How do I migrate Lotus Notes applications to ServiceNow?

Many Lotus Notes applications are task- and workflow-based, which make them ideal candidates for migration to the Now Platform®.

What options do I have for migrating Lotus Notes applications?
Use the decision tree below to determine your migration option for individual Lotus Notes applications.

1. Is this application business critical?
   Answered yes to either question or to both
   2. Are the application’s workflow, data model, and integrations simple or complex?
      Complex
   3. Does the application share workflows with other applications?

Decommission the application. Applications that don’t have a clear business need should be retired to avoid adding complexity to your Now Platform.

If the data associated with the application has archiving requirements, ensure you have a strategy for preserving the data before you decommission the application.

Consider rebuilding the application as a service catalog item. Use the out-of-the-box service catalog request data model, or define your own data model within the service catalog. You can also allow business users to rebuild the app using delegated development.

If the application has a complex data model, workflow, security requirements, or integration, you should implement it as a standalone application on the Now Platform.

Consolidate applications for scale and faster migration. You may have multiple Lotus Notes applications serving the same purpose but for different departments and functions. You can consolidate these into a single ServiceNow® application, create different scopes representing different functional groups, and/or build reusable components (e.g., an approval flow that can be used by multiple services and/or applications).
How do I map an application’s data model in ServiceNow?

The data model from your Lotus Notes application will include tables, fields, files, and data relationships. This should map into ServiceNow as a table, with appropriate fields and security. If your Lotus Notes application requires SLAs or Visual Task Boards, extend Task. The Task table provides standard fields used on each of the tables that extend it, such as the Incident and Problem tables. This can provide functionality for driving tasks (including approval rules, assignment rules, and task relationships), but also includes metadata you may not need.

What other data considerations do I need to take into account?

- **Normalize user data.** User data in a Lotus Notes application may not adhere to the same conventions (e.g., how names are listed/stored) you have in ServiceNow. Application owners need to manually review user data fields to identify where data conventions are different from ServiceNow, especially if data needs to be migrated to ServiceNow.
- **Consider attachments for each record.** If there are attachments to the app, download them from Lotus Notes. Then upload and attach to each record in ServiceNow.
- **Account for security when decommissioning applications or setting up access in ServiceNow.**
- **When decommissioning applications, archive data considering the compliance and regulatory requirements** (e.g., retaining data for seven years according to U.S. Government regulations).
### How do I migrate Lotus Notes applications to ServiceNow? (Cont.)

**What steps should I take to rebuild an application in ServiceNow?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>BUILD THE DATA MODEL</strong>&lt;br&gt;• Create a table structure that autogenerates APIs, list views, and forms.</td>
</tr>
<tr>
<td>2</td>
<td><strong>ADJUST LIST AND FORM VIEWS</strong>&lt;br&gt;• Adjust autogenerated forms.&lt;br&gt;• Insert sample data to create reports and dashboards.&lt;br&gt;• Use ServiceNow's out-of-the-box Service Portal to view single-page applications (as needed).</td>
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<tr>
<td>3</td>
<td><strong>BUILD THE BUSINESS LOGIC</strong>&lt;br&gt;• Ensure you have a clear understanding of the workflow supported by the application, including approvals and data transformation.&lt;br&gt;• Build the ServiceNow application using business rules and ServiceNow Flow Designer.&lt;br&gt;• Identify where integrations are needed.</td>
</tr>
<tr>
<td>4</td>
<td><strong>TEST AND PUBLISH</strong>&lt;br&gt;• Run small functional tests as you implement each feature.&lt;br&gt;• Run full tests with production-ready data, using Automated Test Framework.&lt;br&gt;• Use Git as your repo for version control and source code management.&lt;br&gt;• Consider initially releasing to a smaller group to collect feedback.</td>
</tr>
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### How do I accelerate and scale migration?

- **Build shared modules for common workflows.** Many applications may use the same workflow (like an approval workflow). Look across the portfolio of applications you want to migrate, identify common workflows across these applications, and build a single module in ServiceNow that migrated applications can call/Invoke.
- **Identify where you can use delegated development.** For simple applications, use delegated development to enlist business unit developers (or even citizen developers) to rebuild applications on ServiceNow. Make sure to accompany this with appropriate coaching and training as needed.
- **Break your migration into clear, focused phases.** Define migration phases (no longer than two or three months), so that you can cluster and prioritize migration efforts by line of business or criticality. This also allows you to show progress to key stakeholders and request additional resources where needed.

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us.

Related resources:
- Move your Lotus Notes apps to the Now Platform (Community blog)
- From Lotus Notes to ServiceNow: How Denny’s is using Now Platform for custom app development