

# HP Service Manager

Software Version: 9.41

For the supported Windows® and Unix® operating systems

## Process Designer Migration Guide

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# Chapter 1: Migration guide overview

The guide describes:

- The procedure to upgrade to a Process Designer-based version of Service Manager (Service Manager Codeless)
- The procedures to migrate your data to Process Designer-based workflows
- The procedures to manually migrate your legacy processes to Process Designer workflows

## Target audience

This guide is intended for the following Service Manager users:

- Service Manager 7.1x, 9.2x, 9.3x, and 9.4x customers who have upgraded to HP Service Manager 9.41 Classic and want to migrate to HP Service Manager 9.41 Codeless by enabling the Process Designer applications.
- Service Manager 9.3x customers who have applied Process Designer Content Pack 4 and want to upgrade to HP Service Manager 9.41 Codeless. These customers should read the entire *Process Designer Migration Guide* (this document), both for guidance on migrating any modules not previously moved to Process Designer and for the data migration steps required to update their legacy data to the updated 9.41 Process Designer workflows.

### Note:

- Customers using Service Manager 9.3x with Process Designer Content Pack 3 are automatically upgraded to Service Manager Hybrid. For more information, see ["About the Service Manager 9.41 Classic, Codeless, and Hybrid modes" on the next page](#).
- Customers using Service Manager 9.3x with Process Designer Content Pack 2 must apply either Process Designer Content Pack 3 or Process Designer Content Pack 4 before upgrading to Service Manager 9.41, depending on the chosen migration path (Codeless or Hybrid).

# About the Service Manager 9.41 Classic, Codeless, and Hybrid modes

Service Manager 9.41 can be deployed in three different modes:

- **Service Manager Classic:** This mode refers to a system that is upgraded from an earlier Service Manager release and in which Process Designer is not enabled. In a Classic 9.41 system, the Knowledge Management and Service Level Management applications are implemented on Process Designer. All other modules will continue to use legacy, traditionally-tailored applications.
- **Service Manager Codeless:** This mode refers to a system in which Process Designer is enabled. For users upgrading from an earlier Service Manager release, they need to upgrade to 9.41, enable Process Designer, and then complete the migration tasks required to configure the new Process Designer modules to meet their business requirements.
- **Service Manager Hybrid:** This mode refers to a system in which Process Designer technology is fully implemented, yet that allows you to continue using legacy technology such as Format Control. Service Manager Hybrid eases the transition between Service Manager Classic and Service Manager Codeless by enabling you to continue to take advantage of your previous investments in legacy technology. This mode is available only to customers who are upgrading from a Service Manager 9.3x system that has Process Designer Content Pack 3 applied.

**Note:** Migration to Service Manager Hybrid is largely automated by a Process Designer Migration tool that is integrated into the Applications Upgrade Utility. As such, this guide contains instructions and information that do not apply to customers who are upgrading to Service Manager Hybrid. Instead, customers should use the *Process Designer Hybrid Guide*, which is available from the Installation and Upgrade Documentation Center, as the primary reference.

In new installations of Service Manager 9.41 (that is, not upgrades from earlier versions), the Codeless mode of Service Manager is automatically installed. The following table shows the differences between each module in the Classic and Codeless modes (for Hybrid mode, refer to the *Process Designer Hybrid Guide*).

Modules	Classic mode	Codeless mode
Knowledge Management	Process Designer	Process Designer
Service Level Management	Process Designer	Process Designer

Modules	Classic mode	Codeless mode
Service Desk	Classic Tailoring	Process Designer
Incident Management	Classic Tailoring	Process Designer
Problem Management	Classic Tailoring	Process Designer
Change Management	Classic Tailoring	Process Designer
Request Management	Classic Tailoring	Process Designer

You can use the following rules to determine in which mode you will be running Service Manager:

- Classic mode
  - If you are running a Service Manager 7.x, 9.2x, 9.3x, or 9.4x release, and have not installed an optional Process Designer content pack, you can use the Classic mode of Service Manager.
  - If you upgrade to Service Manager 9.41 and do not enable Process Designer, you will be running the Classic mode of Service Manager.
- Codeless mode (Recommended)
  - If you are running Service Manager 9.3x and have enabled Process Designer Content Pack 4, you must enable Process Designer and run Service Manager in its Codeless mode.
  - If you are running Service Manager 9.3x and have enabled Process Designer Content Pack 2, you must first upgrade to Process Designer Content Pack 4 before you can upgrade to Codeless mode.

**Note:** You can also upgrade to Hybrid mode from a Service Manager 9.3x system that has Process Designer Content Pack 2 applied by applying Process Designer Content Pack 3 before you upgrade to Service Manager 9.41.

- If you are running a Service Manager 7.x, 9.2x, 9.3x, or 9.4x release, and have not installed an optional Process Designer content pack, you can optionally enable Process Designer in Service Manager 9.41 to move to HP Service Manager 9.41 Codeless. When Process Designer is enabled, all modules will be moved to the Codeless mode. You do not have an option to enable Process Designer on a module-by-module basis.
- Hybrid mode
  - If you are running Service Manager 9.3x and have enabled Process Designer Content Pack 3, you are automatically upgraded to Hybrid mode. There is no other upgrade path to Hybrid mode.



**Note:** You can also upgrade to Hybrid mode from a Service Manager 9.3x system that has Process Designer Content Pack 2 applied by applying Process Designer Content Pack 3 before you upgrade to Service Manager 9.41.

## Migration tips and checklists

Due to the complexity of the application code structure in the Process Designer framework, a code migration script is not provided for the Process Designer-based modules. The following table provides a summary of how process migration and transactional data migration are performed for different modules.

Module	Process migration	Transactional data migration
Change Management	Automatically created by the Process Designer enablement script	Automatically migrated by the Process Designer enablement script
Service Desk	Manually migrated (see <a href="#">"Example process migration" on page 99</a> )	By the data migration tool (see <a href="#">"How to use the data migration tool" on page 18</a> ) - update the "incidents" table
Incident Management	Manually migrated (see <a href="#">"Example process migration" on page 99</a> )	By the data migration tool (see <a href="#">"How to use the data migration tool" on page 18</a> ) - update the "probsummary" table
Problem Management and Problem/Problem Task	Manually migrated (see <a href="#">"Example process migration" on page 99</a> )	By the data migration tool (see <a href="#">"How to use the data migration tool" on page 18</a> ) - update the "rootcause" and "rootcausetask" tables
Problem Management and Known Error/Known Error Task	Manually migrated (see <a href="#">"Example process migration" on page 99</a> )	By the data migration tool (see <a href="#">"How to use the data migration tool" on page 18</a> ) - either update the "knownerror" and "knownerrortask" tables, or move data from the "knownerror" to the "rootcause" table, and related attachments

Module	Process migration	Transactional data migration
Request Fulfillment	Not recommended	By the data migration tool (see <a href="#">"How to use the data migration tool" on page 18</a> ) - move data from the "ocmq"/"ocmo"/"ocml" to the "request"/"requestTask" table and related approvals, attachments
Service Level Management	N/A	By the data migration tool (see <a href="#">"How to use the data migration tool" on page 18</a> ) - update the "sla" table

Review the tips and checklists in the following sections before you upgrade to Process Designer.

## Help Desk modules

A process migration script is not provided for the Process Designer Help Desk modules as there is no workflow concept in the legacy Service Desk and Incident modules.

In the new Help Desk modules, new formats, display screens, and display options are used to reduce the chance of conflicts during the installation process. If some legacy formats, formatctrls, display options and display screens are still needed, you should re-implement the customization as a new format, display screen, or display option.

Most legacy processes can be re-used, so we recommend that you merge the customization during the conflict resolution steps in the Service Manager 9.41 applications upgrade process.

### Changes to Categories in Process Designer Help Desk

The legacy Incident, Interaction, and Problem modules share the same category, subcategory, and producttype files. However, in new Process Designer Help Desk modules, these categories are managed separately. Therefore, if you have created a new category in a legacy category table, you must migrate it to each of the corresponding category files (such as the imCategory/imSubcategory/imArea for the probsummary file). The mapping relationship is category to imCategory, subcategory to imSubcategory, producttype to imArea, and so on for the other Help Desk modules. For more information on how to use the migration tool to migrate category data, see ["How to use the data migration tool" on page 18](#).

Process Designer Help Desk also introduces the concept of shared categories. This concept exists because there may be many legacy Help Desk scenarios in which categories between Incident and Interaction do not match (such as when an end user submits a request for a support catalog item, and the categories must be shared to prevent Service Manager from failing to automatically create the Incident). If the customized category is also shared by two or three modules, you must migrate the data for each module category file that has the “Apply To” flag marked.

In the new category file, some legacy business logic that is defined on the category level are obsoleted. The following table provides suggestions for any customization based on those features:

Feature	Upgrade Suggestion (if there is still customization)
Category Alerts	<p>This is a legacy, light-weight SLA feature. We recommend that you re-implement the Alerts using the Alert Definition functionality. Alternatively, you may use the Service Level Management module if you have the SLM module installed.</p> <p><b>Note:</b> For Reassignment Thresholds, we recommend that you replace them with an Alert and a Notification to inform the Reassignment Group configured in the Assignment Table.</p>
Formats	<p>Display Formats settings should be re-mapped to the Format setting in a Process Designer workflow. If you customized a format in the legacy out-of-box, you must re-map the format to workflow-based format.</p> <p><b>Note:</b> We recommend that you move any legacy Print Formats setting to client printing. This is because the Print Formats setting is related to server side printing, which is obsolete and replaced by client printing.</p>
Assignment Group name/Assignment expression	<p>The Assignment Group name and the Assignment expression have two use cases:</p> <ol style="list-style-type: none"> <li>1. Used together with SLA alerts and defined on legacy category (for Incident only) as a Stage 1 alert group. In this use case, we recommend that you move these definitions to the SLM module.</li> <li>2. Used as default assignment group when an Incident is created. In this use case, we recommend that you replace them with a workflow rule set, by creating a JavaScript-based assignment lookup rule.</li> </ol>
Open options	<p>We recommend that you replace Open scripts with an On Add rule set at the workflow level.          We recommend that you replace the Copy/Open Link by using the copy record functionality.</p>
Old style print options	<p>Old print options are related to server side printing, which is obsolete and replaced by client printing.</p>

**Note:** Service Desk approvals are moved to a new sdCategory file. If you have any additional customized approval definitions, you must re-define them in the new sdCategory file.

Your implementation may also have some business control logic that is defined in the Problem phases. If so, we recommend that you move these to RuleSets.

## Change module

Process Designer workflows are created automatically for the Change management module when you enable Process Designer. However, any customizations that you have made to formats, formatctrl, display options, display screens, or the process require manual migration. For more information about how to do this, see the *Process Designer Tailoring Best Practices Guide*.

## Process Designer framework

### **Process Designer Tailoring Best Practices Guide**

We recommend that you use the new Process Designer tailoring methods provided by the Process Designer framework, and move all business logic to the new Process Designer methods.

For information about best practices for using the Process Designer framework tailoring methods, see the *Process Designer Tailoring Best Practices Guide*.

## Menu

After Process Designer is enabled, the new Process Designer-based modules are available in the left-side menu of Service Manager, and the menu entry points for the legacy Service Desk, Incident, Problem, Change and Request modules are prefixed by “Legacy.” To avoid confusion for your

users, we recommend that you either remove or rename these legacy modules after the code upgrade is finished. Also, after you run the Enablement script, these legacy entries point to legacy functionality which may no longer work because the legacy code base and the new Process Designer code base are not guaranteed to co-exist.

**Note:** You may need to move any customized menu link from a legacy sub-menu tree to a new location.

Additionally, new or customized inbox queries in Favorites and Dashboards may need to be redefined if the query is based on now-obsolete field values (for example, a mismatched ticket status value or an obsolete file name such as knownerror).

The legacy menu tree's security control is based on legacy profile variables and capability words. Because Process Designer maintains backward compatibility for security, and legacy profile variables are still populated, the legacy menu security control can still work. However, this does not mean that the menu link itself will function. Instead, it determines merely whether or not the control for this menu's visibility will still work. However, it is strongly recommended that you use the Process Designer security control methods to unify the controls, especially for newly-added menu links.

As a best practice, we recommend that you start from the new out-of-box menus and add any customized elements on a case-by-case basis . Trying to find all the legacy menu items that may not work after the Process Designer enablement would be more difficult.

## Service Level Agreements (SLAs)

The legacy Response Service Level Target (SLT) definitions are based on the legacy status (or phases for the Problem module). After Process Designer is enabled and the Help Desk data migration is complete, you must manually update the legacy Response SLO definitions according to how you migrated the old statuses and problem phases, and your business needs for SLA based on new Service Desk, Incident, Problem, and Change statuses and phases. Use the following table as a guideline.

<b>Information Type:</b>	<b>Where to Access:</b>	<b>Action:</b>
SLT Catalog definition	<b>Service Level Management &gt; Agreements &gt; SLT Catalog</b>	Update the initial/final state of legacy SLT catalog which are defined based on old statuses (or old phases) to new reasonable statuses (or new phases).

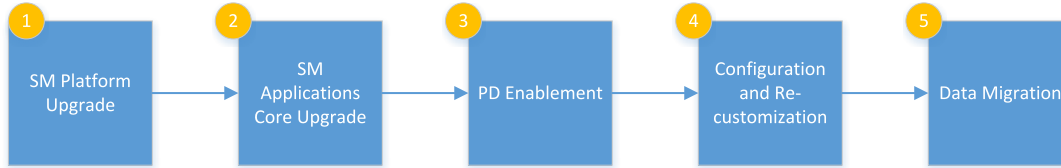
SLT definition	<b>Service Level Management &gt; Agreements &gt; Process Targets</b>	Update the initial/final state of legacy Response SLTs which are defined based on old statuses (or old phases) to new reasonable statuses (or new phases).
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**Note:** If the Batch Updated mode is used during data migration on non-closed Incident, Interaction, and Problem tickets, the corresponding Response SLT calculations may be inaccurate. This is because, in Batch Mode, the SLA triggers for these tickets may not be triggered.

