

## ServiceNow Upgrade Planning Checklist

Please refer to the following checklist to support the planning and tracking of activities related to your ServiceNow instance upgrade.

Some optional steps may not be appropriate (mark as 'N/A' - Not Applicable) depending on the number of instances, customizations etc.

Note: The process for completing steps for 'Self Hosted' customers may vary e.g. requesting cloning of instances or upgrades and needs to be taken into consideration during planning.

|                           |  |
|---------------------------|--|
| Customer Name:            |  |
| Production Instance Name: | https://[instancename].service-now.com   |
| Other Instance Names:     | https://[instancename].service-now.com<br>https://[instancename].service-now.com |

### PHASE 1 - PREPARATION

|   | Description   | Yes                      | No                       | N/A                      | Comments |
|---|---|--------------------------|--------------------------|--------------------------|----------|
|   | RECOMMENDED READING   |                          |                          |                          |          |
| 1 | In HI, review ' <a href="#">Upgrade best practices</a> '.<br><i>Responsible: ServiceNow &amp; Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 2 | In HI, review ' <a href="#">How to upgrade a ServiceNow instance and manage scheduled updates</a> '.<br><i>Responsible: ServiceNow &amp; Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 3 | Review <a href="#">Release Notes</a> and other available release materials.<br>Determine new functionality, notable changes e.g. whether any features previously customized in the customer's instance are upgraded in this release.<br><i>Responsible: ServiceNow &amp; Customer</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|   | SCOPE & APPROACH  |                          |                          |                          |          |
| 4 | Confirm which ServiceNow instances are in-scope for upgrade.<br><i>Responsible: Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 5 | Confirm the instance hosting model e.g. ServiceNow cloud, on-premise, on-premise (dark).<br><i>Responsible: ServiceNow or Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 6 | Confirm the current release version for each instance.<br><i>Responsible: ServiceNow or Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 7 | Confirm the target ServiceNow feature release and patch level.<br><i>Responsible: Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 8 | Confirm plans to enable or disable features introduced in the new product release.<br><i>Responsible: Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

|    | Description  | Yes                      | No                       | N/A                      | Comments |
|----|--|--------------------------|--------------------------|--------------------------|----------|
| 9  | <p>Confirm whether it's possible to freeze all development (and testing) in ServiceNow Sub-Production instances until the production upgrade is completed.<br/>Note: This may require several weeks.</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 10 | <p>Confirm whether there is business need to continue development (and testing) activities in a Sub-Production instance while upgrade, remediation and testing activities are performed in parallel on another instance.</p> <p><i>Responsible: Customer</i></p>                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 11 | <p>Confirm whether the upgrade of any Sub-Production instances will wait until <u>after</u> the production upgrade is completed (via clone from production)</p> <p><i>Responsible: Customer</i></p>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 12 | <p>Confirm the testing scope and approach.</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 13 | <p>Determine whether any existing training materials, Knowledge Base articles (in the customer's instance) or other supporting documentation need updating to align with the upgraded version e.g. changes in functionality or user interface.</p> <p><i>Responsible: Customer</i></p> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

|    | Description   | Yes                      | No                       | N/A                      | Comments |
|----|---|--------------------------|--------------------------|--------------------------|----------|
|    | PLANNING  |                          |                          |                          |          |
| 14 | <p>OPTIONAL: Create a High Level Implementation Plan (1 Page). This should cover the sequence and timing to upgrade Sub-Production &amp; Production instances, which instances will be cloned and which instance will be used for integration testing.</p> <p><i>Responsible: Customer</i></p>        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 15 | <p>OPTIONAL: Schedule the ServiceNow 'Configuration Review' providing recommendations to align the customer's configurations with ServiceNow best practices.</p> <p>Note: There may be a service charge and require professional services engagement.</p> <p><i>Responsible: ServiceNow</i></p>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 16 | <p>Submit a <a href="#">Request Version Entitlement</a> request in HI selecting the instance, current and target version.</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 17 | <p>Review the <a href="#">Supported Web Browsers</a> wiki page to determine browser pre-requisites e.g. versions and types supported (additional requirements for UI14). Compare to the customer's corporate standard and identify any gaps.</p> <p><i>Responsible: ServiceNow &amp; Customer</i></p> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 18 | <p>Identify the core team of power users and key stakeholders required to validate functionality in the ServiceNow instance/s before and after upgrades.</p> <p><i>Responsible: Customer</i></p>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 19 | <p>Confirm the availability of other systems required for integration testing (key resources and environments).</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 20 | <p>Confirm whether there are any restrictions in which ServiceNow instances can be used for integration testing e.g. an interfacing system is only setup to access a specific ServiceNow test instance.</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 21 | <p>Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades e.g. end quarter.</p> <p><i>Responsible: Customer</i></p>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

