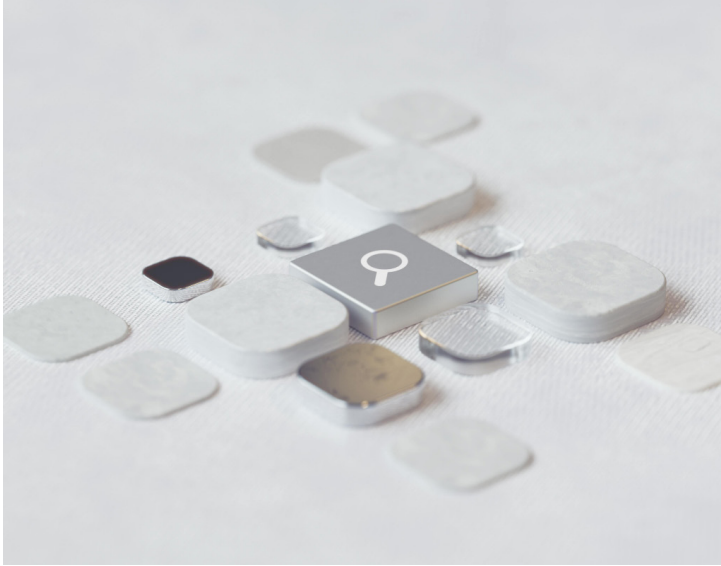# fme Migration Readiness Survey: Questions to Get Started

For each of our projects, our teams go through a series of onboarding questions that are designed to identify the scope of the project and uncover any hidden pitfalls before they become a problem. Below you'll find a selection of the questions we start with. As you consider your project goals, timeline, and scope, discuss these questions with your team to ensure that you are considering the full scope of your requirements. In addition, use these questions to help evaluate potential partners to work with through your initiative. If a potential partner doesn't have their own project kickoff process, can you be sure they have the experience you'll need to complete your project successfully?

Source System

Legacy and/or Source System Infrastructure (Software, Hardware, Storage)

- **What type is your source system?** e.g. DMS, ECM, File System, Database, etc.

- **What product/software system do you use to manage content?** e.g. EMC Documentum, Veeva, Generis CARA, Alfresco, SharePoint, FileNet, Opentext, Contentmanager, Livelink, Microsoft Windows 7, MAC OS, Lotus Notes, etc.

- **What is your current product/software version?** It's important to know your exact current state. It's not uncommon to need different migration strategies depending on the installed system version.

- **What database do you use to manage content/metadata?** e.g. Oracle, SQL-Server, etc.

- **Where are the source systems located?** Countries, time zones, etc. This can be a critical data point for document comparisons.

- **Where are the source systems hosted? On-Premises or Cloud?**

Content/Document Details (Formats, Quantities, Metadata)

- **What is the total number of documents,** inclusive of all document versions, that you will need to migrate?

- **Are electronic signatures used,** how are they linked to the document, and what is the technology/process use?

- **Are document annotations used** and what is the technology/process used?

- **Number of document classes, groups or object types?**

- **Is access protection used on document layer** (e.g. password protected PDF documents)? What is the mechanism?

- **Is document audit trail available,** and what is the volume?

- **What is your current total storage size?** How much is required to be migrated?

Access Rights (ACLs)

- **What is the approximate number of users you have,** and what are the different groups and permissions sets?

Condition of the Folder and Document Structure

- **Are folders well organized?** e.g. filing plans, naming conventions. Answer this with a critical, yet honest perspective. It's better to plan extra time and not need it than slow the larger timeline to fix organization issues.

- **Are documents well organized?** Same as the previous question, be honest but still critical. Many issues that arise in target systems can be easily fixed with preliminary planning and data enrichment.

⚙ Further Information

- **Is the system regulated by any authority?** Of course it is. List the regulations and authorities that you need to comply with, and make sure all project participants are aware.

