CASE STUDY

BMC CLM Upgrade from 2.1 to 4.5
At Large Telecommunications Company, Mexico

vyomlabs
An **EMERGYS** Company

Client Details

The client provide cloud services to their customers for which BMC Cloud Lifecycle Management plays a key role in delivering vital cloud services to their customers.The solution is used by the client for more than 3 years approx. for which the support was exhausted. The newer version of solution would help the client to provide effective services to its end clients.

Project Overview

The purpose of the engagement was to upgrade CLM V2.1 to CLM V4.5 facilitating additional features to bring increased efficiency in providing datacenter services.

Business Challenges

The client was looking to increase the horizontal support for its cloud services to support latest hypervisor platforms, modern compute and network devices to increase operational efficiency by eliminating dependencies on IT team to provide day-to-day activities and giving more enriched offerings to their customers.

The latest version of BMC CLM V4.5 was identified as catalyst to bring effectiveness in operations. BMC enables support to latest compute resources through newer API support. The upgrade part from CLM V2.1 to CLM V4.5 is upgrade through intermediate upgrade to CLM V4.1 and then to latest version. There are drastic changes in the data structure how information was managed in CLM V2.1 and how information is handled in CLM V4.5. Adding to the challenge, the client uses Parallel as Service Request interface to log requests which are redirected to existing CLM for request fulfillment.
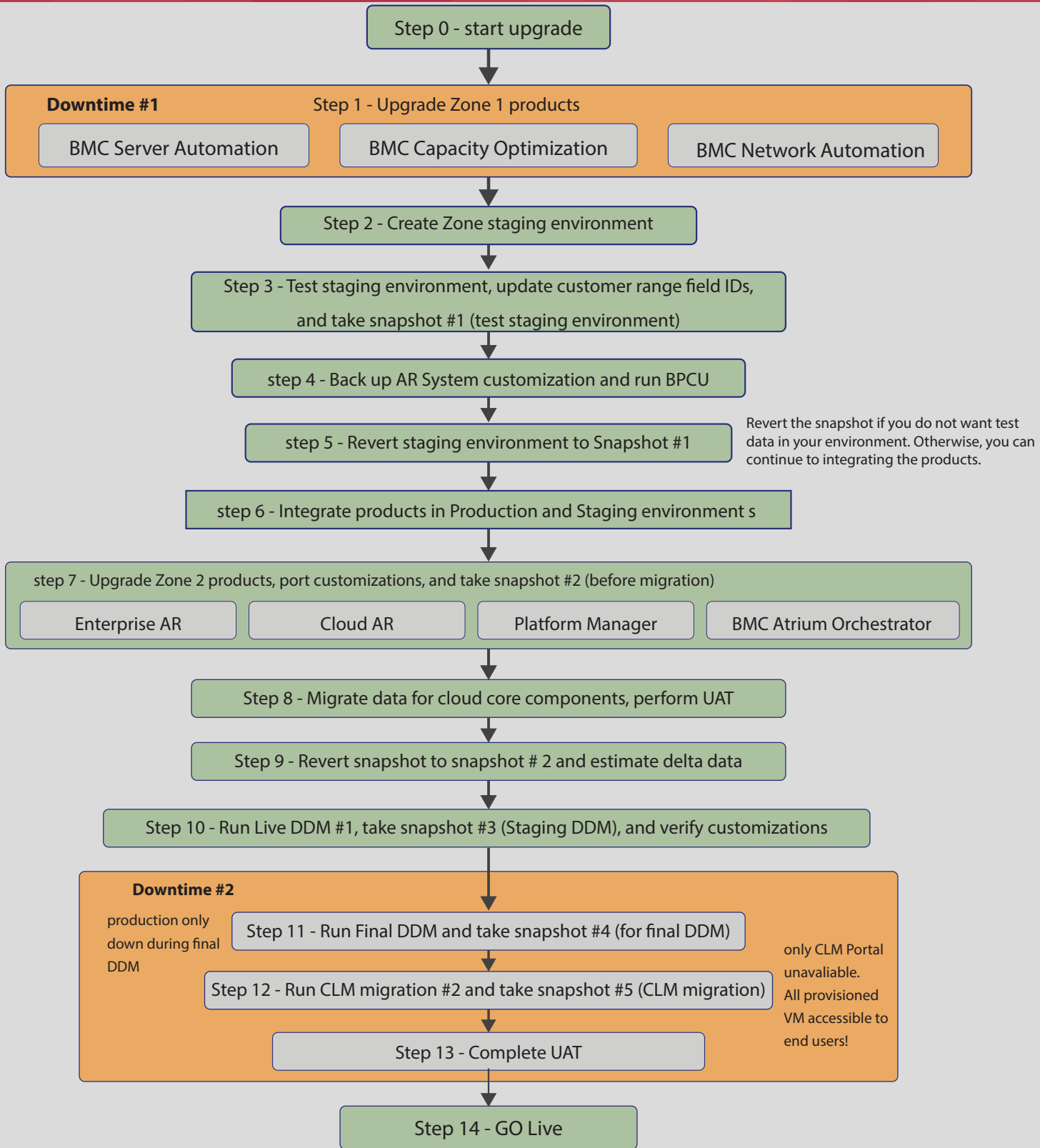
Solution

Considering the above business challenge, Vyom Labs came up with detailed assessment to identify missing data. Also used data checker utility to find missing data which is required for the upgrade. Created scripts to build missing data. As CLM V2.1 to CLM V4.5 was not direct upgrade path, upgrade was split in two phases, CLM V2.1 to CLM V4.1 and then CLM V4.1 to CLM V4.5.

Here are the high level steps,

1.Clone Production environment
2.Upgrade Production BSA
3.Up both CLM environment and check functionality from both environment
4.Upgrade Entire CLM Component
5.Modify AO workflow according new API calls and modification
6.Convert 2 AR into 1 AR

High Upgrade Plan:

Step 0 - start upgrade

Downtime #1   Step 1 - Upgrade Zone 1 products

BMC Server Automation | BMC Capacity Optimization | BMC Network Automation

Step 2 - Create Zone staging environment

Step 3 - Test staging environment, update customer range field IDs,
and take snapshot #1 (test staging environment)

step 4 - Back up AR System customization and run BPCU

step 5 - Revert staging environment to Snapshot #1

Revert the snapshot if you do not want test data in your environment. Otherwise, you can continue to integrating the products.

step 6 - Integrate products in Production and Staging environment s

step 7 - Upgrade Zone 2 products, port customizations, and take snapshot #2 (before migration)

Enterprise AR | Cloud AR | Platform Manager | BMC Atrium Orchestrator

Step 8 - Migrate data for cloud core components, perform UAT

Step 9 - Revert snapshot to snapshot # 2 and estimate delta data

Step 10 - Run Live DDM #1, take snapshot #3 (Staging DDM), and verify customizations

Downtime #2

production only down during final DDM

Step 11 - Run Final DDM and take snapshot #4 (for final DDM)

Step 12 - Run CLM migration #2 and take snapshot #5 (CLM migration)

Step 13 - Complete UAT

only CLM Portal unavaliable. All provisioned VM accessible to end users!

Step 14 - GO Live

Achievements

The company achieved the following results with BMC Cloud Lifecycle Management upgrader to V4.5:

1. VMware latest version support
2. Support latest Network Devices
3. Third party service desk was also upgraded to latest version, for which we have provided support from AO end
4. DSO was biggest challenge in CLM 2.1 but after merge of 2 AR, it has automatically solved

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