|    | Description   | Yes                      | No                       | N/A                      | Comments |
|----|---|--------------------------|--------------------------|--------------------------|----------|
| 22 | Create a comprehensive test plan including test cases for all core instance functionality and integrations.<br><i>Responsible: Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 23 | Confirm the method for tracking any defects identified during testing.<br><i>Responsible: Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|    | SUB-PRODUCTION INSTANCE SETUP   |                          |                          |                          |          |
| 24 | Notify impacted users and internal stakeholders of the scheduled date/time for cloning (from production) and upgrade of the Sub-Production instance.<br><i>Responsible: Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 25 | Follow the following process for cloning the production instance over the Sub-Production environment (to be used for testing and remediation). <ul style="list-style-type: none"> <li>– Pre-Berlin Release <a href="#">click here</a></li> <li>– Berlin or later releases use the <a href="#">System Clone</a></li> </ul> <p>Note: It's important that testing be done on a system that reflects the Production instance as closely as possible.</p> <i>Responsible: ServiceNow or Customer</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 26 | Clone the Production instance over the Sub-Production environment/s. Following the <a href="#">System Clone</a> instructions for details<br><br>Note: To include the production audit log and attachment data, ensure that you have deselected the exclude options,<br><i>Responsible: ServiceNow</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|    | <b>Milestone: Sub-Production Instance setup complete.</b>   |                          |                          |                          |          |
|    | SYSTEM BENCHMARK  |                          |                          |                          |          |
| 27 | Create a System Benchmark for the Production environment.<br><br>Analyze the current configuration including key functionality, level of customization, number of users, integrations, instance performance etc.<br><i>Responsible: ServiceNow or Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 28 | Review System Logs for errors and warning messages.<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 29 | Review the prior 'Upgrade History' records in the ServiceNow instance to see what was skipped, updated, inserted  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

|    | Description   | Yes                      | No                       | N/A                      | Comments |
|----|---|--------------------------|--------------------------|--------------------------|----------|
|    | or deleted in the previous upgrade.<br><i>Responsible: ServiceNow or Customer</i>   |                          |                          |                          |          |
| 30 | Review upgrade related Scheduled Jobs in the 'System Scheduler'.<br><i>Responsible: ServiceNow or Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 31 | Export the plugins list (for later reference)<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 32 | OPTIONAL: ServiceNow Configuration Review providing recommendations to align the customer's configurations with ServiceNow best practices.<br><br>Note: There may be a service charge and require professional services engagement.<br><br><i>Responsible: ServiceNow</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|    | <b>Milestone: System Benchmark Complete</b>   |                          |                          |                          |          |

^ Clone requests can also be submitted within the ServiceNow instance rather than using HI

## PHASE 2 - SUB-PRODUCTION VALIDATION

|   | Description   | Yes                      | No                       | N/A                      | Comments |
|---|---|--------------------------|--------------------------|--------------------------|----------|
| 1 | Submit an 'Instance Upgrade Request' request in HI at <a href="https://hi.service-now.com">hi.service-now.com</a> for upgrading the Sub-Production environment/s.<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 2 | Upgrade the required Sub-Production environment/s.<br><i>Responsible: ServiceNow</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 3 | Apply update sets (if required). Ensure the required plugins are enabled.<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|   | <b>Milestone: Sub-Production Instance Upgrade Complete</b>  |                          |                          |                          |          |
| 4 | Complete any required remediation to resolve configuration conflicts or issues reported as part of the upgrade.<br>Refer to the list of system records identifying objects where the upgrade process was <u>skipped</u> , analyse and apply changes where appropriate (leave, revert and re-apply*)<br><i>Responsible: ServiceNow or Customer</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 7 | Complete testing to validate key functionality including: <ul style="list-style-type: none"> <li>• Customizations</li> <li>• Integrations</li> <li>• Instance performance (refer to system logs)</li> </ul> <i>Responsible: Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 8 | Implement any necessary fixes (these will be re-applied to production as update set/s after upgrade).<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 9 | <b>Milestone: Sub-Production Validation Complete</b>  |                          |                          |                          |          |

\* Some records may need to 'revert to out-of box' (to be upgraded) then manually reconfigure customizations to meet the customers requirements.