- **What is the level of customization you've done on your current solution(s)?**

  - No customizations
  - Only client customizations
  - Back-end customization
  - Complex client and backend customization

  Are your customizations fully documented?

- **What is the internal team skill level on your source system?**

  - Unskilled
  - Skilled
  - Highly skilled

  This is another question where it's important to be honest, yet critical. Many times, a team is considered highly skilled, but they are only versed in the way their system currently works. Any additional functionality is unknown. Understanding your team's level of knowledge can help plan which tasks can be completed in house, and which should be executed by an external partner.

Migration Approach

⚙ Content/Document Migration

- **Do you need to migrate full version trees or only specific versions?** e.g. Major, minor, current or all. Decide this from the beginning because it has a dramatic impact on your number of documents and amount of metadata.

- **Are Audit trails required to be migrated, and what is desired target format?** CSV file, legacy table, etc.

- **Are document structures required to be migrated?** Virtual Documents, Binders, Submissions Archives, etc.

- **What is the complexity of required metadata/attribute transformation, mapping and enrichment?**

  - 1:1 mapping
  - Small mappings and transformations
  - Complex transformations

  This is critical to planning the scope, tasks, and time required to prepared data and documents for migration, and will provide insights to the testing and validation process.

- **Which level of source data cleanup will be needed before the migration?**

  - Low
  - Medium
  - High

  Another area where it's important to be honest and critical.

- **Which document percentage do you expect to migrate to:**

  - Target data model
  - Legacy
  - Leave behind or archive

⚙ Folder Migration

- **What are the requirements of the folder structure migration/modification?**

  - 1:1 creation
  - Sub structure creation
  - Fully new folder structure creation

⚙ Additional Requirements

- **What is your expected project timeline / duration?** Realistic expectations with planned flexibility is vital.

- **How long is an acceptable system freeze period executing the productive migration?** Over a weekend, one week, two weeks? Understand what is acceptable from the beginning, and plan how to achieve it.

- **Can you plan a migration approach without effecting daily business operations required to reduce the system downtime?** Delta migration or scheduled migration

- **Is migration performance critical for the project plan?**

- **How many migration environments are planned?** Dev, Test, Prod, etc.

- **Are there special character / language requirements?**

Target System

Infrastructure (Software, Hardware, Storage)

- **What type is your source system?** e.g. DMS, ECM, File System, Database, etc.

- **What product/software system will be used to manage content?** e.g. EMC Documentum, Veeva, Generis CARA, Alfresco, SharePoint, FileNet, Opentext, Contentmanager, Livelink, Microsoft Windows 7, MAC OS, Lotus Notes, etc.

- **What other systems are connected, integrated, or influences on your target system?** e.g. SAP, CRM, ERPs, Microsoft Office, etc.

- **Where will the target systems located? And are there any specific location requirements?** Countries, timezones, etc.

- **Where are the target systems hosted?** On-Premises or Cloud?

Content/Document Details (Formats, Quantities, Metadata)

- **What is your number of document classes, groups or object types?**

- **What is your number of document attributes per class, group or object?**

Access Rights (ACLs)

- **What is the approximate number of users you will have**, and what are the different groups and permissions sets?

- **What product or software are used to manage user access rights?** e.g. 389 Directory Server, Active Directory, Apache Directory, etc.

Further Information

- **Is the system regulated by any authority? Is this the same as the source system, or are there any changes?** List the regulations and authorities that you need to comply with, and make sure all project participants are aware, especially if there are changes from the source system.

- **What is the level of customization you will require on your target solution(s)?**
  - No customizations
  - Only client customizations
  - Back-end customization
  - Complex client and backend customization

Are your customizations fully documented already, or does that still need to be done?

- **Can you provide a summary description of the required customizations?** Are your customizations serving the way your organization used to work, or are they optimizing how you will work? It's best to evaluate your processes and content requirements before you set up the target systems.

