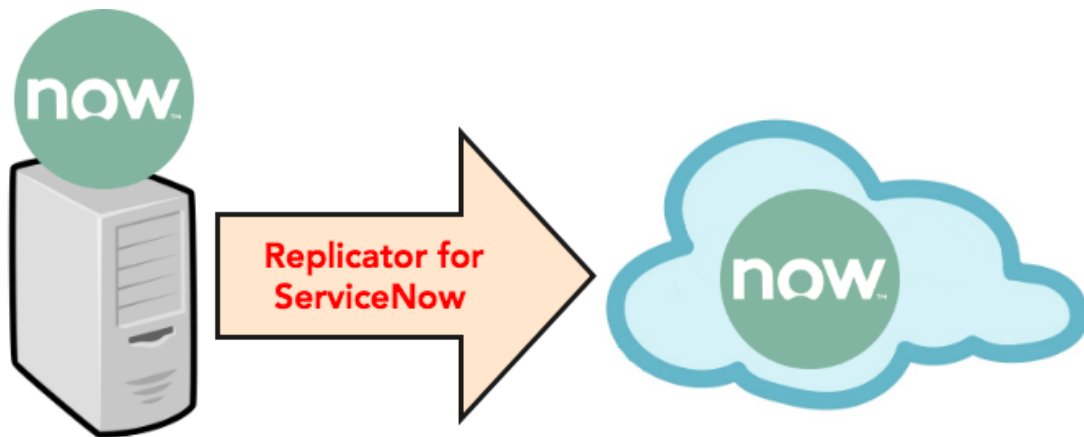


On-premises to cloud ServiceNow migrations

An **on-prem to cloud ServiceNow migration** involves syncing data from an on-premises ServiceNow instance with a cloud instance or vice-versa. Perspective Replicator for ServiceNow is the recommended tool for completing an on-premises to cloud migration. To learn more about Replicator, see [Replicator for ServiceNow](#).



Operating assumptions

A typical use case of syncing data from an on-premises instance to a cloud instance or vice-versa assumes:

- Typical ServiceNow-to-ServiceNow replication rate is in the range of 200 records per second or 17 million records per 24 hours. This rate is affected by networking and instance resource.
- Replication of data will occur over weekends and holidays, so day estimation includes these days.
- Phase 2 catch up (delta) replication should not last more than a few hours and therefore should be calculated to be less than 1 million records based on cut-off date.

Planning for your migration

In advance of your on-prem to cloud migration, you will need to:

- ✓ Determine the **scope of data** to be migrated and the tables to be migrated
- ✓ Determine how to **group your data** for the migration
 - 📘 **NOTE:** A typical approach is to group tables that are transactional or non-transactional in nature. Transaction tables will consistently receive inserts, updates, and deletes. Some typical examples of transaction tables are the **Incident** and **Task** tables. Non-transaction (or foundation) tables contain data that is not frequently in flux. Some typical examples of non-transaction tables are the **User**, **Location**, and **Catalog Item** tables.
- ✓ Resolve and/or map any **data structure differences** between your source and target instances
- ✓ Determine an appropriate **historical start date** for the scope of data to be migrated
- ✓ Calculate a **cut-off date** for Phase 1 of the migration
- ✓ Determine **schedule for group shares** so that no conflicts with shares occur

Migration Phase 1

Objective

Replicate approximately 100 GB of data up to your calculated cut-off date

Duration

Approximately 1-15 days

For **Phase 1** of your on-prem to cloud migration:

1

Install and validate Replicator for ServiceNow on your source instance

2

Install and validate Replicator for ServiceNow on your target instance

3

Create shared queues for data groups on your source instance with corresponding subscribe queues on the target instance

4

Create share (Perspectium MultiOutput Processing) jobs for each shared queue and create subscribe (Perspectium Replicator Subscriber) jobs for each subscribe queue. For more information, see [Multiple MultiOutput Jobs](#) and [Multiple Subscriber Jobs](#).

5

Test group share approximately 1000 records to validate accuracy of data sync

6

Full group share of all records for migration

7

Test results of Migration Phase 1

Migration Phase 2

Objective

Replicate data from your Phase 1 cut-off date to current

Duration

Approximately 1-2 days **NOTE:** Multiple Phase 2 activities may need to be executed to achieve this duration.

For **Phase 2** of your on-prem to cloud migration:

1

Configure Replicator settings to prepare for the migration

2

Full run delta replication to catch up data from cut-off date to current

3

Test results of Migration Phase 1, including a [table compare](#) between your source and target instances.

For more information or to request an on-prem to cloud migration for your organization, contact [Perspectium Support](#).

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