



AMIGO Upgrade Program Introduction

What is the AMIGO Program?

Introduction information

The BMC **A**ssisted **M**IGration **O**ffering, or AMIGO, is a program designed to assist our customers in planning and preparing for product upgrades from an older, to a newer supported version. By engaging with BMC Technical Support Analysts, you will be provided with materials containing guidelines and best practices to aid in compiling your own upgrade plan. An upgrade expert will then review your plan, and offer advice and suggestions to ensure success through proper planning and testing.

The AMIGO program consists of a Starter Phase and a Review Phase. Each phase is initiated by opening a support case, and ends when the case is closed.

In the Starter Phase, an AMIGO Starter case is opened. Reference material will be provided and a call with a Technical Support Analyst will take place to discuss the details of your upgrade, and address any questions you may have. The AMIGO Starter case will be closed, and the next step will be for you to prepare a documented upgrade plan.

In the Review Phase, an AMIGO Review case is opened preferably two weeks prior to a set upgrade date. A call will be scheduled with an upgrade expert to review your detailed plan, providing feedback and recommendations, along with answers to any outstanding questions. As needed, a follow up discussion with a Technical Support Analyst may take place for feedback after the upgrade is performed.

AMIGO Starter Phase

Action	Status <input checked="" type="checkbox"/> /Notes
<p>Review the following items to establish an overview of the ITSM upgrade prior to opening the support case. Note any questions.</p> <p>A. In the BMC Remedy ITSM Deployment portal:</p> <ul style="list-style-type: none"> • Release notes and notices to understand new features, known and corrected cases, product announcements • Upgrading the BMC Remedy ITSM Suite <p>B. Complete Attached Upgrade Planning Worksheet</p> <p>C. Review Sample Upgrade Plan and User Validation Test documents for potential upgrade tasks based on your environment</p> <p>Additional References</p> <ul style="list-style-type: none"> • All Product Component Documentation links 	<p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p>
<p>Once the collateral is reviewed, create the starter case.</p> <p>The case summary should contain "AMIGO Starter" to identify this as an AMIGO <i>starter</i> case. Include the completed Upgrade Planning Worksheet.</p>	<p style="text-align: right;"><input type="checkbox"/></p>
<p>A Technical Support Analyst will call you to discuss the AMIGO Starter case and understand any questions you have regarding the collateral and upgrade. Upgrade best practices will be reviewed so you can properly plan and execute a successful Remedy 9 upgrade.</p> <p>Once all collateral and upgrade planning questions have been answered, the AMIGO Starter case will be closed.</p> <p>The next step would be for you to prepare your documented upgrade plan.</p> <p>If you have product questions or encounter technical problems during the upgrade/testing, then additional (non-AMIGO) support cases would be opened for the specific product component (e.g. server, atrium, ITSM, SRM, etc.).</p>	<p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p>

AMIGO Review Phase

Action	Status <input checked="" type="checkbox"/> /Notes
<p>Once the documented upgrade plan has been created, create the review case.</p> <p>The case summary should contain "AMIGO Review" to identify this as an AMIGO <i>review</i> case. Include the following in the details of the case and/or as an attachment:</p> <ul style="list-style-type: none"> • Planned Upgrade Date • Documented Upgrade Plan • Completed Upgrade Worksheet • Any questions regarding the upgrade plan 	<p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p>
<p>BMC Support will review the upgrade plan and will provide feedback and any questions will be answered.</p> <p>A call will be scheduled to discuss any feedback and to answer any questions.</p> <p>The AMIGO Review case will be closed, once all feedback and questions have been discussed.</p> <p>NOTE: For proper review of your upgrade plan, please provide it to BMC Customer Support at least two weeks prior to the planned upgrade date.</p>	<p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p> <p style="text-align: right;"><input type="checkbox"/></p>

The purpose of AMIGO is facilitate successful upgrades. During your production upgrade/Go-Live if you encounter a problem and need help, please call BMC Customer Support at 1-800-537-1813 and open a new Severity-1 Case.