

CASE STUDY

Reducing Migration Risk Through Deployment Assurance and Knowledge Transfer

AT A GLANCE

Industry

Federal Government

Capability

Technical Consulting | Software Quality Engineering

Solution

Replatforming OpenText ALM 24.1, Octane and Enterprise Service Management (ESM) from VMware to OpenStack

The Challenge

Support the migration of critical application lifecycle and service management platforms to a new infrastructure environment while minimising implementation risk and ensuring operational continuity

The Outcome

- Validated OpenText ALM 24.1 deployments before production migration
- Improved operational readiness through deployment documentation
- Reduced transition risk through repeatable deployments and knowledge transfer



BACKGROUND

A large Australian Government agency undertook a program to replatform its OpenText Application Lifecycle Management (ALM) and Enterprise Service Management (ESM) platforms from VMware to OpenStack, while migrating an OpenText Octane proof of concept from a SaaS environment. The program also introduced ESM to support future service delivery.

THE CHALLENGE

The agency sought to modernise its application lifecycle and service management platforms by moving from VMware to OpenStack, reducing infrastructure costs and improving long-term sustainability. The program also needed to retain the OpenText Octane proof of concept to validate whether the platform could meet future business needs. A successful transition was critical to minimise operational disruption and support future service delivery.

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WHAT KJR DELIVERED

OUR ROLE:

KJR provided technical consulting support as part of a broader multi-vendor delivery team responsible for the replatforming of OpenText ALM, Octane and ESM capabilities. KJR contributed deployment validation, technical documentation and knowledge management expertise, supported by strong understanding of the agency's ALM usage gained through 10 years working within the client's testing environment.

KEY CONTRIBUTIONS:

- Applied deep knowledge of the agency's ALM processes and usage patterns to support a smooth transition and ensure platform changes aligned with business needs.
- Validated the OpenText ALM 24.1 deployment approach through installation activities in Development and Test environments prior to production implementation.
- Developed and maintained deployment documentation, build guides, task cards and knowledge articles to support repeatable processes and operational transition.
- Supported the wider delivery team by capturing implementation knowledge and ensuring key platform information was available for ongoing support and future enhancements.

HOW WE DID IT

01

Discover & Assess

- Leveraged existing knowledge of the agency's ALM environment and operational processes.
- Collaborated with stakeholders to understand deployment requirements, risks and transition objectives.

02

Assure & Validate

- Installed and validated OpenText ALM 24.1 in Development and Test environments prior to production deployment.
- Developed build guides, task cards and knowledge articles to support repeatable deployment processes.

03

Release with Confidence

- Established documentation and knowledge artefacts to support operational readiness and ongoing support.
- Captured and transferred critical implementation knowledge to support long-term platform management.

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IMPACT & BUSINESS OUTCOMES

- ✓ **Reduced** delivery risk by validating the OpenText ALM 24.1 deployment approach in Development and Test environments prior to production implementation.
- ✓ **Improved** operational readiness through the creation and maintenance of build guides, task cards and knowledge articles.
- ✓ **Increased** confidence in the platform transition by ensuring implementation knowledge was captured and available for ongoing support.
- ✓ **Supported** a smoother transition to the new OpenStack environment through collaboration with the broader multi-vendor delivery team.
- ✓ **Enabled** future platform decision-making by supporting the retention of the OpenText Octane proof of concept for business evaluation



WHY KJR

- Deep understanding of the agency's ALM processes and usage gained through extensive experience supporting the client's testing environment.
- Ability to provide practical technical consulting support within a complex, multi-vendor delivery environment.
- Strong focus on knowledge transfer and operational readiness through clear, repeatable documentation and support artefacts.

TECHNOLOGY VALIDATED

The following technologies were validated as part of the engagement:

OpenText ALM 24.1 | OpenText Octane | OpenText Enterprise Service Management (ESM) | OpenStack | VMware