Therefore, we recommend that you redefine the SLT and SLA definitions (based on the previous table) first, and then migrate the open Incident, Interaction, and Problem tickets in non-Batch Update mode. For closed tickets, you can still migrate data by using the Batch Update mode to gain the performance advantage.

## Chapter 2: Upgrade process

A complete upgrade process from a legacy Service Manager version to a Process Designer-based version is outlined in the following figure.



Steps 1 and 2 are normal upgrade processes and are explained by existing Service Manager tools and documentation, as shown in the following table.

Migration Step	Tool	Document(s)
1. Service Manager Platform Upgrade	<i>Binary replacement plus some lightweight server-side reconfiguration</i>	<i>Service Manager 9.41 Installation and Upgrade Documentation Center &gt; Interactive Installation Guide</i>
2. Service Manager Applications Core Upgrade	Service Manager Upgrade tool (for upgrading from an earlier version to 9.41). The Service Manager applications core upgrade usually involves conflict resolution between out-of-box data and customized data.	<i>Service Manager 9.41 Installation and Upgrade Documentation Center &gt; Applications Upgrade Guide</i>
3. Process Designer Enablement	<ul style="list-style-type: none"> <li>Server configuration utility (for new installations only)</li> </ul> <div style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <p><b>Note:</b> Process Designer is automatically enabled if you load the Service Manager 9.41 applications data by running the server configuration utility.</p> </div> <ul style="list-style-type: none"> <li>The <b>enablepd</b> command (for systems upgraded from an earlier application version only)</li> </ul>	<ul style="list-style-type: none"> <li><i>Service Manager 9.41 Installation and Upgrade Documentation Center</i></li> <li>Chapter 2 in this document</li> <li>Appendix A in this document</li> </ul>



Migration Step	Tool	Document(s)
	<p><b>Note:</b> After upgrading to a version of the Service Manager Classic applications (not Process Designer-based), you can run this command to enable Process Designer. The command reimplements all modules (Service Desk, Incident Management, Problem Management, Change Management, and Request Fulfillment) on the Process Designer framework. There is no option to migrate to Process Designer on a module-by-module basis.</p>	
<p>4. Configuration and customization</p>	<p>For configuration:</p> <ul style="list-style-type: none"> <li>• Enable Tool</li> <li>• Administration and Configuration</li> </ul> <p>For customization:</p> <ul style="list-style-type: none"> <li>• Process Designer workflows</li> <li>• Process Designer RuleSets and Actions</li> <li>• Process Designer Transition</li> <li>• Process Designer approval/alerts</li> </ul>	<ul style="list-style-type: none"> <li>• The <i>Application Setup</i> section in the online help provides instructions on how to implement your customizations within the Process Designer framework.</li> <li>• <i>Process Designer Tailoring Best Practices Guide</i></li> <li>• Appendix B in this document</li> </ul>
<p>5. Data Migration</p>	<p>The Data Migration tool. The tool supports the following two modes:</p> <ul style="list-style-type: none"> <li>• Batch update mode: Support volume migrations, such as Interactions and Incidents.</li> <li>• Copy or update mode: Supports individual table copies.</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 3 in this document</li> </ul>

## Chapter 3: How to use the data migration tool

You can use the data migration tool to migrate data from legacy process records to new process records within the same Service Manager system. It is not used to migrate data across different Service Manager systems. You can configure the migration tool from the GUI, and it requires administrator privileges.

The migration tool allows an operator to configure the field/value mapping between two files. It also covers customized fields. The out-of-box Process Designer provides several sample migration scripts that you can choose to use according migration scenarios.

**Caution:** During data migration, there are no dependencies between the modules, however the scripts for each specific module must be executed in the listed order. Additionally, scripts that are marked with an asterisk (\*) in the following table cannot be run in Batch Update mode. For more information about this mode, see ["Batch Update mode" on page 27](#).

Module	Script
PD Framework	<ol style="list-style-type: none"><li>1. <i>Legacy change model taskplanner data to new taskplanner (*)</i></li><li>2. Legacy change instance taskplanner data to new taskplanner</li></ol>
Incident	<ol style="list-style-type: none"><li>1. Legacy incident to new incident</li></ol>
Interaction	<ol style="list-style-type: none"><li>1. Legacy interaction to new interaction</li></ol>
Problem	<ol style="list-style-type: none"><li>1. Legacy problem to new problem</li><li>2. Legacy problem task to new problem task</li><li>3. <i>Legacy known error to new known error (*)</i></li><li>4. Legacy Process Designer known error to new Process Designer known error</li></ol> <div data-bbox="483 1524 1370 1633"><p><b>Note:</b> This script only applies to customers who have upgraded from Process Designer Content Pack 9.30.3 to version 9.41 Codeless.</p></div> <ol style="list-style-type: none"><li>5. Legacy known error related record migration</li><li>6. Legacy known error attachment to new known error attachment</li></ol>
Service Level Agreement	<ol style="list-style-type: none"><li>1. <i>Legacy SLA to new Agreement (*)</i></li></ol>

If further migrations are needed, an administrator can use these samples to define their own. Considering that Incident and Service Desk typically have a large data volume, the Data Migration tool supports an SQL batch update mode to ensure good performance.

**Note:** We recommend that you back up the production data before migration.

### **Migrating to 9.41 Classic**

Run the scripts for the following modules:

- Service Level Agreement

### **Migrating to 9.41 Codeless**

Run the scripts for specific modules as follows.

- From Process Designer Content Pack 9.30.3:
  - PD Framework
  - Problem (Only need to run the script: Legacy Process Designer known error to new Process Designer known error.)
  - Service Level Agreement

- From 9.40 Codeless:

No need to run any scripts

- From 9.41 Classic:
  - PD Framework
  - Incident
  - Interaction
  - Problem
  - Service Level Agreement

### **Migrating to 9.41 Hybrid**

Run the scripts for the following modules:

- PD Framework
- Problem
- Service Level Agreement

## How to access the tool

To access the Data Migration tool, follow these steps:

1. Type `db` in the command line to open Database Manager.
2. Type **migrationSetting** in the **Table** field, and then click **Search**.

The Data Migration Tool form opens. The following table describes the fields and options on this form.

Field	Description
Name	Migration script name (must be unique)
Description	No longer than 600 characters.
Source table	The source table from which you will migrate data.
Target table	The target table to which you migrate data. If the Target table = Source table, it is updated on same table.
Query	Defines an initial query condition on the source table.
Filter	Defines a data filter that further filters the data returned by the query for migration.
Fields Mapping Definition	Defines field mappings between the source and target tables.
Value Mapping Definition	Defines value mappings between the source and target tables.
Post Script	JavaScript expressions that should be executed during the migration.
Batch Update	Enable this option when the target file equals the source file. For more information, see " <a href="#">Batch Update mode</a> " on page 27.

- 3. To create your own migration script, click **Add**.
- 4. To find existing migration scripts, click **Search**.

## How to run a migration script

**Note:** If you are upgrading an existing Service Manager system to Process Designer, you need to customize the legacy out-of-box migration script samples for your specific environment.

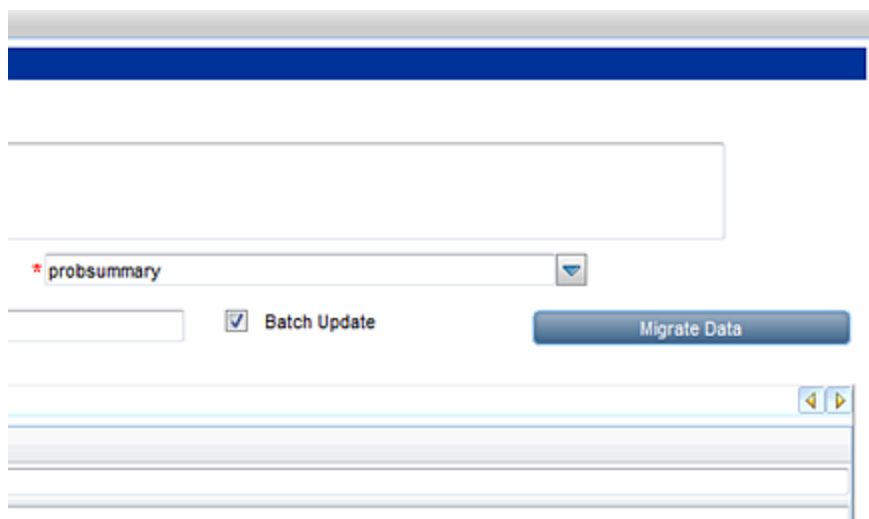
To run a migration script, follow these steps:

- 1. Enter the name of the migration script that you wish to run, and then click **Search**.

The screenshot shows the 'Data Migration Tool' interface. At the top, there is a search bar with the text 'Search migrationSetting Records' and a search icon. Below the search bar are navigation buttons: 'Back', '+ Add', 'Search', and 'More'. The main section is titled 'Data Migration Tool' and contains several input fields: 'Name:' with a text box, 'Description:' with a larger text area, 'Source Table:' with a dropdown menu, and 'Target Table:' with another dropdown menu. There are also fields for 'Query:' and 'Filter:'. A checkbox labeled 'Batch Update' is located to the right of the 'Query:' field. Below these fields are three tabs: 'Fields Mapping Definition', 'Value Mapping Definition', and 'Post Script'. At the bottom, there is a table with three columns: 'Target Field', 'Source Field', and 'Comments'. The table is currently empty.

- 2. In the Migration Script setting detail form, click **Migrate Data** to run the migration script.

**Note:** You can run the migration in Batch Update mode to get better performance when the source and target files are the same. The Batch Update mode cannot be used when you migrate data between two different files, such as from Legacy known error to Problem. For a list of scripts that you cannot run in Batch Update mode, see ["How to use the data migration tool" on page 18](#).



3. The Data Migration pop-up window shows the RDBMS SQL Statements that will be run on the database. Change these SQL statements if needed:

Wizard: Data Migration

Attention: 9 records might be impacted.

This is the preview function for the database migration script, only number, string and boolean type are supported, and unable to upgrade array

```
update [ROOTCAUSEM1] set
  [CATEGORY] = (CASE WHEN [CATEGORY]='BPPM' THEN 'problem' ELSE [CATEGORY] END) ,
  [CURRENT_PHASE] = (CASE WHEN ([CURRENT_PHASE]='Problem Detection, Logging and Categorization' or [CURRENT_PHASE]='Prob
WHEN [CURRENT_PHASE]='Problem Investigation and Diagnosis' and [RCSTATUS]<>'Closed' THEN 'Investigation' WHEN [CURRENT_PHASE]='Pr
[CURRENT_PHASE]='Problem Closure and Review' and [RCSTATUS]<>'Closed' THEN 'Review' WHEN [RCSTATUS]='Closed' THEN 'Closure' ELSE
  [RCSTATUS] = (CASE WHEN ([CURRENT_PHASE]='Problem Detection, Logging and Categorization' or [CURRENT_PHASE]='Problem Prior
THEN 'Categorize' WHEN [CURRENT_PHASE]='Problem Resolution' and ([RCSTATUS]='Pending Vendor' or [RCSTATUS]='Pending User') THEN 'Pe
[CURRENT_PHASE]='Problem Resolution') and [RCSTATUS]<>'Closed' and [RCSTATUS]<>'Deferred' THEN 'Work In Progress' WHEN [CURRENT_f
'Deferred' WHEN [CURRENT_PHASE]='Problem Closure and Review' and [RCSTATUS]<>'Closed' THEN 'Resolved' WHEN [RCSTATUS]='Closed' T
where [CATEGORY]='BPPM'
```

< Previous      Next >      Finish

4. Check that the SQL statements are correct, click **Next**, and then click **Finish** to start the migration

in Batch Update mode.

**Note:** If there is no data to migrate, or if the data is already migrated, you receive the following notification:

"No records match the filter condition. At least one matching record is required."

## Field mapping and value mapping

Field mapping defines the mapping between the fields in the source file and target file, as shown in the following figure.

Target Field	Source Field	Comments
agreement.id	agreement.id	
agreements	agreements	
category		
contacts	contacts	
current.phase		
customer	customer	
description	description	
display.category	display.category	
expiration	expiration	
external.support.groups	external.support.groups	

### Note:

- The Source and Target fields cannot be empty.
- The Source and Target fields must already exist in the table.
- If there is a structure field mapping and you are not in Batch Update mode, both fields must have the exact same structure definition.



- Array of structure and structure fields are not supported when in Batch Update mode.
- The M2 and alias table are not supported in Batch Update mode.
- You cannot use jscallback in Batch Update mode.

Value mapping defines the value mapping for each mapped field.

Target Value Mapping Field	Mapping Type	Condition	Target Value
category	jsCallback		\$value=lib.MigrateSLA.mi
current.phase	fixedValue	expiration>tod()	agreed
current.phase	fixedValue	expiration<tod()	expired
display.category	jsCallback		\$value=lib.MigrateSLA.mi

**Note:**

- For the fields that do not have a value mapping defined, the default is direct value copy.
- You can define multiple value mappings for the same field.

The following table describes each column in the Value Mapping Definition tab.

Column	Description
Target value mapping field	The field from target field that needs to define value mapping.

