

MIGRATING FROM SERVICE DESK TO SERVICE MANAGER MADE EASY WITH EXPRESSO

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Agenda

- Introduction
- A little about “Migration” ...
- Implementation using eXpresso
- Demo
- Benefits
- Q & A



Introduction

Philipp Koch

- Solution Architect at Globicon
- 10+ years in Service Management

Globicon

- Consultancy and Software development
- Solution called **eXpresso**

Globicon 



Migration myths...

- Expensive and long project
- Integrations are tricky
- All data has to be moved
- The tool is to blame
- Difficult and complex
- User acceptance
- Processes (match, adjust, review)

→ **Shy away from a migration**



A little about “migrations” – the reality

- Migration is a small part of an Implementation
- 20% Technology – 80% Process
 - What migration approach?
 - Which data is migrated?
 - Migrate or federate?
 - Prepare data?
- Tool upgrade = process upgrade/review ?
- Get the people on board
 - Change is always a challenge !
 - Communication is key to achieve acceptance



Approach options

- Start “from scratch”
 - Time consuming and costly
 - “Out of Box” does not exist !
 - A new start...
- Copy/redo the old
 - Very expensive and time consuming
 - Against the concept of a new tool
- A mixed model
 - Take the best from both
 - Faster, cheaper and more effective



Implementation using



- Agile approach – **fast** implementation
- **Mixed** migration model
 - Move base data
 - Move Service calls, Incidents, Problems, CI's
 - Do not move Changes
- Run in parallel before full switch over
- Preconfigured and **customized** solution
- Very much like Service Desk
- Data Model Mapper (**DMM**)



Case Studies

– Saxo Bank

- Service Desk → Service Center and uCMDB
- Processes “upgraded” and rolled out
- Only 3 months duration



– Codan

- SC 6.2 → SM 7.11
- Using DMM



For more check on www.globicon.dk



Migration Demo



Benefits

- Short project duration
- Wizard based
- Data migration query is prepared
- Simple execution and administration
- Integrations via web services
- Fast adaptation by users
- Similar functionality known from Service Desk
- Good value for money 😊



Thank you!

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Booth: C05



BREAKTHROUGH *OUTCOMES*