## PHASE 3 - PRODUCTION UPGRADE

|   | Description  | Yes                      | No                       | N/A                      | Comments |
|---|--|--------------------------|--------------------------|--------------------------|----------|
|   | <b>PLANNING</b>  |                          |                          |                          |          |
| 1 | <p>Confirm the core team of power users and key stakeholders required to validate functionality in the ServiceNow instance after the production upgrade.</p> <p><i>Responsible: Customer</i></p>                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 2 | <p>Confirm sign-off from IT and Business stakeholders that all Sub-Production instance defects have been fixed and validated in a single update set.</p> <p><i>Responsible: Customer</i></p>                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 3 | <p>Confirm coverage for Day 1 support post upgrade (Customer &amp; ServiceNow)</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 4 | <p>Review the 'Upgrade History' for the Sub-Production instance to confirm start and finish times for input to the Implementation Plan).</p> <p><i>Responsible: ServiceNow or Customer</i></p>                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 5 | <p>Create a Production Upgrade Implementation Plan that includes all upgrade steps, roles &amp; responsibilities, communication plans, key contacts, support coverage for Day 1 etc.</p> <p><i>Responsible: Customer</i></p> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 6 | <p>Schedule a walkthrough &amp; sign-off of the Implementation Plan with key stakeholders and the core team.</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 7 | <p>Submit and obtain approvals for change records as required by the organizations change process.</p> <p><i>Responsible: Customer</i></p>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 8 | <p>Submit an 'Instance Upgrade Request' request in HI at <a href="https://hi.service-now.com">hi.service-now.com</a> for upgrading the production instance.</p> <p><i>Responsible: ServiceNow or Customer</i></p>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 9 | <p>Send a communication to key stakeholders and end users with details for the production upgrade outage, new features etc.</p> <p><i>Responsible: Customer</i></p>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|   | <b>Milestone: Ready for Production Upgrade</b>   |                          |                          |                          |          |

|    | Description   | Yes                      | No                       | N/A                      | Comments |
|----|---|--------------------------|--------------------------|--------------------------|----------|
|    | UPGRADE   |                          |                          |                          |          |
| 10 | Upgrade the Production environment<br><i>Responsible: ServiceNow</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 11 | Apply any required update set(s) containing fixes identified during testing. Ensure the required plugins are enabled.<br><i>Responsible: ServiceNow or Customer</i>                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|    | Milestone: Production Instance Upgrade Complete   |                          |                          |                          |          |
| 12 | Verify with all key stakeholders that the system is performing properly after production upgrade, logs are clean, and key functionality is available.<br><i>Responsible: Customer</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|    | CLOSURE   |                          |                          |                          |          |
| 13 | Celebrate your successful ServiceNow production upgrade.<br><i>Responsible: ServiceNow &amp; Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 14 | Schedule the Lessons Learned meeting to discuss and document improvements to ensure incorporated into the next ServiceNow upgrade cycle.<br><i>Responsible: Customer</i>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 15 | Upload Lessons Learned documentation and input regarding effort, timings etc. into a ServiceNow repository for future reference.<br><i>Responsible: ServiceNow</i>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|    | Milestone: ServiceNow Upgrade Initiative Complete   |                          |                          |                          |          |



## PHASE 4 – SUB-PRODUCTION UPGRADE (OPTIONAL)

This phase is only required if there is a requirement for the upgrade of one or more sub-production instances to wait until after the production upgrade is completed e.g. required for on-going development activities.

|   | Description  | Yes                      | No                       | N/A                      | Comments |
|---|--|--------------------------|--------------------------|--------------------------|----------|
| 1 | Export any updates from the sub-production environment used to continue development (pre-Eureka)<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 2 | Submit a 'Clone an Instance' request in HI at <a href="https://hi.service-now.com">hi.service-now.com</a> ^ for cloning the production instance over the Sub-Production environment/s.<br><i>Responsible: ServiceNow or Customer</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 3 | Clone the Production instance over any remaining Sub-Production environment/s.<br><i>Responsible: ServiceNow</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 4 | Re-apply any update sets to Sub-Production environment (required if development continued in parallel with upgrade activities)<br><i>Responsible: ServiceNow or Customer</i>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 5 | Complete any remediation required (as development was performed in a previous release version).<br><i>Responsible: ServiceNow or Customer</i>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
|   | <b>Milestone: ServiceNow Upgrade Initiative Complete</b>   |                          |                          |                          |          |

^ Clone requests can also be submitted within the ServiceNow instance rather than using HI