Column	Description
Mapping Type	<p>The following three types are supported:</p> <ol style="list-style-type: none"> <li>1. <b>fixedValue:</b> target field value = the fixed value defined in “Target Value” column. The supported fixed value are number, string, datetime, and Boolean. You cannot specify an expression in a fixed table, nor a fixed value for structure and array field type.</li> <li>2. <b>sourceField:</b> target field value = source field value defined in “Target Value” column.</li> <li>3. <b>jsCallback:</b> target field value = a JavaScript script to dynamically set the value. Three keywords (<code>\$sourceTable</code>, <code>\$targetTable</code>, <code>\$value</code>) can be used if the direct script code is written in the Target Value column: <ul style="list-style-type: none"> <li>◦ <code>\$sourceTable</code>, <code>\$targetTable</code> reference the field value in the source table field and the target table field, respectively as shown in the following example: <pre>var status = \$sourceTable["rcStatus"],\$targetTable["rcStatus"] = "open"</pre> </li> <li>◦ <code>\$value</code> is used to specify the current target field value as shown in the following example: <pre>\$value=vars.\$G_user_role</pre> retrieves the value from another variable. </li> </ul> </li> </ol> <p><code>jsCallback</code> can also support directly calling a JavaScript function defined in Script library, such as the following:</p> <pre>lib.UpgradeScript.migrateData(\$sourceTable,.\$targetTable);</pre>
Condition	<p>If the condition is true, then the value mapping is applied during the migration. The condition expression supports the following:</p> <ol style="list-style-type: none"> <li>1. Arithmetic operators: <code>&gt;</code>, <code>&lt;</code>, <code>&gt;=</code>, <code>&lt;=</code>, <code>=</code>, <code>~=</code></li> <li>2. Logical operators: <code>or</code>, <code>and</code></li> </ol>

Column	Description
	3. The “null” keyword can be used as a null value in the formula.
Target Value	Depending on the Mapping Type setting, Target Value can be a fixed value string, or a source field name or a JavaScript script.

## Batch Update mode

When the target file equals the source file, the migration tool executes the update operation on the same table. In addition, an additional SQL batch update mode is automatically enabled to allow the migration tool to directly update the underlying database.

**Note:** Some of the out-of-box migration scripts cannot be run in Batch Update mode. For more information, see ["How to use the data migration tool" on page 18](#).

Batch update mode can only be enabled when the target file equals the source file. If it is enabled, a batch SQL update is generated in a popup wizard instead of using the Service Manager API to update the data records one by one. After confirmation, the batch SQL update is sent to the underlying database.

If Batch Update mode is enabled, you should note the following:

- You should update the data records directly via the database without triggering Service Manager. Otherwise, updating the data records will trigger additional background process.
- The Filter Condition field should follow the RDBMS SQL grammar for your database. Otherwise, Filter Condition should follow query statement grammar of Service Manager.
- The “Condition” field in the Value Mapping Definition should follow the RDBMS SQL grammar for your database. Otherwise, Filter Condition should follow query statement grammar of Service Manager.

## Data Migration

Attention: 131 records might be impacted.

This is the preview function for the database migration script, only number, string and boolean type are supported, and unable to upgrade array or structure data. Please verify the sql before you click next

```
update [PROBSUMMARYM1] set
  [CURRENT_PHASE] = (CASE WHEN [PROBLEM_STATUS]='Open' or [PROBLEM_STATUS]='Rejected' or (([PROBLEM_STATUS]
='Suspended' and [RESOLUTION] is null ) THEN 'Categorization' WHEN [PROBLEM_STATUS]='Accepted' or ([PROBLEM_STATUS]='Work In
Progress' and [RESOLUTION] is null ) or ([PROBLEM_STATUS]='Suspended' and [RESOLUTION] is null and ([ASSIGNMENT] is not null or
[ASSIGNEE_NAME] is not null )) or ([PROBLEM_STATUS]='Pending Customer' and [RESOLUTION] is null ) or ([PROBLEM_STATUS]='Pending
Vendor' and [RESOLUTION] is null ) or ([PROBLEM_STATUS]='Pending Change' and [RESOLUTION] is null ) or ([PROBLEM_STATUS]
='Pending Other' and [RESOLUTION] is null ) or [PROBLEM_STATUS]='Referred' or [PROBLEM_STATUS]='Replaced Problem' THEN
'Investigation' WHEN [PROBLEM_STATUS]='Resolved' THEN 'Review' WHEN ([PROBLEM_STATUS]='Work In Progress' and [RESOLUTION] is
not null ) or ([PROBLEM_STATUS]='Suspended' and [RESOLUTION] is not null and ([ASSIGNMENT] is not null or [ASSIGNEE_NAME] is not null
)) or ([PROBLEM_STATUS]='Pending Customer' and [RESOLUTION] is not null ) or ([PROBLEM_STATUS]='Pending Vendor' and
[RESOLUTION] is not null ) or ([PROBLEM_STATUS]='Pending Change' and [RESOLUTION] is not null ) or ([PROBLEM_STATUS]='Pending Other'
and [RESOLUTION] is not null ) THEN 'Recovery' WHEN [PROBLEM_STATUS]='Closed' THEN 'Closure' ELSE [CURRENT_PHASE] END),
  [PROBLEM_STATUS] = (CASE WHEN [PROBLEM_STATUS]='Open' or [PROBLEM_STATUS]='Rejected' THEN 'Assign' WHEN
[PROBLEM_STATUS]='Accepted' or [PROBLEM_STATUS]='Referred' or [PROBLEM_STATUS]='Replaced Problem' THEN 'Work In Progress'
WHEN [PROBLEM_STATUS]='Pending Change' THEN 'Pending Other' ELSE [PROBLEM_STATUS] END)
```

< Previous

Next >

Finish

Cancel

## Out-of-box data migration settings

The Data Migration Tool provides the following out-of-box data migration settings.

### Interaction data migration

Considering that Interaction does not need to copy data from two different tables, and that it typically has a large volume of data, we recommend that you run the migration by using the batch update mode (especially for migrating a large volume of closed records).

The out-of-box example data migration is based on the following three key fields:

- status
- category
- current.phase

**Note:** You can add additional fields if needed, but do not remove these three fields.

**Default settings:**

Source Table	incidents
Target Table	incidents
Filter Condition	current.phase=null

**Field Mapping:**

Target Field	Source Field
active	
current.phase	current.phase
open	open

**Value Mapping:**

Target Value Mapping Field	Mapping Type	Condition	Target Value
active	fixedValue	open~="Closed"	true
current.phase	fixedValue	(open="Open - Callback" and category~="service catalog") or (open="Open - Linked" and	Review

Target Value Mapping Field	Mapping Type	Condition	Target Value
		resolution~=null)	
current.phase	fixedValue	open="Open - Linked" and resolution=null	Work In Progress
current.phase	fixedValue	(open="Open - Idle" and category~="service catalog") or (category="service catalog" and (approval.status="pending" or approval.status="denied"))	Categorization
current.phase	fixedValue	open="Closed"	Closure
current.phase	fixedValue		Work In Progress
open		open="Open - Callback" and category~="service catalog"	Callback
open	fixedValue	open="Open - Linked" and resolution=null	Dispatched
open	fixedValue	open="Open - Linked" and resolution~=null	Resolved
open	fixedValue	open="Open - Idle" and category~="service catalog"	Categorize
open	fixedValue	open="Closed"	Closed
open	fixedValue	category="service catalog" and (approval.status="pending" or approval.status="denied")	Assign
open	fixedValue		In Progress

## Incident data migration

Considering that Incident does not need to copy data from two different tables, and that it typically has a large volume of data, we recommend that you run the migration by using the batch update mode (especially for migrating a large volume of closed records).

The out-of-box example data migration is based on the following three key fields:

- status
- category
- current.phase

**Note:** You can add additional fields if needed, but do not remove these three fields.

**Default settings:**

Source Table	probsummary
Target Table	probsummary
Filter Condition	current.phase=null

**Field Mapping:**

Target Field	Source Field
current.phase	
problem.status	problem.status

**Value Mapping:**

Target Value Mapping Field	Mapping Type	Condition	Target Value
current.phase	fixedValue	problem.status="Open" or problem.status="Rejected" or (problem.status="Suspended" and assignment=null and assignee.name=null)	Categorization
current.phase	fixedValue	problem.status="Accepted" or (problem.status="Work In Progress"and resolution=null)or	Investigation

Target Value Mapping Field	Mapping Type	Condition	Target Value
		(problem.status="Suspended"and resolution=nulland (assignment~=null or assignee.name~=null)) or (problem.status="Pending Customer"and resolution=null)or (problem.status="Pending Vendor"and resolution=null)or (problem.status="Pending Change"and resolution=null)or (problem.status="Pending Other"and resolution=null)or problem.status="Referred"or problem.status="Replaced Problem"	
current.phase	fixedValue	problem.status="Resolved"	Review
current.phase	fixedValue	(problem.status="Work In Progress" and resolution~=null) or (problem.status="Suspended"and resolution~=nulland (assignment~=null or assignee.name~=null)) or (problem.status="Pending Customer"and resolution~=null) or (problem.status="Pending Vendor"and resolution~=null) or (problem.status="Pending Change" and resolution~=null) or (problem.status="Pending Other"and resolution~=null)	Recovery
current.phase	fixedValue	problem.status="Closed"	Closure
current.phase	sourceField		current.phase
problem.status	fixedValue	problem.status="Open" or problem.status="Rejected"	Assign
problem.status	fixedValue	problem.status="Accepted" or problem.status="Referred" or problem.status="Replaced Problem"	Work In Progress
problem.status	fixedValue	problem.status="Pending Change"	Pending Other
problem.status	sourceField		problem.status

## Problem data migration

Considering that Problem does not need to copy data from two different tables, and that it typically has a large volume of data, we recommend that you run the migration by using the batch update mode (especially for migrating a large volume of closed tickets).



**Note:** After you migrate the Problem data, remove the “Problem\_Library\_disabled\_by\_PDHD” knowledge base as this legacy library is no longer used.

The out-of-box example data migration is based on the following three key fields:

- status
- category
- current.phase

**Note:** You can add additional fields if needed, but do not remove these three fields.

## Problem

### Default settings:

Source Table	rootcause
Target Table	rootcause
Filter Condition	category="BPPM"

### Field Mapping:

Target Field	Source Field
category	category
current.phase	current.phase
rcStatus	rcStatus

**Value Mapping:**

Target Value Mapping Field	Mapping Type	Condition	Target Value
category	fixedValue	category="BPPM"	problem
current.phase	fixedValue	(current.phase="Problem Detection, Logging and Categorization" or current.phase="Problem Prioritization and Planning") and rcStatus~="Closed"	Categorization
current.phase	fixedValue	current.phase="Problem Investigation and Diagnosis" and rcStatus~="Closed"	Investigation
current.phase	fixedValue	current.phase="Problem Resolution" and rcStatus~="Closed"	Resolution
current.phase	fixedValue	current.phase="Problem Closure and Review" and rcStatus~="Closed"	Review
current.phase	fixedValue	rcStatus="Closed"	Closure
rcStatus	fixedValue	(current.phase="Problem Detection, Logging and Categorization" or current.phase="Problem Prioritization and Planning") and rcStatus~="Closed" and rcStatus~="Deferred"	Categorize
rcStatus	fixedValue	current.phase="Problem Resolution" and (rcStatus="Pending Vendor" or rcStatus="Pending User")	Pending
rcStatus	fixedValue	(current.phase="Problem Investigation and Diagnosis" or current.phase="Problem Resolution") and rcStatus~="Closed" and rcStatus~="Deferred"	Work In Progress
rcStatus	fixedValue	current.phase~="Problem Closure and Review" and rcStatus="Deferred"	Deferred
rcStatus	fixedValue	current.phase="Problem Closure and Review" and rcStatus~="Closed"	Resolved
rcStatus	fixedValue	rcStatus="Closed"	Closed

## Problem Task

**Default Settings:**

Source Table	rootcausetask
Target Table	rootcausetask
Filter Condition	task.category="Default"

**Field Mapping:**

Target Field	Source Field
task.category	task.category
current.phase	current.phase
rcStatus	rcStatus

**Value Mapping:**

Target Value Mapping Field	Mapping Type	Condition	Target Value
task.category	fixedValue		Investigation
current.phase	fixedValue	rcStatus~="Closed"	Active
current.phase	fixedValue	rcStatus="Closed"	Closure
rcStatus	fixedValue	rcStatus="Work In Progress"	Work In Progress
rcStatus	fixedValue	rcStatus="Pending Vendor" or rcStatus="Pending User"	Pending
rcStatus	fixedValue	rcStatus="Closed"	Closed
rcStatus	fixedValue	rcStatus~="Work In Progress" and rcStatus~="Pending Vendor" and rcStatus~="Pending User" and rcStatus~="Closed"	Assigned

## Task Planner data migration

In versions of Service Manager earlier than 9.40, Task Planner data is stored in the changeModel and changePlan tables. However, in Service Manager 9.40, Task Planner data is stored in the changePlan table only. Therefore, two data migration settings are provided to migrate Task Planner data to Service Manager 9.41 from Service Manager 9.40 and earlier versions.

### Migrate legacy change model Task Planner data to new Task Planner

#### Default settings:

Source table	changeModel
Target Table	changePlan
Query	not null(tasks)
Batch Update	false

#### Field mapping:

Target field	Source field
fileName	
number	id

#### Value mapping:

Target value mapping field	Mapping type	Condition	Target value
fileName	fixedValue		changeModel

**Post script:**

```

for(var i=0;i<$sourceTable.tasks.length();i++){
    $targetTable.tasks[i].taskId=$sourceTable.tasks[i].taskId;
    $targetTable.tasks[i].taskCoords=$sourceTable.tasks[i].taskCoords;
    $targetTable.tasks[i].dependentIds=$sourceTable.tasks[i].dependentIds;
    $targetTable.tasks[i].dependentCoords=$sourceTable.tasks[i].dependentCoords;
    $targetTable.tasks[i].taskCategory=$sourceTable.tasks[i].taskCategory;
    $targetTable.tasks[i].taskTemplate=$sourceTable.tasks[i].taskTemplate;
    $targetTable.tasks[i].taskDescription=$sourceTable.tasks[i].taskDescription;
    $targetTable.tasks[i].openInPhase=$sourceTable.tasks[i].openInPhase;
    $targetTable.tasks[i].closeByPhase=$sourceTable.tasks[i].closeByPhase;
    $targetTable.tasks[i].activeCond=$sourceTable.tasks[i].activeCond;
    $targetTable.tasks[i].activeCondXML=$sourceTable.tasks[i].activeCondXML;
    $targetTable.tasks[i].activeCondDesc=$sourceTable.tasks[i].activeCondDesc;
    $targetTable.tasks[i].mandatory=$sourceTable.tasks[i].mandatory;
}
$targetTable.doUpdate();

```

## Migrate legacy change instance Task Planner data to new Task Planner

**Default settings:**

Source table	changePlan
Target Table	changePlan
Query	null(fileName)
Batch Update	true

**Field mapping:**

Target field	Source field
fileName	fileName

**Value mapping:**

Target value mapping field	Mapping type	Condition	Target value
fileName	fixedValue		cm3r

## Known Error data migration

Known Error data migration differs from Interaction, Incident, and Problem because Known Error data must be copied from the knownerror file to the rootcause file, and the field mapping is also more extensive than in other modules.

