform offers development instance. Users can use the development instance to test and validate new configurations. Once the changes to the development instance are confirmed and accepted, those can be pushed to the production instance.

Alcor's Expertise in ServiceNow

ALCOR'S EXPERTISE IN SERVICENOW

Alcor takes a strategic ITSM implementation approach and focuses on solving the business problems of their clients by leveraging an integrated business process design and technology implementation capability. Alcor's ITSM solutions with ServiceNow leverage a business view of IT services. The objective is to enable the IT support organization to:

- Quickly resolve or escalate issues and problems
- Improve root cause isolation, and
- Provide higher levels of business user satisfaction.

Alcor brings substantial process expertise, ServiceNow experience and depth of organizational governance modeling to build solutions that are effective and provide complete life cycle support for Incident Management, Problem Management, Change Management and Configuration Management. Alcor has experience in Automating ServiceNow with external applications like emails, active directories, Adobe, assets, and Amazon Cloud Provision (LABS). This includes real-world experience of having worked with enterprises in the banking and financial services and retail sector where we have helped orchestrate transaction volumes running into the 100's of thousands.

Alcor has specific expertise in ServiceNow IT Operations Management across the three levels, Orchestration, Release Management and Service Analytics. Through effective Orchestration Alcor helps clients launch the right automated process consistently and to codify best practices into the process workflows to save time and money. Alcor's expertise in helping their clients manage Release Management better allows optimal usage of the IT assets, hardware and software, available to the client to ensure effective, timely, un-interrupted and on-demand service delivery. Alcor helps their clients put in place Service Analytics solutions that gives them the capability to keep track of each and every infrastructure component that impacts overall service delivery.

Alcor achieves this by leveraging their integrated business process design and technology implementation capability. Their professionals are the top talents in the business with deep personal understanding of the business verticals they service. This allows them to deliver flexible solutions that work in the real world. Their strength lies in delivering solutions that are customized to the specific requirements of their customers including complex integrations with the other systems in the ecosystem like Financial and Procurement Management systems.

Building effective Enterprise Service Management solutions is one of Alcor's key business focus areas. Alcor consultants have deep expertise around implementing and managing key IT Service Management processes such as Incident, Change, Release, Problem, Configuration Management & Asset Management. Alcor provides process maturity & technological sophistication when implementing ESM solutions.

CONCLUSION

Gone are the days when IT teams and IT Managers could rely on email or spreadsheets to manage their day to day operations and processes. These traditional ways do not offer progress visibility and IT teams struggle with task management and service delivery, which in turn hampers the customer satisfaction. Considering the needs to small businesses and SMBs for a simple and basic IT service management solution, ServiceNow launched ServiceNow Express. With ServiceNow Express, IT administrators can leverage the easy-to-use interface and gain the complete view of all IT requests. It allows them to effectively manage day to day requests and achieve greater customer satisfaction. Once the IT services in an organization mature and they need more sophisticated workflows, customized processes, and greater automation, they can upgrade their implementation to ServiceNow Enterprise and make the most of their investment. ServiceNow Express to Enterprise migration is a very smooth and quick process. It does not hamper the day-to-day operations at the organization and the user experience for the end users also does not have any impact.

ABOUT ALCOR SOLUTIONS

Alcor is a global cloud advisory and implementation services company serving Fortune 500, Government Agencies, and other leading organizations in multiple industry verticals across the Americas, Canada and India. Alcor is a ServiceNow Gold Services Partner and also partners to Salesforce, FireEye, Microsoft, Dell, Bomgar and BigPanda amongst many more. They advise leading businesses on cloud platforms, architecture, enterprise service management and integrating IT service delivery. They also provide business process consulting to capture, re-engineer and improve processes that can easily be automated to deliver real value. The Alcor consulting team is derived from a combination of experts in Business strategy, Cloud Technology and Organizational Change Management.

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Alcor is a technology implementation company focusing on Enterprise and Government technology needs in ITSM, systems integration, web development and mobility space. We provide a strategic ITSM implementation approach to our clients and focus on solving business problems by leveraging an integrated business process design and technology implementation capability.

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