- **What is the internal team skill level on your target system?**
  - Unskilled
  - Skilled
  - Highly skilled

As with the previous question, be honest, yet critical. Understanding your team's level of knowledge can help plan which tasks can be completed in house, and which should be executed by an external partner. It will also allow you to plan training by your partner experts before tasks become critical. fme has a comprehensive PlatformAssist options designed to bridge the gaps as organizations get up to speed on new solutions.

As mentioned above, these questions are designed to help you identify the scope of your project, and uncover any hidden pitfalls before they become a problem. It's not the full list, and it's okay if some of these are challenging to answer. What's most important is your team has a clear understanding of the level of detail they will need to specify as you transition to your new solution.

If you have any questions or need clarification on any concepts, please contact us. We're happy to discuss your current challenges, goals, and possible solutions. Our extensive experience in Life Sciences data migrations gives us a unique perspective to be able to guide your organization through an optimized migration, and find viable, tailored solutions attuned to your ways of working.

Lessons Learned From Our Years of Complex Content Migrations

fme has been executing complex digital transformation and migration projects for over 25 years for a wide range of information-dependent industries, each project surfacing its own series of perplexing data challenges. As the Life Science industry has driven forward to embrace system modernization, we've seen that when a project is finally approved and chartered, stakeholders often rush toward the benefits without looking back. This can result in disappointment and frustration when the 'as is' data migrated to the new set-up turns out to be in a poor state and largely unusable. Here are three essential takeaways to help you avoid making the same mistakes.

1 Technology is Just One Piece of the Puzzle in a Successful System Migration

The successful execution of any project involves equal focus on **people, process, and technology**, so that everything is aligned to deliver the expected outcomes. Certainly, it's important to line up sufficient resources to plan and manage the transition, to build engagement and momentum among all stakeholders and users and introduce any new skills and resources they might need. But another element that's often neglected is the data the new system will draw on to deliver the expected process streamlining and improved visibility. However fast and feature-rich the new technology platform, if it's dependent on old and inadequate data quality it won't be able to fulfill its promise. If the new system can't fulfill future-state governance or meet new standards for regulatory compliance, then the 'retrofitting' burden could be immense as teams try to massage and improve the data after the fact. Unplanned data enrichment is hugely time-consuming.

> No matter how powerful, a system that depends on poor data will not be able to fulfill its promise.

The lesson here is to scope system projects thoroughly and plan them early enough so that every dimension is well catered for in plenty of time. If delivery is scheduled close to a deadline for adhering to new health authority submissions standards, companies will want to be sure that the data coming across is in good shape and fit for purpose to allow that deadline to be confidently met. Filling CMC Module III in eCTD submissions is already a hot spot, highlighting where existing system data typically falls short. Companies can learn from this by doing their due diligence and performing a detailed data assessment up front to help them minimize or eliminate these kinds of risks.

2 Time and Resources Are Critical Success Factors

Unless a project has a sufficient runway leading up to it, pressures will mount, and good intentions are likely to give way to compromise and the cutting of corners. Even if they plan to bring in external help, the key project stakeholders will need to set aside their own people's time to do the vital groundwork–understanding old and new data governance parameters so that any data preparations and actual data migration is in line with current and emerging requirements. Without those parameters, and a clear picture of the 'as is' status, project teams risk investing their time and budgets in the wrong places and setting themselves up for a big clean-up operation post migration. So, even before performing a data quality assessment, it's a good idea to seek a bit of preliminary strategy advice from a trusted expert – often called a Phase 0 – to understand the bigger picture and how everything needs to align to deliver against it. This isn't about engaging specialists prematurely, but rather about making sure that any investment that follows (and any external help brought in) is well targeted, so delivering maximum value.