Because it is a data copy, you cannot use the batch update mode. However, knownerror data volume is usually much less than that of Incident or Interaction. Therefore, the normal copy mode should be sufficient for most environments.

**Note:** After you migrate the knownerror data, remove the “KnownError\_Library\_disabled\_by\_PDHD” knowledge base as this legacy library is no longer used.

The Data Migration Tool provides four migration settings, which you should run in their corresponding scenario as described in the following table.

Scenario	Migration setting(s)
Migrating from legacy Known Error	Legacy known error to new known error Legacy known error related record migration Legacy known error attachment to new known error attachment
Migrating from legacy Process Designer Known Error	Legacy Process Designer known error to new Process Designer known error For more information about how to use this migration setting, see <a href="#">"Migrating from legacy Process Designer known error records"</a> on page 43.

Additionally, because knownerror data is copied and the records are re-created in the rootcause file, you must also update the screlation file to correct the relations of known errors. To do this, the out-of-box Process Designer provides another migration script called “Legacy known error related record migration”.

**Note:** Attachments for legacy knownerror records are migrated as attachments for the new known error records.

**Default Settings:**

Source Table	knownerror
Target Table	rootcause
Filter Condition	true

**Field Mappings:**

Target Field(Problem)	Source Field(Known Error)
id	id
category	category
assignment	assignment
status	status
logical.name	logical.name
brief.description	brief.description
description	description
root.cause	root.cause
update	update

<b>Target Field(Problem)</b>	<b>Source Field(Known Error)</b>
open	open
open.time	open.time
opened.by	opened.by
update.time	update.time
updated.by	updated.by
close.time	close.time
closed.by	closed.by
reopen.time	reopen.time
reopened.by	reopened.by
priority.code	priority.code
ticket.owner	ticket.owner
severity	severity
sysmodtime	sysmodtime
sysmodcount	sysmodcount
sysmoduser	sysmoduser
assignee.name	assignee.name
subcategory	subcategory
product.type	product.type
problem.type	problem.type



<b>Target Field(Problem)</b>	<b>Source Field(Known Error)</b>
company	company
dump	dump
resolution	resolution
workaround	workaround
incident.category	incident.category
current.phase	current.phase
incident.count	incident.count
initial.impact	initial.impact
future.impact	future.impact
impact	impact
users.affected	users.affected
problem.start.time	problem.start.time
expected.resolution.time	expected.resolution.time
location.type	location.type
frequency	frequency
proposed.solution	proposed.solution
review.notes	review.notes
cause.code	cause.code
affected.ci	matching.ci

<b>Target Field(Problem)</b>	<b>Source Field(Known Error)</b>
ci.device.name	matching.device.name
ci.device.type	matching.device.type
ci.assign.group	matching.assign.group
ci.location	matching.location
affected.companies	affected.companies
affected.ci.count	matching.ci.count
last.task.no	last.task.no
kpf.id	kpf.id
kpf.file	kpf.file
folder	folder
closure.code	closure.code
estimatedCost	estimatedCost
estimatedMandays	estimatedMandays
rootcauseDate	knownerrorDate
solutionDate	solutionDate
affected.item	affected.item
rcStatus	rcStatus
interaction.count	interaction.count
publishWorkaround	publishWorkaround

**Value Mappings:**

Target Value Mapping Field	Mapping Type	Condition	Target Value
category	fixedValue	true	known error
current.phase	fixedValue	rcStatus~="Closed"	Logging
current.phase	fixedValue	rcStatus="Closed"	Closure
isKnownError	fixedValue	true	true
rcStatus	fixedValue	rcStatus~="Closed"	Open
rcStatus	fixedValue	rcStatus="Closed"	Closed

## Migrating from legacy Process Designer known error records

If you upgraded your system from an older Process Designer version, you need to migrate your old Process Designer knownerror records to new Process Designer knownerror records by using the **Legacy PD known error to new PD known error** migration setting. The migration process includes the following procedures:

1. Change the old Known Error record to Problem record, and then create a new Known Error record with a category of "known error."
2. Link the new Known Error record to the Problem record.
3. Copy or do not copy the original relations to the new Known Error record, based on the option you select in the **Post Script** tab of this migration setting, as described in the following table.

Option for relation processing	Description
Skip Copying Relations to New Known Error Records	This option does not copy original relations to new known error records.
Copy Relations to New Known Error Records	This option copies original relations to new known error records.

## Service Level Management data migration

As of Service Manager 9.40, the Service Level Management (SLM) module is reimplemented on Process Designer (PD). If you upgraded from an earlier version of Service Manager to version 9.40 or later, you need to migrate your legacy SLM data so that your SLM module can work correctly on Process Designer-based workflows.

The purpose of SLM data migration is to set a category and set a phase for agreement records based on the following rules:

- The Category of an agreement record is populated with the category of one of the targets if all the targets of the agreement have the same category (that is, the **Service Level Category** field in the target record).
- The Category of an agreement record is populated with a value of **Service Level Agreement** if the targets of the agreement have different categories or have an empty category.
- The Phase of an agreement record is populated with “agreed” if the expiration date is later than the current date.
- The Phase of an agreement record is populated with “expired” if the expiration date is earlier than the current date.

For SLM data migration, the **Legacy SLA to new Agreement** migration setting is provided. See the following tables for its details.

### Default settings

Source Table	
Source Table	sla
Target Table	sla
Filter Condition	true

### Field Mappings

Source Field	Target Field
agreement.id	agreement.id
agreements	agreements
category	
contacts	contacts
current.phase	
customer	customer
description	description
display.category	display.category
expiration	expiration
external.support.groups	external.support.groups

**Value Mappings**

Target Value Mapping Field	Mapping Type	Condition	Target Value
category	jsCallback		<code>\$value=lib.MigrateSLA.migrateSLA(sourceTable['agreement.id'])</code>
current.phase	fixedValue	<code>expiration&gt;tod()</code>	agreed
current.phase	fixedValue	<code>expiration&lt;tod()</code>	expired
display.category	jsCallback		<code>\$value=lib.MigrateSLA.migrateSLA(sourceTable['agreement.id'])</code>

## Request data migration

Data Migration for the Request module includes the following items:

- [Request Fulfillment Catalog](#)
- [Service Catalog Connector](#)

## Request Fulfillment Catalog

Two out-of-box scripts are provided to help you migrate your legacy request fulfillment catalog data to the new Process Designer request catalog structure. Out-of-box Service Manager deployments provide a “PD Data Migration” menu record for the administrator to run these two out-of-box scripts.

### Migrate Independent Fulfillment Catalog Items

An out-of-box script is provided to help migrate data for independent fulfillment catalog items. The data will be migrated from the “model” table to the “productCatalog” table.

In the “model” table, all catalog items without component will be migrated to the “productCatalog” table. Meanwhile, the master category of the “LI Category” of these catalog items will be migrated to the “prodCatalogCategory” table.

### Migrate Packages

An out-of-box script is provided to help migrate data for packages (that is, bundle). The package data will be migrated from the “model” table to the “requestModel” table.

The required, optional, or default components in a legacy request package will be migrated to Process Designer request tasks. In run time, the condition of Process Designer request tasks can decide whether they are required, optional, or default. However, in static migration script, the condition of all Process Designer request tasks is “true” by default.

After migration, open phase and close phase of Process Designer request tasks in Request Model is set as a fixed value, “Fulfillment.”

In general, “Brief Description” of components in legacy request package is migrated as task title in Process Designer task planner. Meanwhile, “Brief Description” and part number of legacy request package are migrated as the name of Process Designer Request Model.

After migration, the category of Process Designer Request Model is set to a fixed value, “Generic Request.” The subcategory of Process Designer Request Model is set according to the following migration policy:

<b>Legacy LI Category</b>	<b>PD Request Model Subcategory</b>
Computer Accessories	Hardware
Computer Components	Hardware
Computers and Related	Hardware
Desktop	Hardware
Desktop Packages	Hardware
Desktops	Hardware
Handheld and PDAs	Hardware
Hardware	Hardware
Hardware Upgrade	Hardware
Monitor	Hardware
Non PC Computers	Hardware
Notebook	Hardware
Notebooks	Hardware
PC's and Related	Hardware
Printer	Hardware

<b>Legacy LI Category</b>	<b>PD Request Model Subcategory</b>
Toner Products	Hardware
pc	Hardware
Employee Termination	Employee Off-boarding
Termination	Employee Off-boarding
New Accounts	Request for Administration
User Accounts	Request for Administration
PC Apps	Software
PC Software	Software
Programming	Software
Software	Software
Software Applications	Software
Software Categories	Software
Software Group	Software
Software Installation	Software
Software License	Software
Software Purchase	Software
Software Upgrade	Software
UNIX Applications	Software
New Employee Setup	Employee On-boarding



<b>Legacy LI Category</b>	<b>PD Request Model Subcategory</b>
Security	Request for Administration
Security Access	Request for Administration
Other LI categories	Others

The following table describes the data migration policy for Process Designer request task category:

<b>Legacy LI Category</b>	<b>PD Request Task Category</b>
Changes	Labor
Changes to Lines	
Common Office Environment	
Contractor Conversion	
Corporate	
Corporate Security	
Employee Change	
Employee Office Move	
Employee Promotion	
Employee Termination	
Employee Transfer	
HR Tasks	
Human Resources	
Installation	

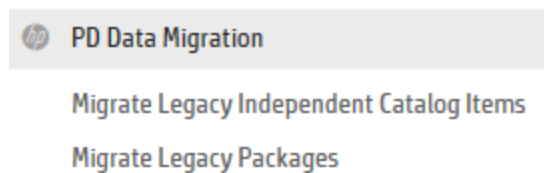
Legacy LI Category	PD Request Task Category
Installation Services	
Move Equipment	
Network	
New Accounts	
New Employee Setup	
New Lines	
Office Move	
PC Software	
Payroll	
Payroll Tasks	
Programming	
Promotion	
Repair	
Repair Services	
Security	
Security Access	
Software Installation	
Software Upgrade	
Telecom	

Legacy LI Category	PD Request Task Category
Termination	
Transfer	
UNIX Applications	
User Accounts	
Voice Requests	
Workorder	
labor	
phone	
training	
Other LI categories	

## Menu of Process Designer Data Migration

A separate “PD Data Migration” menu record is provided in the out-of-box system. If you want to migrate your legacy fulfillment catalog data with the out-of-box migration scripts, you can add the “PD Data Migration” menu record to the administrator menu. As a result, the administrator is able to run the data migration scripts from this menu item.

The following is the out-of-box “PD Data Migration” menu record:



When “Migrate Legacy Independent Catalog Items” is clicked, the following wizard form is displayed. Once you click **Finish**, the out-of-box migration script to migrate legacy independent catalog items will be executed.

To Do Queue: My To Do List

Wizard: Migrate Legacy Independent Catalog Items ✕



## Migrate Legacy Independent Catalog Items

Migrate Legacy Independent Catalog Items



Are you sure to migrate legacy independent catalog items to product catalog items in PD Request?

Click Finish to perform, Click Cancel to abort operation

< Previous

Next >

Finish

Cancel

When you click “Migrate Legacy Packages” from the Process Designer Data Migration menu, the following wizard is displayed. The out-of-box migration script to migrate the legacy packages will be executed once you click **Finish**. You can either migrate all legacy packages at one time or just one specified package.

To Do Queue: My To Do List

Wizard: Migrate Legacy Packages to Request Models ✕



## Migrate Legacy Packages to Request Models

Migrate Legacy Packages to Request Models



Migrate Legacy Packages to Request Models

All

Specify one

Part No.

< Previous

Next >

Finish

Cancel

## Service Catalog connector

If your system is upgraded to PD, the “Open New Request” and “Open a Change” connectors defined in the existing Service Catalog items need to be manually reconfigured, so that the fulfillment records can be created successfully in the Process Designer environment.

### Reconfigure the “Open New Request” connector

To reconfigure the “Open New Request” connector in the existing Service Catalog items, follow these steps:

1. Navigate to **Service Catalog > Administration > Manage Catalog**.
2. Search for the Service Catalog items that use the “Open New Request” connector:
  - a. Select **Item** in the **Type** drop-down list.
  - b. Select **Open New Request** in the **Interface Type** drop-down list.
  - c. Click **Search**. All the Service Catalog items using the “Open New Request” connector are displayed.
3. In each Service Catalog item definition, go to the **Connector Details** tab, and then click **Add/Edit Information**.
4. Enter information for the following fields, and then click **Next**.
  - Request Category (mandatory)
  - Request SubCategory (optional)



- Department (optional)
  - Request Model (optional)
5. Enter information for the following fields, and then click **Finish**.
- Urgency (mandatory)
  - Impact (mandatory)
  - Assignment (optional)
6. Save the Service Catalog item.
7. Repeat step 3 to step 6 to reconfigure the “Open New Request” connector information for all the Service Catalog items.

## Reconfigure the “Open a Change” connector

To reconfigure the “Open a Change” connector in the existing Service Catalog items, follow these steps:

1. Navigate to **Service Catalog > Administration > Manage Catalog**.
2. Search for the Service Catalog items that use the “Open a Change” connector:
  - a. Select **Item** from the **Type** drop-down list.
  - b. Select **Open a Change** from the **Interface Type** drop-down list.
  - c. Click **Search**. All the Service Catalog items using the “Open a Change” connector are displayed.
3. In each Service Catalog item definition, go to the **Connector Details** tab, and then click **Add/Edit Information**.

4. Enter information for the following fields, and then click **Next**.
  - Change Category (mandatory)
  - Change SubCategory (optional)
  - Change Model (optional)
5. Enter information for the following mandatory fields, and then click **Finish**.
  - Impact Assessment
  - Urgency
  - Assignment
  - Service
  - Requested End Date
  - Reason for Change
6. Save the Service Catalog item.
7. Repeat step 3 to step 6 to reconfigure the “Open a Change” connector information for all the Service Catalog items.

