

ALM—SaaS Migration—Service

Smoothly migrate your ALM Octane, ALM/Quality Center, or LoadRunner Enterprise on-premises solution to the cloud with confidence

Executive Summary

Wanting to move off premises? OpenText Professional Services can help you quickly migrate to our software as a service (SaaS) solution. Our services help you:

- **Migrate smartly:** Find the cloud approach that makes sense for your organization.
- **Accelerate your migration:** We understand SaaS and can help you move faster.
- **Move safely:** You can rely on our knowledge, skills, and experience.
- **Adjust to the cloud:** Learn what's different about SaaS to change how you work.
- **Accelerate adoption:** We show your users how to use SaaS capabilities.

Service Overview

We offer three outcome-based services for ALM Octane, ALM/Quality Center, Performance Center, and LoadRunner Enterprise:

Offering	Max Duration
Small	3 weeks
Medium	6 weeks
Large	8 weeks

Services includes the following activities:

- **Preparation:** Assess your site and the data you want to migrate. Confirm prerequisites and migration requirements.
- **Planning and governance:** Plan what to migrate within your requirements. Adjust migration activities as needed.

- **Migration build and testing:** Prepare, install, and configure the environments required for the migration. Perform, test, and validate the migration process. Validate a selection of migrated data with your team.
- **Migration and Handover:** Instantiate migrated data in your live SaaS environment. Coach your users in the new environment. Assist with your transition to the live SaaS solution.

Service Description

Want more detail? Here's each activity we perform during a service:

Preparation

- Analyze your site and data for the agreed migration scope.
- Work with you to confirm all migration prerequisites are met.
- Verify remote access to your on-premises environment.
- Confirm timeline with you.

Planning and Governance

- Create a migration plan and checklist tailored to your site and requirements and socialize it with your key stakeholders.
- Engage your nominated team in a kick-off workshop to agree on the plan and communicate key migration events and requirements.

- Communicate migration progress to the project sponsor and stakeholders on a weekly basis.
- Construct test cases for the migration process and test the migrated solution data in the OpenText environment.
- Coordinate and adjust the migration plan as needed to ensure the timely construction of environments, test cases, and any other migration activities.

Migration Build and Testing

- Physically build, install, and configure the environments required for the migration to the OpenText SaaS environment.
- Move customer data to the OpenText environment and, if required, perform upgrades of customer data to align it to the current OpenText SaaS environment for the product in scope.
- Execute the test cases built for this migration and validate selected migrated data in the OpenText environment. Perform remediation and resolve defects to confirm the production readiness of your solution.
- Support your user acceptance testing in the environment as determined by OpenText.

Migration and Handover

- Perform any final migration activities, including moving data, configuring the solution, or validating your data in the live SaaS environment.
- Provide mentoring for users and administrators for up to three days.
- Support your SaaS transition, including decommissioning activities of your on-premises solution and supporting final acceptance testing.

Service Eligibility

You must subscribe to OpenText SaaS for ALM Octane, ALM/Quality Center, or LoadRunner Enterprise and have at least one of these solutions implemented on your site.

Service Limitations

This service does not include:

- Purchasing a SaaS subscription for OpenText products or license procurement.
- Troubleshooting third-party tools.
- Managing communications within or between your teams.
- Creating user acceptance test cases and scripts and executing user acceptance testing.
- Performing any integrations that OpenText doesn't support out of the box.

This service is limited to one OpenText product included in the listed products for the migration service and one environment for the migration.

Customer Responsibilities

You must execute the following activities to ensure we can deliver this service:

- Provide our team with remote access to your environment, data, and solution that will be migrated.
- Assign a Service Sponsor who can help solve issues.

- Assign managers and other personnel to work with OpenText throughout the service.
- Provide access to subject matter experts and administrators who are responsible for your product.
- Participate in the knowledge transfer between the implementation team and your staff.
- Perform backups before our team makes any changes and back up the target systems and work.
- Provide support for planned and emergency changes as part of your change management process.
- Approve any changes planned for the environment.

Terms

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Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if

available and at additional cost, through a mutually executed statement of work.

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Learn more at

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SKU

ALM—SaaS Migration (Small)—**PS-AB068**

ALM—SaaS Migration (Medium)—**PS-AB069**

ALM—SaaS Migration (Large)—**PS-AB070**