③ Allow and Plan for Failure

Despite the best intentions, projects can go awry due to the many moving parts that make up the whole. It's important to factor 'the unexpected' into all planning. This includes allowing for a certain number of iterations based on the finding of data quality assessments. If often takes several to get the data to fit the required data governance standards going forward. If the data coming across is in a disastrous state, a planned migration phase timeline could quickly turn into a material schedule delay. Underestimating the work involved is very common, and we have seen this in many company-initiated and rescue projects from other providers. In many cases, the 'happy path', where everything goes to plan, was expected to take 10-12 months, but the real-life situation took 18 months or more. To de-risk the project, allow for contingency. If in doubt, take the forecast number of days and double it.

All the preparatory work recommended above should help contain delays and protect against timescale or budget shocks, but it's better to plan properly so that the journey goes as smoothly as it can. Ultimately, the client company is responsible for the quality and integrity of its own data, but technology vendors and service providers will need to plan their involvement too and ensure they have the right skilled resources available at the right time. fme's experts have extensive experience on all of the above and have helped our clients set the right expectations, establish a realistic schedule, and resource projects so that they optimize the time to value. A little foresight can go a long way.

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> It's important to factor the unexpected into all planning. Underestimating the work required is very common.

Lean On the Experts

You don't have to go through this alone, and we recommend you select an experienced migration partner who understands the challenges inherent in the migration process. Through fme's extensive experience in the Life Science data migration arena, we can help your organization comprehensively diagnose barriers to optimized migration, and find viable, tailored solutions attuned to your ways of working.

In conjunction with your business subject-matter experts – the people closest to the product portfolios and the processes – we'll help develop a tailored strategy and scope the work involved and required resources. We can also help to determine the historical, current, and future role of respective data, so that active data is prioritized for preparation for migration to the new system or platform, and historic data is properly archived for future reference.

At fme, we believe our consultants should be available for the entire duration of the project to uphold the highest standards of service delivery and consistency. This approach maintains much needed continuity, ensuring that insights and decisions made early in the process are applied throughout the project. Rotating project personnel can incur delays and lead to impaired decision making that doesn't fully factor in legacy efforts, which is why we like to assemble a team of experts that will be present for the entire project duration.

Irrespective of your foundational rationale for embarking on this journey, fme adopts a holistic, whole-of-business approach to data migration, helping your organization methodically un-wire legacy processes and unlock new efficiency gains. Our dedicated consultants will become intimately familiar with your organization's data repository and will be on-hand throughout the process to execute consistent proprietary methods to accelerate your organization's journey towards its desired future state.

For more information, please contact us and we'll schedule a time to discuss your specific requirements.

How to Minimize the Challenges of Data and Content Migration

To learn more about avoiding the pitfalls and maximizing the ROI during a data migration, download our whitepaper **Navigating the Data Migration Maze: 2024 Strategic Guide for Executives** today. In this paper fme's experts provide actionable guidance that will help you define a successful data and content migration strategy and avoid the most common mistakes that can double or triple the costs and timeline of a migration project.

Download the full whitepaper now!

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About fme

fme is an experienced provider of business and technology services supporting the deployment of Business Applications, Content Services, and ECM solutions to highly regulated industries like Life Sciences, Manufacturing, Finance, Cosmetics and Nutraceuticals, Food & Beverage and more. We are trusted advisors and systems integration specialists across the Clinical, Regulatory and Quality and Manufacturing domains in Europe and North America.

Our capabilities, experience and know-how allow us to provide high-quality end-to-end solutions supporting our clients' using the leading Content Services and ECM platforms. We offer a coordinated catalog of Business Consulting, Technology Services and Migration Services designed, refined, and optimized to reduce system TCO and increase solution ROI.

Our clients include many large and midsize Life Sciences companies around the globe. We provide cost-effective best-shore solutions by leveraging local client facing teams in North America and Europe and our Centers of Excellence in Romania and India.

Contact our experts today to discuss your migration project and start a clear path to success.

In Europe
www.fme.de | +49 531 238540 | info@fme.de

In North America
www.fme-us.com | +1 475 476 3118 | info@fme-us.com

#498509