## Related Records data migration

Process Designer-based related records retrieves information that is displayed in the related records columns directly from the screlation table. The table contains a large number of screlation records and the field values are generated based on legacy screlconfig settings. Therefore, you

must perform data migration in order for the related records section to be displayed correctly.

An out-of-box script ("DataMigrationForRelatedRecords") is available to perform this data migration. To run the script, follow these steps:

1. Open the Script Library and search for the "DataMigrationForRelatedRecords" file.
2. Open the file and uncomment the following line:

```
//migrateScrelations
```

3. Execute the script. The data migration is performed automatically.

**Note:** By default, only active screlation records are migrated (for time-saving purposes). Therefore, if you view inactive (closed ) records in the related records section, the wrong field value may be displayed.

To migrate all the screlation records, uncomment the following line, and then execute the script:

```
//var REFRESH_ALL_SCRELATION_RECORDS = "true";
```

If you have a large number (millions) of screlation records, the script may take hours to update all the records. Therefore, you must ensure that the Windows client session timeout setting is large enough for the script to complete.

## Re-index the knowledge bases

After you remove the Problem\_Library\_disabled\_by\_PDHD and KnownError\_Library\_disabled\_by\_PDHD knowledgebases, you must run a full re-index of the knowledgebases if you use Knowledge Management in a production environment.

# Appendix A: Changes made by the Process Designer Enablement script

This appendix describes the security changes and other changes that will be made to the Help Desk, Change, and Request modules by the Process Designer Enablement script.

## Security changes

The legacy Service Manager security profile settings include module profiles, capability words, security folders, Mandanten, query group, and user role. The following table lists what is migrated or unchanged after you enable Process Designer.

<b>SM Security Setting</b>	<b>What is changed in Process Designer-based modules?</b>
Module profile	The following module profiles are migrated to Process Designer security roles and security rights. <ul style="list-style-type: none"><li>■ Change</li><li>■ Service Desk</li><li>■ Incident</li><li>■ Problem/Known Error</li><li>■ Request</li></ul>
Capability word	No changes
Security folder	No changes
User Role	No changes to user roles. However, the previous associations that existed between User Role and profile now exist between User Role and Process Designer Security Role.
Operator	No changes to the Operator. However, the previous association between Operator and profile now exists between Operator and Process Designer Security Role.
Query Group	No changes

The Process Designer security framework is based on the security role, security area and security rights concepts. A user's specific security rights (such as view, update, delete, allowed category etc.) are defined by applying a set of security roles to the set of security areas. This concept is important to understand the mapping rules used in the security migration script. For more information on the details of Process Designer security concept, refer to the Service Manager 9.41 online help.

During the migration, each original Service Manager security profile is mapped to a combination of security roles and security rights according to the following rules:

- For modules other than Request, a security role with the same name of the profile name is created (in the secRole file). For Request, a suffix is added to each profile name as a security role name and the Process Designer enablement script assigns the security role to operators using that profile.
- The settings on the original Service Manager security profile are moved to the security rights (in secRights file) that are defined for the security area that corresponds to the profile. The exact migration path is also based on a mapping table described in the Security section of each module in the Service Manager Online Help. Some very rarely used setting are not mapped.

For example, after the “Incident Analyst” security profile in Incident Management is migrated, a security role also named “Incident Analyst” is created. Then, the profile setting is moved to the security rights record that is defined for the “Incident” security area. The Incident security area maps the Incident Module to which “Incident Analyst” belongs.

The following table specifies the mapping rules from an original Service Manager security profile to Process Designer security roles and security rights.

Module	Source Profile Files	Map to Target Process Designer secRole and secRights
Change	cm3profile	<p>A security role of the same name is created for each profile record (including customized profiles).</p> <p>The profile setting is migrated to security rights as follows:</p> <ul style="list-style-type: none"> <li>• If Profile Area = Tasks, the security rights are migrated to the Change Tasks area.</li> <li>• If Profile Area = changes, the security rights are migrated to the Change area.</li> <li>• If Profile Area = all, the security rights are migrated to the Change and Change Tasks areas.</li> </ul>
Service Desk	smenv	<p>A security role of the same name is created for each profile record (including customized profiles). The profile setting is migrated to the security rights</p>

		that are defined for the Service Desk security area.
Incident	pmenv	A security role of the same name is created for each profile record (including customized profiles).  The profile setting is migrated to the security rights that are defined for the Incident security area.
Problem	rcenv	A security role of the same name is created for each profile record (including customized profiles).  The profile setting is migrated to the security rights that are defined for the Problem security area.
Request	ocmprofile	A security role of the same name plus a suffix is created for each profile record (including customized profiles). The profile setting is migrated to security rights as follows: <ul style="list-style-type: none"> <li>• If Profile Area = Quotes, the security rights are migrated to the Request area.</li> <li>• If Profile Area = Orders, the security rights are migrated to the Request area.</li> <li>• If Profile Area = Line Items, the security rights are migrated to the Request Task area.</li> <li>• If Profile Area = All, the security rights are migrated to the Request and Request Tasks areas.</li> </ul>

After Process Designer is enabled, the profile settings are simplified into Process Designer security rights. However, the legacy profile variables are still populated during user login to maintain compatibility and to avoid changes to the runtime application code that still uses the legacy variables.

The following legacy profile variables of the following five modules are populated from the security rights (not from the profile) when a user logs in:

- Change Management: \$G.cm3r.environment, and \$G.cm3t.environment
- Incident Management: \$G.pm.environment
- Problem Management: \$G.rc.environment
- Service Desk: \$G.sm.environment
- Knowledge Management: \$G.km.environment
- Request Management: \$G.ocmq.environment, and \$G.ocml.environment

**Unmapped Legacy Profile Settings**

When you migrate the profile settings to Process Designer security rights, not all the legacy profile settings are migrated to security rights. For more information about the unmapped legacy profile settings, see the Service Manager 9.41 online help.

## Changes for Process Designer Help Desk

This section describes the changes that will be made to the Help Desk modules by the Process Designer Enablement script.

### Object changes for Process Designer Help Desk

The Process Designer Enablement script changes the following Help Desk Objects by appending “\_legacy\_disabled\_by\_PD\_HelpDesk” to the original file name and renaming the temporary new Objects from <file name>\_for\_pd4\_tobe\_used to just <file name>.

<b>Object File Name Before Enablement</b>	<b>Object File Name After Enablement</b>	<b>Description</b>
probsummary	probsummary_legacy_disabled_by_PD_HelpDesk	The Legacy probsummary Object.
probsummary_for_pd4_tobe_used	probsummary	The Process Designer probsummary Object.
incidents	incidents_legacy_disabled_by_PD_HelpDesk	The Legacy incidents Object.
incidents_for_pd4_tobe_used	incidents	The Process Designer incidents Object.
rootcause	rootcause_legacy_disabled_by_PD_HelpDesk	The Legacy rootcause Object.
rootcause_for_pd4_tobe_used	rootcause	The Process Designer rootcause Object.
rootcausetask	rootcausetask_legacy_disabled_by_PD_HelpDesk	The Legacy rootcause task Object.
rootcausetask_for_pd4_tobe_used	rootcausetask	Process Designer PD rootcause task Object.

## Datadict changes for Process Designer Help Desk

The Process Designer Enablement script changes the following Datadict entries to update the field captions and usage types:

**Note:**

- Captions are the same as the field labels in forms, and the same as the mandatory and validation check messages.
- The usage type is used by the template feature and copy record feature and also used in the Process Designer workflow/ruleset condition editor. System-type fields will not be in the field list by default.

**probsummary:**

Field Name	New Caption	New Usage Type
category	Category	System
subcategory	Subcategory	System
product.type	Area	System
current.phase	Phase	System
problem.status	Status	System

**rootcause:**

Field Name	New Caption	New Usage Type
category	Category	System
subcategory	Subcategory	System
product.type	Area	System
current.phase	Phase	System
rcStatus	Status	System

**rootcausetask:**

Field Name	New Caption	New Usage Type
------------	-------------	----------------



id	Task ID	System
incident.category	Parent Category	System
category	Category	System
task.category	Task Category	System
subcategory	Subcategory	System
product.type	Area	System
rcStatus	Status	System
current.phase	Phase	System
parent.problem	Parent Problem	System

**incidents:**

Field Name	New Caption	New Usage Type
category	Category	System
subcategory	Subcategory	System
product.type	Area	System
current.phase	Phase	System
open	Status	System

**cm3r & cm3t**

The Process Designer Enablement script modifies datadict of "cm3rcatphase" and "cm3tcatphase" by changing the Default Format from "cm3rcatphase.main" and "cm3tcphs.main" to "chm.cm3rcatphase.main.g" and "chm.cm3tcphs.main.g", which will make the "Additional Phase Information" function work correctly after enabling Process Designer Change.

## Menu changes for Process Designer Help Desk

Process Designer Help Desk uses new menu items to access the Help Desk modules. The Enablement script renames the legacy Help Desk menu item descriptions and adds related new Process Designer Help Desk menus.

Top Level Menu Name
ADMIN

HELPDESK GEN
HOME
ICM GEN
IM GEN
PM GEN

In the out-of-box Service Manager system, there are nine top level menus. Three other top level menus (APPROVER GEN, CM GEN and CM Main) do not need to be updated because they do not include Help Desk menu items.

The following table shows the changes to the legacy Help Desk menu items under the top level menus:

Legacy Menu Item Name	Legacy Menu Item Description before Enablement	Renamed Legacy Menu Item Description after Enablement
IM	Incident Management	Legacy Incident Management
PM	Problem Management	Legacy Problem Management
CC	Service Desk	Legacy Service Desk

**Note:** The renamed Legacy Help Desk menu items are no longer used. You can remove them manually after you finish migrating to Process Designer Help Desk. In addition to the six top level menus, if you have customized Service Manager to have more top level menus that use the legacy Help Desk menu items, you must also manually add the new Process Designer Help Desk menu items into those top level menus.

The following table shows the Process Designer Help Desk menu items that are added to the top level menus:

Menu Item Name	Menu Item Description
IM Process Designer	Incident Management
PM Process Designer	Problem Management
CC Process Designer	Service Desk

The following menu items are removed from the "ENV RECORDS" menu record (located under **System Administration > Ongoing Maintenance > Environment Records**):

ENV menu item
Incident Management Environment

Service Desk Environment
Problem Management Environment

## SearchConfig

Process Designer Help Desk uses a new search form, so the Enablement script changes the SearchConfig value for the search forms as shown in the following table:

File Name	Legacy Search Form Before Enablement	New Search Form After Enablement
probsummary	advFind.incident.search	im.advFind.incident.search
rootcause	advFind.search.problem	pbm.advFind.search.problem
rootcausetask	advFind.search.problem.task	pbm.advFind.search.problem.task
incidents	advFind.SD.search	sd.advFind.search

In addition, the following search configurations have "and false" appended to the new "allowAdvAccess" field. This is because knownerror and knownerrortask are removed from Service Manager:

File Name	Legacy Allow Advanced Find	New Allow Advanced Find
knownerror	kne.browse in \$G.rc.environment	kne.browse in \$G.rc.environment and false
knownerrortask	ket.browse in \$G.rc.environment	ket.browse in \$G.rc.environment and false

## Queue displays

The Mass Close button of the Incident queue is no longer available for Process Designer Help Desk. Therefore, the Enablement script replaces the scm.advanced\_massclose display option with the "false" condition.

Display option id Before Enablement	Display option id After Enablement	Description
scm.advanced_massclose	scm.advanced_massclose_legacy_disabled_by_PD_HelpDesk	The Legacy display option to "mass close" incidents in queue
scm.advanced_massclose_for_pd4_tobe_used	scm.advanced_massclose	The Process Designer display option to "mass close" incidents in queue

## Related record links

### Links

The Enablement script changes the Link lines of the `screlate.get.association` link by renaming the legacy link line to `_legacy_disabled_by_PD_HelpDesk` and the temporary new link lines from `_for_pd4_tobe_` used as shown in the following table:

Link line name	Description
rootcause	The new search format is changed from <code>screlate.search.rc.g</code> to <code>screlate.search.rc.pd.g</code> .
problem	The new search format is changed from <code>screlate.search.problem.g</code> to <code>screlate.search.problem.pd.g</code> .
incidents	The new search format is changed from <code>screlate.search.incident.g</code> to <code>screlate.search.incident.pd.g</code> .

### Global List

To support the new link type, the Enablement script appends "Related Records Type Change List" to global list as follows:

List value	Display value	Message Value
Caused Problems	Caused Problems	Caused Problems
Solved Problems	Solved Problems	Solved Problems

In addition, the Enablement script removes the entry from the "Related Records Type Change List" global list:

List value	Display value	Message Value
Related Known Errors	Related Known Errors	Related Known Errors

### Limitation

The Enablement script cannot migrate legacy relationship types to the types that are introduced in Process Designer Content Pack (PDCP) 9.30.3 and in out-of-box deployments of Service Manager 9.41

Codeless. Therefore, if your environment contains any records that were related before PDCP 9.30.3 was applied or before Service Manager 9.41 was installed, some feature (such as the Run Actions rule) that depend on these relationship types will not work correctly for these older related records.

