# ServiceNow Instance Rollback Process After Upgrade

## Overview

This document outlines the rollback procedure for reverting a client’s ServiceNow instance to its pre-upgrade state. This process assumes a full instance backup was captured prior to the upgrade and that the rollback will be executed using ServiceNow’s backup and restore functionality.

## Pre-Rollback Checklist

* Confirm that a full backup exists (captured pre-upgrade via HI portal).
* Notify stakeholders and establish rollback window.
* Confirm no new data or configuration changes were made post-upgrade that must be preserved.
* Client provides written approval to proceed with rollback.
* Freeze all development and end-user activity during the rollback window.

## Rollback Steps

### Step 1: Access the HI Service Portal

1. 1. Go to: https://hi.service-now.com
2. 2. Login with partner credentials.
3. 3. Navigate to Manage Instances > Your Instance.
4. 4. Select the instance (e.g., dev12345, prod45678) you want to roll back.

### Step 2: Initiate a Restore from Backup

1. 1. Click on Restore from Backup.
2. 2. Choose the pre-upgrade backup snapshot (verify timestamp).
3. 3. Submit the restore request and note the change request ID or tracking number.
4. 4. ServiceNow will begin the restore and the instance will become read-only during this period.

### Step 3: Estimated Timelines

Activity - Estimated Duration

* Backup validation - 30–60 minutes
* Restore initiation - 15–30 minutes
* Instance restoration - 2–4 hours (varies by size)
* Smoke testing & spot checks - 1–2 hours
* Client QA Testing - 2–4 hours (post-rollback)
* Total Estimated Time: ~6–10 hours

### Step 4: Confirm Rollback Completion

1. 1. You’ll receive a notification from ServiceNow once the restore is complete.
2. 2. Validate the login and major UI components.
3. 3. Run the following spot checks:
4. 4. - Active Incident, Change, and Request records
5. 5. - Business rules, client scripts, and workflows
6. 6. - Custom applications or integrations
7. 7. - Service Portal functionality
8. 8. - Email notifications and scheduled jobs

### Step 5: Handover to Client QA

1. 1. Provide a checklist or test script (prepared in advance).
2. 2. Coordinate with the client’s QA team for UAT and confirmation testing.
3. 3. Ensure the client signs off that the instance has returned to the desired state.