

# Upgrade Management

Fruition Partners' Upgrade Management program offers your organization a bundle of services to accelerate ServiceNow upgrades, get immediate value from enhanced features and new capability, and ensure a seamless transition to the new version through comprehensive regression testing.

## UPGRADE DEVELOPMENT

- ▶ Dedicated team of individuals to manage the project, track requirements, and configure/develop new capabilities
- ▶ Managed defect tracking and resolution by quality assurance and development resources

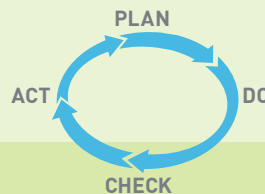
## TEST MANAGEMENT

- ▶ Comprehensive test strategy that includes custom test cases to ensure functional integrity
- ▶ Test cases that can be reused for subsequent upgrades, future project work, or audits
- ▶ Full development life cycle solutions from unit test to user acceptance test
- ▶ Full execution and management of the Test Plan with regular progress reports
- ▶ Dedicated QA Lead resources and testers to ensure delivery of testing on time
- ▶ Defect identification and management

## UPGRADE REGRESSION TESTING

- ▶ On-demand testing to prevent disruptions caused by new ServiceNow releases or modifications
- ▶ Comprehensive testing of your unique ServiceNow instance via process owner interviews and custom test case creation
- ▶ Confidence that your system will function day one post update
- ▶ Packaged-up Test Cases are usable for future projects, releases, and upgrades

**Relieve the pressure of ensuring an up-to-date ServiceNow instance for your users that will continue to meet all your business, performance, and timeline requirements!**



## BEST IN CLASS

- ▶ ITIL certified, ServiceNow experts
- ▶ Single resource assignment
- ▶ Full-time QA professionals
- ▶ Flexible testing practices to accommodate various methodologies, including Agile and Waterfall
- ▶ Master Solutions Partner of ServiceNow

Want to learn more?



Contact us:

info@fruitionpartners.com  
T 312.448.6777