## KM related records

### Format changes

Process Designer Help Desk uses the following new formats for advanced Knowledge Management search:

- kmknowledgebase.advsearch.g
- kmknowledgebase.advsearch.pd.g
- PM.error.km
- PM.error.km.pd
- PM.problem.km
- PM.problem.km.pd

Therefore, the following records are changed using the format names as shown in the following table:

Type	name	Update Field	Substr	Replacement
Process	kmquery.advancedoptions	pre.expressions	"kmknowledgebase.advsearch.g"	"kmknowledgebase.advsearch.pd.g"
displayoption	kmknowledgebase.search.view_fill	condition	"kmknowledgebase.advsearch.g"	"kmknowledgebase.advsearch.pd.g"
displayoption	kmknowledgebase.search.view_find	condition	"kmknowledgebase.advsearch.g"	"kmknowledgebase.advsearch.pd.g"
displayoption	kmquery.default_newsearch_1	condition	"kmknowledgebase.advsearch.g"	"kmknowledgebase.advsearch.pd.g"
Process	kmquery.linkrequest	javascript.pre	"PM.error.km" "PM.problem.km"	"PM.error.km.pd" "PM.problem.km.pd"

## Links

The Enablement script changes the Link lines of the kmquery link by renaming the legacy link to <link line name>\_legacy\_disabled\_by\_PD\_HelpDesk and the temporary new link line from <link line name>\_for\_pd4\_tobe\_used to the link name shown in the following table.

Link line name	Description
incidentlib.category	The target table is changed from category to imCategory.
incidentlib.subcategory	The target table is changed from subcategory to imSubcategory.
incidentlib.producttype	The target table is changed from producttype to imArea
interactionlib.category	The target table is changed from category to sdCategory.
interactionlib.subcategory	The target table is changed from subcategory to sdSubcategory.
interactionlib.producttype	The target table is changed from producttype to sdArea.
knownerrorlib.category	The target table is changed from category to pbmCategory.
knownerrorlib.subcategory	The target table is changed from subcategory to pbmSubcategory.
knownerrorlib.producttype	The target table is changed from producttype to pbmArea
problemlib.category	The target table is changed from category to pbmCategory.
problemlib.subcategory	The target table is changed from subcategory to pbmSubcategory.
problemlib.producttype	The target table is changed from producttype to pbmArea

## Knowledge Management knowledge base

<b>kmknowledgebase Before Enablement</b>	<b>kmknowledgebase After Enablement</b>	<b>Description</b>
KnownError_Library	KnownError_Library_disabled_by_PDHD	The Legacy kmknowledgebase.
KnownError_Library_for_pd4_tobe_used	KnownError_Library	The Process Designer kmknowledgebase differs from the legacy kmknowledgebase as follows: <ul style="list-style-type: none"> <li>• The table name is changed from knownerror to rootcause;</li> <li>• The "isKnownError=true" scquery is removed.</li> </ul>
Problem_Library	Problem_Library_disabled_by_PDHD	The Legacy kmknowledgebase.
Problem_Library_for_pd4_tobe_used	Problem_Library	The Process Designer kmknowledgebase differs from the legacy kmknowledgebase as follows: <ul style="list-style-type: none"> <li>• The "isKnownError=NULL or isKnownError=false"; scquery is removed</li> <li>• The Category field name is changed from incident.category to category.</li> <li>• The sysmodtime field is removed.</li> </ul>

## Inbox

Enablement script makes the following changes to the view inbox records:

View	File	Query in Legacy System	How to modify
My Group's To Do List	Todo	((itemType="probsummary" or itemType="incidents" or itemType="rootcause" or itemType="rootcausetask" or itemType="knownerror" or itemType="cm3r" or itemType="cm3t") and group isin \$lo.pm.assignments) or ((itemType="ocmq" or itemType="ocml") and group=\$lo.dept.corp.structure)	Change the Query definition as follows:  ((itemType="probsummary" or itemType="incidents" or itemType="rootcause" or itemType="rootcausetask" or itemType="imTask" or itemType="cm3r" or itemType="cm3t") and group isin \$lo.pm.assignments) or ((itemType="ocmq" or itemType="ocml") and group=\$lo.dept.corp.structure)
Rejected Incidents	probsummary	(flag#true and problem.status#"Rejected")	Change the Query as follows:  flag#true and resolution.code="Rejected" and problem.status="Closed"
All Open - Callback Interactions	incidents	open="Open - Callback"	Change the Query as follows:  open="Callback"
All Open Interactions	incidents	open#"Open"	Change the Query as follows:  open~="Closed"
Self-Service Interactions	incidents	ess.entry=true and open="Open - Idle"	Change the Query as follows:  ess.entry=true and (open="Open" or open="Categorize" or open = "Assign" or open = "In Progress")



All Open Problems	rootcause	open#true and (isKnownError=NULL or isKnownError=false)	Change the Query as follows: open#true and (isKnownError=NULL or isKnownError=false)
High Priority Problems	rootcause	open#true and priority.code#"1" and (isKnownError=NULL or isKnownError=false)	Change the Query as follows: open#true and priority.code#"1" and (isKnownError=NULL or isKnownError=false)
Open Problems Assigned to Me	rootcause	open#true and assignee.name=operator() and (isKnownError=NULL or isKnownError=false)	Change the Query as follows: open#true and assignee.name=operator() and (isKnownError=NULL or isKnownError=false)
Open Problems Assigned to My Group	rootcause	open#true and assignment isin \$lo.pm.assignments and (isKnownError=NULL or isKnownError=false)	Change the Query as follows: open#true and assignment isin \$lo.pm.assignments and (isKnownError=NULL or isKnownError=false)
Problem Tickets Owned by Me	rootcause	open#true and ticket.owner=operator() and (isKnownError=NULL or isKnownError=false)	Change the Query as follows: open#true and ticket.owner=operator() and (isKnownError=NULL or isKnownError=false)
Problems in 'Problem Prioritization and Planning' Phase	rootcause	open#true and current.phase="Problem Prioritization and Planning" and (isKnownError=NULL or isKnownError=false)	Change the view to "Problem in Categorization Phase" and change the query as follows: open#true and current.phase="Categorization" and (isKnownError=NULL or isKnownError=false)
Problems Not Assigned in 'Problem Investigation and Diagnosis'	rootcause	open#true and current.phase="Problem Investigation and Diagnosis" and null(assignee.name) and (isKnownError=NULL or isKnownError=false)	Change the view to "Problem in Investigation Phase" and change the query as follows: open#true and current.phase="Investigation" and (isKnownError=NULL or isKnownError=false)

Phase			
All Open Known Errors	knownerror	open#true	Change the file to rootcause, and change the query as follows:  open#true and isKnownError=true
Known Errors Not Assigned in 'Known Error Investigation' Phase	knownerror	open#true and current.phase="Known Error Investigation" and null(assignee.name)	Change the file to rootcause and the view to "Known Error not assigned in investigation phase." Then, Change the query as follows:  open#true and current.phase="Investigation" and null(assignee.name) and isKnownError=true
Known Errors Where Solution Time Is Not Met	knownerror	open#true and solutionDate	Change the file to rootcause and change the query as follows:  open#true and solutionDate
Open Known Errors Assigned to Me	knownerror	open#true and assignee.name=operator()	Change the file to rootcause and change the query as follows:  open#true and assignee.name=operator() and isKnownError=true
Open Known Errors Assigned to My Group	knownerror	open#true and assignment isin \$lo.pm.assignments	Change the file to rootcause and change the query as follows:  open#true and assignment isin \$lo.pm.assignments and isKnownError=true
All Open Incident Tasks	imTask	open#true	Add
All Open Known Error	knownerrortask	open#true	Remove

Tasks			
All Open Incident Tasks Assigned to Me	imTask	open#true and assignee.name=operator()	Add
All Open Known Error Tasks Assigned to Me	knownerrortask	open#true and assignee.name=operator()	Remove

## Service Level Agreements

To support Incident tasks in the Service Level Agreement (SLA) module, the Enablement script appends the following list and display values to the "SLO Tables" global list:

List value	Display value
imTask	Incident Tasks

## Service Desk

SD links

**svcCat.wizard.support.triplet and joinsvcDisplay**

The Enablement script changes the link lines of the svcCat.wizard.support.triplet and joinsvcDisplay links by renaming the legacy link lines to `_legacy_disabled_by_ProcessDesigner_HelpDesk` and the temporary new `_for_pd4_tobe_used` link lines as shown in the following table:

Link line name	Description
category	The target file name is changed from category to sdCategory.
subcategory	The target file name is changed from subcategory to sdSubcategory.
product.type	The target file name is changed from producttype to sdArea.

## svcCatInterface

The Enablement script updates the "Open an Incident" svcCatInterface to change the process.name to "im.first.PD".

## screlconfig

The RAD to open a new Incident is changed to "document.new." Therefore, the Enablement script updates the "problem" screlconfig to change the open.application.

screlconfig Before Enablement	screlconfig After Enablement
problem	problem_disabled_by_PD_HelpDesk
problem_for_pd4_tobe_used	problem

## Validity

The filename / files / field.name before and after Enablement:

Before Enablement	After Enablement
-------------------	------------------

svcCat / joinsvcDisplay / category	svcCat_disabled / joinsvcDisplay_disable / category
svcCat_for_pd4 / joinsvcDisplay_for_pd4 / category	svcCat / joinsvcDisplay / category
svcCat / joinsvcDisplay / subcategory	svcCat_disabled / joinsvcDisplay_disable / subcategory
svcCat_for_pd4 / joinsvcDisplay_for_pd4 / subcategory	svcCat / joinsvcDisplay / subcategory
svcCat / joinsvcDisplay / product.type	svcCat_disabled / joinsvcDisplay_disable / product.type
svcCat_for_pd4 / joinsvcDisplay_for_pd4 / product.type	svcCat / joinsvcDisplay / product.type

## activityaction

The Enablement script makes the following changes to the activityactions of the Problem Management module (file incidents):

Before Enablement	After Enablement	Description
Save Activities	Save Activities_disabled_by_PD_HelpDesk	Updates the condition field to: "false"
Save Activities_for_pd4_tobe_used	Save Activities	Updates the condition from "false" to: \$L.mode="save" or \$L.mode="update"
Update Activities	Update Activities	Updates the condition field to: "false"

## Category related link

Process Designer Help Desk uses different tables to store the category/subcategory/area information. Therefore, the Enablement script also updates the following links:

Link Name
probsummary
rootcause
rootcausetask
incidents
svcCat.wizard.support.triplet
joinsvcDisplay

Specifically, the Enablement script changes the following link lines:

Link line name	Description
category	For probsummary, the target table is changed from category to imCategory. For rootcause, the target table is changed from category to pbmCategory. For rootcausetask, the target table is changed from rootcausetaskcat to pbmTaskCat. For incidents, the target table is changed from category to sdCategory.
subcategory	For probsummary, the target table is changed from subcategory to imSubcategory. For rootcause, the target table is changed from subcategory to pbmSubcategory. For incidents, the target table is changed from subcategory to sdSubcategory.
product.type	For probsummary, the target table is changed from producttype to imArea. For rootcause, the target table is changed from producttype to pbmArea. For incidents, the target table is changed from producttype to sdArea.

## ModuleStatus

The Enablement script also appends the new status used by Process Designer Help Desk by adding the following ModuleStatus records:

<b>Module</b>	<b>Status</b>	<b>Sort Order</b>
incidents	Categorize	8
incidents	Assign	9
incidents	Dispatched	10
incidents	Callback	11
incidents	Suspended	12
incidents	In Progress	13
incidents	Withdrawal Requested	14
rootcause	Abandoned	12
rootcause	Assign	4
rootcause	Categorize	3
rootcause	Closed	11
rootcause	Pending	6
rootcause	Resolved	10
rootcause	Rejected	13
rootcausetask	Pending	7
rootcausetask	Closed	12
rootcausetask	Pending Review	10
rootcausetask	Planned	2
rootcausetask	Ready	4

probsummary	Categorize	1
probsummary	Assign	2
probsummary	Pending Evidence	4

In addition, the following legacy status is updated:

Module	Status	New Status	Description
probsummary	Work in Progress	Work In Progress	Capitalized the "i" in the word "In."

## AlertDef

The Enablement script changes the Alert Definitions that are used by the Problem Management module as shown in the following table:

Alert Name Before Enablement	Alert Name After Enablement	Description
PM Past Due	PM Past Due_disabled_by_PD_HelpDesk	The Legacy AlertDef
PM Past Due_for_pd4_tobe_used	PM Past Due	<p>The Process Designer Alert Definitions changes the statements as follows:</p> <p>From: if (rcStatus in \$L.file~="Closed") then (rcStatus in \$L.file="Past Due")</p> <p>To: if (rcStatus in \$L.file~="Closed") then (description in \$L.file=description in \$L.file+</p> <p>Unknown macro: {<b>***The expected resolution time has been reached***</b>)</p>



PMT Past Due	PMT Past Due_disabled_by_PD_HelpDesk	The Legacy Alert Definition
PMT Past Due_for_pd4_tobe_used	PMT Past Due	<p>The Process Designer Alert Definitions changes the statements as follows:</p> <p>From: if (rcStatus in \$L.file~="Closed") then (rcStatus in \$L.file="Past Due")</p> <p>To: if (rcStatus in \$L.file~="Closed") then (description in \$L.file=description in \$L.file+</p>

## contextAction

The Enablement script also changes the contextAction that are used by the Problem Management module as follows:

Name Before Enablement	Name After Enablement	Description
Possible workarounds for this Service	Possible workarounds for this Service_disabled_by_PD_HelpDesk	The Legacy contextAction that is using the table name "knownerror"
Possible workarounds for this Service_for_pd4_tobe_used	Possible workarounds for this Service	The Process Designer contextAction that changes the table name from "knownerror" to "rootcause", and also changes the SQL string in field code of this record.

## extaccess

The Enablement script removes the following actions, which are no longer supported in Service Manager:

Name of extaccess	Actions to be removed
probsummary	mobileclose reopensave mobileresolve mobilesave resolvesave
rootcause	reopen

## Changes for Process Designer Change

This section describes the changes that will be made to the Change module by the Process Designer Enablement script.

### Object changes for Process Designer Change

The Process Designer Enablement script changes the following Change Management Objects by appending "\_disabled\_by\_PDHD" to the original file name and rename the temporary new Objects from "\_for\_pd4\_tobe\_used" to just <file name>.

Object File Name before Enablement	Object File Name after Enablement	Description
cm3r	cm3r_disabled_by_PDHD	The Legacy cm3r Object.
cm3r_for_pd4_tobe_used	cm3r	The Process Designer cm3r Object.
cm3t	cm3t_disabled_by_PDHD	The Legacy cm3t Object.
cm3t_for_pd4_tobe_used	cm3t	The Process Designer cm3t Object.

