

How do I migrate Lotus Notes applications to ServiceNow?

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- What data do I need to make a migration decision?
- How do I map an application's data model in ServiceNow?
- What other data considerations do I need to take into account?

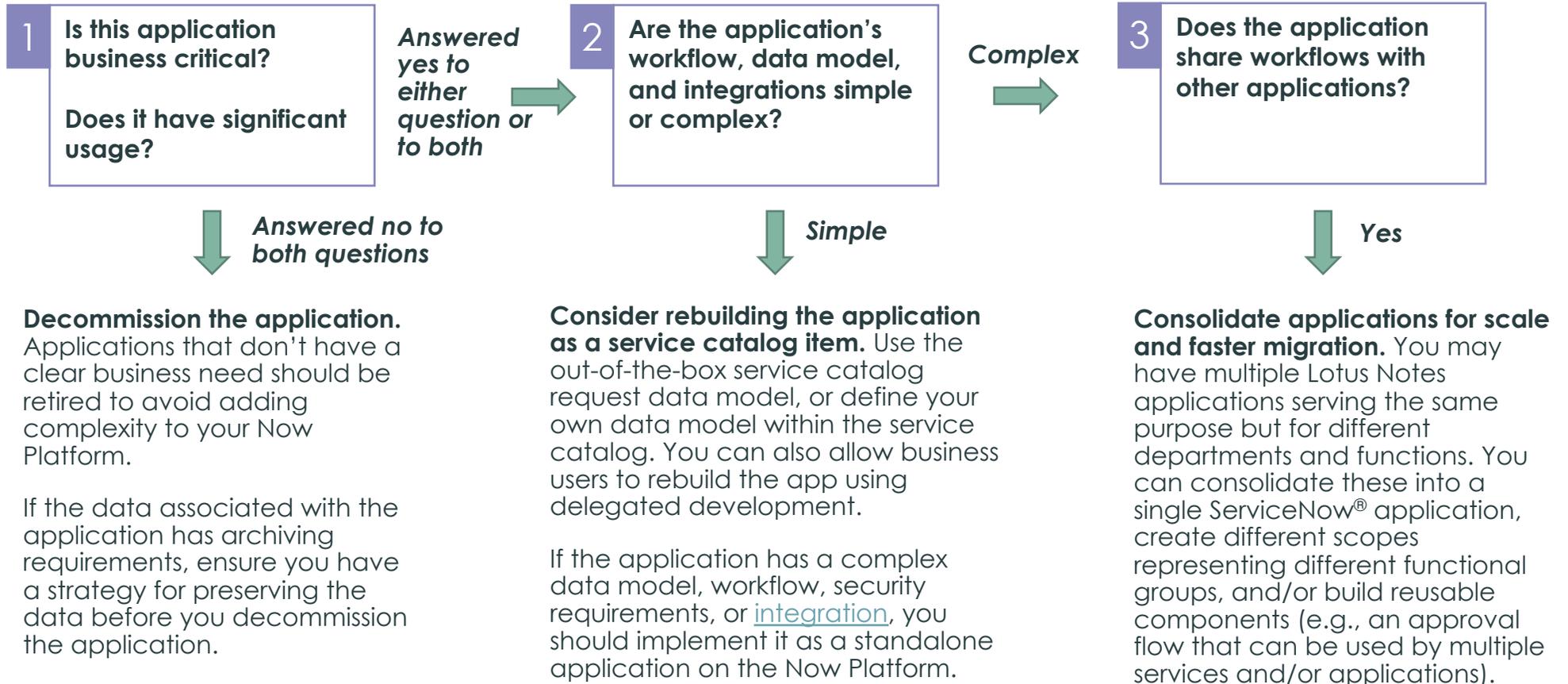
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- What steps should I take to rebuild an application in ServiceNow?
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Many Lotus Notes applications are task- and workflow-based, which make them ideal candidates for migration to the Now Platform®.

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.



How do I migrate Lotus Notes applications to ServiceNow? (Cont.)

What data do I need to inform my migration decision? Look at migration as an opportunity to improve and simplify applications. Work with application and process owners to answer the following questions before making your migration decision.

Business need

1. What's the functional application description?
2. Who's the business owner?
3. What's the business criticality of the application (on a scale of 1–5)?
4. How much usage has the application had in the last 90 days?

Data requirements

1. How many Notes database(s) are used by this application?
2. What is the current size of the database(s)?
3. How many documents are in the database?
4. Do we need to migrate existing/historical data?

Business logic and presentation

1. Are there integrations or messaging involved with this application?
2. What kind of rule-based roles are required? What are the security requirements?
3. Does it need to be optimized for mobile?
4. Does it generate Outlook calendar invites?
5. Do you want to migrate as is or update functionality based on business needs?

How do I map an application's data model in ServiceNow?

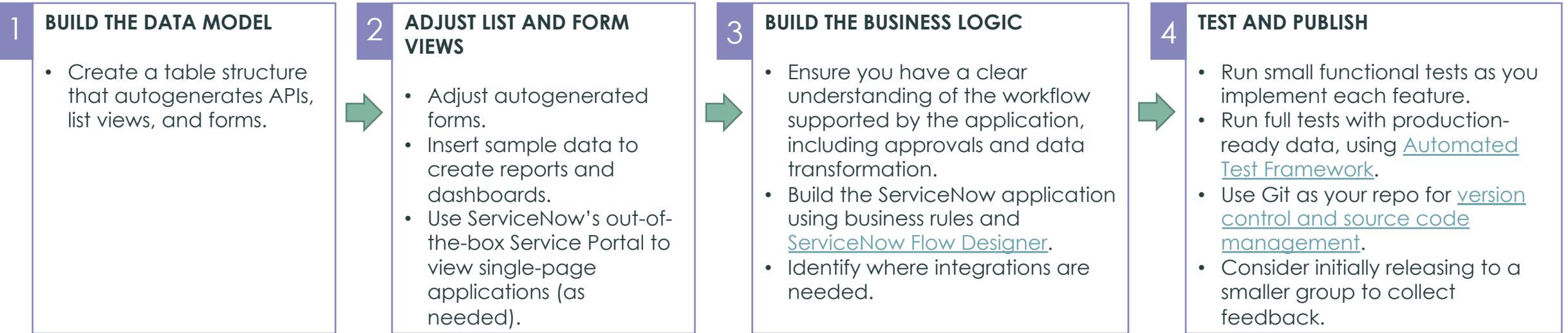
The data model from your Lotus Notes application will include tables, fields, files, and data relationships. This should map into ServiceNow as a table, with appropriate fields and security. **If your Lotus Notes application requires SLAs or Visual Task Boards, extend Task.** The Task table provides 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?



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](#)