Jumpstart Your Upgrade

Upgrades made easy

Staying current with your Now Platform lets you take advantage of the new features and functionality designed to help you achieve your business outcomes. By keeping your instance up to date, you maximize your ServiceNow investment, reduce the risk of encountering issues that have already been resolved, and avoid the issues inherent with running an unsupported release.

With the Jumpstart Your Upgrade service, you get best practice guidance that makes it easier to plan and perform a ServiceNow upgrade. Our prescriptive approach to upgrade planning helps you identify potential risks with the goal of reducing the time and effort involved in executing an upgrade. With this service, you get a detailed assessment of your ServiceNow instance to help you understand your instance's upgradability, an overview of upgrade best practices, and personalized preparation and planning guidance to make it easier and faster to stay on the latest release.
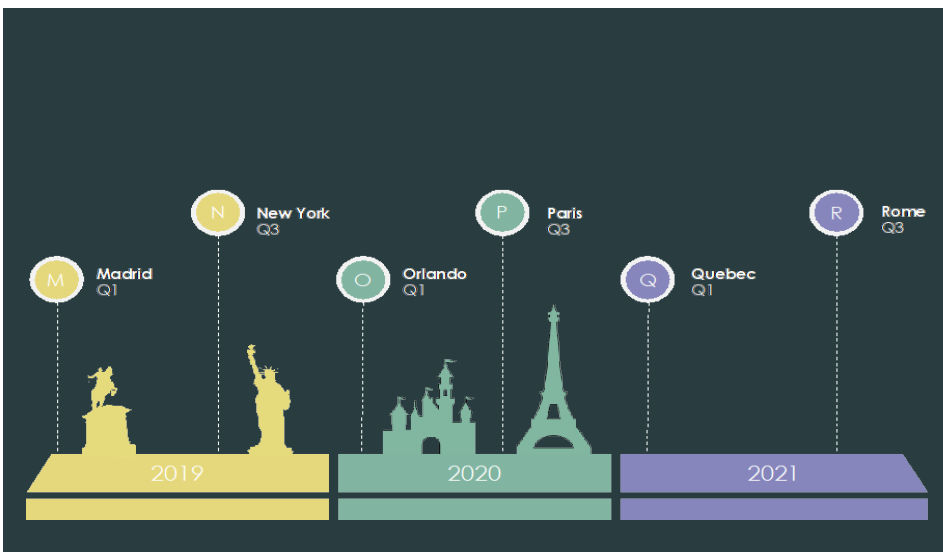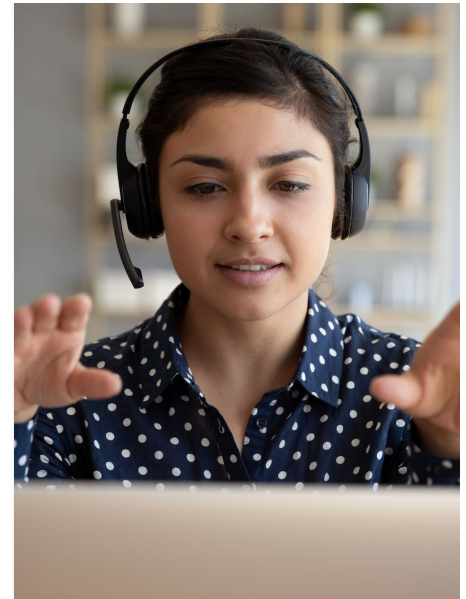

Figure 1: ServiceNow Upgrade Schedule

After you enroll in the service, you'll work directly with one of our upgrade specialists to complete the following:

1. Understand your upgrade readiness

You receive a temporary clone of your ServiceNow instance that is upgraded to the latest release. We run a HealthScan upgrade assessment to evaluate your upgrade readiness.

2. Review personalized release notes

You get access to personalized release notes and guidance to focus on adopted applications first.

Benefits

Get an objective assessment of your upgrade readiness

Receive upgrade-related findings from HealthScan to optimize your instance performance and upgradability.

Upgrade confidently and reach your upgrade goals faster

Jumpstart Your Upgrade applies several automated tools to provide insights into your instance health and upgradability. These tools help you make informed decisions and gain confidence about upgrading to the next release.

Accelerate and simplify upgrades

With best practice guidance and access to valuable resources and tips, prepare for and perform your ServiceNow upgrade in weeks, not months.

3. Get upgrade best practices

You receive a list of upgradability findings powered by HealthScan to optimize your instance performance and upgradability.

4. Run Automated Test Framework (ATF)

You learn about the Automated Test Framework tool with a demonstration, so you can identify and document test scenarios that reduce testing time through automation.

5. Analyze problems

You get a list of potential problems you may encounter during an upgrade and guidance on mitigating issues with ATF.
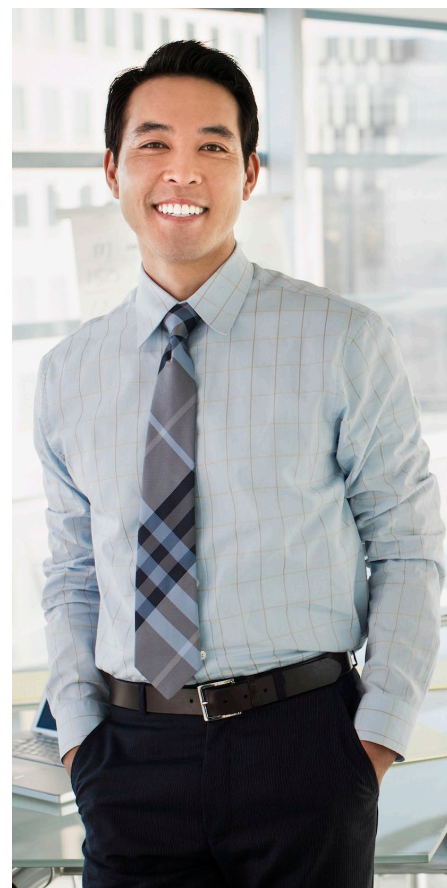
6. Get guidance on reviewing skipped logs

We advise on best practices for processing skipped records and on how to track and process key learnings to use in current and future upgrades.

7. Receive project plan assistance

You receive a sample upgrade project plan that outlines leading practices and key activities to execute as part of your upgrade.

Service exclusions

The following activities are not provided as part of the package:

- Customer environment sub-production and production upgrade
- Troubleshooting or assistance with resolving findings
- ServiceNow platform implementation or configuration

The following customers are not eligible for this service:

- Customers not hosted in a ServiceNow data center
- Customer requiring security clearance

Get started!

Order the Jumpstart Your Upgrade service directly on the **ServiceNow store**, and experience faster and easier upgrades.

> "
> I personally feel more comfortable now… [the service] has been very meaningful for me...It's really good to have that info (customizations impact) so we can take it back to the businesses.
>
> **–** TransAction Solutions Ltd.