## Menu changes for Process Designer Change

PD Change uses new menu items to access the Change module, the Enablement script will change the following two top level menus to rename the legacy Change menu item descriptions and add related new Process Designer Change menus.

Top Level Menu Name
HOME

### Changes to top level menus

The following table describes the changes of legacy Change menu items under the two top level menus.

Legacy Change Menu Item Name	Legacy Change Menu Item Description before Enablement	Renamed Legacy Change Menu Item Description after Enablement	Note				
ChM	Change Management	Legacy Change Management	<ul style="list-style-type: none"> <li>The renamed Legacy Change menu items actually will not be used anymore. Therefore, you can remove them manually after you finish your Process Designer Change migration work.</li> <li>Besides the two top level menus listed above, if you have more top level menus that use the legacy Change menu item listed above, you need to manually add the following new Process Designer Change menu item to those top level menus.</li> </ul> <table border="1" data-bbox="961 1276 1852 1425"> <thead> <tr> <th>Process Designer Change Menu Item Name</th> <th>Change Menu Item Description</th> </tr> </thead> <tbody> <tr> <td>ChM PD</td> <td>Change Management</td> </tr> </tbody> </table>	Process Designer Change Menu Item Name	Change Menu Item Description	ChM PD	Change Management
Process Designer Change Menu Item Name	Change Menu Item Description						
ChM PD	Change Management						

### Additional menu changes

The following table lists additional menu changes for Process Designer Change.

Menu Name	Before Enablement	After Enablement
CM GEN	Adds Service Manager 9.41 items to the Service Manager 9.33 version.	<ul style="list-style-type: none"> <li>• Modifies "Change Management" to "Legacy Change Management"</li> <li>• Adds "Change Management"</li> </ul>
CM SETUP	Uses the Service Manager 9.33 version.	Renames it to "CM SETUP LEGACY"
ChM	<ul style="list-style-type: none"> <li>• Based on the Service Manager 9.33 version, adds Service Manager 9.41 menus of Calendar Administration and Time Period Management to 933 ChM.</li> <li>• Renames the 940 version to ChM PD</li> </ul>	Uses ChM PD
ChM MAIN MENU	Use the Service Manager 9.33 version	Use the Service Manager 9.33 version
ChM MAINT MENU	Use the Service Manager 9.33 version	Use the Service Manager 9.33 version

### Removal of the Change Management Profiles menu item

The "Change Management Profiles" menu item is removed from menu record "MODULE PROFILES" (under **System Administration > Ongoing Maintenance > Profiles**).

## Datadict changes for Process Designer Change

The Process Designer Enablement script modifies datadict records of "cm3rcatphase" and "cm3tcphase" by changing the Default Format from "cm3rcatphase.main" and "cm3tcphase.main" to "chm.cm3rcatphase.main.g" and "chm.cm3tcphase.main.g" respectively, so as to make the "Additional Phase Information" function work correctly after the Process Designer Change Management functionality is enabled.

## Process changes for Process Designer Change

The Process Designer Enablement script will change the following Processes for Process Designer Change by appending "\_disabled\_by\_PD\_HD" to the legacy file names and rename the temporary new Processes from "\_for\_pd4\_tobe\_used" to just <file name>. The following table lists the Process changes.

Process File Name before Enablement	Process File Name after Enablement	Description
cm.open	cm.open_disabled_by_PDHD	The Legacy cm.open Process
cm.open.save	cm.open.save_disabled_by_PDHD	The Legacy cm.open.save Process
cm.open.save_for_pd4_tobe_used	cm.open.save	The Process Designer cm.open.save Process
cm.open_for_pd4_tobe_used	cm.open	The Process Designer cm.open Process
cm.update	cm.update_disabled_by_PDHD	The Legacy cm.update Process
cm.update_for_pd4_tobe_used	cm.update	The Process Designer cm.update Process

## extaccess

The Process Designer Enablement script modifies the following extaccess definitions to enable Process Designer Change.

Name	Changes made by the Enablement Script
Change	Adds Service Manager 9.41 contents for "Allowed Actions" and "Fields Mapping"
ChangeIIA	Adds Service Manager 9.41 contents for "Allowed Actions"
ChangeRC	Adds Service Manager 9.41 contents for "Allowed Actions," "Fields Mapping," and "Expressions"
ChangeTask	Adds Service Manager 9.41 contents for "Allowed Actions"
ChangeTaskRC	Adds Service Manager 9.41 contents for "Allowed Actions" and "Expressions"

## Template

The Process Designer Enablement script removes the "priority.code" and "subcategory" fields from the following template records to enable Process Designer Change.

Template Name
Activate patch
Add user account for new employee
Change user rights
Create database instance
Install Application on server
Install Database on server
Install Email software on Server
Install Operating System

<b>Template Name</b>
Install Windows Server
Install memory on server/PC
Install router
Memory Upgrade
Monthly printer maintenance
Monthly server maintenance
Move Personal Computer
New laptop request
New printer
New wireless accesspoint
Office installation / Upgrade
Replace Toner/Cartridge
SAP configuration
Update anti-virus software
Upgrade Server

## Data cleanup

The Process Designer Enablement script modifies the following records to enable Process Designer Change.

Table	Action	Notes
cm3tcatphase (PD change task phases)	Adds the following phases: <ul style="list-style-type: none"> <li>• Abandoned</li> <li>• Active</li> <li>• Canceled</li> <li>• Closed</li> <li>• Review</li> <li>• Waiting</li> </ul>	If the phases already exist in the target environment, backs them up with a SUFFIX of "_bak_by_PD," and then inserts the Process Designer phases; otherwise, directly inserts the Process Designer phases.
cm3tcategory (PD change task categories)	Adds the following categories: <ul style="list-style-type: none"> <li>• Build and Test</li> <li>• Change Backout activity</li> <li>• Change Execution</li> <li>• CMDB Update</li> <li>• Deployment activity</li> <li>• Implementation activity</li> </ul>	If the categories already exist in the target environment, backs them up with a SUFFIX of "_bak_by_PD," sets "Availability" to false, and then inserts the Process Designer categories; otherwise, directly inserts the Process Designer categories.



Table	Action	Notes
	<ul style="list-style-type: none"> <li>• PIR</li> <li>• Planning and Schedule</li> <li>• Risk and Impact Analysis</li> </ul>	
<p>cm3rsubcat (PD change subcategories)</p>	<p>Adds the following subcategories:</p> <ul style="list-style-type: none"> <li>• Emergency Change &gt; Emergency</li> <li>• Normal Change &gt; Major</li> <li>• Normal Change &gt; Minor</li> <li>• Standard Change &gt; Hardware</li> <li>• Standard Change &gt; Maintenance</li> <li>• Standard Change &gt; Network</li> <li>• Standard</li> </ul>	<p>If the subcategories already exist in the target environment, backs them up with a SUFFIX of "_bak_by_PD," and then inserts the Process Designer categories; otherwise, directly inserts the Process Designer subcategories.</p>

Table	Action	Notes
	<p>Change &gt; Routine Jobs</p> <ul style="list-style-type: none"> <li>• Standard Change &gt; Software</li> <li>• Standard Change &gt; User Admin Requests</li> </ul>	
<p>cm3rcatphase (PD change phases)</p>	<p>Adds the following phases:</p> <ul style="list-style-type: none"> <li>• Abandoned</li> <li>• Backout</li> <li>• Closure</li> <li>• ECAB Approval</li> <li>• Implementation</li> <li>• Post Implementation Review</li> <li>• Registration and Categorization</li> </ul>	<p>If the phases already exist in the target environment, backs them up with a SUFFIX of "_bak_by_PD," and then inserts the Process Designer phases; otherwise, directly inserts the Process Designer phases.</p> <p>A change category should reference the backup phase if it referenced the original phase that is backed up.</p>

Table	Action	Notes
	<ul style="list-style-type: none"> <li>• Risk and Impact Analysis</li> <li>• CMDB Update</li> <li>• DCAB Approval</li> <li>• Deployment</li> <li>• TCAB Approval</li> <li>• Validation</li> <li>• Execution</li> <li>• Plan and Schedule</li> </ul>	
<p>cm3tcatphase (PD change task phases)</p>	<p>Adds the following phases:</p> <ul style="list-style-type: none"> <li>• Abandoned</li> <li>• Active</li> <li>• Canceled</li> <li>• Closed</li> <li>• Review</li> <li>• Waiting</li> </ul>	<p>If the phases already exist in the target environment, backs them up with a SUFFIX of "_bak_by_PD," and then inserts the Process Designer phases; otherwise, directly inserts the Process Designer phases.</p> <p>A change task category should reference the backup phase if it referenced the phase that is backed up.</p>

## Changes for Process Designer Request

This section describes the changes that will be made to the Request module by the Process Designer Enablement script.

### Object changes for Process Designer Request

The Process Designer Enablement script changes the following Request Objects by appending “\_disabled\_by\_PDRM” to the original file name and renaming the temporary new Objects from <file name>\_for\_pdrequest\_tobe\_used to just <file name>:

Object File Name before Enablement	Object File Name after Enablement	Description
ocmq	ocmq_disabled_by_PDRM	The Legacy ocmq Object.
ocml	ocml_disabled_by_PDRM	The Legacy ocml Object.
ocmo	ocmo_disabled_by_PDRM	The Legacy ocmo Object.
request_for_pdrequest_tobe_used	request	The Process Designer request Object.
requestTask_for_pdrequest_tobe_used	requestTask	The Process Designer requestTask Object.

### Menus changes for Process Designer Request

Process Designer Request uses new menu items to access the Request modules. The Enablement script renames the legacy Request menu item descriptions and adds related new Process Designer Request menus.

**Top Menu Name**

ADMIN
HELPDESK GEN
HOME
RM GEN
APPROVER GEN

**Changes to top menus**

The following table describes the changes of legacy Request menu items under the top menus.

Legacy Menu Item Name	Legacy Menu Item Description before Enablement	New Menu Item Description after Enablement	New Menu Item Name
RM	Request Management	Request Fulfillment	RM PD

The following menu items are removed from the "ENV RECORDS" menu record (located under **System Administration > Ongoing Maintenance > Environment Records**):

ENV menu item
Request Management Quote Environment
Request Management Order Environment
Request Management Line Item Environment

The following menu item is removed from the "MODULE PROFILES" menu record (located under **System Administration > Ongoing Maintenance > Profiles**):

Profile menu item
Request Management Profiles

## SearchConfig

Process Designer Request uses a new search form, so the Enablement script adds two SearchConfig values as shown in the following table:

File Name	Search Form
request	rm.advFind.search
requestTask	rm.requestTask.advFind.search

In addition, the following search configurations have "and false" appended to the new "allowAdvAccess" field. This is because ocmq, ocml and ocmo are no longer used in Process Designer Request.

File Name	Legacy Allow Advanced Find	New Allow Advanced Find
ocmq	(index("SysAdmin", \$lo.ucapex)>0 or index("OCMAdmin", \$lo.ucapex)>0 or index("OCMQ", \$lo.ucapex)>0)	(index("SysAdmin", \$lo.ucapex)>0 or index("OCMAdmin", \$lo.ucapex)>0 or index("OCMQ", \$lo.ucapex)>0) and false
ocml	(index("SysAdmin", \$lo.ucapex)>0 or index("OCMAdmin", \$lo.ucapex)>0 or index("OCMQ", \$lo.ucapex)>0)	(index("SysAdmin", \$lo.ucapex)>0 or index("OCMAdmin", \$lo.ucapex)>0 or index("OCMQ", \$lo.ucapex)>0) and false
ocmo	(index("SysAdmin", \$lo.ucapex)>0 or index("OCMAdmin", \$lo.ucapex)>0 or index("OCMQ", \$lo.ucapex)>0)	(index("SysAdmin", \$lo.ucapex)>0 or index("OCMAdmin", \$lo.ucapex)>0 or index("OCMQ", \$lo.ucapex)>0) and false

## Display Options

The Process Designer Enablement script disables the following Legacy Display Options.

Display Option ID before Enablement	Display Option ID after Enablement	Description
am.display.joinfile_do nothing_18	am.display.joinfile_do nothing_18_disabled_by_PDRM	Scheduled Maintenance > Generate Recurring > Requests
am.display.joinfile_do nothing_2	am.display.joinfile_do nothing_2_disabled_by_PDRM	Related > Quotes >Open
am.display.joinfile_do nothing_4	am.display.joinfile_do nothing_4_disabled_by_PDRM	Related > Quotes > View Existing

The Process Designer Enablement script enables the following Display Options.

Display Option ID before Enablement	Display Option ID after Enablement	Description
am.display.joinfile_do nothing_18_for_pdrequest_tobe_used	am.display.joinfile_do nothing_18	Scheduled Maintenance > Generate Recurring > Requests

## svcCatInterface

The Process Designer Enablement script replaces the " Open New Request " svcCatInterface with "Open New Request\_for\_pdrequest\_tobe\_used."

## Inbox

The Process Designer Enablement script makes the following changes to the view records.

View	File	Query in Legacy System	How to modify
My Group's To	Todo	((itemType="probsummary" or itemType="incidents"	Change the Query definition as follows:

View	File	Query in Legacy System	How to modify
Do List		or itemType="rootcause" or itemType="rootcausetask" or itemType="knownerror" or itemType="cm3r" or itemType="cm3t") and group isin \$lo.pm.assignments) or ((itemType="ocmq" or itemType="ocml") and group=\$lo.dept.corp.structure)	(itemType="probsummary" or itemType="incidents" or itemType="rootcause" or itemType="rootcausetask" or itemType="imTask" or itemType="cm3r" or itemType="cm3t" or itemType="timeperiodDefinition" or itemType="SurveyDefinition" or itemType="request" or itemType="requestTask") and group isin \$lo.pm.assignments'
My To Do List of Requests	Todo	assignee=\$lo.user.name and itemType="request" and status~="Suspended"	Add
My To Do List of RequestTasks	Todo	assignee=\$lo.user.name and itemType="requestTask"	Add
My Pending Delegated Approvals	Approval	(file.name="ocmq" and current.pending.groups isin \$G.delegated.ocmq.groups)	Replace the legacy query with: (file.name="request" and current.pending.groups isin \$G.delegated.pdrm.groups)
All my Approvals	Approval	(file.name="ocmq" and (current.pending.groups isin approval.groups in \$G.ocmq.environment or current.pending.groups isin {\$lo.user.name}) or current.pending.groups isin \$G.delegated.ocmq.groups)	Replace the legacy query with: (file.name="request" and (current.pending.groups isin approval.groups in \$G.ocmq.environment or current.pending.groups isin {\$lo.user.name}) or current.pending.groups isin \$G.delegated.pdrm.groups)



## Links

The Enablement script changes the link lines by renaming the legacy link to <link line name>\_disabled\_by\_PDRM and the temporary new link line from <link line name>\_for\_pdrequest\_tobe\_used to the link names shown in the following table.

