Upgrade Architecture & Technical Questionnaire

**<Upgrade Project Name>**

<Release Name>

Updated: June 2022

Asset number: 0002406

Table of Contents

[Introduction 3](#_Toc108696313)

[Upgrade Questionnaire 3](#_Toc108696314)

Introduction

Complete this questionnaire after you have reviewed the Release Notes and before you start the Upgrade Workshop and Upgrade Strategy.

The purpose is to make sure the existing System Architecture accounts for all of the impacted systems, processes and integrations that the ServiceNow upgrade might impact, and any known dependencies.

Update the questionnaire to cater for your own platform design and upgrade process/policies.

Upgrade Questionnaire

Complete the questionnaire and update the System Architecture, which was completed as part of the original implementation and which forms part of your organization’s Platform Operating Model.

| **Ref.** | **Description** | **Yes** | **No** | **Notes/Dependencies** |
| --- | --- | --- | --- | --- |
| 1 | **Integration(s)**   * Are all current integrations still required? * Are any new integrations required? * Identify directionality of all integrations * Document integrations for each instance in the environment, their credentials and instance specific properties * Make note of any integrations with dependencies of file paths or critical schedules * Are any dependent on Mid Server(s)? |  |  |  |
| 2 | **MID Server(s)**   * Identify which integration route through MID servers (e.g. LDAP or REST) * Identify how MID Servers are in use e.g. Discovery, Service Mapping, Integrations, etc. * What instances does each map to? * Document where is each MID hosted * Any modifications to base wrapper files for specific functionality? * Are there any clustering or HA configurations? |  |  |  |
| 3 | **ServiceNow Instance Stack**   * Is the physical technical architecture diagram, detailing the ServiceNow instances, up to date? * Are the instance names; purposes and owners accurate? * Document release/patch of each version * Have clones been undertaken and, if yes, when were they undertaken? |  |  |  |