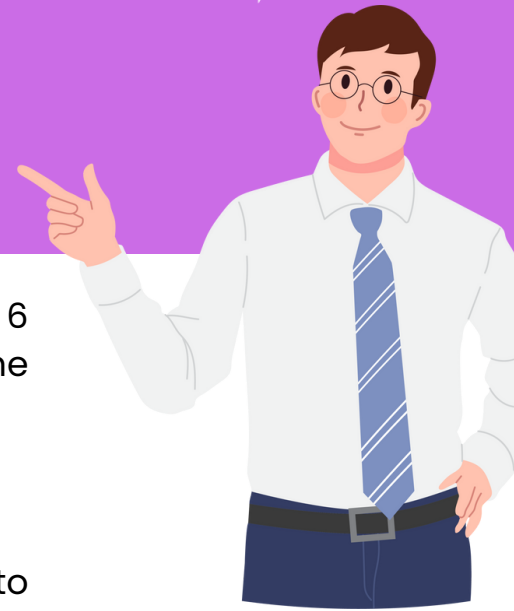


# Struggling with your ServiceNow Upgrade?



ServiceNow releases new versions of the product every 6 months and customers are advised to stay on the latest(n) or at least n-1 version of the product.

## RISKS

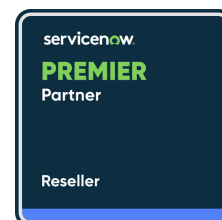
Upgrades, if not done well could lead (but not limited) to the following issues:

- Loss of Data.
- Loss of Configured and Customized Updates.
- Unleveraged new features which actually could provide value.
- Customer dissatisfaction. etc.

## SOLUTION:

- It is advised to consider Upgrade as a all-new separate project.
- Following a upgrade framework by an experienced partner of ServiceNow to build an exhaustive upgrade/project plan.

ZETECHNO is an Assured Premier partner of ServiceNow and owns a wide experience with upgrades and it nuances. With working experience in Industries of Healthcare, Technology, Finance, Retail and so on, ZeTechno has diligently curated a framework for Upgrades.



***The FRAMEWORK follows on the next page...***

# The STERFU framework by ZETECHNO

is a 6-step framework to be considered for getting the best out of ServiceNow upgrade project.

Mentioned in the figure below is the STERFU framework along with the WHATs, HOWs and WHYs of each step:



**Please note that there are several other tiny things to be considered during an upgrade project like**

- best practices to manage update sets,
- best practices to clone instances,
- requesting additional non-prod instances and so on...

**This is the place where ZeTechno comes in for you. Mandatory upgrades are just about the corner.**

**TALK TO US**