Link	Link line name	Description
myGroups	member.of	The target table is changed from cm3groups to assignment.
myGroups	approver.of	The target table is changed from cm3groups to assignment.
ocmlrec	category	The target table is changed from ocmlcat to prodCatalogCategory.
screlate.get.association	ocmq	Disable this legacy line.

Besides, since we have a new "productCatalog" table to replace the legacy "model" table, the Enablement script searches all link lines with target file as "model", then disables the link lines by adding suffix "\_disabled\_by\_PDRM", and creates a new link line by copying from the old link line and changing the target file to "productCatalog".

## extaccess

The Process Designer Enablement script adds the following extaccess to enable Process Designer Request.

Extaccess Name	Service Name	Object Name
request	RequestManagement	RM
requestTask	RequestManagement	RequestTask

## Globalist

The Process Designer Enablement Script change the following globalists.

GlobalList Name	Description
SLO Tables	Append 2 values: "request" ,"requestTask"

## Scheduler

The Process Designer Enablement script deletes schedulers that are named as "OCM Create Order."

## Service Desk Environment

The Process Designer Enablement script changes the RM Post Back Link of Service Desk Environment to "request.incident.post.back."

## Assignment groups

"Assignment" is used as the group file universally instead of "ocmggroups" and "cm3groups" now. Therefore, the legacy groups defined in "ocmggroups" and "cm3groups" are migrated to "assignment".

## Appendix B: Example process migration

If you have made extensive tailoring to your legacy processes, you may wish to migrate these processes to Process Designer workflows, instead of using the out-of-box workflows, in order to retain your customizations.

This appendix provides examples of how to migrate your legacy Help Desk processes to Process Designer workflows.

### Note:

- When you enable Process Designer, out-of-box workflows are created for the Change Management module automatically. Subsequently, all Change processes are run as Process Designer workflows - workflows that are associated with the Emergency Change, Standard Change, Normal Change, or Change Proposal categories. For this reason, the process to migrate Change Management processes to Process Designer workflows is not described here.
- The Request Fulfillment module is re-implemented on Process Designer, and many of its features are different from those of the legacy Request Management module; additionally, new tables and document engine objects were introduced in Process Designer Request Fulfillment. For these reasons, we do not recommend existing customers to migrate legacy Request Management processes to Process Designer workflows.

Some out-of-box data migration utilities are provided for the Request Fulfillment module. For more information, see ["Request data migration" on page 45](#).

- Because of the variety of customer environments, the guidelines provided below may not work well in your environment. Extra effort may be required on a case-by-case basis.

## Service Desk

**Note:** The workflow described in this topic is an example. It is not mandatory to migrate your legacy process to the specific Process Designer workflow that is used in this example.

Based on the legacy Service Desk process, you can create a corresponding workflow with three phases in Process Designer.



The following table provides information about each phase in the Process Designer workflow.

PD Workflow Phase	PD Workflow Form	Format Control	Alert in Process Designer Workflow	Process Designer Workflow Transition(s)
Logging	SD.open.interaction	SD.open.interaction	Migrate from the "category" table	Click <b>Close Interaction</b> to go to the Closure phase for the first call resolution; Click <b>Escalate</b> to Escalation phase
Escalation	SD.update.interaction	SD.update.interaction	Migrate from the "category" table	Click <b>Close Interaction</b> to go to the Closure phase
Closure	SD.update.interaction	SD.update.interaction	Migrate from the "category" table	N/A

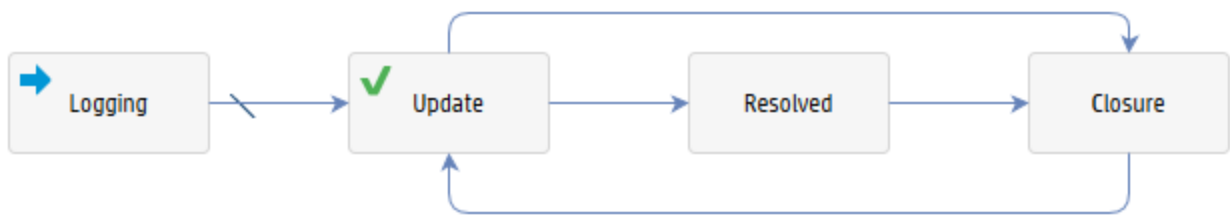
We recommend that you use the following steps for your manual migration:

1. Migrate category values from the "category" to the "sdCategory" table, including the Service Desk Approval definition.
2. Create a workflow as shown above in Process Designer.
3. Follow the code migration suggestions described in ["Migration tips and checklists " on page 10.](#)
4. Migrate the transactional data in your legacy process to the migrated Process Designer workflow, by using the data migration tool described in this document. To do so, you need to create your own migration settings in the data migration tool. For more information, see ["How to use the data migration tool" on page 18.](#)

# Incident Management

**Note:** The workflow described in this topic is an example. It is not mandatory to migrate your legacy process to the specific Process Designer workflow that is used in this example.

Based on the legacy Incident Management process, you can create a workflow with four phases in Process Designer.



The following table provides information about each phase in the Process Designer workflow.

PD Workflow Phase	PD Workflow Phase Form	Format Control	Alert in Process Designer Workflow	Process Designer Workflow Transition(s)
Logging	IM.open.incident	IM.open.incident	Migrate from "category" table	Clicking <b>Save</b> goes to the Update phase by default
Update	IM.update.incident	IM.update.incident	Migrate from "category" table	If the two-step closure functionality is enabled, click <b>Resolve</b> to go to the Resolved phase; If the two-step closure functionality is disabled, click <b>Close Incident</b> to go to the Closure phase
Resolved	IM.close.incident	IM.close.incident	Migrate from "category" table	Click <b>Close Incident</b> to go to the Closure phase
Closure	IM.close.incident	IM.close.incident	Migrate from "category" table	Click <b>Reopen</b> to revert to the Update phase.

We recommend you use the following steps for your manual migration:

1. Migrate category values from the “category” to the “imCategory” table.
2. Create a workflow as shown above in Process Designer.
3. Follow the code migration suggestions described in ["Migration tips and checklists "](#) on page 10.
4. Migrate the transactional data in your legacy process to the migrated Process Designer workflow, by using the data migration tool described in this document. To do so, you need to create your own migration settings in the data migration tool. For more information, see ["How to use the data migration tool"](#) on page 18.

## Problem Management

Problem Management includes Problems and Known Errors.

### Problem migration

#### Problem

**Note:** The workflow described in this topic is an example. It is not mandatory to migrate your legacy process to the specific Process Designer workflow that is used in this example.

Based on a legacy Problem workflow, you can create a corresponding Process Designer workflow. The legacy problem workflow information is saved in the Problem category table (rootcausecat), and the details of the legacy workflow phase can be retrieved from the Problem phase table (rootcausephase).

The following figure shows the Process Designer problem workflow.



The following table provides information about each phase in the Process Designer workflow.

PD Workflow Phase	PD Workflow Phase Form	Format Control	Alert in Process Designer Workflow	PD Workflow Transition (s)
Problem Detection, Logging and Categorization	Migrate from the “rootcausephase” table	Form-specific	Migrate from the “rootcausephase” table	Manually move to the next phase

PD Workflow Phase	PD Workflow Phase Form	Format Control	Alert in Process Designer Workflow	PD Workflow Transition (s)
Problem Prioritization and Planning	Migrate from the "rootcausephase" table	Form-specific	Migrate from the "rootcausephase" table	Manually move to the next phase
Problem Investigation and Diagnosis	Migrate from the "rootcausephase" table	Form-specific	Migrate from the "rootcausephase" table	Manually move to the next phase
Problem Resolution	Migrate from the "rootcausephase" table	Form-specific	Migrate from the "rootcausephase" table	Manually move to the next phase
Problem Closure and Review	Migrate from the "rootcausephase" table	Form-specific	Migrate from the "rootcausephase" table	Click <b>Close Problem</b> to the Closure phase
Closure	Same as the form of Problem Closure and Review phase	Read-only	N/A	Click <b>Reopen</b> to return to the Problem Closure and Review phase

We recommend you use the following steps for your manual migration:

1. Migrate category values from the "rootcausecat" to the "pbmCategory" table.
2. Create a Process Designer workflow as shown above.
3. Follow the code migration suggestions described in ["Migration tips and checklists"](#) on page 10.
4. Migrate the transactional data in your legacy process to the migrated Process Designer workflow, by using the data migration tool described in this document. To do so, you need to create your own migration settings in the data migration tool. For more information, see ["How to use the data migration tool"](#) on page 18.

### Problem Task

The legacy Problem Task module does not support workflows, and so you can create a simple two-phase workflow in Process Designer.



The following table provides information about each phase in the Process Designer workflow.

PD Workflow Phase	PD Workflow Phase Form	Format Control	PD Workflow Transition(s)
Logging	PM.task	Migrate from the “rootcausetask” format control	Click <b>Close Task</b> to the Closure phase
Closure	PM.task	Migrate from the “rootcausetask” format control	Click <b>Reopen</b> to revert to the Logging phase

We recommend you use the following steps for your manual migration:

1. Migrate category value from the “rootcausetaskcat” table to the “pbmTaskCat” table .
2. Create above workflow in PD.
3. Follow the code migration suggestions described in ["Migration tips and checklists " on page 10.](#)
4. Migrate the transactional data in your legacy process to the migrated Process Designer workflow, by using the data migration tool described in this document. To do so, you need to create your own migration settings in the data migration tool. For more information, see ["How to use the data migration tool" on page 18.](#)

## Known Error migration

**Note:** The workflow described in this topic is an example. It is not mandatory to migrate your legacy process to the specific Process Designer workflow that is used in this example.

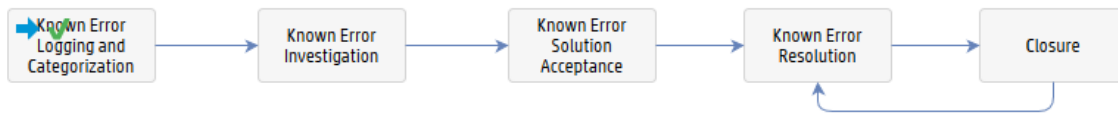
In Process Designer-based Help Desk, Known Error and Problem records are saved in the same table (rootcause). If you want to keep your existing Known Error and Known Error Task processes, you may follow the instructions below to migrate your processes to Process Designer. In this case, since the migrated Known Error and Known Error Task records are still saved in the original tables (knownerror and knownerrortask), you might need to revamp the related records feature between the migrated Known Error/Known Error Task and other processes. If you don't want to keep your existing Known Error and Known Error Task processes, you may use the out-of-box settings in the data migration tool to migrate your existing Known Error records to the out-of-box Process Designer Known Error workflow.

### Known Error

Based on legacy the Known Error workflow, the corresponding Process Designer workflow can be created. The legacy Known Error workflow information is saved in the Known Error category table



(knownerrorcat), and the details of the legacy workflow phase can be retrieved from the Known Error phase table (knownerrorphase).



PD Workflow Phase	PD Workflow Phase Form	Format Control	Alert in Process Designer Workflow	PD Workflow Transition (s)
Known Error Logging and Categorization	Migrate from the "knownerrorphase" table	Form-specific	Migrate from the "knownerrorphase" table	Manually move to the next phase
Known Error Investigation	Migrate from the "knownerrorphase" table	Form-specific	Migrate from the "knownerrorphase" table	Manually move to the next phase
Known Error Solution Acceptance	Migrate from the "knownerrorphase" table	Form-specific	Migrate from the "knownerrorphase" table	Manually move to the next phase
Known Error Resolution	Migrate from the "knownerrorphase" table	Form-specific	Migrate from the "knownerrorphase" table	Click <b>Close Known Error</b> to Closure phase
Closure	Same as the form of Known Error Resolution phase	Read-only	N/A	Click <b>Reopen</b> to revert to the Known Error Resolution phase

The following are the suggested steps you might want to follow for your manual migration.

1. Enable the Process Designer workflow and security in the "knownerror" object.
2. Create the above workflow in Process Designer.
3. Follow the code migration suggestions described in ["Migration tips and checklists "](#) on page 10.
4. Through the data migration tool, migrate the transactional data in your legacy process to the migrated Process Designer workflow. To achieve it, you need to create your own migration settings in the data migration tool. For more information, refer to ["How to use the data migration tool"](#) on page 18.

### Known Error Task

Legacy Known Error Task doesn't support workflow, so a simple two-phase workflow will be created in PD.



PD Workflow Phase	PD Workflow Phase Form	Format Control	PD Workflow Transition(s)
Logging	PM.error.task	knownerrortask	Click "Close Task" to Closure phase
Closure	PM.error.task	knownerrortask	Click "Reopen" to revert to the Logging phase

The following are the suggested steps you might want to follow for your manual migration:

1. Enable the Process Designer workflow and security in the "knownerrortask" object.
2. Create the above workflow in Process Designer.
3. Follow the description in ["Migration tips and checklists " on page 10.](#)
4. Through the data migration tool, migrate the transactional data in your legacy process to the migrated Process Designer workflow. To achieve it, you need to create your own migration settings in the data migration tool. For more information, refer to ["How to use the data migration tool" on page 18.](#)

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Just add your feedback to the email and click send.

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